Acceptance Document
Section 3: OEM Mandatory Minimum Requirements

RFP TO11013

Manufacturer: Herman Miller, Inc.
Authorized Representative: Dave Gillman

INSTRUCTIONS:

The following are mandatory minimum requirements that correspond to Section 3 OEM Mandatory Minimum Requirements. A Y (Yes) or N (No) answer must be provided in column B for each line item. Any N (No) answer will disqualify your firm's proposal from further consideration. If Y/N column is highlighted in grey, no response is required.
In column C indicate the page number within the proposal where information regarding compliance can be verified.
If Column C is highlighted grey, no further information is required. Section 3.1 General Information of the RFP document contains instructions.

Section 3: Mandatory Minimum Requirements	**Y/N**	**number) within the proposal where information can be verified.**
3.2 Product Offering		
All products offered must be new. Used, shopworn, refurbished, demonstrator, prototype, or discontinued models are not acceptable.	Y	Hard copy/binder page reference 27-51
3.3 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:	Y	Hard copy/binder page reference 16
a. Product offerings and options, limited to the products and approved by each participating entity through their Participating Addendum.	Y	Hard copy/binder page reference 16
b. A list of authorized dealers within the Participating States that are authorized to service the Contract.	Y	Hard copy/binder page reference 16
3.4 Warranty		
The OEM shall, at a minimum, warrant the office furniture products and materials (excluding fabric) offered under this Master Agreement as defined below.	Y	
a. Systems Furniture - 10 years	Y	Hard copy/binder page reference 14-15
b. Seating - 10 years	Y	Hard copy/binder page reference 14-15
c. Desk/Tables - 10 years	Y	Hard copy/binder page reference 14-15
d. Filing, Storage and Case Goods -10 years	Y	Hard copy/binder page reference 14-15

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.	Y	Hard copy/binder page reference 14-15
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.	Y	Hard copy/binder page reference 17
3.5 Geographic Coverage and Current Contracts - *Complete Section 3 Supplement Tab*		
Your company shall provide one or more of the product categories and services listed in Section 1.1 to all participating States. The following information must be provided on TO11013 Appendix C Acceptance Document Section 3 and Section 3 Supplement as applicable:	Y	Hard copy/binder page reference 57-75
a. Your firm's geographic coverage information must be provided in Section 3 Supplement – 3.5 Geographic Coverage by listing each State and clicking the checkbox for each category provided to that State.	Y	
b. A listing of your firm's current government contracts for the provision of Office Furniture must be provided in Section 3 Supplement – 3.5 Government Contracts.	Y	
3.6 Insurance Requirement		
Within 10 days of contract award, the Contracted Supplier must submit proof of certificate of insurance that meets the requirements stated in 3.6 Insurance Requirement or the Participating States requirements.	Y	
3.7 Delivery		
a. The Contracted Supplier or its Authorized Dealer must be able to offer the following delivery methods. Delivery pricing and fees will be negotiated in the participating addendum process.	Y	Hard copy/binder page reference 57-75
• Drop Ship – Products will be delivered by a common carrier to a dock.	Y	Hard copy/binder page reference 57-75
• 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.	Y	Hard copy/binder page reference 57-75
• 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.	Y	Hard copy/binder page reference 18
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.	Y	Hard copy/binder page reference 18
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.	Y	Hard copy/binder page reference 18

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.	Y	Hard copy/binder page reference 18
e. Under no circumstances will Purchasing Entity personnel assist with unloading product.	Y	
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.	Y	
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.	Y	Hard copy/binder page reference 25
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.	Y	Hard copy/binder page reference 20
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.	Y	Hard copy/binder page reference 20
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.	Y	
3.8 Damage/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.	Y	
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.	Y	Hard copy/binder page reference 25
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.	Y	Hard copy/binder page reference 20
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)	Y	Hard copy/binder page reference 25

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.	Y	Hard copy/binder page reference 25
f. The Purchasing Entity will not be charged a re-stock fee for any returns due to a Contacted Supplier error.	Y	Hard copy/binder page reference 20
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.	Y	
3.9 Product Manuals		
Upon request, an owner's manual shall be supplied for all procured products. Manuals may be available via the Contracted Supplier's website. The manual shall contain complete assembly and disassembly instructions including all necessary parts lists and diagrams.	Y	
3.10 Contract Administrator and Usage Report Administrator - *Complete Section 3 Supplement Tab*		
The Contracted Supplier shall provide a dedicated Contract Administrator to manage compliance with the scope and terms and conditions for this contract. The following Information, at a minimum, regarding the Contract Administrator shall be provided:	Y	Hard copy/binder page reference 24
a. Administrator's number of years experience in the office furniture industry.	Y	
b. Confirmation that the OEM Contract Administrator has authority to enforce the scope of work and terms and conditions of the resulting contract.	Y	
The Contracted Supplier shall also provide a Usage Report Administrator responsible for the quarterly sales reporting described in Section 1.13 Usage Reporting Requirement.	Y	
3.11 Customer Service		
a. The Contracted Supplier or Authorized Dealer must have one lead representative for each entity that executes a Participating Addendum. Contact information shall be kept current.	Y	Hard copy/binder page reference 17
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.	Y	Hard copy/binder page reference 17
c. Customer Service Representative will respond to inquiries within one business day.	Y	Hard copy/binder page reference 17-18
d. The Contracted Supplier or Authorized Dealer must provide design services for the applicable categories.	Y	Hard copy/binder page reference 18
e. The Contracted Supplier or authorized dealer must provide Installation Services for the applicable categories.	Y	Hard copy/binder page reference 18
f. Purchasing entities shall have the option of ordering through the OEM direct or through the authorized dealer network.	Y	Hard copy/binder page reference 17
3.12 Installation		

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 the original condition, or the Contracted Supplier or Authorized Dealer shall make restitution, as agreed upon by the parties.	Y	
General:		
a. The Contracted Supplier or Authorized Dealer shall be fully responsible for the assembly team and the supervision of the team.	Y	Hard copy/binder page reference 17
b. The Contracted Supplier or Authorized Dealer is responsible for ordering any missing, damaged, or incorrect items upon discovery.	Y	Hard copy/binder page reference 20
c. The Purchasing Entity shall incur no additional charges as a result of the Contracted Supplier or Authorized Dealer's error.	Y	Hard copy/binder page reference 20
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.	Y	
e. The cost of additional cleaning shall be fully reimbursed by the Contracted Supplier or Authorized Dealer.	Y	
Specific to Systems Furniture and Accessories:		
a. The Contracted Supplier or Authorized Dealer must offer Design Services as described in Section 3.13.	Y	Hard copy/binder page reference 18
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.	Y	
c. The punch out written checklist shall be a listing of any missing, incorrect, or damaged items.	Y	
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.	Y	
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.	Y	Hard copy/binder page reference 18
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.	Y	
Specific to Desks, Tables, Filing, Storage and Case Goods:		
a. The Contracted Supplier or Authorized Dealer must offer Design Services as described in Section 3.13.	Y	Hard copy/binder page reference 18
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 within the agreed upon timeframe of the Purchasing Entity.	Y	Hard copy/binder page reference 18

c. The Contracted Supplier or Authorized Dealer must place all desk, tables, filing, storage and case goods in the location designated by the Design Plan or Purchasing Entity.	Y	
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.	Y	
3.13 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.	Y	Hard copy/binder page reference 18
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 State.	Y	Hard copy/binder page reference 16
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.	Y	Hard copy/binder page reference 20
c. If the OEM's Authorized Dealer for each Participating State 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 State'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 State.	Y	
d. The OEM's Authorized Dealer for each Participating State 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 State shall approve, in writing, the final plan.	Y	
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 to notify the Purchasing Entity's project manager immediately of any deviations or inconsistencies with product capabilities, including unusual assembly requirements.	Y	
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 48 hours) of the missing parts.	Y	

4.2 Warranty

a. To what extent does the manufacturer's standard warranty for each product category exceed the minimum warranty requirement stated in Section 3.4 Warranty?

Herman Miller offers a 12 year, 3 shift, labor included warranty. Exceptions are noted in the warranty document attached.

b. Describe how access to warranty documents or warranty information is made available to a participating entity.

The warranty document can be accessed on Herman Miller's website by visiting this link: http://www.hermanmiller.com/About-Us/About-Herman-Miller/Policies-and-Legal-Stuff/Product-Warranty

c. Provide the number of claims filed for each of the following product categories listed for calendar year 2010.
   - Systems Furniture
   - Seating
   - Desk/Tables
   - Filing, Metal Storage and Wooden Case-Goods

In general, Herman Miller, Inc. does not provide specific measurements to our customers unless we have made a prior agreement to do so. As appropriate under these conditions, information on customer satisfaction, lead time/reliability performance, and quality PPM (parts per million) scores can be provided.

Herman Miller, Inc. has an extensive 12-year product warranty for most of its major commercial office product lines. The warranty includes multi-shift use. The warranty is considered to be "bumper-to-bumper" and covers the entire product with only a few reasonable exceptions pertaining to normal wear-and-tear, misuse and/or improper care/maintenance of the products. The warranty covers product / parts replacement, including labor. Herman Miller, Inc. products are designed, developed and tested to assure a 12-year life under high-level, multi-shift use. Our products meet, and typically exceed all industry (ANSI, BIFMA, UL, etc.) standards, as well as internally developed requirements that go beyond industry requirements. Herman Miller manufacturing (including vendor selection and materials control) operates under a registered quality system that meets ISO 9000:2000 Quality Management System requirements. This ensures that materials and manufacturing processes are controlled to assure consistent performance to internal and industry standards.

d. Describe your firm's policy in regards to how the warranty applies to products that have been discontinued.

Whenever possible, when we discontinue a product or product line, Herman Miller will maintain parts for service either at our facility or at the supplier's facility. If the part is no longer available (this usually occurs when the tooling or materials are no longer available) the Product Service Specialists within Sales Operations will work with the customer to identify the best solution for the customer and their situation. This may involve replacing the product entirely with like product or offering to reimburse the customer for repair charges. Reimbursement can be authorized up to the original purchase price of the product.

e. To what extent beyond five years or the warranty expiration period as defined in section 3.4 are parts and components available for products that have been discontinued?

Whenever possible, when we discontinue a product or product line, Herman Miller will maintain parts for service either at our facility or at the supplier's facility. If the part is no longer available (this usually occurs when the tooling or materials are no longer available) the Product Service Specialists within Sales Operations will work with the customer to identify the best solution for the customer and their situation. This may involve replacing the product entirely with like product or offering to reimburse the customer for repair charges. Reimbursement can be authorized up to the original purchase price of the product.

f. Submit a copy of the manufacturer's standard warranty for each product category

A .pdf file of our Herman Miller warranty follows and covers each product category.

4.3 Website

a. Is your firm prepared and capable of providing a dedicated website for each entity that executes a participating addendum?

Yes. Herman Miller Inc. recognized early the potential of e-commerce to fundamentally change the way contract office furniture is purchased. Realizing that a complete end-to-end solution was required, in the earlyr 1990s Herman Miller began developing tools, processes, and infrastructure to facilitate every step of the procurement cycle. Today, our e-commerce solution offers an integrated set of tools, from design to specification to ordering to fulfillment that is unmatched in the industry.

An alternative to the traditional furniture purchasing process is offered in Herman Miller Inc.'s eZconnect specification, ordering, and fulfillment program. Ideally suited to large, fast-growing customers, the eZconnect program puts a relevant subset of HMI procurement technology tools in the hands of the appropriate user, allowing a broad range of customer involvement. From simple design and specification (with the information passed on to the field salesperson) to dedicated direct ordering of products from a customer specific vocabulary through a custom e-commerce website, eZconnect allows the customer to tailor the program to their unique needs.

b. If a website is available, describe in detail the features, benefits and capabilities the website offers.

We have recently developed relationships with several e-procurement companies, including Ariba and CommerceOne. These relationships provide our customers with additional avenues for placing and tracking orders via the Internet.

Benefits and capabilities of the eZconnect program are:

- Streamline the design/specification/ordering process
- Provide bullet-proof accuracy and reliability
- Customizable to customer's desired level of involvement
- Provides single point of contact
- Capability of ordering product direct from manufacturer
- Error-free product specification and order entry
- 3D, plan and view drawings from single application, with 100% accurate parts list tied to drawings
- Uses industry standard .SIF file format, allowing easy exchange of information
- Order acknowledgement within hours, versus days
- Can unbundle cost of product from cost of services
- Large standard program vocabulary (over three million uniquely specifiable products)
- Facilitates the development of furniture standards
- Standard pricing across customer's organization
- Product can be ordered, and order status checked, 24 hours a day, 7 days a week
- Customized web-based ordering capability available
- Additional e-commerce routes (Ariba, CommerceOne) are available

c. To what extent does your website provide detailed information on product offering, color and fabric options, pricing, and product compatibility?

Herman Miller's website has a "materials" section that allows the customer to view and order material samples online. The site can be viewed by product line, and product lines can be "merged" to see what fabrics are available for a variety of products. This allows the customer to have consistency through the facility.

Does the website provide the ability to search authorized dealers in the geographic area of each participating entity?

Yes. Search options include "zip/postal code" and "state/province."

4.4 Customer Service

a. Describe in detail how the firm proposes to provide satisfactory product representation and sales support to participating entities and how will the participating entity be notified of changes to the representative contact information.

Herman Miller distributes its products through dedicated dealerships that are authorized to sell and service on a local basis. HMI also has a sales force of regional government experts and local market managers. The dealers have agreements requiring them to maintain an adequate staff trained in the sale of HMI products and in the servicing and installation of those products, with experience and capacity appropriate for servicing the trade area. Dealers are also required to maintain a reputation for high quality service, consultative selling, and business integrity and to render prompt and courteous service with respect to every product the dealer sells.

Up to date information on authorized Herman Miller dealers is maintained on our website at www.hermanmiller.com. Using the "Where to Buy" link will connect you quickly with your local dealer. The WSCA contract manager will notify Participating States of any HMI personnel changes.

b. To what extent are your firm's service centers open beyond the minimums described in section 3.11?

The HMI customer service and product support departments operate from 7am to 8pm EST. The most experienced reps within the department are issued lap tops and cell phones to provide after hours support for key accounts on a case by case basis.

c. Describe the ordering options available including OEM direct, authorized dealer network, and website ordering.

For purchases through our dealer network, HMI utilizes a secure dealer channel and sales-facing extranet as our main communication, information, and order entry source for our sales teams and dealer partners.

OEM direct and website orders are handled through a digital, end-to-end ordering system that simplifies purchasing and increases control over the furniture buying process. Customers are drivers of a system that extends from a tailor-made eZconnect custom web site to Herman Miller dealers, manufacturing resources, suppliers, delivery, Customer Care and back again. With all Herman Miller products available through eZconnect, customers use the custom web site capabilities to order frequently purchased products (for example, seating and casegoods) or leverage our Z-Axis specification tools and AutoCAD to order configurable products for more complex systems layouts.

d. Describe the process that will be used to ensure that a Customer Service Representative will respond to all inquiries within one business day.

Our proprietary call tracking system enables us to review customer issues and continue serving you in a seamless and effective way. Our telephone system routes customer calls to the nearest customer care representative, making a faster connection to the right resource, and we have numerous databases that cover all aspects of customer service and can be accessed quickly to provide live solutions.

Our goal of 93 to 98% live voice requires the use of numerous pieces of technology to ensure our service is reliable and responsive, not just within one day but typically immediately:

- **Symposium -** A telephone system technology that identifies incoming calls and routes the calls to the appropriate Dealer & Sales Engagement or Product Services representative.
- **Call Tracking Application -** Each engagement with customers is carefully logged and quickly retrievable throughout Dealer & Sales Engagement and Product.
- **Kiosk/Order Manager -** Herman Miller utilizes Kiosk as their main communication and information source for its dealers and field sales support team. Kiosk provides a window of opportunities to all dealers in marketing, specifying, and ordering Herman Miller products. All acknowledgements, invoices and shipping documents are available 24/7 real-time.

- **Knowledge Databases -** Databases including product information, frequently asked questions/answers, resource directories, and reference materials. Representatives can quickly access these databases to provide live solutions to customers.
- **Symon Screens -** All Dealer & Sales Engagement and Product Services team members who manage incoming phone inquiries have on screen visibility to active calls, and new calls waiting. These screens help to maintain high levels of live voice.

e. Describe the design and installation services available through your dealer network.

Our network of dealers must meet a set of performance requirements in order to partner with us. Project design and CAD services include researching customers' needs to produce design concepts and proposals, furnish construction plans and drawings, develop furniture layouts, specifications, and product typicals, and produce as-built drawings.

Dealer designers have the design and planning background and the technical skills to plan, draw, and specify furniture. They work directly with customers or in partnership with A&D firms to understand the culture, environment, and work style of customers' businesses and respond with appropriate solutions. They provide CAD services to create layouts, product typicals, specifications, and budget estimates.

Herman Miller, Inc., and its network of dealership designers can perform all space planning functions—alone or together with your internal facilities group. Our designers are trained to translate the results of a work flow analysis (described below) and other tools into situation-specific interior solutions. All aspects of space planning will support the implementation of your company's facility strategy.

f. Describe in detail the process that your firm utilizes to track and respond to issues and concerns from both your Authorized Dealers and the purchasing entity.

Herman Miller is ISO 9001:2008 certified and has a complete suite of applications operating through our Excellence through Quality system. The Dealer & Sales Engagement team records all customer product concerns into the Customer Quality System database. The System generates a service order, manages the receipt of returned goods and records the customers concern. The information is available for on-line inquiry for 5 years and is used to determine what product concerns require further investigation or corrective action.

Corrective actions are created in our Excellence through Quality database. The quality manager at the manufacturing site monitors the resolution of Corrective Actions. Each site has a Warranty Activity Method Steering Team that oversees the timely resolution and root cause analysis of customer complaints. This is a disciplined way of gathering customer information and data and working to solve the problem. The problem-solving process is based on Six Sigma methodology: define, measure, analyze, improve, and control. This process is a way of making sure that problems and solutions are addressed holistically.

g. Describe your return and restocking policy and procedure when the purchasing entity orders in error.

Herman Miller is a build to order manufacturer. We do not stock product and do not have a process by which to restock product ordered in error. We rely heavily on our Dealer Network and HMI Salesforce to find uses by other customers and projects for excess product in order to mitigate costs.

h. Submit a sample of a completed Dealer invoice.

See attached document for an example of invoice from Herman Miller to our dealer partner.

4.5 Delivery

a. Describe in detail how your firm processes emergency or rush deliveries that are requested by a Purchasing Entity.

Herman Miller offers an Emergency Response Process for rapid turn around of product needed to complete an installation, functional workstation, or punch list. The Emergency Response process ships specified product holding up installation within 24 hours, according to published terms.

An expedited service fee will be added only to Emergency Response orders resulting from non-Herman Miller errors. This fee is intended to recoup a portion of the cost incurred in processing the orders and is in addition to any expedited freight charges.

b. Describe in detail the standard lead time for shipping for each of the shipping methods defined in section 3.7 of this RFP.

Herman Miller lead time programs are backed by the established reliability of our production and distribution systems. Customers can be confident that we deliver what they need, when they need it. That's important for any installation project, because reliable lead times are a crucial element in a customer's planning process and resource allocation.

To match a customer's particular product and scheduling needs, Herman Miller offers three lead time choices:

- 10-Day or Less—Herman Miller has the most comprehensive quick-ship program in the industry, with no surcharges. Products available in 10 days or less include a broad vocabulary of Ethospace and Action Office systems; Passage desking system; 5000 Series furniture; Meridian filing and storage; Tu pedestals and laterals; and seating, including Aeron, Mirra, Equa 2, Ergon 3, Ambi, Caper, Limerick, and Aside chairs in the most requested finishes.

- 20-Day or Less—Includes the full complement of Herman Miller standard products.

- Assigned—For special products or because you request it. Lead times can be assigned based on the requirements of each order.

4.6 Firm

a. Provide a brief history of your firm including the following:

1. Number of years manufacturing and marketing the Office Furniture product categories being offered in response to this RFP.

Herman Miller began as Michigan Star Furniture Company in Zeeland, Michigan in 1905. In 1923, D.J. De Pree and other investors bought the company; De Pree renamed it Herman Miller after his father-in-law. The products being offered in response to this RFP were introduced between 1968 (Action Office) and 2006 (Vivo, which is now called Canvas).

2. Number of separate product lines available in each product category.

Systems Furniture and Accessories:	**Product Line**
Monolithic	Action Office, Prospects
Frame and Tile	Canvas, Ethospace
Accessories	Thrive Portfolio, Twist LED Light
Seating:	**Product Line**
Executive	Aeron, Embody, Equa 2, Geiger Foray, Geiger Desk/Conference Seating
Task/Work	Aeron, Ambi, Caper, Celle, Equa 2, Ergon 3, Mirra, SAYL
Guest/Side	Aeron, Aside, Caper, Equa 2, SAYL, Setu, Geiger Guest Seating, Geiger deFiebre Seating System
Reception/Lounge	Celeste, Eames Tandem Sling, Eames Aluminum Group, Eames Soft Pad, Eames Executive, Setu, Swoop, Geiger Lounge Seating, Geiger Marin Lounge Seating
Conference Room	Caper, Equa 2, SAYL, Setu, Geiger Desk/Conference Seating, Geiger Foray Executive Task Seating
Stackable/Foldable	Aside, Caper, Limerick, SAYL, Geiger Stacking Chairs
Stools	Aeron, Equa, Geiger Stool Seating
Desk/Tables:	**Product Line**
Desks	5000 Series, Canvas Private Office, Geiger (Keyeira, Levels, Petri/Eco, Tablet, Triuna), Passage, Sense,
Tables	Arrio, Avive, Canvas Beam Based, Eames, Everywhere, Geiger (Broadcast, Caucus, Lumen Table System, Tables & Conference Furniture), Intersect portfolio, Q Tables, Sense
Filing, Metal Storage and Wooden Case-Goods:	**Product Line**
Filing	Canvas Pedestals & Laterals, Meridian Pedestals, Laterals, & Vertical Files, Quadrant Pedestals & Laterals, Tu Pedestals, Laterals
Storage	(Metal storage cases only) Canvas Storage, Towers & case goods, Meridian Stackable Storage, Meridiate Storage Cases & Bookcases, Meridian Storage Towers, Tu Towers & Bookcases
Casegoods	(All wood products) Canvas Storage, All Geiger storage pieces that are part of the conferencing/table lines and part of the desk lines

b. Describe specifically what makes your firm a stable long term partner for WSCA.

Like our products, Herman Miller is built to last. We are as thoughtful and intentional about our cost structure as we are about our product design and our people practices. Our variable-cost business model

gives us maximum flexibility. Creative projects are completed by internal and external resources, which are brought together as needed; suppliers, designers, and dealers are all key components in our model. This approach has several advantages:

- We have the flexibility to cut back or ramp up quickly.
- We don't tie up large amounts of capital.
- We get a fresh stream of ideas that result in the innovative products and services that have been our hallmark for years.

With this approach, we develop products and services that meet your current needs and anticipate your future ones. Our thoughtfully designed, high-quality products can also mean a lower long-term cost of ownership due to their functionality, longevity, non-obsolescent character, low maintenance, and high quality.

We bring our workplace knowledge and our emphasis on design, quality, and innovation into the partnerships we enter with customers. We enjoy sharing what we know—not only about the changing nature of work but also about how we conduct our own business. In the case of our environmental policies, we implement them because it's the right thing to do. We share everything else because we think that there's a good chance that what has worked for us will also work for you.

We also compete for talented and capable employees with a variety of experiences and unique gifts. A diverse workforce that includes many people and perspectives is better for our business. It enriches our experience and strengthens our company.

c. Describe specifically what information the OEM contract administrator would provide at annual meetings with an entity that has executed a participating addendum.

The Herman Miller Market Manager, in conjunction with an executive team from the local dealership, conducts an annual executive audit with representatives of the team's most important customers. An unlimited number of people from the customer are invited – anyone who gets involved with furniture decisions, specification, installation, and maintenance. The purpose of the visit is to learn more about the customer and their industry. We explore what's impacting their business (legislation, growth, contraction, moves, etc.) and offer any assistance we are able to provide to address the issues.
More importantly, we check in to see how we're doing. We ask if we are "keeping the promise we made" when we sold them their furniture. We remind them of our 12-year all inclusive warranty and encourage them to use our warranty group as needed. We ask how their account manager, the day to day contact, is doing and let them know the question is not meant to be punitive but instead to make sure the fit is correct. If not, we have other account managers who might be better suited to the account.
We inform the customer of any new services we are able to provide them that might help maximize the use of their physical real estate. We end by asking if there is anything else we can do to improve our service to them. We then follow up on anything that arises.

d. Describe specifically what information the OEM contract administrator would provide at annual contract evaluation meetings with the Master Agreement Administrator as defined in section 1.5 of this RFP.

Herman Miller proposes that upon award we meet and agree upon key metrics to be tracked and reviewed on an annual basis or more often as agreed upon. These metrics would be used to evaluate our compliance and performance under the terms of the agreement. These metrics could also be used to identify areas of strength and best practices to build on as well as areas to target for improvement.

These meetings can provide both parties with information to seek continuous improvement in both OEM performance and to help evolve the program to better serve the needs of the wide scope of program users across the country.

Data points that can be used to in this review process:

- Web site deployment and usage
- Participating Agreements status review, e.g. current, new, cancellations

- Sales activity by state, dealer, region, using government entity
- Sales by product group, product line within group
- Product item and product line additions, deletions, new products in development
- Service metrics, performance metrics, customer survey results

e. Describe how you plan to implement the contract including having a single point of contact to perform and manage all aspects of this contract.

Herman Miller has a dedicated team of 18 government professionals. This team includes the Program Manager who will be the single point of contact for WSCA, a support staff, and 10 regional Government Sales Managers located in the field. Those regional Government Sales Managers support our dealer partners and regional sales teams, providing government expertise, leadership, and WSCA Program support.

The single point of contact will work with the government team to develop and effectively deliver the initial training and ongoing maintenance training for all participating dealers and Herman Miller sales offices. Upon award we will begin by providing communications and program summaries via Herman Miller's internal electronic communication tool, face to face meetings including regional sales management, and written communication as appropriate. This will be followed up with on site or regional training sessions starting with the areas of greatest activity. In these sessions HMI Government Sales Managers will discuss and plan marketing strategy to target Participating Public entities eligible to utilize the WSCA Program.

Each Government Sales Manager will be accountable to customize a plan for their regional area of accountability. This plan will be developed based on the participating states, customer base, dealers, and HMI sales teams assigned to these areas.

Training will designed to provide information needed to properly position the program, identify eligible users, explain the program benefits to users, and address pricing and other compliance issues.

f. Describe in detail your firm's escalation management plan including contact information.

General customer issues, questions and concerns will be managed by the selling dealer, the HMI local sales team and the HMI assigned Customer Care team. The HMI Government Sales Manager will provide support as needed. If a customer does not obtain a completely satisfactory resolution, escalation will be managed by the Government Sales Manager. The Government Sales Manager will be accountable to review the situation in detail and connect with the appropriate parties to obtain a timely and completely satisfactory resolution. If the Government sales manager or the customer feels additional support is needed to resolve issues, escalation is available.

Herman Miller escalation plan--:

1. Herman Miller WSCA Program Manager – Dave Gillman, 616-654-654-8375
   dave_gillman@hermanmiller.com
2. West Area Government Manager – Alex Yakutis 619-435-7131
   alex_yakutis@hermanmiller.com
3. Senior Vice President of Strategic Sales – Mark Kinsler 616-654-8144
   mark_kinsler@hermanmiller.com
4. President of North American Office and Learning Environments - Curt Pullen 616-654-3754
   curt_pullen@hermanmiller.com

Herman Miller is a service oriented organization. We understand our success depends on delivering results to our customers. Each Herman Miller employee is held to a high standard of ethics and service. We invite feedback, positive or negative, from our customers and have an open line of communication between our executive leadership team and our customers.

g. Provide a one page resume of the single point of contact's pertinent work experience relating to the provision of Office Furniture.

David A. Gillman
Contract Manager, State and Local Government Accounts
Email: dave_gillman@hermanmiller.com

Herman Miller, Inc.
855 East Main Avenue SE
Zeeland MI 49464

Phone: (616) 654-8375
Cell Phn: (616) 450-2805
Fax: (616) 654 8287

23 years with Herman Miller

Work Experience:

Herman Miller, Inc.
Office Furniture Manufacturer
2001 – current
Contract Manager, State and Local Government Accounts
Responsible for the development and management of State & Local Government and Education agreements. This includes administration of reporting, administrative fees, legal review and compliance with contract requirements.

Program Manager, managing multi-million dollar national and regional buying Cooperative agreements including managing program compliance and the full breadth of administrative and contract management activities.

1995 – 2001
Contract Manager, Commercial Accounts

1988 - 1995
Contract Manager, Federal Government Program

Lear Siegler, Inc. – Aerospace Instrument Division
General contractor to DOD, foreign governments, and commercial airlines

1985 – 1988
Contract Manager, Military Agreements

4.7 Authorized Dealer Relationships

a. Briefly describe what your firm requires from potential dealers to become an "Authorized Dealer".

Our dealers must offer the full range of Herman Miller products and services and provide warehouse space for storing and staging customer orders. They must also have trained and qualified staff, from designers to installers, as well as the equipment, software, and training to place error-free orders through our electronic ordering system.

We apply the philosophy of *kaizen*, continuous improvement, to all of our work throughout HMI —from the manufacturing floor to the corporate offices. We expect our dealers to participate in these efforts through a program we call The Last Mile. An extension of the operational excellence we have developed through *kaizen*, this system focuses on distribution and installation

Finally, a dealership's showroom must support conversations about the applications and flexibility of Herman Miller products. We have showroom guidelines that dealers follow in the display of Herman Miller products and applications. We offer corporate design resources to work with dealers on the design of their display areas and, in some cases, on how to integrate their facility into a working showroom.

Provide an Authorized Dealer List that includes all Authorized Dealers in the United States on TO11013 Appendix C Acceptance Document Section 4 Supplement in the format provided.
Attached

Provide a list of States for which are not currently covered by an Authorized Dealer.
We currently do not have a dealer residing in Wyoming and Delaware, but these states are covered by authorized dealers in nearby states.

b. Describe in detail how your firm currently measures an authorized dealers' performance.

HMI dealers are evaluated on a number of things. Project management, space planning and CAD services, order management, asset and inventory management, delivery and installation, furniture maintenance, relocation and churn processes and management, and customer satisfaction are areas in which we evaluate our dealers' performance.

- *Customer satisfaction*. We have developed a Customer Satisfaction Improvement Program, so that all our dealers have a set of requirements and measurements that they can meet and improve on.
- *Installation expertise*. Our Installation Certification requires installers demonstrate a thorough knowledge of installation practices; they are also re-evaluated annually to ensure ongoing knowledge of any changes in product-installation procedures.
- *Asset management knowledge*. Our Asset Inventory Management (AIM) tool is one of the best in the industry. Our dealers must be adept at using it and understand the benefits asset management provides our customers. Dealers must demonstrate knowledge and use of AIM software. Warehouse facilities that provide safe storage of product for the short or long term are required.

c. Describe in detail the process for revoking a dealership from an authorized dealer for issues related to customer service, lack of inventory, poor design service, late deliveries, or other authorized dealer performance related issues.

Should Herman Miller determine that a dealer is not providing the level of service required, we would sever our relationship by revoking their contract for non-performance. In that case, Herman Miller may do one of the following: 1) if there is an existing authorized dealer within that same trade area, HMI may replace the dealer 2) if there is not another existing authorized dealer in that same trade area, HMI may extend the trading area of an authorized dealer in a nearby market who would be best suited to serve your needs, or 3) under unique circumstances, HMI may take the order direct and sub-contract any services as necessary until such a time that a new dealer can be established.

d. Describe in detail how your firm will support and assist an authorized dealer in improving their performance and the corrective action process.

Our training programs are continually updated, and dealers are required to refresh their knowledge and skills so that they provide customers with current and accurate information. We provide a full range of training sessions on products and services through a combination of online and face-to-face classes. We also provide dealers with technology tools that help speed up and increase the accuracy of information as well as simplify communication among dealers, customers, and our company. We help train our dealers to use these tools so that projects run smoothly and efficiently.

Our customers have a significant investment in assets. Our dealers are equipped to manage the complexities of furniture assets, whether they are in use or in storage, spread among multiple facilities and warehouses, or housed under one roof.

We ask dealers to come to headquarters in West Michigan as part of their training. We like to stay connected beyond the modern conveniences of e-mails and phones; we like regular face-to-face communications as well. We also encourage dealers to bring customers to our facilities and meet with company representatives. We partner with dealers to individualize visits to the specific issues, products, and services relevant to their customers. Beyond West Michigan training, we conduct functional forums on an annual basis. Topics discussed at these forums include leadership, operations, financial management, and technology. Forums give us the opportunity to continue building relationships among dealers and Herman Miller personnel and at the same time to share best practices and advance distribution performance.

e. Describe in detail the process that your firm uses to track and respond to issues and concerns from both your authorized dealers and from participating entities.

We monitor the performance of our dealers in every facet of their business - leadership, sales, operations, and finance. This is done via an annual certification process where we measure 36 different metrics to observe and improve performance. Additionally, we do extensive process improvement work with each organization. These efforts are also quantified to track progress. They are plotted and tracked to measure improvement.

Our Certified Dealers all use a common proprietary suite of tools to manage projects, manage inventory, and survey customer satisfaction. Since we have visibility to all these metrics on a continual basis, we can easily observe the current status of activity and efficiently manage the work to a satisfactory conclusion.

5.2 Systems Furniture and Accessories Evaluation Criteria

Proposals for systems furniture and accessories will be evaluated on the following items.

a. Describe your monolithic panel systems including a variety of options, options that provide privacy without blocking airflow or light, ease of reconfiguration, and cable management.

A. MONOLITHIC PANEL SYSTEM
Herman Miller's Action Office System continues to provide economic value by virtue of simple specification, installation, configuration, management and updating. This versatile, hard-working system truly preserves your investment because this evolving system is never obsolete. New product advances refine the appearance and enhance the system's performance. Components manufactured today integrate seamlessly into the original generation of Action Office products.

No panel system is easier or quicker to install and reconfigure as you work to balance individual work with collaboration in your workspace: you can reconfigure a traditional, enclosed workspace and make it into a more open, collaborative work area just by removing some components and adding others. Full-length, rigid steel connectors are the key to Action Office's strength and durability; easy, fast installation and reconfiguration require just two tools and one person. The connectors align the panels automatically, and the steel construction ensures that they hold up over time, even with repeated reconfiguration.

Action Office panels define and divide space, hold wall-attached components and distribute power and voice/data cables. The panels come in a wide range of heights, widths, finishes and types to offer a variety of design options. The panels are available powered or non-powered; either way, they are shipped complete with the cable management raceway already in place at the panel base. No additional field assembly is required to prepare the panels for immediate or future installation.

Options:

- Three base styles available: no base, traditional base, thin base
- Multiple panel styles to choose from including hard-surface, fabric-covered, tackable acoustical-barrier, acoustical, partial-glazed, glazed, open, cable management and door panels
- Panel heights available in 7 sizes from 27-80" for no base and 32-85" for traditional/thin base
- Panel widths available in 8 sizes ranging from 12-60", cable management panel available 6" wide
- Stacking fabric and glass panels, 14" high, available in 5 widths ranging from 24-48"; support overhead components on the first and second tier
- Glass panels available in clear and opal frosted
- Hard surface and fabric connectors available in 90- and 120-degree configurations
- Anchors available for areas requiring seismic components
- Trim/top cap finishes available in 9 colors; base cable management finishes available in 8 colors
- Fabric available in 8 price categories
- Components can be hung in 1" increments up and down frame to allow adjustable height of work surfaces and hang-on storage to meet individual work styles and ergonomic needs.
- Cable management base available: non-powered with no receptacle locations, non-powered with receptacle locations, non-powered with receptacle and data port location, powered with receptacle and data port location.
- Powered panels available as 3 or 4 circuit with option of base or ceiling power entry. Receptacle access available at base or work surface level.
- 15 and 20-amp receptacles available in the following circuits: A, B, C, D dedicated, B isolated ground, C isolated ground, D isolated ground
- Wall strips available for wall-mount option
- Compatible with freestanding and height adjustable tables

b. Describe your stacking tile and frame systems including a variety of options, options that provide privacy without blocking airflow or light, ease of reconfiguration, cable management, options to

support hanging components without counter balancing, and the number of components that can be supported without replacing the load bearing base unit, and the maximum height.

B. TILE AND FRAME SYSTEM

Herman Miller's Canvas Office Landscape is made up of a kit of parts that offers flexible design opportunities, a refined and cohesive aesthetic, and scalability in price and performance. The wall-based system provides a cohesive solution for individual workspaces, ranging from private offices to open plans.

Options:

- Three base styles available: closed base, open base with tapered foot, open base with architectural foot. Open base allows for both light and air flow.
- When using frames with base or tapered foot, each frame or stacking frame combination can have up to three components per frame side. When using frames with architectural foot, each frame or stacking frame combination can have up to two components per frame side. The number of components depends on the length of run, the height of the frame, and the frame support.
- With proper support, counter balancing is not required.
- All tiles are removable, reconfigurable and replaceable for flexibility in design and reuse of components. Multiple tile options to choose from including tackable fabric, veneer, laminate, painted metal, debossed metal, glass window, marker board, power/data access, open and rail
- Varying tile heights ranging from 11-68" and widths ranging from 24-96" allow for both a monolithic and segmented look.
- Panel heights available in 6 sizes ranging from 35-79". Stacking frames can raise the height to 90". Panel widths available in 5 sizes ranging from 24-48"
- Stacking, load-bearing frames adjust privacy levels to meet individual needs while maintaining functionality of the frames. Stacking frames available 11" or 22" high in widths to match panels. A 22" stacking frame can accept one load bearing component per side. When 11" stacking frames are 2-high, the stacking frames can accept one load-bearing component per side.
- Clear and opal glaze thin-profile stacking window available 11" high in 12 widths ranging from 24-96" and 22" high in 5 widths ranging from 24-48"
- Clear and opal up-mount glass screen available 11" high in 5 widths to match panels.
- Frame top screen available 7", 11" or 15" high in 13 widths ranging from 24-96"; surface finish available in clear, opal etched or with no glass to accept customers own glass
- Sliding privacy door available 57" or 69" high in two widths, 36" and 42"; available in fabric or 3 types of translucent plastic. Locking option available.
- Universal connectors, both 90- and 120-degree, can be used and reused in 2-, 3- or 4-way configurations. Available with covers in painted metal or veneer.
- Trim pieces (i.e. top caps, finished ends) available in painted metal or veneer
- Top caps and tiles designed to span individual frames or multiple frames up to 96" wide.
- Trim/top cap finishes available in 7 paint colors, including 3 metallic finishes, and 7 veneers; base cable management finishes available in 7 colors, including 3 metallic finishes
- Tiles available in 19 metal colors including 3 metallic finishes, 4 laminates, 6 veneers, and 10 grades of fabric
- Components can be hung in 1" increments up and down frame to allow adjustable height of work surfaces and hang-on storage to meet individual work styles and ergonomic needs.
- Powered panels available as 4-circuit with option of base or ceiling power entry. Power and data routing is accessed every 11 inches of panel height which provides the user with access wherever it is needed.
- Lay-in cabling at base (with base raceway) and at top channel for ease of cable installation.
- 15 and 20-amp receptacles available in the following circuits: A, B, C, D dedicated, B isolated ground, C isolated ground, D isolated ground
- Wall strips available for wall-mount option. Off-module capability available
- Compatible with freestanding and height adjustable tables

c. Describe your fabric and fabric grades including the variety of options available in standard and up charge category, including soil and fade resistance, recycled content fabric (include recycled content type).

C. FABRIC

Herman Miller offers four options when selecting fabrics for systems products – proprietary textiles, open line textiles, textile alliance textiles and customer's own material (COM). There are 12 price category 1 fabrics with multiple colors to choose from – this equates to 134 different fabrics to choose from at no additional cost.

1. Proprietary textiles: 4 price categories available including 44 different fabrics, each having anywhere from 5 to 23 different colors. This equates to over 517 fabrics to choose from.
2. Open line textiles: 3 price categories available including 7 different fabrics. With varying colors this equates to over 94 fabrics to choose from.
3. Textile Alliance Program: 6 price categories available including 26 different fabrics, each having anywhere from 3 to 47 different colors. This equates to over 346 fabrics to choose from.
4. Customer's Own Material: options are unlimited

Textile Alliance Program

The Textile Alliance Program (TAPSM) consists of a select group of fabrics and leathers that have been approved by Herman Miller for application on Herman Miller products (see application chart and textiles listing for specific information). The current offering includes fabrics from Luna Textiles, Maharam, Momentum Textiles, and Place Textiles as well as leathers from Edelman Leather. Fabrics and leathers within this program have been tested and approved for use on specific Herman Miller products. Fabrics and leathers have also been assigned Herman Miller part numbers to facilitate ordering and manufacturing.

Customer's Own Material

The Customer's Own Material (COM) program gives you the option of using textiles other than those listed. Herman Miller will test textiles for application to Herman Miller products and will process orders for those with approved COM textiles only.

Soil & Fade Resistance

Stain resistance type fabrics are offered for systems and seating products. These fabrics consist of various constructions and treatments: vinyl, polyurethane, Teflon-treated, Crypton and 100 percent solution dyed.

The Association for Contract Textiles (ACT) has developed five symbols that assure contract fabrics perform up to industry standards and pass all applicable testing. The symbols are included on all Herman Miller textile swatch cards where applicable:

- Flame resistance (fabric's ability to resist burning)
- Crocking resistance (fabric's colorfastness)
- Ultra-violet light resistance (fabric's resistance to fading)
- Physical properties (fabric's resistance to pilling, seam slippage, and tearing)
- Abrasion (fabric's ability to withstand surface wear from rubbing)
- Ultra-violet light resistance (fabric's resistance to fading)

Recycled Content & Type

Like finishes and plastics, we look for textiles that don't use toxic colorants. We screen the catalyst used for polyester since the most commonly used is antimony-based and is suspected to be harmful to human health and the environment. We also prefer textiles that do not mix fiber types since they may be incompatible when recycling at the end of their useful life. Many of our systems textiles have recycled polyester or other content, or are antimony-free.

d Describe your work surfaces including standard and up charge laminates, veneers, shapes, depths, edge options, finishes, height adjustability, support methods, and cable management accessibility.

D. WORK SURFACES

Monolithic panel system: Action Office System

- 32 standard laminates available including 8 solid colors, 17 patterned and 7 wood grain with matching vinyl, wood grain edge. Most open line laminates such as Formica, Pionite and Nevamar are available for a small up-charge. Additional standard laminate options available through Herman Miller's Vary Easy program for little or no up-charge.
- 14 standard wood veneer finishes available. Custom stain-to-match finish available for a small up-charge.
- A variety of shapes available including rectangular, curvilinear, concave rectangular, corner, concave corner, extended corner, 120 degree corner, round end peninsula, square end peninsula, keyhole peninsula, p-shape peninsula, quarter round, wedge shape, and D-shape. Rectangular, round end, corner and 120-degree corner transaction surfaces are also available.
- Depths range from 18"-36" with unlimited depth options available through Herman Miller's Vary Easy and Options programs. Transaction surfaces are available in depths of 14-15".
- Widths ranging from 24" to 96" wide with unlimited width options available through Herman Miller's Vary Easy and Options programs.
- Edge options include a squared vinyl, radius, bullnose laminate, bullnose vinyl, bullnose wood, contoured vinyl, Passage vinyl and squared wood.
- Freestanding and height adjustable tables available to coordinate with panel hung work surfaces.

Frame and tile panel system: Canvas Office Landscape

- 15 standard laminates available including 6 solid colors, 4 patterned and 5 wood grain with matching vinyl, wood grain edge. Most open line laminates such as Formica, Pionite and Nevamar are available for a small up-charge. Additional standard laminate options available through Herman Miller's Vary Easy program for little or no up-charge.
- 16 standard wood veneer finishes available. Custom stain-to-match finish for a small up-charge.
- A variety of shapes available including rectangular, curvilinear, concave rectangular, corner, concave corner, extended corner, 120 degree corner, round end peninsula, square end peninsula, keyhole peninsula, p-shape peninsula, quarter round, wedge shape, and D-shape. Rectangular, round end, corner and 120 degree corner transaction surfaces are also available.
- Depths range from 18"-36" with unlimited depth options available through Herman Miller's Vary Easy and Options programs. Transaction surfaces are available in depths of 14-15".
- Widths ranging from 24" to 96" wide with unlimited width options available through Herman Miller's Vary Easy and Options programs.
- Edge options include a squared vinyl, radius, bullnose laminate, bullnose vinyl, bullnose wood, contoured vinyl, Passage vinyl, and squared wood.
- Freestanding and height adjustable tables available to coordinate with panel hung work surfaces.

Options Program

The Herman Miller Options program provides products that match the unique needs of a specific customer. A powerful complement to our versatile, flexible standard products, this capability lets us and our dealers address unique needs with a full-spectrum capability. Our Options team of designers, engineers, and project managers work with the customer to define, propose, make, and test a product solution specifically for that customer. Response is fast; we quote 95 percent of requests in 24 hours. Price is reasonable, on average about 5 percent more than standard product. Almost all Herman Miller Options products carry our comprehensive 12-year, 3-shift warranty.

Vary Easy Program

Herman Miller's Vary Easy Program is part of a full spectrum of product solutions available through our Easy Options capability. A powerful complement to our versatile, flexible standard products, the Vary Easy program lets us and our dealers address unique needs. Working with their dealer representative, customers have nearly limitless possibilities for modifying standard products. Dealer designers use Vary

Easy 3D, specIT or third-party text-based specification packages to vary dimensions, shapes, and materials. In addition, Vary Easy 3D enables designers to create a 3-D image, CAD symbols, and price book page. Lead-times and pricing for Vary Easy products are the same as standard products. All Vary easy products are covered by our comprehensive 12-year, 3-shift warranty.

e. Describe your pedestals and drawers including the ability to use beneath a work surface without extending past the work surface, with/without casters, adjustability/leveling, lock, finishes.

E. PEDESTALS

Herman Miller pedestals can be ordered with personal, box and file drawers in many configurations. In addition to the freestanding and mobile models, the pedestal can attach to both a work surface and a panel or frame, or can be mounted under a predrilled hanging or freestanding work surface. Pedestal configurations include box-box-file, box-file and file-file and personal-personal-box-file.

The pedestals are 100 percent recyclable steel. The products are Greenguard certified and may contribute to LEED certification.

General Dimensions - Pedestal heights range from 19" to 28"; 15" or 18" wide; and 18" to 28" deep. The raised-height option allows a freestanding or surface-attached pedestal to fit under a work surface with no gap. Drawers are available with full-extension or ¾"-extension slides.

Durability of Construction - Pedestals are constructed of full-frame steel. Full-extension steel ball bearing slides are available on units with drawers, along with positive interlock so that only one drawer can be opened at time. Units with file drawers feature reinforced tops and bases to help reserve the files' shape. Pedestals have counterweights for stability.

Adjustability, Leveling & Mobility - File drawers hold letter-size front-to-back hanging files. File converters are optional for letter-, legal- and A4-size side-to-side hanging files. The freestanding pedestal has 1" leveling glides. The mobile pedastool version has black umber casters. Available freestanding with a cushion for seating. The transit handle and handgrip make the mobile version easy to move.

Locks - Pedestals may be specified keyed alike. A master key can also be used to open any lock on an attached or freestanding component. A removal key or lock change tool is required to remove lock plugs. Master keys, removal keys and lock change tools are all available for order.

Accessories - Interior accessories include pencil/utility tray, stationery divider, file converter, drawer divider, file compressor and two-sectioned draw organizer.

Materials - Herman Miller's generous palette of appealing colors ensures a coordinated, cohesive look throughout a workplace. Choices include a range of light and dark neutrals, bold accents and metallics, as well as multiple veneers. Smooth or textured steel, multiple veneers, wood grain and solid laminates, as well as several pull, top and edge styles make Herman Miller pedestals exceptionally versatile.

f. Describe your overhead storage units including the variety of options, materials, and widths to match panel dimensions, flexibility in configurations, shelves with integral metal back or back stop, finish, lock availability, and the ability to attach accessories (task lights).

F. OVERHEAD STORAGE UNITS

Herman Miller systems furniture continues to change and adapt to the ongoing evolutions in today's workplaces. But some things never change: space-saving benefits, durability, design options and interchangeable components. Herman Miller offers a variety of overhead storage solutions for its Action Office and Canvas Office Landscape systems:

Action Office

Flipper Door Units (B-, C- and E-style)

1. Hang from a panel or wall strip, combines a lockable flipper door, back panel and shelf to enclose items. Available with optional shelf divider.
2. B-style comes in six widths (24", 30", 36", 42", 48" and 60"); C- and E-style comes in five widths (24", 30", 36", 42" and 48").
3. B-style flipper door unit comes with a painted, fabric-covered or veneer front; C-style has a painted door; E-style has a fabric-covered or veneer front.
4. Underside accepts an optional task light
5. C-style units offer two door mechanisms to enable easier lifting and closing of the flipper door. Storage units can also span more than one upper tile.
6. Multiple case finishes and door fabric, veneer and paint options provide unlimited design options.

Sliding Door Units (F-style)

1. Hang from a panel or wall strip, combines a lockable door, shelf and back panel. The 22" unit has two shelves.
2. Painted, debossed or veneer sliding door that covers 1 side of the storage unit and can be locked in either position.
3. Come in five widths (24", 30", 36", 42" and 48") and two heights (15" and 22").
4. Available with brackets that allow it to be mounted above the top of a panel.
5. Underside accepts an optional task light.
6. Multiple case finishes and door veneer, debossing and paint options offer a visual mix of expression and color

Open Shelves (B-, C and E-style)

1. Hang from a panel or wall strip
2. B-style comes in six widths (24", 30", 36", 42", 48" and 60"); C- and E-style comes in five widths (24", 30", 36", 42" and 48"). B- and E-style shelves comes in two heights (7.5" and 15.5"). B-style shelves come in two depths (13" and 16"). C-style shelves can hang from 2 panels or 2 frames.
3. Underside accepts an optional task light
4. Variety of surface finishes

Canvas Office Landscape

Flipper Door Units (B-, C- and E-style)

1. B- and E-style units hang on- or off-module from a frame, wall strips or off-module upper tile. C-style units hang from wall-based frame, off-module upper tile or wall strips.
2. Combines a lockable flipper door, back panel and shelf to enclose items. Available with optional shelf divider.
3. B-style comes in six widths (24", 30", 36", 42", 48" and 60"); C- and E-style comes in five widths (24", 30", 36", 42" and 48").
4. B-style flipper door has a painted or fabric-covered front; C-style has a painted door; E-style has a fabric-covered or veneer front.
5. Same details listed in Action Office Flipper Door Units, items 4-6.

Sliding Door Units (F-style)

1. Hangs from a frame, wall strips, off-module upper tile or architectural wall. Combines a lockable door, shelf and back panel. The 22" unit has two shelves.
2. Glass, painted, debossed or veneer sliding door that covers 1 side of the storage unit and can be locked in either position
3. Same details listed in Action Office Sliding Door Units, items 3-6.

Open Shelves (B-, C and E-style)

1. Hang on- or off-module from a frame, wall strip or off-module upper tile.
2. When hung off-module, B- and E-style shelves attach in 1" intervals and can span more than 1 off-module upper tile.
3. Same details listed in Action Office Open Shelves, items 2-4.

Overhead Storage Cabinets

1. Hang from a wall-based frame or attach to an architectural wall.
2. Open, partial enclosure, full enclosure, hinged door options. Thin top option available with open, hinged door and a common top.
3. Come in 2 heights (7.5" and 15") and a variety of widths. Cabinets up to 60" wide have 1 door, 66"- and 72"-wide cabinets have primary and secondary doors.
4. Underside accepts an optional task light
5. Top, case and edge finishes available in solid-color and wood-grain laminates, as well as wood veneer. Primary doors are available in solid-color and wood-grain laminates. Secondary doors come in translucent plastic, textured and metallic paint.

Frame Top Mounted Storage Cabinets

1. Mount centered to the top of a frame or frames to provide overhead storage on 1 or both sides
2. Comes in seven widths (36", 42", 48", 60", 72", 84" and 96").
3. Available with attachable tackboard or markerboard to 1 side of a double-sided frame.
4. Top finishes available in solid-color and wood-grain laminates, as well as wood veneer. Top caps come in wood veneer, textured and metallic paint.
5. Thousands of tackable fabric options

g. Describe your task lighting including mounting, high efficiency, and glare minimizing options.

G. TASK LIGHTING

Research over the years has documented that the quality of people's work is directly related to the quality of lighting. Herman Miller offers two high-quality lenses – prismatic and batwing -- to help minimize glare. Task light finishes coordinate with a variety of systems colors, materials and finishes. Herman Miller's line of systems task lights are UL listed and CSA certified.

Energy-efficient task light

- Mounts under a flipper door unit, storage unit or shelf (mounting hardware and 3 cord management clips included)
- Comes in six widths ranging from 24" to 60" and is available in 15 finishes (including 3 metallics)
- T8 lamp, batwing lens and a normal-power-factor electronic ballast
- Optional three-step dimmer

Performance task light

- Mounts under a flipper door unit, storage unit, shelf or transaction surface (mounting hardware and 3 cord management clips included)
- Comes in four widths ranging from 13" to 59" and is available in 13 finishes (including 3 metallics)
- T5 lamp, batwing lens and option for a normal-power-factor or high-power-factor electronic ballast
- Optional daisy-chain system operates up to 10 lights

Lumisoft task light

- Mounts under a flipper door unit or shelf (mounting hardware and 2 cord management clips included)
- Patented optical system that effectively eliminates glare
- Comes in five widths ranging from 30" to 60" and is available in 8 finishes
- T8 lamp, 2 batwing lens and a high-power-factor electronic ballast
- Optional three-step dimmer and daisy-chain system (operates up to 8 lights)

Utility task light

- Mounts under a flipper door unit, sliding door storage unit, transaction surface or shelf (mounting hardware and 3 cord management clips included)
- Comes in one color and four widths ranging from 24" to 60"
- T5 lamp, prismatic lens and a normal-power-factor electronic ballast

Twist LED task light

- Mounts under a flipper door unit, storage unit, shelf or any other surface
- Magnet or bracket attachment (hardware and adhesive cord clips included) with optional daisy-chain system
- Light can be rotated 45 degrees forward and backward
- Comes in one size (19.5 inches) and color
- Uses under 10 watts of energy and can contribute to LEED points

Panel-mounted task light

- Hangs from an Action Office panel or Canvas frame regardless of panel/frame height (mounting hardware, 3 cord management clips and 1 horizontal cord manager included)
- Comes in five widths ranging from 30" to 60" and is available in 8 finishes (Action Office) or 11 finishes (Canvas)
- T5 lamp, batwing lens with an overlay provides virtually glare-free illumination

h. Describe accessories available including a variety of options and ergonomic accessories

H. ACCESSORIES

Herman Miller's Thrive Portfolio joins together the most extensive ergonomic portfolio ever assembled. From work tools to technology support, these health-positive products set the standard for performance.

Work Tools

Being organized is key to being productive. Our work tools keep everything important in arm's reach.

- Holders - shelves, dividers, tool rails, arches, tack boards, clips and more work with any Herman Miller system.
- Trays - paper, vertical, diagonal, storage, organizer and display trays work with any Herman Miller system and easily attach to support rails or tool bars.
- Stoa Modular Rail System - easy-to-attach components create an efficient, stylish system.
- Storage - drawers, whiteboard marker and eraser storage and metal bookends.

Technology Support

Movement is built in, so that people can position a keyboard tray, monitor or CPU for comfort and accessibility.

- Monitor support – the adjustability of Herman Miller single-screen, dual-screen and quad-screen monitor arms provides users with excellent ergonomic support. With over 20 products to choose from, options like a quick-release attachment and security features make these Colebrook Bosson Saunders designed products your first choice.
- CPU support – options includes one mobile holder and four surface-attached holders. Optional slide-and-rotate kits help with maintenance and software upgrades.
- Keyboard support – adjustable keyboard/mouse support, keyboard trays, palm rests and scooter stands support your keying movements. Horizontal, height & tilt adjustments and swivels make for easy storage.

Display/Work Area Components

Reconfigure your workspace just by removing some components and adding others:

- Tack boards – attach to a panel or wall strips to display notes, photographs, or art. It has a fabric surface and includes attachment hardware. Available in a range of heights and widths.
- Tool bars - attach to a panel or wall strips and has 1 rail to hold work tools. Available in six widths and nine surface finishes.
- Rail tiles - attaches to a panel or wall strips to hold work tools (like paper trays and holders). Available in five widths and nine surface finishes.
- Marker boards – attach to a panel or wall strips and has a white, erasable writing surface. It includes a 20-wide tray and attachment hardware. Available in a range of heights and widths.
- Coat hooks - this hook fits over a frame or stacking frame and is covered by the frame top cap. It holds coats, hats, and umbrellas. Package contains 6.

5.3 Seating Evaluation Criteria

Proposals for seating products will be evaluated on the following items.

a. Describe your executive seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, full adjustability including tilt, height, pneumatic, seat and swivel, multiple styles of casters to include carpet and non-carpet, minimum five star base, armrests to be height and width adjustable and easily removed.

Herman Miller has a heritage of seating innovation. Over the last 30 years, the company has introduced many significant breakthroughs in comfort, support, fit and aesthetics. The chairs help people stay healthy and work better. Acquired by Herman Miller in 2002, Geiger emphasizes a 47-yaer legacy of craft. While many processes are automated, several steps are still accomplished by skilled craftspeople including hand finishing of wood chair frames and hand-sewn upholstering.

Herman Miller and Geiger offer a comprehensive selection of seating with cross-performance capability. All Herman Miller and Geiger seating is designed to support all kinds of work all day long -- from intensive computer work, to collaboration to relaxed conversation.

Our proposed seating meets the minimum requirements listed in the bid document. We have created a table for each seating category which easily identifies the evaluation criteria and the features and options of each chair. Fabric details including recycled content, soil and fade resistance and options for selecting fabric are found at the end of this subsection.

A. EXECUTIVE SEATING

Herman Miller and Geiger executive seating options bridge the gap between existing task and executive seating with comfort and luxury. Fabric and finish details combined with task-oriented ergonomic features ensure a chair can work well in a conference room, conversation area or behind a desk.

		FABRIC GRADES & CATEGORIES			ERGO-NOMIC*	CASTERS	BASE	ARMS	
#	*Name*	*Grades*	*Standard*	*Upcharge*	*As described*	*As described*	*5-star*	*As described*	*Easily removed*
1	Aeron	2	1	1	Yes	Yes	Yes	Yes	Yes
2	Embody	2	1	1	Yes	Yes	Yes	Yes	Yes
3	Equa 2	11	1	10	Yes	Yes	Yes	Yes	Yes
4	Geiger**	16	0	16	Yes	Yes	Yes	Yes	Yes

** Full adjustability including tilt, height, pneumatic, seat and swivel*
*** Geiger executive seating options include Attache, Bumper, Executive, Foray, Geiger Sotto and Waveland.*

b Describe your task/work seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, full adjustability including tilt, height, pneumatic, seat and swivel, multiple styles of casters to include carpet and non-carpet, minimum five star base, armrests to be height and width adjustable and easily removed.

B. TASK/WORK SEATING

Herman Miller's dedication to solving customer problems has led to the development of many important and influential ergonomic work chairs. The chairs are a blend of art and science. Their innovation stems from a powerful fusion of ergonomic expertise, precision engineering and high design.

		FABRIC GRADES & CATEGORIES			ERGO-NOMIC*	CASTERS	BASE	ARMS	
#	*Name*	*Grades*	*Standard*	*Upcharge*	*As described*	*As described*	*5-star*	*As described*	*Easily removed*
1	Aeron	2	1	1	Yes	Yes	Yes	Yes	Yes
2	Ambi	11	1	10	Yes	Yes	Yes	Yes	Yes
3	Caper	1	0	1	Yes	Yes	Yes	No	Yes
4	Celle	1	0	1	Yes	Yes	Yes	Yes	Yes
5	Equa 2	9	1	8	Yes	Yes	Yes	Yes	Yes
6	Ergon 3	2	1	1	Yes	Yes	Yes	Yes	Yes
7	Mirra	1	0	1	Yes	Yes	Yes	Yes	Yes
8	Sayl	4	1	3	Yes	Yes	Yes	Yes	Yes

** Full adjustability including tilt, height, pneumatic, seat and swivel*

c. Describe your guest/side seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, multiple styles of casters, bases, and armrest options.

C. GUEST/SIDE SEATING

The many guest/side chairs available with Herman Miller and Geiger provide a platform for broad application through a facility. With lots of fabric, finish, back, base and arm options you can choose a chair that matches your budget, décor and functional needs.

		FABRIC GRADES & CATEGORIES			ERGO-NOMIC*	CASTERS	BASE	ARMREST
#	*Name*	*Grades*	*Standard*	*Upcharge*	*Options*	*As described*	*Options*	*Options*
1	Aeron	2	1	1	N/A	N/A	Sled	Fixed
2	Aside	11	1	10	N/A	Yes	Four-leg	Fixed
3	Caper	1	0	1	N/A	Yes	Four-leg	Fixed
5	Equa 2	11	1	10	N/A	N/A	Sled	Fixed
6	Geiger*	16	0	16	N/A	N/A	Four-leg	Fixed
7	Sayl	4	1	3	N/A	Yes	Sled & Four-leg	Fixed
8	Setu	5	1	4	Swivel & Height adjustable	Yes	Four- & Five-star	Fixed

** Geiger guest/side seating options include A Line, Advocate, Ansley, Arbat Guest, Breck, Carved, City Hall, Collegeville, Deft, Emile Guest, Envelope, Full Twist, Greenwich, Impromptu Guest, La Brea, Landmark, Misto, Pi, Pinpoint, Saya, Washington Avenue, Wicker Back, Woven Lounge*

d. Describe your reception/lounge seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, multiple styles, sizes (multiple seat furniture, ie couches), type of casters, bases, and armrest options.

D. RECEPTION/LOUNGE SEATING

Our reception/lounge seating solutions provide a comfortable and inviting seating solution for areas where people meet, learn and work. Chairs, settees and sofa seating solutions are available in a choice of metal wood and upholstery finishes. The range of fabrics and finishes suit any style and budget. And new options for many of Herman Miller's classic seating group expand your choices.

		FABRIC GRADES & CATEGORIES			ERGONOMIC	STYLES	SIZES
#	*Name*	*Grades*	*Standard*	*Upcharge*	*Options*	*Multiple*	*As described*
1	Celeste	11	1	10	N/A	N/A	Yes
2	Eames Aluminum Executive	15	1	14	N/A	N/A	N/A
3	Eames Executive Work	19	1	18	N/A	N/A	N/A
5	Eames Soft Pad Executive	19	1	18	N/A	N/A	N/A
6	Eames Tandem Sling	1	1	0	N/A	N/A	Yes
7	Geiger*	16	0	16	N/A	20	9
8	Setu	5	1	4	Yes	Yes	Yes
9	Swoop	8	1	7	N/A	N/A	Yes

		CASTERS	BASE	ARMREST
#	*Name*	*Type*	*Options*	*Options*
1	Celeste	2" black nylon, double wheels	2 front casters with rear post left; post leg	Tablet, metal, leather
2	Eames Aluminum Executive	Yes	Four- & Five-star	Metal
3	Eames Executive Work	Yes	Five-star	Upholstered
5	Eames Soft Pad Executive	Yes	Four- & Five-star	Metal
6	Eames Tandem Sling	N/A	Aluminum legs with nylon glides	Urethane
7	Geiger*	N/A	Upholstered, wood, metal	Upholstered, wood, metal
8	Setu	Yes	Five-star base	Composite polymer
9	Swoop	N/A	Molded plywood shell, sectional, ottoman, tables	Upholstered

** Geiger reception/lounge seating options include Arbat Lounge, Classic, Comes Around, Downtown, Emile Lounge, First Sight, Goes Around, Impromptu Lounge, Inman Park, Marin, Museum Bench, Overt, Roll Arm, Scissor, Sled, Uptown, Washington Avenue, Wicker Back, Woven Lounge*

e. Describe your conference room seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, full adjustability including tilt, height, pneumatic, seat and swivel, multiple styles of casters and bases to include carpet and non-carpet, minimum five star base, and armrest options.

E. CONFERENCE ROOM SEATING

Our conference room seating solutions feature refined, sophisticated design combined with ergonomic support and comfort. Adjustment options are easy to reach and intuitive. A variety of caster, base and armrest options optimize the look and performance of the chairs.

		FABRIC GRADES & CATEGORIES			ERGONOMIC*	CASTERS	BASE	ARMREST
#	*Name*	*Grades*	*Standard*	*Upcharge*	*As Described*	*As described*	*Five-star*	*Options*
1	Caper	1	0	1	Yes	Yes	Yes	Fixed
2	Equa 2	11	1	10	Yes	Yes	Yes	Multiple
3	Geiger**	16	0	16	Yes	Yes	Yes	Fixed & multiple
4	Sayl	4	1	3	Yes	Yes	Yes	Multiple
5	Setu	5	1	4	Yes	Yes	Yes	Fixed

** Full adjustability including tilt, height, pneumatic, seat and swivel*
*** Geiger guest/side seating options include Attache, Bumper, Executive, Foray, Geiger Sotto, Waveland*

f. Describe your stackable/foldable seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), removable cushions, ergonomic, multiple styles of casters and bases, armrest options, alignment devices, ganging, weight and maximum stack height, storage and transportation options.

F. STACKABLE/FOLDING SEATING

People are doing more work outside their individual offices or workstations. As a result, so-called secondary seating now often acts as primary seating. Herman Miller and Geiger chairs are lightweight, portable, stackable, comfortable and movable -- whatever the work demands. Optional carts make them easy to move and store.

		FABRIC GRADES & CATEGORIES			CUSHIONS	ERGO-NOMIC	CASTERS	BASE
#	*Name*	*Grades*	*Standard*	*Upcharge*	*Removable*	*Options*	*Options*	*Style*
1	Aside	11	1	10	Yes	N/A	Multiple	Four-leg
2	Caper	1	0	1	N/A	N/A	Multiple	Four-leg
3	Geiger*	16	0	16	N/A	N/A	N/A	Four-leg
4	Limerick	N/A	N/A	N/A	N/A	N/A	N/A	Sled
5	Setu	4	1	3	Yes	N/A	Multiple	Four-leg

		ALIGNMENT	GANGING	WEIGHT	STACK	STORAGE & TRANSPORT
#	*Name*	*Option*	*Option*	*Pounds*	*Height*	*Options*
1	Aside	N/A	N/A	18	5 high	Yes
2	Caper	N/A	Yes	9.5	16 high	Yes
3	Geiger*	N/A	N/A	13.5 - 18	4 to 5	Yes
4	Limerick	N/A	N/A	13	36 high	Yes
5	Setu	N/A	N/A	15.7	4 high	Yes

** Geiger stackable/folding options include Collegeville, Full Circle, Quiver, Riga, Square Deal*

g. Describe your work stool options including hard surface types and fabric grades, standard and up charge categories, chemical, soil and fade resistance, recycled content fabric (include recycled content type), type of casters, bases, back and arm and footrest options.

G. WORK STOOL

The Aeron and Equa work stools offer the finest in human-centered design. The five-star base, pneumatic seat height adjustment and an adjustable, chrome-plated steel foot ring provide good ergonomic support and comfort. Geiger's 2 x 3 Stool is comprised of solid wood components and allows the user to sit in typical bicycle-seat fashion or in a side-saddle position.

		HARD SURFACE	FABRIC GRADES & CATEGORIES			CASTER	BASE	BACK
#	*Name*	*Types*	*Grades*	*Standard*	*Upcharge*	*Type*	*Style*	*Options*
1	Aeron	N/A	2	1	1	Multiple	5-star	Included
2	Equa 2	N/A	11	1	10	Multiple	5-star	Included
3	Geiger 2 x 3	Yes	N/A	N/A	N/A	N/A	3- & 4-leg	Included

		ARM	FOOTREST
#	*Name*	*Options*	*Options*
1	Aeron	Multiple	Adjustable from seated position
2	Equa 2	Multiple	Adjustable
3	Geiger 2 x 3	N/A	Fixed

FABRIC DETAILS

Herman Miller offers four options when selecting fabrics for seating products: proprietary textiles, open line textiles, Textile Alliance Program textiles and Customer's Own Material (COM). There are 8 price category 1 fabrics with multiple colors to choose from. This equates to 103 different fabrics to choose from at no additional cost.

1. Proprietary textiles: 5 price categories available including 30 different fabrics/leathers, each having anywhere from 2 to 29 different colors. This equates to over 305 fabrics/leathers to choose from.
1. Open line textiles: 1 price category available including 1 leather, with 26 colors to choose from.
2. Textile Alliance Program: 12 price categories available including 46 different fabrics, each having anywhere from 4 to 47 different colors. This equates to over 346 fabrics to choose from.
3. Customer's Own Material: options are unlimited

Textile Alliance Program
The Textile Alliance Program (TAP) consists of a select group of fabrics and leathers that have been approved by Herman Miller for application on Herman Miller products (see application chart and textiles listing for specific information). The current offering includes fabrics from Luna Textiles, Maharam, Momentum Textiles and Place Textiles as well as leathers from Edelman Leather. Fabrics and leathers have also been assigned Herman Miller part numbers to facilitate ordering and manufacturing.

Customer's Own Material
The Customer's Own Material (COM) program gives you the option of using textiles other than those listed. Herman Miller will test textiles for application to Herman Miller products and will process orders for those with approved COM textiles only.

Soil Resistance
Herman Miller's new high performance textiles solve the problems customers face in collaborative, high traffic and healthcare environments: cleanability, microbial and bacterial resistance, moisture resistance

and breathability. This growing collection of high performance textiles exceeds ACT standards for heavy duty use. Standard seat and back materials consist of a variety of nylon, polyester, cotton, rayon, vinyl and urethane textiles.

Fade Resistance
All Herman Miller textiles are tested for their ability to stand up to the kind of wear they are likely to get in actual use, including fire retardancy, elongation, strength and color transfer. Qualities such as surface texture, pattern, ability to absorb or reflect light, ability to conform to product and ability to respond within an environment when placed next to woods, laminates, glass, carpeting, painted surfaces or other textiles are also taken into consideration.

The Association for Contract Textiles (ACT) has developed five symbols that assure contract fabrics perform up to industry standards and pass all applicable testing. The symbols are included on all Herman Miller textile swatch cards where applicable.

Recycled Content and Type
Like finishes and plastics, Herman Miller looks for textiles that don't use toxic colorants. Herman Miller also prefers textiles that do not mix fiber types since they may be incompatible when recycling at the end of their useful life.

The foundation of Herman Miller's Design for the Environment protocol is the McDonough Braungart Design Chemistry (MBDC) Cradle to Cradle Design Protocol. Every new textile is developed using three environmental lenses and all existing textiles have been assessed following the same criteria: material health & safety, material content & disposal and energy consumption. Herman Miller's standard seating fabrics include: 30 fabrics ranging from Category 1-9 with some type/percentage of recycled content, the recycled content may or may not include the following fiber(s): polyester, vinyl, elastomeric, leather, polyurethane, pre-consumer recycled polyester, post-consumer recycled polyester, antimony-free polyester, and the percentage of recycled content varies from 6% to 100%.

5.4 Desk and Table Evaluation Criteria

Proposals for desks and tables will be evaluated on the following items.

a. Describe your free standing desks including sizes, number of drawers, types of finishes and materials (i.e. wood, metal), privacy type panels, base and leg/foot options, locking/security, and drawer tracking/glides.

A. FREE STANDING DESKS

Herman Miller offers a variety of product lines to meet your need for freestanding desks – from desk products designed for those on a tight budget, to modular desk systems that integrate power and data and higher end wood veneer desks designed for the executive suite.

Desks and desking systems are available in the following Herman Miller collections: 5000 Series, Canvas Office Landscape, Passage and Sense. Herman Miller's Geiger line offers a variety of all wood desks through Keyeira, Levels, Petri/Eco, Tablet and Triuna.

- Desk sizes range from 24-42" deep by 48-96" wide depending on product line.
- Options include freestanding desk shell, single pedestal desk, double pedestal desk, and a table desk in various shapes and sizes. Arc front desks are also available.
- Desk supports include the traditional full end panel in laminate, veneer, painted, leather or acrylic, and a variety of contemporary style metal legs.
- A variety of edge options are available through each product offering:
    - 5000 Series: 1-1/4" thick top, available in laminate with vinyl square edge or veneer with square edge
    - Canvas Office Landscape: 1-1/4" thick top, available in laminate with vinyl square edge or veneer square edge
    - Passage: 1-1/4" thick top, available in laminate with eased vinyl edge or veneer with sloped wood composite edge
    - Sense: 1-1/16" thick top, available in laminate with vinyl square edge, laminate with rounded corners and vinyl multiplex edge, or veneer with square edge
    - Keyeira: 1-3/16" thick veneer top with 3 edge details
    - Levels: 1-1/4" thick veneer top with 3 edge details
    - Petri/Eco: 1-1/2" thick veneer top with 12 solid wood edge details
    - Tablet: 1-1/2" thick veneer top with 1 basic edge and 16 solid wood edge details
    - Triuna: 1-1/2" thick veneer top with 1 solid wood edge detail
- Additional desk components in multiple sizes available include corner desk; curved corner desk with rectangular, D- or P-shape peninsula; extended curved corner desk; rectangular, D- and P-shape peninsula; desk returns with or w/out pedestals; desk bridge; curvilinear desk; 120-degree corner.
- Canvas and Sense desking provide a back-to-back desk or benching solution with integrated power.
- Passage and Sense desking systems are both available with integrated power solutions and height adjustability. Passage surfaces adjust from 26-31" in 1" increments. Sense surfaces have a 9-1/4" adjustment range in 3/4" increments.
- The PDT power module available through Geiger provides power/voice/data accessibility at the desktop, with two duplex receptacles on a single circuit and one faceplate for voice/data connections. PDT power modules and Levels power modules feature the same lift-up retractable lid. Most power module lids must remain in the "open" position, but this lid slides out of sight after opening, keeping the work surface neat and uncluttered.
- Privacy and modesty panel options vary by line and include options such as an integrated full, raised or open back panel; an attached laminate or veneer privacy panel ranging in height from 29-46"; an attached metal or acrylic screen designed to go above and below the surface; stackable screens that provide privacy up to 67" high in fabric, marker board or glass/acrylic; 16-1/4" high fabric modesty panel for below the surface, or privacy panel for above the surface;

- Material options include a metal, laminate or veneer case/base support with laminate or veneer work surfaces. Desk and top combinations are available in the following options: metal/laminate, metal/veneer, laminate/laminate, laminate/veneer, veneer/laminate, veneer/veneer with options to incorporate leather and acrylic.
- Finish options vary per product line and include up to 33 standard laminates including 7 wood grain laminates with coordinating vinyl edge, and up to 27 veneer finishes on a variety of wood species including maple, cherry, beech, oak, walnut, sapele, hickory and anigre.
- Metal case pedestal files are available with metal, laminate or veneer fronts with varying pull styles including integrated and attached pulls. Veneer pedestal files are also available with a variety of metal pull options in black, metallic or arctic silver, white, bronze, metallic bronze, chrome, and satin chrome. File combinations include suspended box-file, freestanding box-box-file, box-box-box-box and file-file.
- All pedestals, filing and storage are available locking with the option to key alike an entire office suite.
- Pedestal drawers are available with full-extension ball-bearing or ¾"-extension slides.
- Coordinating storage components and accessories available include credenzas, knee space credenzas, overhead hutches, wall-hung overhead storage with varying door styles, flipper door units, attached open shelves, bookcases, sliding door storage cases, hinged door storage cases, vertical storage towers, files, accessory tool rails and tackboards.

TABLES

We offer tables for every application. Tables with adjustable height give you an easy and ergonomically sound way to vary posture throughout the day. Tops that flip allow tables to nest for efficient storage. Tables with casters allow for easy movement throughout a space.

With literally hundreds of possible combinations available, you can choose the right size, shape, power/data accessories and finishes to fit your space, job and budget – from the break room to the executive conference room. And they fit right in with our systems, furniture and seating.

b. Describe your conference room tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, and cabling options for audio/visual/computer/electrical component equipment.

B. CONFERENCE ROOM TABLES

Conference room tables are available in the following Herman Miller collections: Avive, Canvas Office Landscape, Eames, Everywhere, Geiger, Intersect and Q.

- Multiple shapes available including rectangular, square, round, oval, racetrack, boat shape (and half-boat shape), bowed, d-shape, half-round, bean shape, teardrop, quarter-round and pebble.
- Varying sizes based on shape and product line:
  - Rectangular: 18-60" deep, 36-288" wide
  - Square: 30-108"
  - Round: 30-208" diameter
  - Oval: 30-54" deep, 48-264" wide
  - Racetrack: 30-48" deep, 60-240" wide
  - Boat shape: 48-60" deep, 84-288" wide
  - Bowed: 32-42" deep, 36-72" wide
- Tops available in laminate or wood veneer and coordinate with systems furniture and desk finishes.
- Bases available in painted metal, polished aluminum, laminate or veneer.
- Base options include Canvas square open support, closed support, or post leg; Eames contract, segmented or universal; Everywhere post leg, C-leg, and T-leg, 4-column base, single column base, double 3-column base with or without spanner; Q support column with 4-leg base and T-leg; Geiger pedestal, support column with 4-leg base, T-leg, plinth, drum and post leg.
- Multiple power/data options available depending on product line. Options include 4 styles of flush mount electrical/data distributors that can be added to any table top and 2 clamp mount.
- Various options for cable management include cable access surface grommets, clips, horizontal and vertical cable managers.

- Caucus Nerve Centers are cast aluminum and include four grounded outlets and space for four additional voice or data receptacles. A circuit breaker is provided. A complete set of snap-in adapters accommodates varying customer provided receptacles, including blanks for customization or future needs. In addition to the four voice/data locations, four cable clips hold other necessary cables for LCD projectors, smart boards, audio cabling, microphones or additional network cables if desired.
- Coordinating storage components and accessories available include hospitality storage, equipment storage, monitor stand, conference console with option for pull out refuse and recycling bins, credenza, media/hospitality cart, mobile easel, dry erase board with or without doors, wall mount media box, lectern, tack board and presentation rail.

c. Describe your small office or side tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), locking/security and bases.

C. SMALL OFFICE OR SIDE TABLES

Small office tables are available to coordinate with each of the desk product lines offered. Materials and finishes throughout the Herman Miller product line are designed to work together allowing a variety of design solutions. Depending on the need, any of the conference, training or dining room tables can be used as a small office table.

Herman Miller offers the following collections: Arrio, Avive, Canvas Office Landscape, Eames, Everywhere, Geiger, Intersect, Q and Sense.

- Multiple shapes available including rectangular, square, round, oval, racetrack, boat shape, bowed, bean shape, teardrop, and pebble.
- Varying sizes based on shape and product line:
  - Rectangular: 18-48" deep, 36-96" wide
  - Square: 30-48"
  - Round: 30-72" diameter
  - Oval: 30-42" deep, 48-96" wide
  - Racetrack: 30-42" deep, 60-96" wide
  - Boat shape: 48" deep, 84" wide
  - Bowed: 32-42" deep, 36-72" wide
- Tops available in laminate or wood veneer and coordinate with systems furniture and desk finishes.
- Bases available in painted metal, polished aluminum, laminate or veneer.
- Base options include Canvas square open support, closed support, or post leg; Eames contract, segmented or universal; Everywhere post leg, C-leg, and T-leg, 4-column base, single column base, double 3-column base with or without spanner; Q support column with 4-leg base and T-leg; Geiger pedestal, support column with 4-leg base, T-leg, plinth, drum and post leg.

A variety of side and occasional tables are available to compliment any environment. Herman Miller offers options through Eames, Everywhere, Geiger and Intersect, along with side tables to coordinate with Swoop lounge seating. With over 60 tables to choose from options include the following:

- Shapes: round, square, rectangular
- Heights vary depending on style and range from 13-1/2" up to 36"
- Sizes range from 16-42" deep, 18-72" wide
- Table tops available in laminate, veneer, glass, back painted glass and stone
- Cube and drum type side tables available in wood veneer with option for metal base on cube.
- Square box type tables with raised legs available in wood veneer or laminate.
- Table bases available in a variety of styles and include both metal and wood legs.

d. Describe your training tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, mobility, fold ability, storage and transportation options, and cabling options for audio/visual/computer/electrical component equipment.

D. TRAINING TABLES

Herman Miller offers a variety of table collections to support training environments including Avive, Canvas Office Landscape, Eames, Everywhere, Geiger, Intersect, Q and Sense. These practical tables can be grouped, ganged, reconfigured, or kept in one place. They set up easily, store efficiently, and support technology conveniently.

- Standard and adjustable heights available. Everywhere table adjustable height has standard-range manual crank or electric height adjustment with a 19" range, or an extended-range electric height adjustment with a 26" range. Sense table adjustable legs have a 9-1/4" adjustment range in 3/4" increments. Avive table adjustable legs have a 5" adjustment range in 1" increments.
- Depths range from 18-36" with widths ranging from 36-96".
- Intersect Portfolio offers foldaway tables in 4 shapes (round, square, butterfly and scow) in up to 3 sizes (36"-60") with two folding sides that reduce the width to 12" for easy transportation and storage. Also includes center opening for wire management.
- Tops available in laminate, formcoat or wood veneer and coordinate with systems furniture finishes.
- Bases available in painted metal, polished aluminum, laminate or veneer.
- Base options include Avive leg; Canvas square open support, closed support, or post leg; Eames segmented; Everywhere post leg, C-leg, and T-leg, including height adjustable options; Q fixed or folding T-leg; Sense fixed and adjustable height straight or angled legs; Intersect post leg.
- Flip-top tables and folding legs available for ease of transportation and storage.
- Table ganging kit available.
- Available with glides, casters or locking casters for ease of transportation.
- Various styles and heights of modesty panels available in metal, veneer, fabric and acrylic.
- Multiple power/data options available including 4 styles of flush mount electrical/data distributors and 2 clamp mount. Power kits also available in 2-circuit or 4-circuit.
- Various options for cable management include surface grommets, clips, horizontal and vertical cable managers.

e. Describe your dining room tables including size (height/width/depth), type of legs or bases, types of finishes and materials (i.e. wood, metal), mobility, fold ability, storage and transportation options

E. DINING ROOM TABLES

The unusually extensive variety of sizes, shapes, and finishes of Herman Miller tables means you can have the kind of table you want. For dining and break areas you can select from Arrio, Avive, Canvas Office Landscape, Eames, Everywhere, Geiger, Intersect, Q and Sense tables.

- Standard and café (standing) heights available.
- Multiple shapes available including rectangular, square, round, oval, racetrack, boat shape, bowed, d-shape, half round, bean shape, teardrop, and pebble.
- Varying sizes based on shape and product line:
  - Rectangular: 18-60" deep, 36-288" wide
  - Square: 30-108"
  - Round: 30-208" diameter
  - Oval: 30-54" deep, 48-264" wide
  - Racetrack: 30-48" deep, 60-288" wide
  - Boat shape: 48-60" deep, 84-240" wide
  - Bowed: 32-42" deep, 36-72" wide
- Intersect Portfolio offers foldaway tables in 4 shapes (round, square, butterfly and scow) in up to 3 sizes (36"-60") with two folding sides that reduce the width to 12" for easy transportation and storage.
- Tops available in formcoat, laminate or wood veneer and coordinate with systems furniture finishes.
- Bases available in painted metal, polished aluminum, laminate or veneer.
- Base options include Avive leg; Canvas square open support, closed support, or post leg; Eames contract, segmented or universal; Everywhere post leg, C-leg, and T-leg, 4-column base, single column base, double 3-column base with or without spanner; Q support column with 4-leg base and T-leg; Intersect post leg; Geiger pedestal, support column with 4-leg base, T-leg, plinth, drum and post leg.
- Rectangular flip-top tables and folding leg tables available for ease of transportation and storage.
- Available with glides, casters or locking casters for ease of transportation.

- Multiple power/data options available including 4 styles of flush mount electrical/data distributors and 2 clamp mount. Power kits also available in 2-circuit or 4-circuit.
- Various options for cable management include surface grommets, clips, horizontal and vertical cable managers.

5.5 Filing, Metal Storage, and Wooden Case-goods Evaluation Criteria

Proposals for Filing, Metal Storage and Wooden Case-goods will be evaluated on the following items.

a. Describe your filing cabinets, sizes, number of drawers, options for lateral, vertical, types of finishes and materials (i.e. wood, metal), ganging, locking/security, counterweights, and drawer tracking/glides.

5.4 FILING, STORAGE & CASE-GOODS

With Herman Miller filing and storage, you have what you need to organize everything you use or display. With its expansive offering and wide choice of sizes and styles, you have choices that fit the workspace and are a great value.

All the filing and storage products fit with other Herman Miller freestanding or systems furniture. You can choose from a range of light and dark neutrals, bold accents and metallic, as well as multiple veneers and several pull styles.

The filing and storage products offer full-frame steel construction for long-term performance. Full-extension steel ball bearing slides on units with drawers, along with positive interlock, so that only one drawer can be opened at a time. Units with file drawers feature reinforced tops and bases to help preserve the files' shape. Pedestals have counterweights for stability.

Our proposed filing, storage and case-goods meet the minimum requirements listed in the bid document. We have created a table for each category which easily identifies the evaluation criteria and the features and options. Fabric details including recycled content, soil and fade resistance and options for selecting fabric are found at the end of this subsection.

A. FILING CABINETS

To help you be more productive in your office, Herman Miller vertical and lateral files offer a variety of practical choices. You can file the way you want to file because most lateral file drawers hold letter, legal, or A4 papers side to side or front to back. Lateral files can be ordered one to five drawers high, using your floor space efficiently and guaranteeing the capacity you need. Vertical files are great for efficient, high-density document storage.

			DRAWERS		FINISHES/MATERIALS		
#	*Name*	*Dimensions (inches) W – width D – depth H - height*	*Number*	*Vertical*	*Wood*	*Metal*	*Laminate*
1	Canvas Office Landscape	W - 30, 36, 42 D - 20	2	N/A	6	19	11
2	Meridian Lateral Files	W - 30, 36, 42 D - 18, 20	1 to 4+1 flipper door with pull out shelf	N/A	34	16	33
3	Meridian Vertical Files	H - 23.5 – 70.5 W - 15, 18 D - 18, 22, 28	1 to 6	Yes	25	16	33
4	Tu	W – 30, 36, 42 D – 20"	1 to 4+1 flipper door with pull out shelf	N/A	24	27	N/A
5	Quadrant	W – 30, 36, 42 D – 20	2 to 4	N/A	N/A	8	N/A

6	Geiger	W – 30, 36 D – 18, 23, 24, 25, 29	2 to 4	N/A	27	N/A	N/A

		DRAWERS				
#	*Name*	*Ganging*	*Locking/ Security*	*Counter-weights*	*Tracking/ Glides*	*Options*
1	Canvas Office Landscape	Yes	Yes	6	Full-extension ball bearing	Holds letter, legal or A4 papers front to back.
2	Meridian Lateral Files	Yes	Yes	34	Full-extension ball bearing	Holds letter, legal or A4 papers side to side or front to back. Overhead storage cabinet with doors and adjustable shelf. Two half-height drawers, fixed shelf/flipper door.
3	Meridian Vertical Files	Yes	Yes	25	Full-extension ball bearing	Box (6") drawers. Drawer divider. File drawer organizer. Pencil and stationery trays. Four pull styles.
4	Tu	Yes	Yes	24	Full-extension ball bearing	Holds letter, legal or A4 papers side to side or front to back. Open shelf. Three pull styles.
5	Quadrant	Yes	Yes	N/A	Full-extension ball bearing	File drawer organizer. Front to back and side to side filing rails. Movable divider. Two pull styles
6	Geiger	Yes	Yes	27	Full-extension ball bearing	Holds letter, legal or A4 papers side to side or front to back. Open shelf. Three pull styles.

b. Describe your wardrobe/storage cabinet size (height/width/depth), number of shelves and options, types of finishes and materials (i.e. wood, metal), locking/security, and counterweights/mountable options.

B. WARDROBE/STORAGE CABINETS

Herman Miller wardrobe and storage cases provide secure individual workstation storage and can be shared in team spaces and collaborative areas. Versatile storage towers feature a wardrobe for coats and bags, storage section with an adjustable shelf and file/file or box/box/file drawers. A variety of pull styles help you compliment and coordinate with other furnishings.

			SHELVES	FINISHES/MATERIALS				
#	*Name*	*Dimensions (inches) W – width D – depth H - height*	*Number & Pull Styles*	*Wood*	*Metal*	*Laminates*	*Locking/ Security*	*Mountable*
1	Canvas Office Landscape Wardrobe & Shelves	W – 12, 15, 24, 30 D - 20, 24 H – 42, 46, 57, 68	1 to 4	6	N/A	11	Yes	Yes
2	Meridian Storage Cases & Towers	W – 30, 36, 42 D – 18, 20 H – 10 heights ranging from 23.5 – 65.5	1 to 5, 4 pull styles	34	16	33	Yes	Yes
3	Tu Shelves & Storage Towers	W – 30, 36, 42 D – 20 H – 26, 38, 51, 64	1 to 4, 3 pull styles	N/A	27	N/A	Yes	N/A

c. Describe your bookcase(s) including size (height/width/depth), number of shelves and options, types of finishes and materials (i.e. wood, metal), locking/security, and counterweights/mountable options.

C. BOOKCASES

For lots of practical design options, the many sizes and dimensions of Herman Miller bookcases are compatible with other Herman Miller storage components. Shelves are adjustable and are available with locking sliding doors. Bases include adjustable leveling glides. For higher-density storage that conserves space, a common top joins several bookcases and creates a surface.

			SHELVES	FINISHES/MATERIALS				
#	*Name*	*Dimensions (inches) W – width D – depth H - height*	*Number*	*Wood*	*Metal*	*Laminates*	*Locking/ Security*	*Mountable & Ganging*
1	Canvas Office Landscape	W –30, 36 D – 15, 20 H – 22 to 46	1 to 4	6	N/A	11	N/A	Yes
2	Meridian Storage Cases & Bookcases	W – 30, 36 D – 15 H – 22 to 68	2 to 8, (add'l shelves available)	22	16	33	Yes	Yes
3	Tu Bookcases	W – 30, 36, 42 D – 15 H – 26 to 64	2 to 4 (add'l shelves available)	N/A	28	N/A	N/A	Yes

d. Describe your pedestal files including size (height/width/depth), number of drawers, fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), mobility, type of casters, types of finishes and materials (i.e. wood, metal), locking/security.

D. PEDESTAL FILES

Designed to hold your file folders, documents and supplies, Herman Miller pedestals can be ordered with box and file drawers in lots of different configurations. The cushion top makes the pedestal a place for a guest to sit. The raised height option allows a freestanding or surface-attached pedestal to fit under a work surface with no gap. Available interior accessories include trays, organizers, converters, compressors and dividers. Pedestals have counterweights for stability.

			DRAWERS	FINISHES/MATERIALS				
#	*Name*	*Dimensions (inches) W – width D – depth H - height*	*Number*	*Wood*	*Metal*	*Laminates*	*Locking/ Security*	*Pull Styles*
1	Canvas Office Landscape	W – 15 D – 18, 22, 28 H – 21, 26	2 or 3	6	19	11	Yes	2
2	Meridian Pedestals	W – 15, 18 D – 18, 22, 28 H – 24.5 to 29	2, 3 or 4	34	16	33	Yes	7
3	Tu Pedestals	W – 14.5 D – 20, 24, 28 H – Multiple*	2 or 3	24	27	N/A	Yes	3
4	Quadrant	W – 14.5 D – 20, 24, 28 H – Multiple*	2 or 3	N/A	8	N/A	Yes	2
5	Geiger	W – 16, 19 D – 18, 19, 23, 24, 29 H – 24, 27	2, 3 or 4	27	N/A	N/A	Yes	24

** Heights vary from 19.75" to 27.5" because of freestanding, various drawer configurations, mobile, worksurface attached and suspended options.*

		FABRICS (FOR CUSHION TOP)				
#	*Name*	*Grades*	*Standard*	*Upcharge*	*Mobility*	*Casters (type)*
1	Canvas Office Landscape	11	1	10	Yes	Concealed
2	Meridian Pedestals	10	1	9	Yes	Concealed
3	Tu Pedestals	11	1	10	Yes	Non-locking
4	Quadrant	N/A	N/A	N/A	Yes	Non-locking
5	Geiger	18	1	17	Yes	Non-locking

FABRIC DETAILS

Herman Miller offers four options when selecting fabrics for seating products: proprietary textiles, open line textiles, Textile Alliance Program textiles and Customer's Own Material (COM). There are 8 price category 1 fabrics with multiple colors to choose from. This equates to 103 different fabrics to choose from at no additional cost.

1. Proprietary textiles: 5 price categories available including 30 different fabrics/leathers, each having anywhere from 2 to 29 different colors. This equates to over 305 fabrics/leathers to choose from.
1. Open line textiles: 1 price category available including 1 leather, with 26 colors to choose from.
2. Textile Alliance Program: 12 price categories available including 46 different fabrics, each having anywhere from 4 to 47 different colors. This equates to over 346 fabrics to choose from.
3. Customer's Own Material: options are unlimited

Textile Alliance Program
The Textile Alliance Program (TAP) consists of a select group of fabrics and leathers that have been approved by Herman Miller for application on Herman Miller products (see application chart and textiles listing for specific information). The current offering includes fabrics from Luna Textiles, Maharam, Momentum Textiles and Place Textiles as well as leathers from Edelman Leather. Fabrics and leathers have also been assigned Herman Miller part numbers to facilitate ordering and manufacturing.
Customer's Own Material
The Customer's Own Material (COM) program gives you the option of using textiles other than those listed. Herman Miller will test textiles for application to Herman Miller products and will process orders for those with approved COM textiles only.

Soil Resistance
Herman Miller's new high performance textiles solve the problems customers face in collaborative, high traffic and healthcare environments: cleanability, microbial and bacterial resistance, moisture resistance and breathability. This growing collection of high performance textiles exceeds ACT standards for heavy duty use. Standard seat and back materials consist of a variety of nylon, polyester, cotton, rayon, vinyl and urethane textiles.

Fade Resistance
All Herman Miller textiles are tested for their ability to stand up to the kind of wear they are likely to get in actual use, including fire retardancy, elongation, strength and color transfer. Qualities such as surface texture, pattern, ability to absorb or reflect light, ability to conform to product and ability to respond within an environment when placed next to woods, laminates, glass, carpeting, painted surfaces or other textiles are also taken into consideration. The Association for Contract Textiles (ACT) has developed five symbols that assure contract fabrics perform up to industry standards and pass all applicable testing. The symbols are included on all Herman Miller textile swatch cards where applicable.

Recycled Content and Type
Like finishes and plastics, Herman Miller looks for textiles that don't use toxic colorants. Herman Miller also prefers textiles that do not mix fiber types since they may be incompatible when recycling at the end of their useful life.

The foundation of Herman Miller's Design for the Environment protocol is the McDonough Braungart Design Chemistry (MBDC) Cradle to Cradle Design Protocol. Every new textile is developed using three environmental lenses and all existing textiles have been assessed following the same criteria: material health & safety, material content & disposal and energy consumption. Herman Miller's standard seating fabrics include: 30 fabrics ranging from Category 1-9 with some type/percentage of recycled content, the recycled content may or may not include the following fiber(s): polyester, vinyl, elastomeric, leather, polyurethane, pre-consumer recycled polyester, post-consumer recycled polyester, antimony-free polyester, and the percentage of recycled content varies from 6% to 100%.

6.2 Environmental Evaluated Criteria

1. Has your firm made a public commitment to environmental sustainability? If so, provide details for the following:
    a. Description of the measurements that are employed and how they are reported.

At Herman Miller, our corporate goal is to become a sustainable company. Sustainability means that we do our business—manufacturing our goods—without harming the ability of future generations to do the same. Sustainability is the approved policy of our Board of Directors. We must stop the cycle of take-make-waste. We will seek to achieve our sustainability goal with the same innovation and passion we bring to all of our designs and processes at Herman Miller. We believe sustainability is attainable, and have committed ourselves to reaching the following sustainability targets by the year 2020:

- Zero landfill
- Zero hazardous waste generation
- Zero air emissions (VOCs)
- Zero process water use
- 100 percent green electrical energy use (achieved in May 2010)
- 100 percent carbon neutral
- 100 percent of sales from DfE approved products
- Company buildings constructed to a minimum LEED Silver Certification

The Environmental Quality Action Team (EQAT), a cross-functional steering committee of Herman Miller employees was formed in 1991 to establish and maintain our environmental standards. EQAT created Herman Miller's first formal environmental policy statement, and established zero landfill use as our first-ever environmental goal. Since then we have continually expanded our goals to make Herman Miller a sustainable business. We now track and/or report monthly on eight strategies that monitor our progress.

b. Provide the number of product lines available by your firm, and the number of product lines that are certified as compliant with ANSI/BIFMA e3-2008 Furniture Sustainability Standard at level® 1 or higher?

Following are the systems, furniture, seating, and storage product lines we offer for the office environment. Workstations: Abak Environments, Action Office, Ethospace, My Studio Environments, Passage, Prospects, Resolve, Canvas Office Environments. Work Seating: Aeron, Ambi, Celle, Embody® Chair, Equa, Ergon, Foray, Mirra, Setu, Aside, Caper, Limerick, SAYLE, ADVO. Lounge Seating: Celeste, Eames Lounge, Eames Sofa, Eames Sofa Compact. Freestanding Furniture: 5000 Series, Swoop Lounge Furniture, Burdick Group, Intersect Portfolio. Tables: Avive, CLT, Eames, Q Tables. Filing and Storage: Meridian Pedestals, Meridian Stackable Lateral, Meridan Stackable Storage, Meridian Storage Cases and Bookcases, Meridian Storage Towers, Meridian Vertical Files, Teneo Storage Furniture, Tu Lateral Files, Tu Pedestals, Tu Storage Tower, Tu Bookcases & Storage Cases. Accessories: ThriveSM Portfolio.

HMI generally meets or exceeds ANSI/-BIFMA requirements for the performance and quality tests developed for Panel Systems, Desks, Tables, Lateral and Vertical Files, Storage Furniture and General Office and Lounge Seating products. A few exceptions exist where the performance of Herman Miller products does not match the ANSI/-BIFMA requirements. This is most typical in the case of product designed well before any industry requirements existed, at which time products were developed to conform to stringent internally developed criteria. These criteria have been proven sufficient by the many products that have given years of dependable and safe service.

There are also cases where HMI research and/or standards development activities clearly demonstrate that ANSI/-BIFMA standards are not applicable to a specific product design or configuration, or for some other reason are not in the best interest of our customers, such as the file drawer pull force requirement which can be routinely met only if the anti-racking mechanism, which provides a distinctly superior drawer action, is removed.

In most cases, however, ANSI/-BIFMA standards are the minimum level of performance acceptable, with

Herman Miller standards frequently requiring product performance levels well in excess of ANSI/-BIFMA minimums in order to perform to our customers' expectations.

Product	Category	Level Certification
Action Office	Systems Furniture	level 1
Canvas Office Landscape Private Office	Systems Furniture	level 2
Canvas Office Landscape Wall-Based	Systems Furniture	level 2
Ethospace	Systems Furniture	level 2
Intent	Systems Furniture	level 2
My Studio Environments	Systems Furniture	level 1
Passage	Systems Furniture	level 1
Resolve	Systems Furniture	level 1
Vivo Interiors	Systems Furniture	level 2
Advo	Seating	level 1
Aeron	Seating	level 2
Ambi	Seating	level 1
Caper Stacker	Seating	level 2
Celle	Seating	level 2
Embody	Seating	level 2
Equa	Seating	level 1
Ergon	Seating	level 1
Foray	Seating	level 1
Mirra	Seating	level 2
SAYL Task	Seating	level 2
Setu	Seating	level 2
Series 5000	Tables	level 1
Eames Tables	Tables	level 1
Everywhere	Tables	level 2
Meridian	Storage	level 2
Tu	Storage	level 2
Teneo	Storage	level 1

c. List all third party certification programs that your firm has achieved and the level of compliance.

As it relates to quality, all U.S. Herman Miller manufacturing facilities are ISO 9001:2008 certified. As to environmental certifications, all of our facilities are certified to ISO 14001. We also maintain certifications for the environmental performance of our products in the form of GREENGUARD®, BIFMA FES, McDonough Braungart Design Chemistry (MBDC) Cradle-to-Cradle SM (C2C), and the new BIFMA level™ certification.

2. Has your firm conducted a Life Cycle Assessment(s) (LCA)? If so, provide the most recent LCA summary report (results) and detail any efforts or achievements made to improve your firm's performance since the completion of the most recent LCA report. A full report is not requested.

Yes, Herman Miller conducts Life Cycle Assessments on all products. In the example here, using the Aeron chair, the goal was to provide a life cycle assessment of a high performance task chair according to ISO documents 14040 and 14044. This LCA will profile the environmental emissions of an office task chair (Aeron) from cradle-to-grave including raw materials extraction, production, distribution and retail, use, and end of life. A third party review of this study may be conducted to ensure the study meets the guidelines for ISO 14044.

Since using LCA, we have made the following changes:

- Our DfE protocol (the program we use to help develop more sustainable products) has incorporated product carbon footprint into our design criteria
- Through LCA we have found that the great majority of our impacts come from our supply chain. We have committed to working with our supply chain to better characterize these impacts and find ways to help our suppliers reduce these impacts. Our first step in doing this is to obtain energy and greenhouse gas inventories from our suppliers. We have initiated a supplier scorecard to collect this information.
- We have identified the materials in our products that have higher lifecycle impacts than others and are finding ways to reduce these impacts.

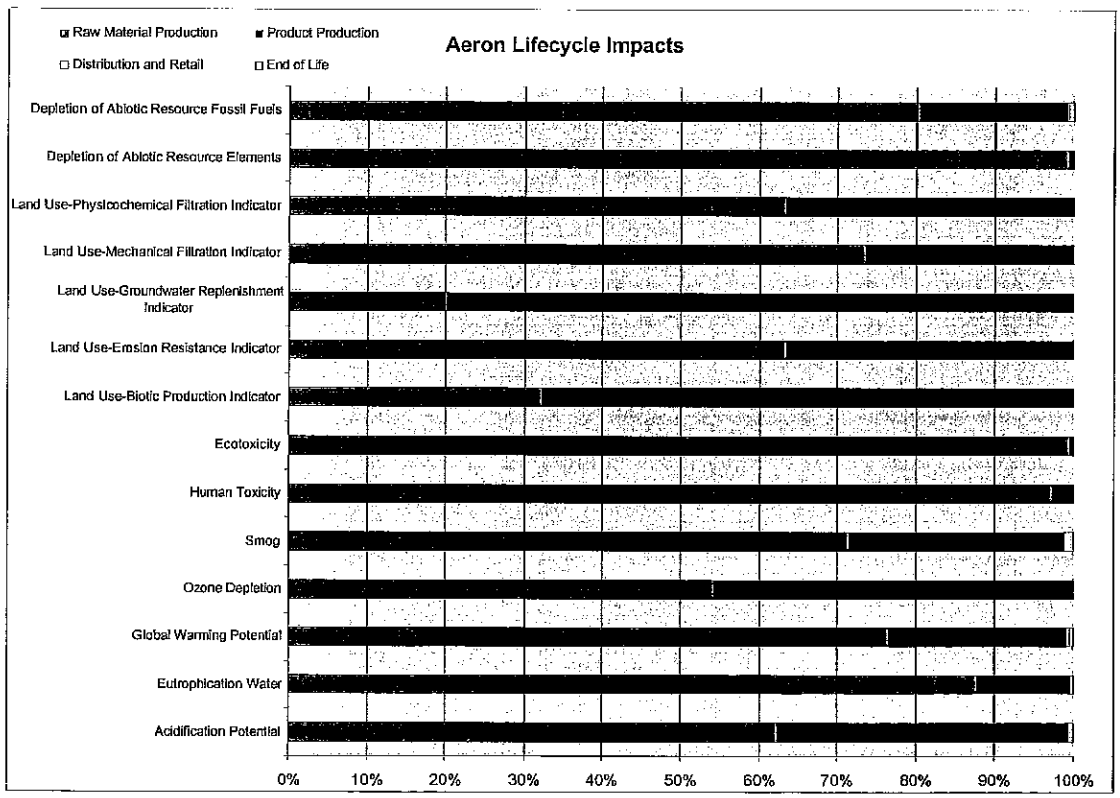
Noted below are some of the results from a recent LCA on the Aeron chair. A full report can be provided upon request.

Table Life Cycle Impacts

Impact Category	Unit	Total	Methodology
Acidification Potential	mol H^+-eq	1.8×10^{1}	TRACI 2001 as based on the advanced statistical trajectory regional air pollution (ASTRAP) model (Shannon 1991, 1992, 1996)
Eutrophication Water	kg nitrogen-eq	2.1×10^{-2}	TRACI 2001 as characterized by the Redfield ratio model
Global Warming Potential	kg CO2-eq	9.8×10^{1}	TRACI 2001 as characterized by IPCC 2001
Ozone Depletion	kg CFC 11-eq	4.7×10^{-6}	TRACI 2001 as based on *Handbook for the International Treaties for the Protection of the Ozone Layer* (UNEP-SETAC 2000),
Smog	Kg NO_x-eq	1.6×10^{-4}	TRACI 2001
Human Toxicity	cases	9.2×10^{-9}	USEtox™ 2008
Ecotoxicity	PAF m^3.day	1.0×10^{0}	USEtox™ 2008
Land Use Biotic Production Indicator	kg	3.5×10^{-4}	Baitz 2002
Land Use Erosion Resistance Indicator	kg	1.1×10^{-2}	Baitz 2002
Land Use Groundwater Replenishment Indicator	mm*m^2	1.8×10^{-1}	Baitz 2002
Land Use Mechanical Filtration Indicator	cm*m^3	5.7×10^{0}	Baitz 2002
Land Use Physicochemical Filtration Indicator	(cmol*m^2*a)/kg	1.5×10^{-2}	Baitz 2002
Depletion of Abiotic Resource Elements	kg Sb-eq	2.8×10^{-4}	CML 2001
Depletion of Abiotic Resource Fossil Fuels	MJ	1.3×10^{3}	CML 2001
Purchased REC Carbon Value	**kWh** kg CO2-eq	4.0×10^{0} 3.5×10^{0}	Calculated internally at Herman Miller TRACI 2001 as characterized by IPCC 2001

Table Detailed Life Cycle Impacts

LCIA Results	Unit	Total	Raw Material Production	Product Production	Distribution and Retail	End of Life
Acidification Potential	mol H^+-eq	$1.8x10^1$	$1.1x10^1$	$6.5x10^0$	$1.6x10^{-2}$	$9.9x10^{-2}$
Eutrophication Water	kg nitrogen-eq	$2.1x10^{-2}$	$1.8x10^{-2}$	$2.4x10^{-3}$	$1.1x10^{-5}$	$7.5x10^{-5}$
Global Warming Potential	kg CO_2-eq	$9.8x10^1$	$7.5x10^1$	$2.2x10^1$	$3.2x10^{-1}$	$5.3x10^{-1}$
Ozone Depletion	kg CFC 11-eq	$4.7x10^{-6}$	$2.5x10^{-6}$	$2.1x10^{-6}$	$7.1x10^{-10}$	$4.2x10^{-9}$
Smog	kg NO_x-eq	$1.6x10^{-4}$	$1.1x10^{-4}$	$4.2x10^{-5}$	$2.2x10^{-7}$	$1.6x10^{-6}$
Human Toxicity	cases	$9.2x10^{-9}$	$9.0x10^{-9}$	$2.6x10^{-10}$	$1.7x10^{-13}$	$6.4x10^{-13}$
Ecotoxicity	PAF m^3.day	$1.0x10^0$	$1.0x10^0$	$4.6x10^{-3}$	$1.1x10^{-4}$	$4.4x10^{-4}$
Land Use-Biotic Production Indicator	kg	$3.5x10^{-4}$	$1.1x10^{-4}$	$2.3x10^{-4}$	$3.7x10^{-8}$	$3.7x10^{-8}$
Land Use-Erosion Resistance Indicator	kg	$1.1x10^{-2}$	$7.5x10^{-3}$	$4.3x10^{-3}$	$6.9x10^{-7}$	$6.9x10^{-7}$
Land Use-Groundwater Replenishment Indicator	mm*m^2	$1.8x10^{-1}$	$3.8x10^{-2}$	$1.5x10^{-1}$	$2.4x10^{-5}$	$2.4x10^{-5}$
Land Use-Mechanical Filtration Indicator	cm*m^3	$5.7x10^0$	$4.2x10^0$	$1.5x10^0$	$2.4x10^{-4}$	$2.4x10^{-4}$
Land Use-Physicochemical Filtration Indicator	(cmol*m^2*a)/kg	$1.5x10^{-2}$	$9.4x10^{-3}$	$5.4x10^{-3}$	$8.6x10^{-7}$	$8.7x10^{-7}$
Depletion of Abiotic Resource Elements	kg Sb-eq	$2.8x10^{-4}$	$2.7x10^{-4}$	$1.5x10^{-6}$	$3.0x10^{-8}$	$3.3x10^{-8}$
Depletion of Abiotic Resource Fossil Fuels	MJ	$1.3x10^3$	$1.0x10^3$	$2.3x10^2$	$4.4x10^0$	$7.1x10^0$



3. Has your firm had any breaches of environmental, health, or safety standards within the past 12 months? This includes fires, explosions, industrial accidents, hazardous releases, or other health and safety incidents at any of the firm's facilities. If so, provide details (including but not limited to date of event, quantitative extent of damage, environmental effects, and corrective action plan and success rate) of all breaches.

We have had zero significant spills, zero significant fines, and zero non-monetary sanctions for non-compliance with laws and regulations for over the last five years. Minor violations that may occur tend to be self-discovered and are typically administrative in nature and do not result in environmental harm. For safety in the past 12 months we have two pending citations for machine guarding. One has been abated and one is still open. Both incidents took place at our Nemschoff site located at 402 14th Street NE, Sioux Center Iowa 51250.