

STATE OF UTAH - STATE COOPERATIVE CONTRACT

CONTRACT NUMBER MA146

1. CONTRACTING PARTIES: This State Cooperative Contract is between the **Division of Purchasing and General Services**, an agency of the State of Utah, and the following CONTRACTOR:

The Hon Company
Name
200 Oak Street
Address
Muscatine IA 52761
City State Zip

LEGAL STATUS OF CONTRACTOR

- Sole Proprietor
 Non-Profit Corporation
 For-Profit Corporation
 Partnership
 Government Agency

Contact Person Christy Lung Phone #563-272-7351 Fax # 563-272-7384
Email contractmanager@honcompany.com
Federal Tax ID# 421491474 Vendor #91813A Commodity Code #42506/42513/42520/42540/42594

2. GENERAL PURPOSE OF CONTRACT: The general purpose of this contract is to provide:
WSCA Contract for Office furniture and related services through the authorized dealer network.
3. CONTRACT PERIOD: Effective date: 11/1/2012 Termination date: 10/31/2015 unless terminated early or extended in accordance with the terms and conditions of this contract. Renewal options (if any): 1 Two Year Renewal
4. PRICING AS PER THE ATTACHMENT ATTACHMENT D
PAYMENT TERMS: NET 30 DAYS
DAYS REQUIRED FOR DELIVERY: ATTACHMENT B
MINIMUM ORDER: N/A
FREIGHT TERMS: ATTACHMENT B
5. ATTACHMENT A: WSCA Standard Contract Terms and Conditions
ATTACHMENT B: Scope of Work
ATTACHMENT C: Vendor Warranty
ATTACHMENT D: Pricing Information
Any conflicts between Attachment A and other Attachments will be resolved in favor of Attachment A.
6. DOCUMENTS INCORPORATED INTO THIS CONTRACT BY REFERENCE BUT NOT ATTACHED:
a. All other governmental laws, regulations, or actions applicable to the goods and/or services authorized by this contract.
b. Utah State Procurement Code, Procurement Rules, and CONTRACTOR'S response to Bid #TO11013 dated 8/14/2011.

IN WITNESS WHEREOF, the parties sign and cause this contract to be executed.

CONTRACTOR

STATE OF UTAH

[Signature] 10-25-12
Contractor's Signature Date
Kerita Kello
Dir. of Govt Contracts
Type or Print Name and Title

[Signature] 10/26/12
Director, Div. of Purchasing & General Svs. Date

ATTACHMENT A
Standard Contract Terms and Conditions
Western States Contracting Alliance
Request for Proposal

Note: There are changes made to the Conflict of Terms and Hold Harmless Clauses. Additionally, the Entire Agreement Clause was added to the Terms and Conditions.

PARTICIPANTS: The Western States Contracting Alliance (herein WSCA) is a cooperative group contracting consortium for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.,) for the states of Alaska, Arizona, California, Colorado, Hawaii, Idaho, Minnesota, Montana, Nevada, New Mexico, Oregon, South Dakota, Utah, Washington and Wyoming. Other states and their political subdivisions are also eligible to participate in WSCA contracts. Obligations under this contract are limited to those Participating States who have signed a Participating Addendum where contemplated by the solicitation. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions. Unless otherwise specified in the solicitation, the resulting award(s) will be permissive.

QUANTITY ESTIMATES: WSCA does not guarantee to purchase any amount under the contract to be awarded. Estimated quantities are for the purposes of submitting proposals only and are not to be construed as a guarantee to purchase any amount.

SPECIFICATIONS: Any deviation from specifications must be clearly indicated by offeror; otherwise, it will be considered that the proposal is in strict compliance. When BRAND NAMES or manufacturers' numbers are stated in the specifications they are intended to establish a standard only and are not restrictive unless the RFP states "No substitute". Proposals will be considered on other makes, models or brands having comparable quality, style, workmanship and performance characteristics. Alternate proposals offering lower quality or inferior performance will not be considered.

ACCEPTANCE OR REJECTION OF PROPOSALS: WSCA reserves the right to accept or reject any or all proposals or parts of proposals, and to waive informalities therein.

SAMPLES: Generally, when required, samples will be specifically requested in the Request for Proposals. Samples, when required, are to be furnished free of charge. Except for those samples destroyed or mutilated in testing, samples will be returned at an offeror's request, transportation collect.

CASH DISCOUNT TERMS: Offeror may quote a cash discount based upon early payment; however, discounts offered for less than 30 days will not be considered in making the award. The date from which discount time is calculated shall be the date a correct invoice is received or receipt of shipment, whichever is later; except that if testing is performed, the date shall be the date of acceptance of the merchandise.

TAXES: Proposal prices shall be exclusive of state sales and federal excise taxes. Where the state government entities are not exempt from sales taxes on sales within their state, the contractor shall add the sales taxes on the billing invoice as a separate entry.

MODIFICATION OR WITHDRAWAL OF PROPOSALS: Proposals may be modified or withdrawn prior to the time set for the opening of proposals. After the time set for the opening of proposals, no proposal may be modified or withdrawn unless done in response to a request for a "Best and Final Offer" from WSCA.

PATENTS, COPYRIGHTS, ETC.: The Contractor shall release, indemnify and hold the Buyer, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's

use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of this contract.

AWARD: WSCA may award multiple contracts as the result of this solicitation. Awards shall be made to the responsible offeror(s) whose proposal is determined to be the most advantageous to WSCA, taking into consideration price and the other evaluation factors set forth in the RFP.

NON-COLLUSION: By signing the proposal the offeror certifies that the proposal submitted, has been arrived at independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the Request for Proposal, designed to limit independent bidding or competition.

CANCELLATION: Unless otherwise stated in the special terms and conditions, any contract entered into as a result of this bid may be canceled by either party upon 60 days notice, in writing, prior to the effective date of the cancellation. Further, any Participating State may cancel its participation upon 30 days written notice, unless otherwise limited or stated in the special terms and conditions of this solicitation. Cancellation may be in whole or in part. Any cancellation under this provision shall not affect the rights and obligations attending orders outstanding at the time of cancellation, including any right of and Purchasing Entity to indemnification by the Contractor, rights of payment for goods/services delivered and accepted, and rights attending any warranty or default in performance in association with any order. Cancellation of the contract due to Contractor default may be immediate.

DEFAULT AND REMEDIES: Any of the following events shall constitute cause for WSCA to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract WSCA shall issue a written notice of default providing a period in which Contractor shall have an opportunity to cure. Time allowed for cure shall not diminish or eliminate Contractor's liability for liquidated or other damages. If the default remains, after Contractor has been provided the opportunity to cure, WSCA may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages; 4. Suspend contractor from receiving future proposal solicitations.

LAWS AND REGULATIONS: Any and all supplies, services and equipment offered and furnished shall comply fully with all applicable Federal and State laws and regulations.

CONFLICT OF TERMS: In the event of any conflict between these standard terms and conditions and any special terms and conditions which follow, the order of precedence will be:

1. Participating Addendum from a Participating State or Entity; 2. Attachment A, WSCA Standard Contract Terms and Conditions (as revised); 3 Signature Page; 4.Attachment B, Scope of Work; 5. Attached Contractor Terms and Conditions, if applicable; 6. Attached Pricing Information; 7. RFP #TO11013; and 8. Contractor's response to RFP #TO11013.

These documents shall be read to be consistent and complementary. Any conflict among documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to the State Cooperative Contract are only those that are expressly accepted by the Lead State and must be in writing and attached to the State Cooperative Contract as an Exhibit or Attachment. Terms and Conditions in a Participating Entity's Participating Addendum will apply for that Participating Entity. No other Contractor terms and conditions shall apply, including terms and conditions listed in the Contractor's response to the solicitation, or terms listed or referenced on the Contractor website, in the Contractor quotation/sales order, or in similar documents subsequently provided by the Contractor.

REPORTS: The contractor shall submit quarterly reports to the WSCA Contract Administrator showing the quantities and dollar volume of purchases by each agency.

HOLD HARMLESS: The contractor shall release, protect, indemnify and hold WSCA and the respective states and their officers, agencies, employees, harmless from and against any damage, cost or liability,

including reasonable attorney's fees for any or all injuries to persons, property or claims for money damages arising from acts or omissions of the contractor, his employees or subcontractors or volunteers. The parties agree that if there are any Limitations of the Contractor's Liability, including a limitation of liability for anyone for whom the Contractor is responsible, such Limitations of Liability will not apply to injuries to persons, including death, or to damages to property.

ORDER NUMBERS: Contract order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.

GOVERNING LAW: This procurement and the resulting agreement shall be governed by and construed in accordance with the laws of the state sponsoring and administering the procurement. The construction and effect of any Participating Addendum or order against the contract(s) shall be governed by and construed in accordance with the laws of the Participating Entity's State. Venue for any claim, dispute or action concerning an order placed against the contract(s) or the effect of a Participating Addendum shall be in the Purchasing Entity's State.

DELIVERY: The prices offered shall be the delivered price to any Participating State agency or political subdivision. All deliveries shall be F.O.B. destination with all transportation and handling charges paid by the contractor. Responsibility and liability for loss or damage shall remain the Contractor until final inspection and acceptance when responsibility shall pass to the Buyer except as to latent defects, fraud and Contractor's warranty obligations. The minimum shipment amount will be found in the special terms and conditions. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate item on the invoice. Any portion of an order to be shipped without transportation charges that is back ordered shall be shipped without charge.

WARRANTY: As used herein "Buyer" refers to any Participating State agency or political subdivision. The contractor acknowledges that the Uniform Commercial Code applies to this contract. In general, the contractor warrants that: (a) the product will do what the salesperson said it would do, (b) the product will live up to all specific claims that the manufacturer makes in their advertisements, (c) the product will be suitable for the ordinary purposes for which such product is used, (d) the product will be suitable for any *special purposes* that the Buyer has relied on the contractor's skill or judgment to consider.

AMENDMENTS: The terms of this contract shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the WSCA Contract Administrator.

ASSIGNMENT/SUBCONTRACT: Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the WSCA Contract Administrator.

NONDISCRIMINATION: The offeror agrees to abide by the provisions of Title VI and Title VII of the Civil Rights Act of 1964 (42 USC 2000e), which prohibit discrimination against any employee or applicant for employment, or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age, and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. The offeror further agrees to furnish information and reports to requesting State(s), upon request, for the purpose of determining compliance with these statutes. Offeror agrees to comply with each individual state's certification requirements, if any, as stated in the special terms and conditions. This contract may be canceled if the offeror fails to comply with the provisions of these laws and regulations. The offeror must include this provision in every subcontract relating to purchases by the States to insure that subcontractors and vendors are bound by this provision.

SEVERABILITY: If any provision of this contract is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected; and the rights and

obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

INSPECTIONS: Goods furnished under this contract shall be subject to inspection and test by the Buyer at times and places determined by the Buyer. If the Buyer finds goods furnished to be incomplete or in compliance with proposal specifications, the Buyer may reject the goods and require Contractor to either correct them without charge or deliver them at a reduced price, which is equitable under the circumstances. If Contractor is unable or refuses to correct such goods within a time deemed reasonable by the Buyer, the Buyer may cancel the order in whole or in part. Nothing in this paragraph shall adversely affect the Buyer's rights including the rights and remedies associated with revocation of acceptance under the Uniform Commercial Code.

PAYMENT: Payment for completion of a contract is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card".

FORCE MAJEURE: Neither party to this contract shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. WSCA may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.

HAZARDOUS CHEMICAL INFORMATION: The contractor will provide one set of the appropriate material safety data sheet(s) and container label(s) upon delivery of a hazardous material to the user agency. All safety data sheets and labels will be in accordance with each participating state's requirements.

FIRM PRICE: Unless otherwise stated in the special terms and conditions, for the purpose of award, offers made in accordance with this solicitation must be good and firm for a period of ninety (90) days from the date of proposal opening. Prices must remain firm for the full term of the contract.

EXTENSION OF PRICES: In the case of error in the extension of prices in the proposal, the unit prices will govern.

PROPOSAL PREPARATION COSTS: WSCA is not liable for any costs incurred by the offeror in proposal preparation.

CONFLICT OF INTEREST: The contractor certifies that it has not offered or given any gift or compensation prohibited by the state laws of any WSCA participants to any officer or employee of WSCA or participating states to secure favorable treatment with respect to being awarded this contract.

INDEPENDENT CONTRACTOR: The contractor shall be an independent contractor, and as such shall have no authorization, express or implied to bind WSCA or the respective states to any agreements, settlements, liability or understanding whatsoever, and agrees not to perform any acts as agent for WSCA or the states, except as expressly set forth herein.

POLITICAL SUBDIVISION PARTICIPATION: Participation under this contract by political subdivisions (i.e., colleges, school districts, counties, cities, etc.,) of the Participating States shall be voluntarily determined by the political subdivision. The contractor agrees to supply the political subdivisions based upon the same terms, conditions and prices.

DEBARMENT: The contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the contractor cannot certify this statement, attach a written explanation for review by WSCA.

RECORDS ADMINISTRATION: The contractor will maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the contractor for costs authorized by this contract. These records will be retained by the contractor for at least four years after the contract terminates, or until all audits initiated within the four years have been completed, whichever is later.

AUDIT OF RECORDS: The contractor agrees to allow WSCA, State and Federal auditors, and state agency staff access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.

ENTITY PARTICIPATION: Use of specific WSCA cooperative contracts by state agencies, political subdivisions and other entities (including cooperatives) authorized by individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

ENTIRE AGREEMENT: This Contract, including all Attachments, and documents incorporated hereunder, and the related WSCA Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Contract shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Contract shall prevail in any dispute between the terms of this Contract and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Contract.

Revision date: August 2011

WSCA Office Furniture Scope of Work Attachment B

1. Product Categories

Systems Furniture and Accessories: Systems furniture, including monolithic and frame and tile, is a generic term for panels, work-surfaces, shelves, and other items sold by a single manufacturer as a package for furnishing offices. Cubicles and the sea of cubicles are the items most often associated with systems furniture, but other open plan arrangements such as office landscape are included.

Seating: The seating category includes executive, task/work, guest/side, reception/lounge, conference room, stackable/foldable, stools.

Desks/Tables: A desk/table is a freestanding unit having a work surface that is supported by legs or pedestals, in some instances; the unit will have drawer(s), doors, or other storage elements. Free standing desks, conference room tables, small office tables, side tables, and dining tables are included in this category.

Filing, Metal Storage, and Wooden Case-Goods: The filing, metal storage and wooden case-goods category includes, but is not limited to; bookcases, wardrobes, cabinets, free standing and mobile pedestals, and wall mounted shelving. This category does not include shelving units that are attached to system furniture cubicle walls.

Design Services: Design Services include but are not limited to; space planning, installation plans, furniture migration strategies, reconfiguration of existing systems, assistance with furniture selection, interior office design, and computerized installation drawings.

Installation Services: Installation services include all labor required to disassemble, assemble, delivery, set-up, install, and otherwise finish an office installation or remodel project.

During the term of the contract, The Hon Company may submit a request to update the awarded product line (within the scope listed in this Section) as products are introduced or removed from the market. The Master Agreement Administrator will evaluate requests and update the contract offering via written amendment as appropriate. The Hon Company shall update the dedicated website, price lists, and catalogs to reflect approved changes. Pricing must utilize the same pricing structure as was used for products falling into the same product category.

2. General Provisions

Each participating entity shall select the authorized dealer(s) they choose to do business with during the participating addendum process. A participating entity may require the authorized dealer(s) to submit additional information regarding their firm as part of the selection process during the execution of a participating addendum. This information could include, but is not limited to; business references, number of years in business, technical capabilities, and the experience of both their sales and installation personnel.

Each participating entity has the option to select one or more product categories or services from the resulting Master Agreement(s) during the execution of the participating addendum process.

Each participating entity has the option to negotiate an expanded product line within the product category offering and within the scope of this RFP during the Participating Addendum process. Any additional incremental discounts available to a Participating Entity, if offered, may be provided at the discretion and as the sole legal obligation of the OEM or their Authorized Dealer to the Participating Entity and negotiated during the Participating Addendum process.

The OEM will require their authorized dealers to abide by the terms and conditions and scope of work included in this agreement.

3. WSCA Master Agreement Administrator

The WSCA Master Agreement Administrator designated by WSCA and the State of Utah, Division of Purchasing and General Services is:

Terri O'Toole
State of Utah Division of Purchasing and General Services
State Office Building, Capitol Hill
Room 3150
Salt Lake City, UT 84114-1061

Email: totoole@utah.gov

Phone: (801) 538-3147

Fax: (801) 538-3882

4. Length of Contract

The Master Agreement(s) resulting from this RFP will be for a period of three (3) years (initial term). The Master Agreement(s) may be extended beyond the original Master Agreement period (initial term) for a two (2) year period, by mutual agreement.

5. Price Guarantee, Escalation, and Adjustments

The OEM's MSRP shall remain in effect for at least one (1) year from the date the WSCA Master Price Agreement goes into effect. The percentage discounts offered for each category of products shall remain firm for the duration of the WSCA Master Agreements including all optional renewals.

Products: The OEM may update the pricing on their MSRP price list one time every 18 months after the first year of the original contract term. The WSCA Master Agreement Administrator will review a documented request for a MSRP price list adjustment only after the Price Guarantee Period of one year. The requested increase shall be based upon a documented cost increase to the OEM that is directly correlated to the price of the products on the OEM's MSRP that are covered under the Master Agreement. The price adjustment shall not produce a higher profit margin than the original contract, and shall be accompanied by sufficient documentation and nationwide notice of price adjustment to the published MSRP list.

The WSCA Master Agreement Administrator shall determine whether the requested MSRP price increase or an alternate option is in the best interest of the participating entities. The MSRP price increase request must be made at least 90 days prior to the effective date, and shall not go into effect until a Master Agreement amendment has been fully executed. Any approved MSRP price adjustments will carry a price guarantee period of 18 months and be effective on the date of the Master Agreement amendment.

No retroactive price adjustments will be allowed for MSRP price adjustments.

In the event of a price decrease in any category of product at any time during the contract in an OEM's MSRP, including renewal options, the WSCA Master Agreement Administrator shall be notified immediately. All MSRP price reductions shall be effective upon the notification provided to the WSCA Master Agreement Administrator.

During the term of the contract, The Hon Company may submit a request to update the awarded product line (within the scope listed in Section 1.) as products are introduced or removed from the market. The Master Agreement Administrator will evaluate requests and update the contract offering via written amendment as appropriate. The Hon Company shall update the dedicated website, price lists, and catalogs to reflect approved changes. Pricing must utilize the same pricing structure as was used for products falling into the same product category.

Design and Installation Services: Price escalation policy for Design and Installation Services will be negotiated during the participating addendum process.

6. Usage Reporting Requirement

All OEM's will be required to provide quarterly usage reports to the WSCA Master Agreement Administrator.

The initiation and submission of the quarterly reports are the responsibility of the OEM. There will be no prompting or notification provided by the WSCA Master Agreement Administrator.

Quarterly reports must coincide with the quarters in the fiscal year as outlined below:

Quarter #1: *July 1 through September 30, due annually by October 30.*

Quarter #2: *October 1 through December 31, due annually by January 30.*

Quarter #3: *January 1 through March 31, due annually by April 30.*

Quarter #4: *April 1 through June 30, due annually by July 30.*

Administrator Name	Phone Number	Email Address	Fax Number	Title
Kevin Barnes	563-272-4671	barneske@honcompany.com	563-272-7384	Financial Analyst
Chris McCormick	563-272-3954	contractmanager@honcompany.com	563-272-7384	Gov't. Contract Administrator

This contact information must be kept current during the Master Agreement period. The WSCA Price Agreement Administrator must be notified if the contact information changes.

The purpose of the Master Agreement usage reporting requirement is to aid in Master Agreement management.

Some WSCA States may require additional reporting requirements. Those requirements will be addressed through the individual participating entity's Participating Addendum process. Failure to comply with this requirement may result in Master Agreement cancellation.

7. Administrative Fee

The Contracted Supplier must pay a WSCA administrative fee of one half of one percent (.5%) in accordance with the terms and conditions of the contract. The WSCA administrative fee shall be submitted quarterly and is based on the actual sales of all products and services. The WSCA administrative fee must be included when determining the pricing offered. The WSCA administrative fee is not negotiable and shall not be added as a separate line item on an invoice.

Additionally, some WSCA participating entities may require that an administrative fee be paid directly to the WSCA participating entity on purchases made by purchasing entities within that State. For all such requests, the fee percentage, payment method and payment schedule for the participating entity's administrative fee will be incorporated in the Participating Addendum. The OEM will be held harmless, and may adjust (increase) the Master Agreement pricing by the fee percentage for that participating entity accordingly for purchases made by purchasing entities within the jurisdiction of the State. All such agreements may not affect the WSCA fee or the prices paid by the purchasing entities outside the jurisdiction of the participating entities requesting the additional fee.

Any payments that a Contracted Supplier makes or causes to be made to WSCA after the due date as indicated on the Quarterly Report schedule shall accrue interest at a rate of 18% per annum or the maximum rate permitted by law, whichever is less, until such overdue amount shall have been paid in full. The right to interest on late payments shall not preclude WSCA from exercising any of its other rights or remedies pursuant to this agreement or otherwise with regards to OEM's failure to make timely remittances.

8. Freight Terms

The Hon Company shall ship all products F.O.B. destination, freight prepaid. Shipping costs must be included in the product price for all participating entities. All freight costs for shipments to the closest west coast shipping port for Alaska and Hawaii must be included in the product price offered in response to this

RFP. Alaska and Hawaii will negotiate freight rates from the closest west coast shipping port during the Participating Addendum process. Under no circumstances will The Hon Company increase their profit margin through shipping charges to Hawaii or Alaska.

The Hon Company is responsible for filing and expediting all freight claims with carriers. The Hon Company shall pay title and risk of loss or damage charges.

The Participating entities reserve the right to examine freight cost and route shipments with their own contracted carrier.

9. Change in Representation

The Hon Company must notify the WSCA Master Agreement Administrator of changes in The Hon Company's key administrative personnel, in advance and in writing and upon approval by the WSCA Master Agreement Administrator. The WSCA Master Agreement Administrator reserves the right to require a change in The Hon Company's representatives if the assigned representative(s) is not, in the opinion of the WSCA Master Agreement Administrator, meeting the terms and conditions of the contract.

10. Glossary

ANSI: A source for standards and conformity assessments by the American National Standards Institute. See www.ansi.org for more information.

ANSI/BIFMA: Safety and performance standards developed by The Business and Institutional Furniture Manufacturers Association (BIFMA) engineering committee. See www.bifma.org for more information.

ASTM: American Society for Testing and Material that develops international standards for materials, products, systems and services used in construction, manufacturing and transportation. See www.astm.org for more information.

Authorized Dealer: A qualified firm that has been designated by the OEM as authorized to sell products and perform services under the resulting Master Agreement(s).

BIFMA: The Business and Institutional Furniture Manufacturers Association. See www.bifma.org for more information.

California Technical Bulletin 117: Requirements, Test Procedure and Apparatus for Testing the Flame Retardance of Resilient Filling Materials Used in Upholstered Furniture, March 2000 edition, also known as TB 117 or CAL 117. See <http://www.bhfti.ca.gov/industry/117.pdf> for more information.

Contract Administrator: A dedicated person with the authority and ability to manage compliance with the scope and terms and conditions for this contract.

Contracted Supplier: An original equipment manufacturer of office furniture that has been awarded a master agreement as a result of this procurement.

Mandatory Minimum Requirements: Requirements that must be met in order to be considered for further evaluation. Mandatory minimum requirements are non-negotiable. An offer that does not meet the mandatory minimum requirements will be disqualified from further consideration.

MSDS: Material Safety Data Sheets. See www.msds.com for more information.

MSRP: Manufacturer's Suggested Retail Price list.

NFPA 260: National Fire Protection Association – Flammability requirements for textiles. See www.nfpa.org for more information.

OEM: Original Equipment Manufacturer of Office Furniture.

OSHA: Occupational Safety Health Administration. See www.osha.gov for more information.

Participating Addendum: A Participating Addendum must be executed by any State that decides to adopt a WSCA contract.

A Participating Addendum shall be executed for each contractor by the individual State desiring to use their contract.

Additional States may be added with the consent of the contractor and the Lead State (on behalf of WSCA) through execution of Participating Addendums.

A Participating Addendum allows for each Participating State to add terms and conditions that may be unique to their State.

The Participating State and the Contractor shall negotiate and agree upon any additional terms and conditions prior to the signing and execution of the Participating Addendum.

States are not mandated to sign a Participating Addendum with all awarded vendors.

Participating Entity: A State that has indicated intent to participate in the solicitation process, or after award, a State that has executed a participating addendum.

Purchasing Entity: Any end-user in a participating State that is eligible to use the Master Agreement(s) through the participating addendum, including but not limited to State Agencies, Counties, Cities, Education, and other entities.

Qualified Entity: An entity that is eligible to use the Master Agreement(s).

Underwriters Laboratories: (UL) Independent, not-for-profit product safety testing and certification organization. See www.ul.com for more information.

Usage Report Administrator: A person responsible for the quarterly sales reporting and payments described in Section 1.13 Usage Reporting Requirement.

Volume Discount: A percentage discount offered by the seller to the buyer for purchasing a stated dollar amount of furniture products to be delivered at one time or over a specified period.

WSCA: Western States Contracting Alliance. See www.wsca.info for more information

11. New Releases

News releases or other public disclosure of information pertaining to this RFP or the statewide contracts may not be published without the prior written permission of the State of Utah.

12. State Seal Use

The Utah Great Seal Rule states, in section R622-2-3.Custody and Use, that "no facsimile or reproduction of the Great Seal may be manufactured, used, displayed, or otherwise employed by anyone without the written approval of the Lieutenant Governor."

Other participating States have similar rules that must be adhered to by offerors or interested parties.

13. Right to Publish

Throughout the duration of this Master Agreement term, OEM's and their authorized dealers must secure from the WSCA Master Agreement Administrator prior approval for the release of any information that pertains to the potential work or activities covered by this Master Agreement. The OEM shall not make any representations of WSCA's opinion or position as to the quality or effectiveness of the products and/or services that are the subject of this Master Agreement without prior written consent of the WSCA Master Agreement Administrator. Failure to adhere to this requirement may result in termination of the Master Agreement for cause.

General Contract Requirements

14. Product Offering

All products offered must be new. Used, shopworn, refurbished, demonstrator, prototype, or discontinued models are not acceptable.

15. Dedicated Website

The Contracted Supplier(s) must maintain a contract website for each Participating Entity. The purpose of this website is to inform end users of the individual state programs under any subsequent Participating Addendum. Such Contract Websites shall, at a minimum, contain:

- a. Product offerings and options, limited to the products and approved by each Participating Entity through their Participating Addendum.
- b. A list of authorized dealers within the Participating State's that are authorized to service the Contract.

Each dedicated website for the Participating Entities will have full access to the benefits, features and capabilities of our main website, www.hon.com.

Features of the dedicated website will include:

- Ordering and payment information – the website will provide information on how to place orders with The HON Company and our Authorized Dealers. The HON Company's remit to information will also be listed on the website.
- Contract specific pricing and discount information – the website will provide a link to our current List Pricer and the ability to request our most recent catalog. Discounts negotiated through WSCA and the Participating Entity will be available on the website.
- Authorized Dealer information – the website will list the contact information and addresses for Authorized Dealers as approved by the Participating Entity and WSCA. SBE/MBE status as certified by the Authorized Dealer and approved by the Participating Entity can also be noted on the website.
- Contact information for The HON Company Sales Team, Customer Support, and Contract Administrator will be listed on the website.
- Detailed product information including: features, dimensions, descriptions, price, finishes, textiles, multiple product views, and videos highlighting specific product series.
- Warranty information will be available on the website.
- Product care information will be accessible on the website.
- A link to www.honthinksgreen.com will be on the website; HONthinksgreen will provide detailed information regarding environmentally preferred products, certifications, environmental data sheets and disassembly instructions.
- Information about The HON Company; company overview, vision statement, etc.
- Showroom locations and contact information.

Capabilities of the dedicated website will include:

- Links to Participating Entity procurement or State websites.
- Contract related documents available for download.
- Dealer locator.

- Ability to request a current HON catalog; in PDF or hard copy.
- Downloadable brochures and other product information.
- Product Search features.

Benefits:

- Information regarding HON's product and pricing will be accessible to Participating Entities, End Users, and Authorized Dealers on one website.
- Information will be up-to-date and provide a quick reference for Participating Entities and End Users when reviewing products, contact information, discounting, etc.
- Environmental information about The HON Company and our products will be accessible and easy to find.
- The website will be user friendly and seamless to navigate with search features and links.

16. Warranty General Information

The OEM shall, at a minimum, warrant the office furniture products and materials (excluding fabric) offered under this Master Agreement as defined below.

- a. Systems Furniture - Minimum 10 years
- b. Seating - Minimum 10 years
- c. Desk/Tables - Minimum 10 years
- d. Filing, Metal Storage and Wooden Case-Goods - Minimum 10 years
- e. Products (including parts and components) that fail under normal use as a result of a defect in design, materials, workmanship, or installation shall be repaired or replaced free of charge (including labor, delivery, and installation) throughout the warranty period.
- f. Products that require warranty repair or replacement must be repaired or replaced within a reasonable time frame, or within a time frame that is agreed to in writing by the Participating Entity. This process is to ensure sufficient lead time for ordering warranty parts, components or products during the entire warranty period.

A complete warranty is included as an attachment to this contract. The HON Company offers a Full Lifetime Warranty which covers HON product lines, materials and components. This warranty is for the life of the product. This includes all product categories offered under this contract; Systems Furniture, Seating, Desk/Tables and Filing, Storage and Case Goods. Exceptions are noted in the warranty document attached.

Access warranty documents by visiting www.hon.com and clicking on the "warranty" link at the bottom of the page; by contacting our Government Customer Support team at 800-466-8694 or hongstateam@honcompany.com; and by contacting a HON authorized Servicing Dealer. Warranty information is also included in our catalogs and list pricers.

Discontinued Product:

If HON is unable to repair an item due to discontinuation, we will replace it with a comparable product or, if preferred, refund the purchase price.

We certify current products offered within this bid, or a functionally similar item, shall remain available for a period of twenty (20) years from the date of award.

17. Utah State Insurance Requirement

This pertains to the State of Utah insurance requirements. Other Participating States may identify different insurance requirements during the participating addendum process.

OEM's authorized dealers shall procure and maintain insurance which shall protect the authorized dealer and The State and/or purchasing entity (as an additional insured) from any claims from bodily injury, property damage, or personal injury covered by the indemnification obligations set forth herein. The OEM's authorized dealer shall procure and maintain the insurance policies described below at their own expense and shall furnish to the procurement manager, upon award, an insurance certificate listing the participating State(s) as certificate holder and as an additional insured. The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the authorized dealer to include contractual liability coverage applicable to this Master

Agreement. In addition, the insurance certificate must provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in all States); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements) and an acknowledgment of notice of cancellation to the participating States.

Authorized dealer is required to maintain the following insurance coverage's during the term of the WSCA Master Agreement:

- 1) Workers' Compensation Insurance – The OEM's authorized dealer must comply with Participating State's requirements and provide a certificate of insurance.
- 2) Commercial General Liability Policy per occurrence - \$1,000,000. Coverage to include bodily injury and property damage combined single limit.
- 3) Business Automobile Policy to include but not limited to liability coverage on any owned, non-owned, or hired vehicle used by OEM's authorized dealer personnel in the performance of this Master Agreement. The business automobile policy shall have the following limits of liability: Per Occurrence - \$1,000,000, Annual Aggregate - \$2,000,000, Annual Aggregate applying to products and services - \$2,000,000. Coverage must include premises and operations, bodily injury and property damage, personal and advertising injury; blanket contractual, products and services, owner named as an additional insured.

Within 10 days of contract award, the Contracted Supplier and/or Authorized Dealer must submit proof of certificate of insurance that meets the above requirements or the Participating States requirements.

18. Delivery

Unless otherwise noted on a purchase order the Contracted Supplier or its authorized dealer must comply with the following delivery requirements:

- a. The Contracted Supplier or its Authorized Dealer must be able to offer the following delivery methods. Pricing and fees for additional services, such as inside delivery, will be negotiated in the participating addendum process.
 - Drop Ship – Products will be delivered by a common carrier to a dock.
 - Inside Delivery – Products will be delivered by the Authorized Dealer inside an office building location as designated on a purchase order. Products will be unloaded and unboxed with no assembly required.
 - Installation – Products will be delivered, unloaded, and assembled according to design plan and to a move-in ready condition incorporating 3.13 Installation of Product requirements.
- b. Delivery of goods shall be made to any location specified on the purchase order. This could include multiple delivery locations on one purchase order. These locations may include, but are not limited to, standard office buildings, high-rise office buildings, receiving docks, and staging areas.
- c. It shall be the responsibility of the Contracted Supplier or its Authorized Dealer to offer the services required to deliver, unload, uncrate, and assemble items ordered from any product category offered.
- d. The Contracted Supplier or its Authorized Dealer is responsible for the removal of all packaging materials from the job site on a daily basis. Dumpster and trash receptacles that belong to the purchasing entity for the participating State shall not be used.
- e. Under no circumstances will Purchasing Entity personnel assist with unloading product.
- f. The Purchasing Entities may elect to accept partial deliveries, however, final payment will not be made until all products have been received and accepted.
- g. The Contracted Supplier or its Authorized Dealer is responsible for storage of product(s) prior to the delivery and installation date as established on the purchase order.
- h. Emergency or rush deliveries requested by the Purchasing Entity that require special shipping and handling charges may be at the Purchasing Entity's expense, but only with prior written approval from the Purchasing Entity. Emergency or rush shipping charges shall be added to an invoice as a separate line item.
- i. In the event emergency or rush delivery is required as the result of an OEM or Authorized Dealer's error;

all shipping and handling charges shall be paid by the Contracted Supplier including all charges for shipping and handling to Alaska and Hawaii.

- j. The acceptance of delivery with or without objection shall not waive the right to claim damage for breach nor constitute a waiver of requirements for timely delivery or performance of any actions that shall remain the obligation of the Contracted Supplier or Authorized Dealer. Unless otherwise stated in the participating addendum or project agreement, if delivery is delayed more than ten (10) calendar days beyond the delivery terms, the purchasing entity may impose a penalty equal to 3% of total project cost per week (Monday through Friday business week) for every week the delivery is delayed, assessed on the first day of each week. This penalty may be imposed at the discretion of the purchasing entity, but does not preclude the Purchasing Entity from compensation from the Contracted Supplier or Authorized Dealer for other expenses or penalties caused by the late delivery.
- k. The HON Company is a made-to-order company; because of this we do not stock any items. Emergency or rush orders are subject to a 3.5% list up-charge if The HON Company cannot meet the required dates within standard lead times for the product. If the emergency or rush delivery is a result of an Authorized Dealer error or The HON Company's error such as damage, shortages, etc. The HON Company will make every effort to expedite the product at no cost to the End User.

Drop Ship: Standard lead times for products delivered by a common carrier to the customer's dock will be 60 days after receipt of a complete order.

Inside Delivery: Standard lead times for products delivered by an Authorized Dealer inside an office building location as designated on the purchase order will be 60 days after receipt of a complete order. The products will be unloaded and unboxed with no assembly required.

Installation: Standard lead times for products delivered, unloaded, and assembled according to design plan and to a move-in ready condition will vary depending on the size and complexity of the project. Products will ship within the 60 standard lead times. The Authorized Dealer will work directly with The HON Company and the End User to establish an installation schedule that has the least impact to the End User and the facilities. Every effort will be made to ensure the installation will be completed within the timeframe provided by the End User. The HON Company will assign a dedicated Project Coordinator to assist Authorized Dealers on large and/or complex orders. The Project Coordinator will be assigned to the project from the planning phase to the end of the project. The Project Coordinator will review order documents for completeness and accuracy, ensure the order totals are consistent with the purchase order totals and/or project totals outlined by the End User, and will work with the Authorized Dealer to create a project schedule. The Project Coordinator will continuously monitor the project to ensure adherence to milestones and project requirements. The following HON milestones have been identified and are critical to the shipment of the product:

Milestone:	Explanation:
Acknowledgement Date	Date order is put into production planning
Ship Date	Order leaves HON's dock
Deliver Date	Order arrives at customer's dock
Install Date	Order is installed
Initial Walk Thru	Conducted by Authorized Dealer and End User, punch list items identified
Punch List Expedited	Ship date is monitored; punch list items are identified by End User are addressed, replacement and/or parts are expedited
Final Walk Thru	Order is completely installed (punch list issues resolved) and acceptance from the End User has been received

The Project Coordinator will approve all changes to project milestones with both the Authorized Dealer and the End User prior to implementation. These changes will be documented within the order system.

19. Damage and/or Incorrect Product

- a. Damaged or Incorrect Product shall be reported to the Contracted Supplier or their Authorized Dealer by the Purchasing Entity within a reasonable time frame after the damage is noticed.
- b. The Contracted Supplier or their Authorized Dealer is responsible for pick-up and repair or replacement of all damaged goods within a reasonable time frame acceptable to the Purchasing Entity.
- c. The Contracted Supplier or their Authorized Dealer shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the Purchasing Entity.
- d. The Contracted Supplier or their Authorized Dealer is responsible for filing all claims for damage with carriers or other responsible parties in a timely manner. (Reference section 1.21 Freight Terms above)
- e. The Contracted Supplier or their Authorized Dealer is required to keep the Purchasing Entities informed of the replacement process and delivery date for any and all replacement orders.
- f. The Purchasing Entity will not be charged a re-stock fee for any returns due to a Contacted Supplier error.
- g. In the event that a Purchasing Entity does not accept product due to damages or shipment error as described above, no Purchasing Entity, including Alaska or Hawaii shall pay additional shipping and handling charges for the shipment of replacement products.
- h. The HON Company is a made-to-order company because of this we do not stock items. The HON Company must provide written authorization for any returns; returned products are subject to a 25% restocking fee, in addition to cost of return freight.

20. Product Manuals

Upon request, an owner’s manual shall be supplied for all procured products. Manuals may be available via The Hon Company website. The manual shall contain complete assembly and disassembly instructions including all necessary parts lists and diagrams.

21. OEM Contract Administrator

Administrator Name	Phone Number	Email Address	Fax Number	Title
Christy Lung	563-272-7351	contractmanager@honcompany.com	563-272-7384	Contract Manager
Keith Keller	563-272-7969	kellerkm@honcompany.com	563-272-7384	Director of Government Contracts and Compliance

22. Customer Service

- a. The Hon Company or its Authorized Dealer must have one lead representative for each entity that executes a Participating Addendum. Contact information shall be kept current.
- b. Customer Service Representative(s) must be available by phone or email at a minimum, from 8AM to 5PM on Monday through Friday for the applicable time zones.
- c. Customer Service Representative will respond to inquiries within one business day.
- d. The Hon Company or its Authorized Dealer must provide design services for the applicable categories.
- e. The Hon Company or its authorized dealer must provide Installation Services for the applicable categories.
- f. Purchasing entities shall have the option of ordering through the OEM direct or through the authorized dealer network.
- g. The HON Company has both a nationwide Sales Team and a nationwide network of Authorized Dealers to cater to the needs of our End Users. The HON Company and our Authorized Dealers are prepared to meet with Participating Entities and End Users to present information about The HON Company and to demonstrate our product offering. Upon request, The HON Company will furnish literature that reflects our product offering. Literature will be provided free of charge and will include catalogs, product information, brochures, pricing information, etc. Our website, www.hon.com, also includes a vast amount of information regarding HON product, pricing, certifications and environmental information. At the request of the Participating Entity, The HON Company will submit all literature for review and approval.
- h. Changes to representative contact information: Participating entities will be notified of contact information changes to the Contract Administrator, Usage Report Administrator and to other primary representatives of the contract in writing and/or by email. If a Participating Entity has an alternate preferred method of contact, The HON Company will adhere to the preferred method of contact for the Participating Entity.

- i. Our Customer Support team is available between the hours of 7:00 a.m. – 6:00 p.m. Monday through Friday CST to answer phone and email inquiries. If there is an urgent issue or an emergency outside of business hours our Sales representatives are available to address customer concerns.
- j. Purchase orders can be made out directly to either The HON Company or to the Authorized Dealer.
- k. **OEM Direct Ordering Options:** End Users who place orders directly with The HON Company can submit them by email or fax. While the purchase order may be made out to The HON Company, we encourage End Users to submit the purchase order to our Authorized Dealers for review. The Authorized Dealer will examine the purchase order for accuracy to ensure proper product and pricing is reflected on the order. The Authorized Dealer will then place the order with The HON Company on behalf of the End User through email, fax or The HON Ready Portal. An order acknowledgement will be sent to the End User and the Authorized Dealer outlining order details, production timeline, and shipment date.
- l. **Authorized Dealer Network Ordering Options:** Authorized Dealers can place orders via email, fax, or through the HON Ready Portal. Placing orders directly with the dealer provides them the opportunity to review the purchase order for accuracy and to ensure proper product and pricing have been reflected on the order. Authorized Dealers also have access to the HON Ready Portal which is a secure site with multiple resources that allow the dealer to view specials and process orders accurately, timely, and efficiently. Through the HON Ready Portal the dealer may create quotes, request design services, submit orders via EDI or e-order, and track current orders. Our ordering system ensures accuracy for large, complex, government orders. After the order has been entered into HON's systems, the dealer/agency receives an Acknowledgement outlining the order details, production timeline, and shipment date. All orders made out directly to an Authorized Dealer are subject to credit approval.
- m. **Website Ordering:** The HON Ready portal is currently available only to our Authorized Dealer network.
- n. The HON Company Customer Service team members are driven by productivity metrics that measure both quality and quantity factors on a daily basis. One primary metric is what we call "Average Seconds to Answer;" on average a HON team member picks up the phone within 60 seconds of receipt of the call. Incoming calls are automatically routed to the next available member and are monitored for content quality to ensure the customer receives the correct information. Each morning, voice mails are checked and calls are returned based upon the location and time zone of the customers.
- o. Although the majority of customer inquiries are received via phone, HON treats emails with the same level of importance as if the customer were calling HON directly. HON uses an email tracking system to ensure all emails receive a response in a timely manner. Emails received before 4:00PM CST are answered the same business day.
- p. To uphold HON's exceptional level of customer service, we retain highly trained members with flexible scheduling and employ real time quality monitoring. Our customer service members receive six weeks of rigorous training and are empowered to resolve customer issues on the first call.
- q. The HON Company's Customer Service team uses a robust order tracking tool (Linx) to archive customer conversations associated with orders. Customer Service team members are required to update this system with notes from every call received by a customer. This process allows HON to track the status of the issue, track reoccurring issues, share information with internal departments, and resolve issues in a timely manner. Team members and team leaders have access to all conversations noted in the tracking tool; this is essential for backup purposes and quality monitoring. Issues can also be escalated to a team leader with all communications documented. HON is driven by the desire to identify the root cause of an issue, find a solution and sustain the process. Managers' review escalated issues to ensure resolution is timely and accurate.
- r. The Contract Administrator will be the single point of contact to perform and manage all aspects of this contract. The Contract Administrator will be responsible for completing addendums with the participating States and WSCA. The Contract Administrator will also be responsible for submitting contract revision requests such as product changes, Authorized Dealer updates, etc. to WSCA and to participating States as necessary. Upon receipt of award, the Contract Administrator will engage our Sales team to communicate terms of the contract for both WSCA and the participating States. Informational packets in the form of presentations or word documents will be provided to our Sales team by the Contract Administrator to educate our Authorized Dealers on the terms of the contracts; these packets will be updated upon receipt of a modification. Modifications to our contracts will be announced to our Authorized Dealers and our Sales team through email communications. Our Sales team will ensure that our Authorized Dealers and End Users are up-to-date with the most current contract information. Questions or clarifications regarding the contracts by End Users and Authorized Dealers will be routed through the Contract Administrator, as

necessary the Contract Administrator will reach out to WSCA and/or the participating Entity. The HON Company will keep up-to-date contract information on our dedicated websites for accessibility to End Users and Authorized Dealers.

The following is contact information for Government Business Development Managers; they manage relationships with End Users and Authorized Dealers within their respective regions:

- Andy Bogart – North East Region; Direct line: 203-937-6572, email: bogarta@honcompany.com
- Michael Hoenninger - PA, MD, DE; Direct line: 202-641-3975, email: hoenningerm@honcompany.com
- Carl Bardy – Capitol Region; Direct line: 563-506-9019, email: bardyc@honcompany.com
- Steve West - Mid-Atlantic Region and South East Region; Direct line: 704-776-5872, email: wests@honcompany.com
- Maxine Gordon - South Central Region and South East Region; Direct line: 202-320-3768, email: gordonm@honcompany.com
- Mark Mueller - Central Region; Direct line: 630-362-2321, email: muellerm@honcompany.com
- Duane Slaman – North West Region; Direct line: 719-661-5170, email: slamand@honcompany.com
- Mike Sunday - Western Region; Direct line: 563-299-7910, email: sundaym@honcompany.com
- David Norton – South West and South Central Region; Direct line: 469-855-5548, email: nortond@honcompany.com

23. Installation of Product

The Contracted Supplier or Authorized Dealer shall take precautions during the installation of any product not to damage the premises or the property of the Purchasing Entity. If damages do occur as a result of operations under this contract, the Contracted Supplier or Authorized Dealer is responsible for ensuring that the affected area/item(s) are returned/restored to their original condition or the Contracted Supplier or Authorized Dealer shall make restitution, as agreed upon by the parties.

Our Authorized Dealers will become familiar with the project space and recommend the best way to receive and install the furniture with minimal impact to the End User. Our Authorized Dealers will work directly with The HON Company and the End User, designers, or other designated representatives, to ensure installation timeframes and deadlines are met. The installation will be performed by professionals who will ensure the job site is properly protected and will follow all appropriate safety precautions. In States that require union labor or prevailing wage rates, The HON Company will ensure appropriate professionals are utilized. Upon completion of the installation, all debris will be removed and surfaces wiped clean. A final inspection will take place with the End User to ensure furniture has been appropriately placed, without damage, and the space is in move-in condition.

General:

- a. The Contracted Supplier or Authorized Dealer shall be fully responsible for the assembly team and the supervision of the team.
- b. The Contracted Supplier or Authorized Dealer is responsible for ordering any missing, damaged, or incorrect items upon discovery.
- c. The Purchasing Entity shall incur no additional charges as a result of the Contracted Supplier or Authorized Dealer's error.
- d. The Purchasing Entity reserves the right to hire or make arrangements for additional cleaning personnel if the Contracted Supplier is not able to properly clean and ready the site for occupation by the designated move in date.
- e. The cost of additional cleaning shall be fully reimbursed by the Contracted Supplier or Authorized Dealer.

Specific to Systems Furniture and Accessories:

- a. The Contracted Supplier or Authorized Dealer must offer Design Services as described in Section 3.13.
- b. The Contracted Supplier or Authorized Dealer must work cooperatively with the Purchasing Entity and participate in the final walk-through inspection and provide a punch out checklist if requested.

- c. The punch out written checklist shall be a listing of any missing, incorrect, or damaged items.
- d. The Contracted Supplier or Authorized Dealer is responsible to ensure that a final cleaning will be completed prior to the final walk-through and shall include a wet wipe down of all surfaces, vacuuming of carpet or broom sweeping of solid surface flooring, and any other cleaning required for the work stations to be in move-in condition.

Specific to Seating:

- a. The Contracted Supplier or Authorized Dealer shall be fully responsible for the assembly of the product. Installed items must be fully assembled and ready for use within the agreed upon timeframe of the Purchasing Entity.
- b. The Contracted Supplier or Authorized Dealer is responsible for ensuring that a final cleaning will be completed prior to the final walk-through and acceptance of the seating items.

Specific to Desks, Tables, Filing, Metal Storage and Wooden Case-Goods:

- a. The Contracted Supplier or Authorized Dealer must offer Design Services as described in Section 3.13.
- b. The Contracted Supplier or Authorized Dealer shall be fully responsible for the assembly of installed product. Installed product must be fully assembled and ready for use the agreed upon timeframe of the Purchasing Entity.
- c. The Contracted Supplier or Authorized Dealer must place all desk, tables, filing, metal storage and wooden case-goods in the location designated by the Design Plan or Purchasing Entity.
- d. The Contracted Supplier or Authorized Dealer is responsible to ensure that a final cleaning will be completed prior to the final walk-through and acceptance of all purchased items.

24. Design Services

OEM shall provide, if offering open office panel systems, through their Authorized Dealer network, to all purchasing entities, all design, reconfiguration, and layout services at a contracted hourly rate for each State. The contracted hourly rate for these services will be negotiated during the Participating Addendum process by each Participating State.

- a. Fabric, paint, and finishes shall be available electronically and incorporated in CAD drawings to aid in the selection process. The accuracy of all facility dimensions, obstructions, and attributes shall be the responsibility of the OEM's Authorized Dealer for each Participating Entity.
- b. The OEM Authorized Dealer network shall be responsible for overages, shortages or all other ordering errors resulting from orders based on the design work completed by the OEM's Authorized Dealer. Approval of design work by the Purchasing Entity does not constitute responsibility for the OEM's Authorized Dealer design or ordering process.
- c. If the OEM's Authorized Dealer for each Participating Entity is found to have designed and specified a new furniture installation which does not fit properly due to inaccurate floor plans, it shall be the OEM's Authorized Dealer for each Participating Entity's responsibility (financially and logistically) to resolve the matter to the Purchasing Entity's satisfaction. No payment shall be made until the issue is fully resolved and approved by the Purchasing Entity's project manager for any Participating Entity.
- d. The OEM's Authorized Dealer for each Participating Entity shall provide an installation plan showing in detail, the position of all new furniture products, wall heights, colors, types of panels, and voice/data outlets. The Purchasing Entity's project manager for any Participating Entity shall approve, in writing, the final plan.
- e. The OEM's Authorized Dealer shall be responsible for all plans and their review for correct product application and stability. The OEM's Authorized Dealer is responsible for notify the Purchasing Entity's project manager immediately of any deviations or inconsistencies with product capabilities, including unusual assembly requirements.
- f. The OEM's Authorized Dealer is responsible for accurately specifying all necessary products including parts, components, connectors, fillers, trim pieces, and other items in the plan and on the component list. If parts are missing at assembly time, the OEM's Authorized Dealer is responsible for the quick shipment (within the agreed upon timeframe) of the missing parts.

- g. Our Authorized Dealers have the ability to design and create drawings with specifications using CAD software. The HON Company also offers services to help our Authorized Dealers create professional drawings which include: 3-D Drawings, complete parts list, product compatibility, CAD furniture plans, photo-realistic renderings to help with visualization and furniture plan finishes.

25. Annual Meetings with Participating Addendum Contract Holders

The HON Company can provide:

- Usage reports detailing customer name, order number, invoice number, invoice date, invoiced sales, product detail, model numbers, quantities and other information as outlined by the Participating Entity. HON can also provide any additional information or reporting as requested by the Participating Entity.
- HON can provide information for the State that supports small business procurement program requirements and initiatives. For example, certified MBE/SBE Authorized Dealers in the participating State and total servicing volumes.
- We can provide information for the State that supports environmental sustainability procurement goals and initiatives. For example, complete listing of purchases within the State of environmentally preferred products.
- During annual meetings, The HON Company will discuss our performance under the contract, request feedback to ensure continued success, and provide any additional information necessary to properly summarize HON's adherence to contract performance standards.

26. Annual Meeting with Master Agreement Administrator

The HON Company can provide the same information as outlined above for the participating State. We can provide this information on an overall aggregate level or broken down by State. We can discuss trends and buying patterns within the States, discuss feedback received from meetings with Participating Entities, and review our overall contract performance.

27. Contract Implementation

The Contract Administrator will be the single point of contact to perform and manage all aspects of this contract. The Contract Administrator will be responsible for completing addendums with the participating States and WSCA. The Contract Administrator will also be responsible for submitting contract revision requests such as product changes, Authorized Dealer updates, etc. to WSCA and to participating States as necessary. Upon receipt of award, the Contract Administrator will engage our Sales team to communicate terms of the contract for both WSCA and the participating States. Informational packets in the form of presentations or word documents will be provided to our Sales team by the Contract Administrator to educate our Authorized Dealers on the terms of the contracts; these packets will be updated upon receipt of a modification. Modifications to our contracts will be announced to our Authorized Dealers and our Sales team through email communications. Our Sales team will ensure that our Authorized Dealers and End Users are up-to-date with the most current contract information. Questions or clarifications regarding the contracts by End Users and Authorized Dealers will be routed through the Contract Administrator, as necessary the Contract Administrator will reach out to WSCA and/or the participating Entity. The HON Company will keep up-to-date contract information on our dedicated websites for accessibility to End Users and Authorized Dealers.

28. Escalation Management Plan

- Christy Lung, is the Contract Administrator and is the single point of contact; she will reach out to the appropriate department to work through potential issues.
Direct line: 563-272-7351, fax: 563-272-7384, email: contractmanager@honcompany.com
- Keith Keller is the Director of Government Contracts & Compliance; he oversees the Contract Administrator.
Direct line: 563-272-7969, email: kellerkm@honcompany.com
- Michelle Ditmars, Government Solutions Manager; she oversees the government Customer Support Team.
Direct line: 563-272-3827, email: ditmarsm@honcompany.com

- Jeff Anderson, Vice President Government Sales; he oversees the Government Business Development Managers and manages government End User and Authorized Dealer relations.
Direct line: 412-804-8216, email: andersonjeff@honcompany.com

29. Authorized Dealer List

The Hon Company is responsible to update (addition/deletion) and keep current the Authorized Dealer list available on the website.

30. Authorized Dealer Performance Measurement and Corrective Action Policy

The HON Company field sales team conducts business reviews on a quarterly basis with Authorized Dealer principals and key sales staff. Items specifically reviewed during this process are as follows:

- **Sales Results** - It is critical that HON dealers meet their sales goals and have the appropriate infrastructure to support these goals.
- **Quick Response Service Capability** - The dealership must have trained service technicians to address in warranty issue or service requirement.
- **Installer Training** - Dealership must have access to quality installers either on staff or subcontracted that have been trained by HON factory representatives in all product categories. It is also essential that the installer can provide proof of all necessary insurance requirements for each installation location
- **Design Services** - The authorized dealer must have designers available that have been trained in the space planning and specification of HON furniture. They must have an understanding of LEED and sustainability needs for projects. They must be proficient in the use of Giza, CAP, or any other product specifying software.
- **Use of Technology** - The dealership must be able to demonstrate the active use of technology to properly manage the business. Such as, maintaining the appropriate business management and financial systems. HON authorized dealers must be trained in entering orders electronically to allow for “clean” orders with significantly less errors. This is a key performance indicator that is discussed with HON dealers at each quarterly business review.
- **Financial Performance** - It is critical to HON and our valued clients that our authorized dealers have a strong financial footing and solid credit. Each dealership undergoes a financial evaluation through our credit department twice annually or if any unusual circumstances deem a review necessary.

As part of our agreement with our Authorized Dealers, The HON Company reserves the right to take corrective action in the event of non-performance. The HON Company will become involved in issues of non-performance and will work to satisfy the End User as quickly as possible. If an Authorized Dealer has multiple service failures for a particular project, HON may reassign the project to another Authorized Dealer to ensure the work is completed as per specifications outlined by the End User. If The HON Company consistently becomes involved with projects in which the dealer has service failures, the HON Company reserves the right to terminate the relationship with the Authorized Dealer.

The HON Company is committed to our Authorized Dealer partners and has structured our field sales team to serve as a mentor to our Authorized Dealers and their representatives. One-on-one coaching is provided by the Business Development Managers as well as our Regional Vice Presidents on a case-by-case basis. The Business Development Manager is immediately alerted to service failures by our Authorized Dealers and will work directly with the dealer and the End User to seek resolution. A coaching session will take place with the Authorized Dealer afterward to highlight where issues occurred and how to better structure their business practices to avoid future failures. Our field sales team works directly with our Authorized Dealers to tailor a selling model that enhances our dealer’s strengths and improves on our dealer’s weaknesses. Our field sales team conducts frequent “Sales Blitzes” with our Authorized Dealers to provide opportunities to strengthen relationships and service techniques with the Dealer, End User and The HON Company.

Issues and concerns are sent to The HON Company Contract Manager and are addressed immediately. If the issue must be escalated, The HON Contract Manager will remain engaged in the process until resolution has been received. Issues and concerns from Authorized Dealers or from participating entities are tracked through internal

databases and a data repository. Information regarding the issue, the response and the outcome are stored under the pertinent contract for future reference.

The HON Company's Customer Service team uses a robust order tracking tool (Linx) to archive customer conversations associated with orders. Customer Service team members are required to update this system with notes from every call received by a customer. This process allows HON to track the status of the issue, track reoccurring issues, share information with internal departments, and resolve issues in a timely manner. Team members and team leaders have access to all conversations noted in the tracking tool; this is essential for backup purposes and quality monitoring. Issues can also be escalated to a team leader with all communications documented. HON is driven by the desire to identify the root cause of an issue, find a solution and sustain the process. Managers' review escalated issues to ensure resolution is timely and accurate.

Product Requirements

31. Performance Standards

All office furniture products offered in response to this RFP shall meet or exceed applicable test and performance standards prescribed in ANSI/BIFMA X5.6-2010.

32. Systems Furniture Requirements

All office furniture products offered in response to this RFP shall meet or exceed applicable test and performance standards prescribed in ANSI/BIFMA X5.6-2010.

All panels and components shall be designed of material and workmanship to withstand hard daily usage over an extended life. Products must be free of all imperfections, defects, and hazards which might affect appearance, normal life, serviceability, or user safety. All panels must stand erect and rest firmly on their bases to assure safety, good appearance, and provide a stationary work station. All panels shall be plumb, level, and tight where the panels join together. Panels and components shall have identical range of modularity so that they are interchangeable between workstations. The system shall be capable of being installed over finished flooring without the penetration of the flooring and without the use of floor fasteners and must allow for reconfiguration without any floor patching.

- a. All products offered in response to this RFP shall be standard catalogue items for which printed literature, specifications, and certified test results are available. All panel system products offered in response to this RFP shall meet or exceed applicable test and performance standards prescribed in ANSI/BIFMA X5.6-2010 Panel Systems - Tests. Do not submit independent test data or published literature to prove compliance with ANSI/BIFMA X5.6 2010, however, the participating entities reserve the right to request second party testing data at any time.
- b. Workstations shall be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage. Workstations shall be designed in a manner that components may be completely removed from one side without disturbing the other workstation.
- c. After award, individual quotes to purchasing entities shall include all miscellaneous items (hardware, brackets, clamps, braces, etc.) that would be necessary for the installation and layout in compliance with the manufacturer's recommendation. Manufacturer's standard trim for all exposed panel ends, panel junctions, corners or changes in height must be included in the quote.
- d. Component mounting hardware shall be concealed from view or flush, and feature safety locking devices or be manufactured in a manner to prevent accidental dislodging. Exposed fasteners (screw heads, bolts, hinges, etc.) that are not flush mounted are not permitted. All connectors and fasteners shall be capable of being installed and dismantled without damage to panels or adjacent surfaces.

33. Seating Requirements

All product offered in response to this proposal must meet ANSI/BIFMA X5.1-2002 General Purpose Office Chairs – Tests, and California Technical Bulletin 117, Requirements, Test Procedure and Apparatus for Testing the Flame Retardance of Resilient Filling Materials Used in Upholstered Furniture, March 2000 edition, also known as TB 117 or CAL 117. The participating entities reserve the right to request second party testing data.

- a. All products offered in response to this RFP shall be standard catalogue items for which printed literature, specifications, and certified test results are available.
- b. Seating shall be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage.
- c. Polyurethane foams shall have a minimum polymer density of 1.7 PCF or higher. Cannot be loaded or filled foam. Minimum IFD Softness value is 28-32 medium.
- d. All product shipped must have an identification tag/sticker which must include the following information: manufacturer's name, model number, and year built.

34. Desks and Tables Requirements

All product offered in response to this proposal must meet ANSI/BIFMA X5.5-2008 Desks/Table Products – Tests.

- a. All products offered in response to this RFP shall be standard catalogue items for which printed literature, specifications, and certified test results are available.
- b. Desk and tables shall be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage.
- c. OEM suppliers must provide standard trim for all exposed ends, junctions, corners or changes in height.
- d. All product shipped must have an identification tag/sticker which must include the following information: manufacturer's name, model number, and year built.

35. Filing, Storage, and Casegoods Requirements

All product offered in response to this proposal must meet ANSI/BIFMA X5.9-2004 Storage Units – Tests. The participating entities reserve the right to request second party testing data.

- a. All products offered in response to this RFP shall be standard catalogue items for which printed literature, specifications, and certified test results are available.
- b. Case -goods shall be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage.
- c. All product shipped must have an identification tag/sticker which must include the following information: manufacturer's name, model number, and year built.

36. Environmental

Description of the measurements that are employed and how they are reported:

The HON Company has made a public commitment to environmental sustainability; The HON Company was founded on the idea that there is essential value in the re-using or re-vitalizing products for our customers. Throughout our 60-year history, we have stressed waste reduction as a sensible business practice that is also good for the earth. We created a formal environmental program in the 1980's and have continually worked to improve upon our practices while staying aligned with appropriate environmental measurements.

- The HON Company is fully aligned with ISO14001 Environmental Management System and OSHA 18001
- We have received ANSI/BIFMA e3-2008 level[®] 2 certification for over 60 product lines, with another 15 product lines certifying at level[®] 1
- We have 80 product lines that have been SCS certified for Indoor Advantage™ air quality guidelines
- We conform to California Emissions guidelines (CA1350)
- We have recently renovated our own headquarters to achieve LEED[®] Silver standing.

In 1992, The HON Company introduced the Rapid Continuous Improvement program (RCI), which empowers employees to develop more efficient production processes and eliminate waste. Improvements from our RCI practices have created benefits to our employees, to our End Users in the form of consistently competitive pricing, and to our environment in the form of conservation of resources and elimination of waste.

As mentioned above, The HON Company has an Environmental Management System that is fully aligned with ISO14001 and OSHA 18001; as part of this system HON also incorporates standards outlined by ISO14040 and

ISO50001. Within our Environmental Management System, we have instituted policies and procedures to support our sustainable enterprise objectives. Many of these objectives correspond to the standards outlined by ANSI/BIFMA X7.1 for indoor air quality and e3 Sustainability Standards; our objectives include but are not limited to: air emission reduction, energy performance, greenhouse gas reduction, water management, LEED facilities, O&M chemical toxicity, efficient use of materials, solid waste management, hazardous waste reduction and process chemical toxicity. All manufacturing locations track energy, associated greenhouse gas emissions and resource consumption on a monthly basis. Roll-up reports of performance against goals are generated on a quarterly schedule and distributed to a wide range of operations management including key decision makers.

The following are significant achievements that have been attained through HON Company environmental innovation:

- The HON Company was the first manufacturer to render kenaf suitable for panel system use; kenaf is a fiber that is derived from an annually renewable plant related to cotton and okra. We call it Nature Core™ fiberboard and it is used in our systems furniture panels as an acoustical control material. Highlights of Nature Core™: kenaf fibers are annually renewable, no formaldehyde is added, fire retardant materials are natural and meet UL Class “A” fire rating, structural performance that adds more durability to the panel system, sound blocking characteristics (STC) exceeding BIFMA standards for a more acoustic friendly environment, tackable surface for a more efficient workplace.
- The HON Company’s use of compression-molded components made of post-industrial wood saves upwards of 400,000 trees (that’s 5,000 acres) annually and diverts thousands of tons of wood waste from landfills.
- Our paint reclamation system captures stray spray particles for re-use on our products. HON manufacturing locations recycle over 27,000 gallons of wet paint annually; approximately 30% of this recycled wet paint was used on site, at HON.
- Our fabric scrap recycling program, which is used to make trunk lining for vehicles, saves 200,000 to 300,000 pounds of fabric waste from landfills annually.
- The HON Company continually works on bulk packing initiatives that consume fewer raw materials and decrease the amount of shipping material that must be recycled or sent to landfills.

Our development teams are continually working towards a goal of lessening consumption and waste, creating strong, long-lasting products that have a thoughtful end of life story and helping to make our manufacturing processes better for the environment, our members and our customers.

The HON Company has 101 product lines available. In the 5 year time period that we have worked with Scientific Certification System’s, the HON Company has received level[®] 2 certification for 79 product lines, with 15 product lines certifying at level[®] 1. That means more than 75 percent of our product offering has earned this important certification, which evaluates multiple sustainability attributes: Human and Ecosystem Health, and Social Responsibility.

The HON Company was the first office furniture manufacturer to participate in Scientific Certification System's (SCS) Indoor Advantage™ air quality certification program, assuring the best possible air quality for office workers. In addition to BIFMA e3-2008, we standardized our product certifications to work directly with SCS Indoor Air Quality and Indoor Air Quality Gold. The HON Company has 86 product lines that are SCS Indoor Air Quality certified, of which 70 are certified for Indoor Air Quality Gold. We participate in rigorous testing for ANSI/BIFMA certification in addition to the State of California’s testing requirements for CARB compliance. Most HON products can also contribute toward one or more credits in the LEED[®] for commercial interiors category. The Leadership in Energy and Environmental Design (LEED[®]) Green Building Rating System™ is the internationally accepted benchmark for design, construction, and operation of high-performance green buildings. The HON Company’s products may help in the following LEED[®] credit areas: Construction Waste Management, Recycled Content Manufactured Regionally, Rapidly Renewable Materials, Low Emitting Materials, Systems Furniture and Seating.



HON FULL LIFETIME WARRANTY

YOUR HON FULL LIFETIME WARRANTY

Every time you purchase a HON product, you're making an investment in your future. We're proud to play a part in that future, and you can trust us to do our best for as long as you need us.

The HON Full Lifetime Warranty is our assurance to you that the HON desks, workstations, seating, tables, or storage you purchase will be free from defective material or workmanship for the life of the product.

In the unlikely event that any HON product or component covered by the HON Full Lifetime Warranty should fail under normal workplace use as a result of defective material or workmanship, HON promises to repair it. If we are unable to repair it, we will replace it with comparable product or, if you prefer, we will refund your purchase price.

WHAT'S COVERED BY THE HON FULL LIFETIME WARRANTY?

Your HON Full Lifetime Warranty applies to product manufactured after January 1, 2011. All HON product lines, materials, and components are covered by your HON Full Lifetime Warranty except for the items described below.

The specific product lines, materials, and components listed below are covered under HON's Full 12-Year and Full 5-Year Warranties (from date of purchase).

HON'S FULL 12-YEAR WARRANTY

- Electrical components (lamps and ballasts are not covered)
- Seating ilira®-stretch
- Laminate surfaces
- Seating controls
- Signal seating upholstery fabric
- Accessories
- Wood seating
- Veneer surfaces

HON'S FULL 5-YEAR WARRANTY

- Panel and seating textiles

These warranties apply to HON products sold within the United States of America, U.S. Territories, and Canada, as well as U.S. Military and Federal Agency purchases (regardless of location).

IS ANYTHING NOT COVERED?

There are a few exclusions to the HON Full Lifetime Warranty and to the 12 and 5-year warranties. These exclusions are:

- All basyx® by HON products (these products are covered under a separate basyx® by HON warranty).
- Color-fastness or matching of colors, woodgrains, or textures occurring in wood, leather, or other materials that naturally exhibit inherent color variations.
- Customer's own materials (COM) selected by and used at the request of a user.
- Modifications or attachments to the product that are not approved by The HON Company and product failures resulting from such modifications or attachments.
- Product normal wear and tear, which is to be expected over the course of ownership.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.

WARRANTY REQUESTS OR QUESTIONS?

Your HON dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your HON dealer. If you are not sure who your dealer is, please call HON Customer Support at 800.833.3964.

THAT'S YOUR HON FULL LIFETIME WARRANTY. AS AN OWNER OF HON PRODUCT, THE WARRANTY EXPLAINED HERE IS YOUR SOLE AND EXCLUSIVE REMEDY. THERE ARE SOME EXCEPTIONS IF YOU PURCHASED THE PRODUCT FOR HOME OR PERSONAL USE WHICH ARE EXPLAINED BELOW. TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

A WORD ABOUT PURCHASES FOR HOME OR PERSONAL USE

Please note, this section only applies if you purchased your HON product for your home or for your own personal or family use. HON's warranties give you specific legal rights and you may have other rights, which vary from state to state. As a consumer purchaser, the complete exclusion of implied warranties noted in the above paragraph does not apply to you, however, to the extent allowed by applicable state law, the implied warranties are limited to the applicable term of the warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

Attachment D
The Hon Company - Rush Orders, Cancellation Charges, & Restocking Fees

Rush Order Charges	3.5% Charge
Cancellation Policy	May only change Order within one business day after initial order; no cancellation after one business day
Restocking Fees	Must have written authorization from HON for any return; 25% restocking fee + freight



WSCA# MA146

Tier	Total Order at List	Filing, Storage and Casegoods	Seating	Desks and Tables	Tier	Total Order at List	Systems (Monolithic and Frame and Tile)
1	\$0 - \$5,000	56.7%	56.7%	56.7%	1	\$0 - \$20,000	70.0%
2	\$5,001 - \$50,000	61.1%	60.2%	60.2%	2	\$20,001 - \$100,000	71.0%
3	\$50,001 - \$100,000	63.5%	60.8%	60.8%	3	\$100,001 - \$250,000	71.0%
4	\$100,001 - \$200,000	70.0%	63.0%	62.3%	4	\$250,001 - \$500,000	71.0%
5	\$200,001 and above	70.0%	63.5%	63.0%	5	\$500,001 and above	71.0%

Filing, Storage and Casegoods

Flagship Standard Height File Centers
 Flagship Lateral Files
 FlameSafe
 Brigade 800, 700, 600 Series Laterals
 500 Series Laterals
 510, 250B, 210, 310, H320 Vertical Files

Flagship Storage Cabinets
 Brigade Storage Cabinets
 Brigade Steel Bookcases
 Brigade Metal Overfiles
 10500, 1870, and 1890 Laminate Bookcases

Flagship Personal Storage Tower
 Flagship Desk Tower
 Flagship Bookcases

HON Branded Seating:

2300 Series	Ceres	Nucleus
2400 Series	ComforTask	Olson
2900 Series	Convera	Pagoda
4000 Series	F3	Park Avenue
H4051	Foldline chairs	Perpetual
6540 Series	Gamut	Pillow-soft
6550 Series	GuestStacker	Pyramid
7700 Series	Ignition	Resolution
7800 Series	Invitation	Riley
7900 Series	Jackson	Sensible Seating
Alaris	Lab Stools	Tiempo
Allure	Laurus	Unanimous
Ampere	Meadowbrook	Versant
Boda	Mirus	Volt
Cambia	Motivate	24-Hour Chairs

Desks and Tables

10500 Series	Huddle	Vicinity
10700 Series	Initiate Desks	Veneer Occasional Tables
34000 Series	Laminate Occasional Tables	Voi
38000 Series	Mentor	
66000 Series	Metro	
94000 Series	Motivate Tables	
Activity Tables	Park Avenue Laminate	
Adjustable Height Training Tables	Park Avenue Veneer	
Announce	Pennsylvania Avenue	
Arrive	Preside Veneer Tables	
Attune	Preside Laminate Tables	
Height Adjustable Tables	Utility Tables	
Hospitality Tables	Valido	

Systems

Abound and Initiate (frames, tiles, accessories, overhead storage, electrical, worksurfaces)
 Flagship and Brigade Pedestals