

**Gensler**

CITY OF  
**MARICOPA**  
PROUD HISTORY • PROSPEROUS FUTURE



November 21, 2012

# The City Of Maricopa City Hall

Ancillary Furniture Bid Request

**FACILITEC**

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 ancillary furniture for the City of Maricopa City Hall project. Attached is our itemize furniture bid per your specifications.

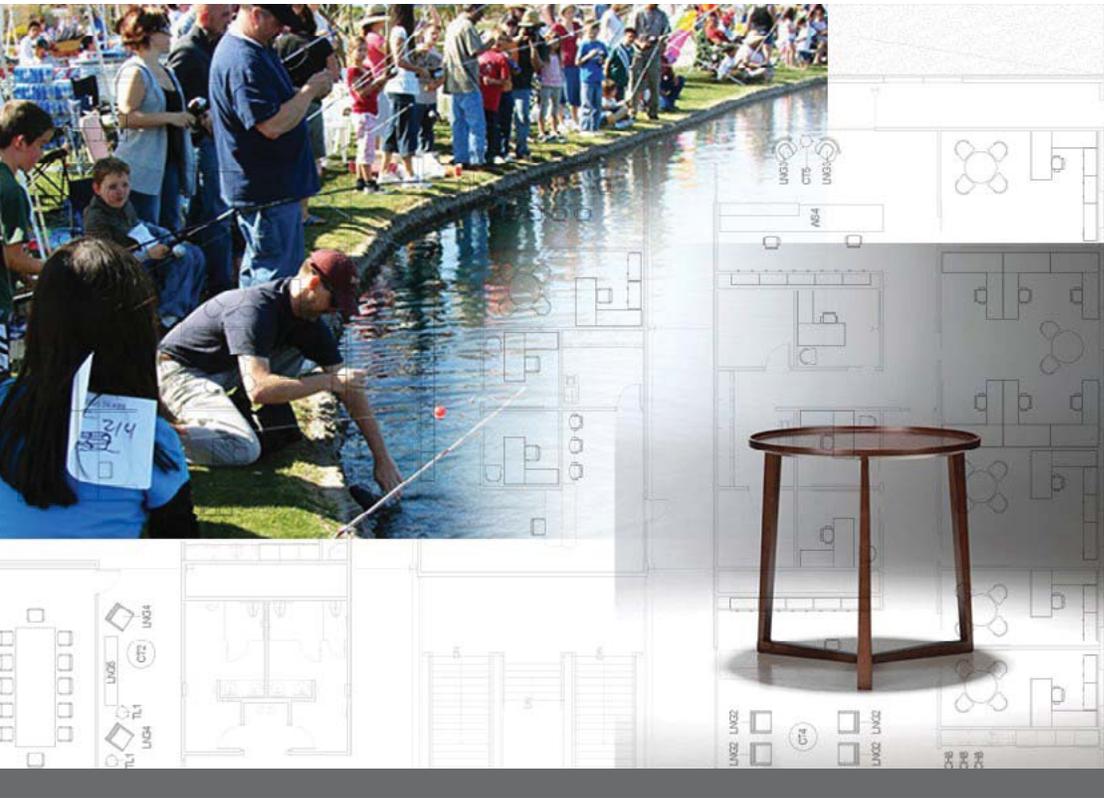
Pricing is good until December 31, 2012. See Facilitec's terms and conditions in Sec. 6

Thank you again for your time and this opportunity.

Sincerely,

Erin Wilcox  
A & D Representative

pricing summary	<b>1</b>
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specification sheets	<b>3</b>
dealer information	<b>4</b>
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## pricing summary



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**Ancillary Furniture**

	<b>mfg</b>	<b>furn. Tag</b>	<b>description</b>	<b>qty.</b>	<b>unit cost</b>	<b>ext. cost</b>	<b>lead time</b>
1	Davis	LNG-1	<b>Site fully upholstered 4-seat curved bench, polished aluminum base</b>	4	\$2,155.87	\$8,623.48	15 weeks, plus transit
2	Bernhardt	LNG-2	<b>Atlantic lounge chair, fully upholstered, semi attached seat &amp; back cushions w/welt perimeter</b>	4	\$1,112.28	\$4,449.12	5-7 weeks upon receipt of COM, plus transit
3	Bernhardt	LNG-3	<b>b.4 lounge chair, fully upholstered</b>	2	\$717.85	\$1,435.70	5-7 weeks upon receipt of COM, plus transit
4	Cumberland	LNG-4	<b>Alia metal lounge chair, upholstered, natural clear wood surround, stainless steel base</b>	3	\$1,545.30	\$4,635.90	7 weeks upon receipt of COM, plus transit
5	Davis	LNG-5	<b>Site fully upholstered 4-seat straight bench, polished aluminum base</b>	1	\$2,053.69	\$2,053.69	15 weeks, plus transit



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<b>mfg</b>	<b>furn. Tag</b>	<b>description</b>	<b>qty.</b>	<b>unit cost</b>	<b>ext. cost</b>	<b>lead time</b>	
6	Segis	LNG-6	<b>Omega lounge chair, fully upholstered, silver powdercoat #58 for legs</b>	3	\$1,156.39	\$3,469.17	10 weeks, plus transit
7	Allermuir	CH-7	<b>A430 bar stool, wood veneer w/clear lacquer finish, brushed chrome finish</b>	11	\$284.40	\$3,128.40	4-6 weeks, plus transit
8	Allermuir	CH-8	<b>A430 bar stool, wood veneer w/dark walnut finish, brushed chrome finish</b>	3	\$313.59	\$940.77	4-6 weeks, plus transit
9	Martin Brattrud	TL-1	<b>Reveal Collection table with Caesarstone top, brushed nickel base</b>	8	\$738.93	\$5,911.44	7-9 weeks, plus transit
10	Halcon	TC-2	<b>Mobile Motus glass table with metal edge</b>	4	\$4,828.69	\$19,314.76	10-12 weeks after drawing approvals, plus transit

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<b>mfg</b>	<b>furn. Tag</b>	<b>description</b>	<b>qty.</b>	<b>unit cost</b>	<b>ext. cost</b>	<b>lead time</b>	
11	Davis	CT-1	<b>Site round collaborative table, wood top, no power/data</b>	1	\$2,712.58	\$2,712.58	15 weeks, plus transit
12	Martin Brattrud	CT-2	<b>Reveal Collection table with Caesarstone top, brushed nickel base</b>	2	\$1,366.61	\$2,733.22	7-9 weeks, plus transit
13	Bernhardt	CT-4	<b>Curio occasional table, with walnut finish, wood top</b>	1	\$590.94	\$590.94	5-7 weeks, plus transit
14	Bernhardt	CT-5	<b>Curio occasional table, with walnut finish, wood top</b>	1	\$403.19	\$403.19	5-7 weeks, plus transit
15	Metro	F-4	<b>Metro wire shelving unit, chrome finish</b>	8	\$451.45	\$3,611.60	3 weeks, plus transit

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<b>mfg</b>	<b>furn. Tag</b>	<b>description</b>	<b>qty.</b>	<b>unit cost</b>	<b>ext. cost</b>	<b>lead time</b>	
16	Metro	F-4	<b>Metro wire shelving unit, chrome finish</b>	2	\$394.07	\$788.14	3 weeks, plus transit
17	Davis	WS-4	<b>Custom Reception Desk</b>	1	\$21,384.62	\$21,384.62	15 weeks upon approval of drawing, plus transit

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<b>PRODUCT SUBTOTAL:</b>	\$86,186.72
<b>FREIGHT:</b>	\$7,848.40
<b>INSTALLATION (During Regular Hours):</b>	\$2,925.00
<b>TAX:</b>	\$8,015.36
<b>TOTAL PRICING:</b>	<b>\$104,975.48</b>

\*Labor includes removal of all packing and debris from site

\*\*Pricing is good until December 31, 2012.

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# 2

## furniture plans

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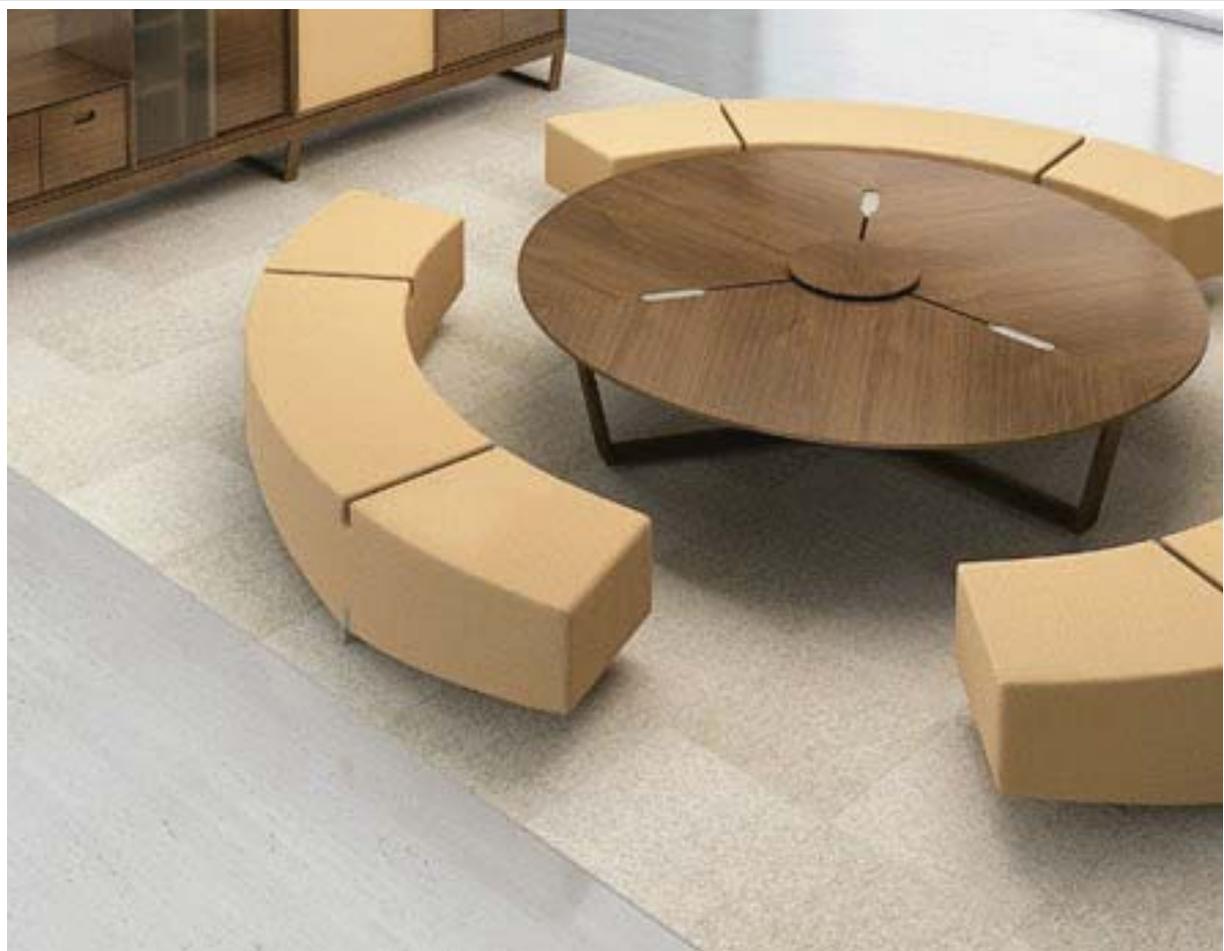
# 3

## specification sheet

**FACILITEC**



# Specification



item number:	1
tag number:	LNG-1
manufacture:	Davis
model number:	Site 3014-PA
description:	Four Seat Curved Bench, Fully Upholstered
finishes:	Base: Polished Aluminum (PA) Seat Upholstery: Knoll Ultrasuede K1021/14 Midnight
quantity:	4
unit price:	\$2,155.87
extended prices:	\$8,623.48
lead time:	15 weeks, plus transit



# Specification



item number:	2
tag number:	LNG-2
manufacture:	Bernhardt
model number:	Atlantic Lounge Chair 6262
description:	Fully Upholstered. Stained Maple solids. Semi attached seat and back cushions with welt perimeter. Stained for a walnut finish.
finishes:	Base: Wood Species: Maple; Finish number: 860 Seat Upholstery: Knoll Sonnet K1460/2 Cane
quantity:	4
unit price:	\$1,112.28
extended prices:	\$4,449.12
lead time:	5-7 weeks upon receipt of COM, plus transit



# Specification



item number:	3
tag number:	LNG-3
manufacture:	Bernhardt
model number:	b.4 1516
description:	Maple solids. Fully upholstered. Stained for a walnut finish.
finishes:	Base: Wood Species: Maple; Finish number: 860 Seat Upholstery: Knoll Atelier K16073 Oasis
quantity:	2
unit price:	\$717.85
extended prices:	\$1,435.70
lead time:	5-7 weeks upon receipt of COM, plus transit



# Specification



item number:	4
tag number:	LNG-4
manufacture:	Cumberland
model number:	2630 Alia Metal
description:	Lounge Chair, Metal base standard wood surround.
finishes:	Base: Maple Natural clear coat (MP-0) surround, satin stainless (SSS) metal base. Seat Upholstery: Knoll KT Collection - Ferry K1697/4 Liberty Harbor
quantity:	3
unit price:	\$1,545.30
extended prices:	\$4,635.90
lead time:	7 weeks upon receipt of COM, plus transit



# Specification



item number:	5
tag number:	LNG-5
manufacture:	Davis
model number:	Site 3004-PA
description:	Four Seat Bench
finishes:	Base: Polished Aluminum (PA) base Seat Upholstery: Knoll Ultrasuede K1021/21 Flannel
quantity:	1
unit price:	\$2,053.69
extended prices:	\$2,053.69
lead time:	15 weeks, plus transit



# Specification



item number:	6
tag number:	LNG-6
manufacture:	Segis
model number:	Omega Lounge Chair I800
description:	Frame: Cold molded foam with inner steel frame covered with polyester padding. Legs : powder coat (58)
finishes:	Base: silver powder coat # 58 Seat Upholstery: Knoll KT Collection - Ferry K1697/4 Liberty Harbor
quantity:	3
unit price:	\$1,156.39
extended prices:	\$3,469.17
lead time:	10 weeks, plus transit



# Specification



item number:	7
tag number:	CH-7
manufacture:	Allermuir
model number:	A430
description:	Scoop High Stool
finishes:	Wood Veneer - Beech, Clear Lacquer, round steel tube frame in brushed chrome base.
quantity:	11
unit price:	\$284.40
extended prices:	\$3,128.40
lead time:	4-6 weeks, plus transit



# Specification

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item number:	8
tag number:	CH-8
manufacture:	Allermuir
model number:	A430
description:	Scoop High Stool
finishes:	Wood Stain - Dark Walnut DW100, round steel tube frame in brushed chrome base.
quantity:	3
unit price:	\$313.59
extended prices:	\$940.77
lead time:	4-6 weeks, plus transit



# Specification



item number:	9
tag number:	TL-1
manufacture:	Martin Brattrud
model number:	Reveal Collection Table 982-15C
description:	Round, High, Centered Post, square/miter detailed edge top
finishes:	Caesarstone Blizzard 2141, Brushed Nickel (BN) base
quantity:	8
unit price:	\$738.93
extended prices:	\$5,911.44
lead time:	7-9 weeks, plus transit



# Specification

**NOTES:**

QUOTE: 36805A PROJECT: MARICOPA REPRESENTATIVE: FOREST ASSOCIATES ITEM: QTY: PRODUCT LINE: MOTUS TAG: QUOTE ID: 36805A-01A SPEC GROUP: 42 X 60 MOTUS TABLES	PLEASE INDICATE SEER ISSUES IN EACH OF THE FOLLOWING AREAS IF APPLICABLE: VENEER SPECIES: FINISH: CHEMCOLOR: LOCK FINISH: PULL FINISH: GROMMET FINISH: LEG FINISH: BASE FINISH: FABRIC: OTHER:	<b>QUOTATION DRAWING</b> <b>HALCON</b> 1811 Second Avenue NW Telephone: 507.533.4235 Shoreville, Minnesota 55976 www.halconcorp.com
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THESE DRAWINGS AND DESIGN DETAILS ARE THE EXCLUSIVE PROPERTY OF HALCON AND MAY NOT BE USED WITHOUT WRITTEN AUTHORIZATION. CREATION DATE: 10/22/12 CREATED BY: ECR REVISION DATE: REVISION BY:

item number:	10
tag number:	TC-2
manufacture:	Halcon
model number:	Motus - Various See BOM
description:	Mobile Motus Glass Table with metal edge, T base, Two tables are ganged together to total 120"W. Universal ganging, leveling and auto-lock casters.
finishes:	White back painted Low-iron glass top, Standard Wood MAFC Maple, Flat cut, Finish: NA11S4 Natural Clear coat, glass top with metal edge in Satin aluminum metal trim. Single power/data grommet with glass top.
quantity:	4
unit price:	\$4,828.69
extended prices:	\$19,314.76
lead time:	10-12 weeks after drawings approvals, plus transit



# Specification



item number:	11
tag number:	CT-1
manufacture:	Davis
model number:	Site 2030-OA301
description:	Round Collaborative table, wood top, no power/ data
finishes:	OA301 Natural Oak, clear coat, quarter sawn
quantity:	1
unit price:	\$2,712.58
extended prices:	\$2,712.58
lead time:	15 weeks, plus transit



# Specification

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item number:	12
tag number:	CT-2
manufacture:	Martin Brattrud
model number:	Reveal Collection Table 982-30C
description:	Round, Low, centered post, square/miter detailed edge top
finishes:	Caesarstone Blizzard 2141, Brushed Nickel (BN) base.
quantity:	2
unit price:	\$1,366.61
extended prices:	\$2,733.22
lead time:	7-9 weeks, plus transit



# Specification



item number:	13
tag number:	CT-4
manufacture:	Bernhardt
model number:	Curio BW42 BW42EGX860
description:	Occasional Table, standard maple solids stained for a walnut finish, wood top
finishes:	Wood Species: Maple; Finish number: 860
quantity:	1
unit price:	\$590.94
extended prices:	\$590.94
lead time:	5-7 weeks, plus transit



# Specification



item number:	14
tag number:	CT-5
manufacture:	Bernhardt
model number:	Curio BW42 BW42EGX860
description:	Occasional Table, standard maple solids stained for a walnut finish, wood top
finishes:	Wood Species: Maple; Finish number: 860
quantity:	1
unit price:	\$403.19
extended prices:	\$403.19
lead time:	5-7 weeks, plus transit



# Specification



item number:	15
tag number:	F-4
manufacture:	Metro
model number:	5028.64
description:	Wire shelving unit with 5 shelf levels,
finishes:	Standard Chrome finish
quantity:	8
unit price:	\$451.45
extended prices:	\$3,611.60
lead time:	3 weeks, plus transit



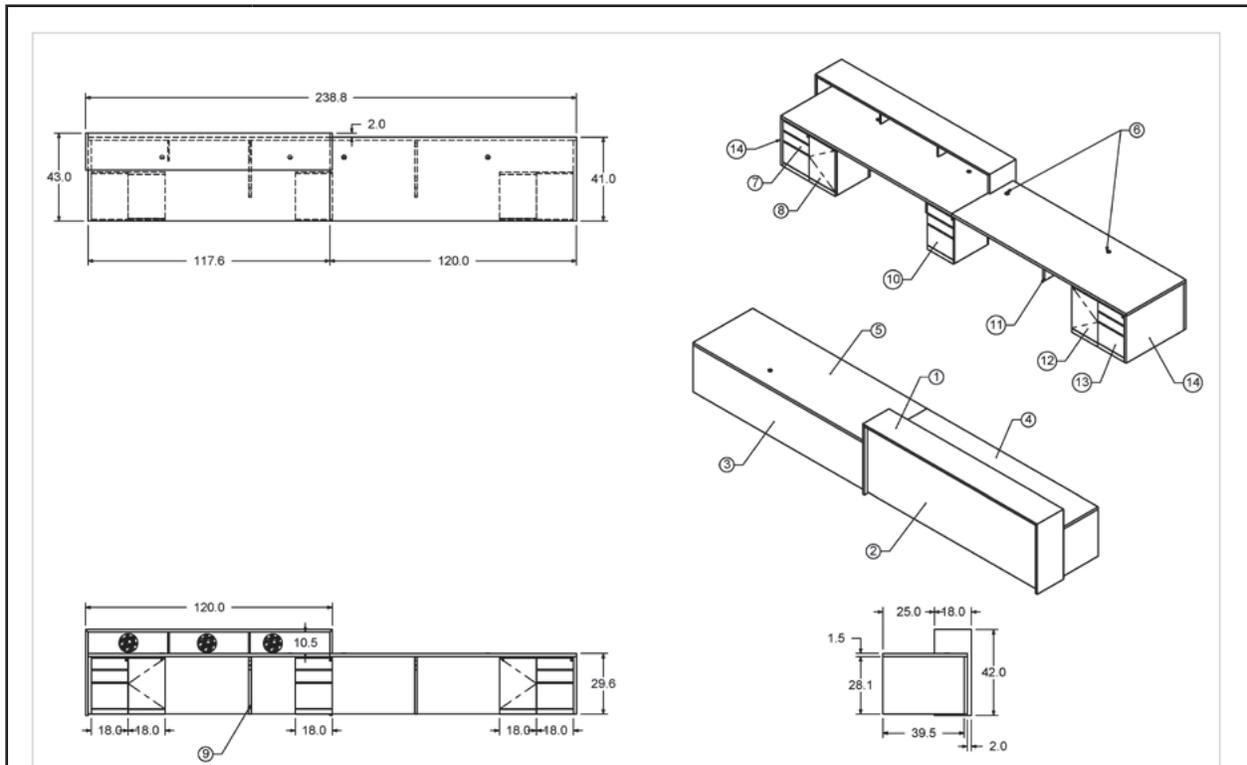
# Specification



item number:	16
tag number:	F-7
manufacture:	Metro
model number:	1109.74
description:	Wire shelving unit with 5 shelf levels,
finishes:	Standard Chrome finish
quantity:	2
unit price:	\$394.07
extended prices:	\$788.14
lead time:	3 weeks, plus transit



# Specification



**NOTES:**

QUOTE: 37218A  
 PROJECT: N/A  
 REPRESENTATIVE: FOREST ASSOCIATES  
 ITEM:  
 QTY: 1  
 PRODUCT LINE: CUSTOM  
 TAG:  
 QUOTE ID: 37218A-01  
 SPEC GROUP: RECEPTION STATION

PLEASE INDICATE SELECTIONS IN EACH OF THE FOLLOWING AREAS IF APPLICABLE

VENEER SPECIES:  
 FINISH:  
 CHEM/COLOR:  
 LOCK FINISH:  
 PULL FINISH:  
 GROMMET FINISH:  
 LEG FINISH:  
 BASE FINISH:  
 FABRIC:  
 OTHER:

**QUOTATION DRAWING**

**HALCON**

1811 Second Avenue NW Telephone: 507.333.4235  
 Stensville, Minnesota 55976 www.halconcorp.com

THESE DRAWINGS AND DESIGN DETAILS ARE THE EXCLUSIVE PROPERTY OF HALCON AND MAY NOT BE USED WITHOUT WRITTEN AUTHORIZATION. CREATION DATE: 10/26/12 CREATED BY: YR REVISION DATE: 11/5/12 REVISION BY: YR

item number:	17
tag number:	WS-4
manufacture:	Halcon
model number:	Custom Reception Desk
description:	Spec Group Reception Station, all edges to be square miter edge detail.
finishes:	Formica Bright White 20-459-90 polished finish base and fronts; stone surround with mitered edges - Caesarstone 2141 Polished Quartz Surface, Formica Bright White 20-459-90 matte finish rectangular worksurface with mitered edges. Wrapped Panels: Knoll Micro W465/1 Titanium
quantity:	1
unit price:	\$21,384.62
extended prices:	\$21,384.62
lead time:	15 weeks upon approval of drawing, plus transit

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# 4

## dealer information

**FACILITEC**

# dealer profile

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“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

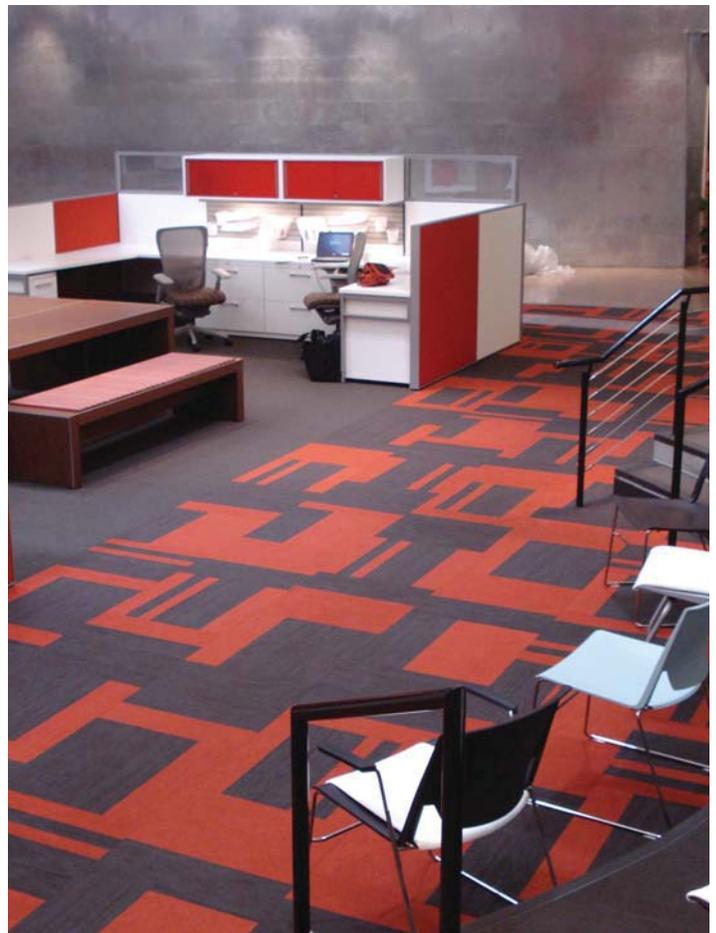
The Sales and Marketing group's primary goal is to provide clients with the most appropriate products and services that will meet both short-term and long-term objectives. They assist clients throughout the entire procurement process and work closely with each of the various on-staff specialized departments 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.



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## 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.



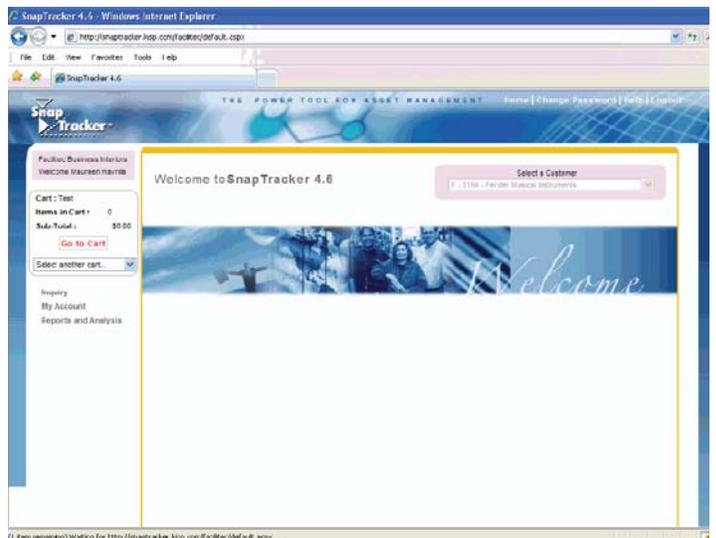
## training & safety

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.”

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## 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."*

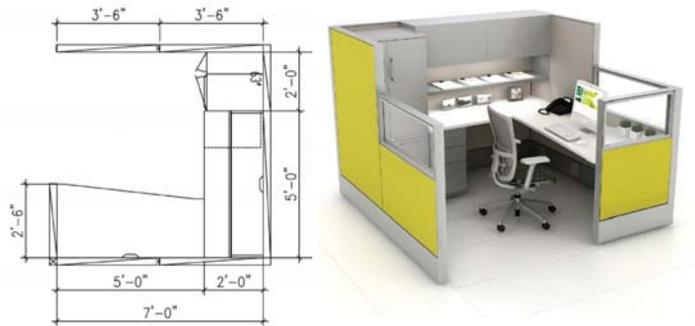


# e-capabilities

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

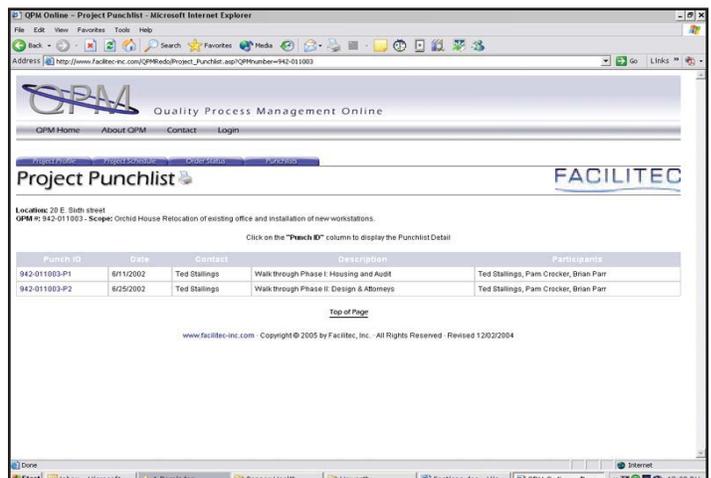


“Facilitec’s collective goal is to supply customers with the expertise to develop, design, implement, and maintain effective solutions for their office environment.”

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,

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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.



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## 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

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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.



# Gensler

CITY OF  
**MARICOPA**<sup>®</sup>  
PROUD HISTORY • PROSPEROUS FUTURE



# 5

## terms & conditions

FACILITEC



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

Tel: 602-275-0101

Fax: 602-275-0202

## Terms & Conditions

(1%20Net 30)

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

For product orders under \$1,000 in value, Customer will make payment in full prior to order placement. If any product manufacturer requires special deposits, Customer will need to provide monies to meet those requirements.

For services only contracts under \$1,000 in value, Customer will make payment in full prior to commencement of services.

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 1% 20/Net 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.

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 30 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:

CITY OF MARICOPA  
Customer Company Name

\_\_\_\_\_/\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

# Gensler

CITY OF  
**MARICOPA**  
PROUD HISTORY • PROSPEROUS FUTURE



6

vender offer/W9

FACILITEC



45145 W. Madison Ave.  
P.O. Box 610  
Maricopa, AZ 85139  
Ph: 520.568.9098  
Fx: 520.568.9120  
www.maricopa-az.gov

Exhibit B

**SUBSTITUTE W-9 FORM**

**PART I: Company Information:**

1. Name (as shown on Income Tax Return): Facilitec, Inc.
2. Business Name (if different than above): \_\_\_\_\_
3. DUNS #: 04 345 9106
4. Federal employer identification number (or SSN): 86-0448336
5. Type of organization (check one):
 

<input type="checkbox"/> Individual/Sole Proprietor	<input type="checkbox"/> Limited Liability Company*
<input checked="" type="checkbox"/> Corporation	<b>*Choose the tax classification</b>
<input type="checkbox"/> Partnership	<input type="checkbox"/> Disregarded Entity
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address:
 

<u>4501 E. McDowell Road Phoenix, AZ 85008</u>			
<i>(Order address)</i>	<i>(City)</i>	<i>(State)</i>	<i>(Zip code)</i>
7. Remittance address (if different than above):
 

<i>(Remittance address)</i>	<i>(City)</i>	<i>(State)</i>	<i>(Zip code)</i>
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8. Contact person for bid invitations: Erin Wilcox, A&D Rep,
9. Phone Number: (602) 275-0101 Fax Number: (602) 275-0202
10. Email address of contact person: \_\_\_\_\_
11. Applicant is a (check one):
 

<input type="checkbox"/> Factory Representative	<input type="checkbox"/> Jobber
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Authorized distributor
<input checked="" type="checkbox"/> Retail dealer	<input type="checkbox"/> Contractor
<input type="checkbox"/> Consultant	<input type="checkbox"/> Other: _____
12. Indicate if the business is registered as a minority or woman-owned company.
 

<input type="checkbox"/> Minority-owned	<input type="checkbox"/> Woman-owned	<input checked="" type="checkbox"/> Not Applicable
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13. How long has the company been in business? 26 years
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
 

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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**PART II: COMMODITY OR SERVICE DESCRIPTION**

1. Commodity/Service description (this section must be completed):

Commercial office furniture dealer/distributor

**PART III: APPLICANT TERMS & CERTIFICATION**

**Terms:**

**The City of Maricopa may take up to 30 calendar days after the receipt of vendor's invoice to render payment unless other arrangements are made through a written contract. Applicant's signature below signifies acceptance of those terms.**

-See prompt payment discount offered

**Under Penalties of perjury, I certify that:**

1. The number shown on this form is my correct federal employer identification number.
2. I am not subject to backup withholding because of failure to report interest and dividend income.
3. I am a U.S. person (including a U.S. resident alien).

*(NOTE: You must cross out item 2. above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return).*

4. The following business ownership classifications are applicable:

Disadvantaged Business Enterprise Ownership Classification (Select One Only):

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Non-Small/Non-Minority/Non-Disabled               | <input type="checkbox"/> 8 Small Business/Disabled Owner                 |
| <input checked="" type="checkbox"/> 2 Small Business (Per ARS §41-1001.14)   | <input type="checkbox"/> 9 Minority Woman Owned Business                 |
| <input type="checkbox"/> 3 Minority Owned Business [Per 15 CFR §1400.1(a)]   | <input type="checkbox"/> 10 Disabled-Minority Owned Business             |
| <input type="checkbox"/> 4 Woman Owned Business                              | <input type="checkbox"/> 11 Disabled-Woman Owned Business                |
| <input type="checkbox"/> 5 Owned By Disabled Individual (Per ARS §41-1492.5) | <input type="checkbox"/> 12 Small Business/Minority-Woman Owned          |
| <input type="checkbox"/> 6 Small Business/Minority Owned                     | <input type="checkbox"/> 13 Small Business/Disabled-Minority Owned       |
| <input type="checkbox"/> 7 Small Business/Woman Owned                        | <input type="checkbox"/> 14 Small Business/Disabled-Minority-Woman Owned |

"The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding."

Edward J. Cain  
**Name (Please print)**

  
**Signature**

President  
**Title (Please print)**

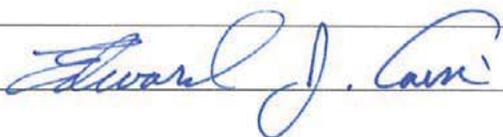
11/21/12  
**Date**

Exhibit A

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**Vendor Offer/Signature**

**The Offeror may respond using their own letterhead but shall include, at a minimum the following information to be considered for award of a purchase order including a signature from someone having the authority to bind the vendor to delivery of products or performance of services.**

1. Pricing: Submit per the format as defined on page 3, Item D.
2. Delivery Date: +/- Sept 2013 (Commitment from vendor to deliver on or before this date.)
3. Optional Prompt Payment Discount, if offered: 1%/20days%, Net 30 Days
4. Tax Rate / Amount, as applicable: 9.3% (Note: this will not be used for sourcing decisions of the City.)
5. Optional Comments or Notes, as necessary: \_\_\_\_\_  
\_\_\_\_\_
6. Authorized Signature of Offeror:   
Firm Name: Facilitec, Inc.  
Title: President  
Date: 11/21/12