

		Y	
		Y	
		Y	
		Y	
years			
ments) that fail under normal use as a kmanSHIP, or installation shall be ling labor, delivery, and installation)		Y	
replacement must be repaired or or within a time frame that is agreed to process is to ensure sufficient lead time r products during the entire warranty		Y	
urrent Contracts - Complete			
of the product categories and services tes. The following information must be ance Document Section 3 and Section			
mation must be provided in Section 3 y listing each State and clicking the at State.	Completed - See Tab labeled 3.1 Acceptance Document - Section 3	Y	
ment contracts for the provision of Office upplement - 3.5 Government	Completed - See Tab labeled 3.5 Geographic Coverage		
	Completed - See Tab labeled 3.5 Current Contracts		
tracted Supplier must submit proof of uirements stated in 3.6 Insurance quirements.		Y	
ed Dealer must be able to offer the ng and fees will be negotiated in the		Y	
d by a common carrier to a dock.		Y	
ivered by the Authorized Dealer inside in a purchase order. Products will be required.		Y	

ed, unloaded, and assembled ready condition incorporating 3.13	Y	
y location specified on the purchase locations on one purchase order. limited to, standard office buildings, high-staging areas.	Y*	
itracted Supplier or its Authorized liver, unload, uncrate, and assemble offered.	Y	
zed Dealer is responsible for the e job site on a daily basis. Dumpster urchasing entity for the participating	Y*	
ng Entity personnel assist with	Y	
iccept partial deliveries, however, final s have been received and accepted.	Y*	
zed Dealer is responsible for storage of ition date as established on the	Y	
ed by the Purchasing Entity that require y be at the Purchasing Entity's ral from the Purchasing Entity. l be added to an invoice as a separate	Y	
ry is required as the result of an OEM ind handling charges shall be paid by yes for shipping and handling to Alaska	Y	

<p>Without objection shall not waive the right to a waiver of requirements for timely delivery. It shall remain the obligation of the Supplier to ensure timely delivery. Unless otherwise stated in the contract, if delivery is delayed more than ten business days, the purchasing entity may impose a penalty of \$100 per week (Monday through Friday) until the goods are delivered. If delivery is delayed, assessed on the first day of the delay, at the discretion of the purchasing entity, the Supplier shall be responsible for the cost of the purchasing entity from compensation from the purchasing entity for other expenses or penalties caused by the delay.</p>	Y*	
<p>Supplier shall report to the Contracted Supplier or Purchasing Entity within a reasonable time frame any loss or damage to goods.</p>	Y	
<p>Contracted Dealer is responsible for pick-up and delivery of goods within a reasonable time frame.</p>	Y	
<p>Contracted Dealer shall bear all risk of loss or damage to goods except for loss or damage directly caused by the Supplier or Purchasing Entity.</p>	Y	
<p>Contracted Dealer is responsible for filing all claims with the insurance carrier (if applicable) in a timely manner.</p>	Y	
<p>Contracted Dealer is required to keep the purchasing entity advised of the status of the order and delivery date for the order.</p>	Y	
<p>Supplier shall be responsible for any returns due to the Supplier or Purchasing Entity.</p>	Y	
<p>Supplier shall not accept product due to the Supplier or Purchasing Entity, including any handling charges for the product.</p>	Y	
<p>Supplier shall be responsible for all procured products. The manual shall be available on the Supplier's website. The manual shall include assembly instructions including all</p>	Y	

Usage Report Administrator - Tab			
a dedicated Contract Administrator to terms and conditions for this contract, regarding the Contract Administrator	Y	Completed - See Tab labeled 3.10 OEM Contract Administrator	
ence in the office furniture industry.	Y	Completed - See Tab labeled 3.10 OEM Contract Administrator	
Administrator has authority to enforce is of the resulting contract.	Y		
Provide a Usage Report Administrator reporting described in Section 1.13 Usage		Completed - See Tab labeled 3.10 OEM Usage Report Administrator	
Dealer must have one lead as a Participating Addendum. Contact	Y		
must be available by phone or email at through Friday for the applicable time	Y		
respond to inquiries within one	Y		
Dealer must provide design services	Y		
Dealer must provide Installation	Y		
n of ordering through the OEM direct or	Y*		
Dealer shall take precautions during the premises or the property of the as a result of operations under this authorized Dealer is responsible for ensuring /restored to the original condition, or Dealer shall make restitution, as agreed	Y		
Dealer shall be fully responsible for the team.	Y		

<p>1 Dealer is responsible for ordering any additional charges as a result of the error.</p>	<p>Y</p>	
<p>1 Dealer must offer Design Services as</p>	<p>Y</p>	
<p>1 Dealer must work cooperatively with the final walk-through inspection and provide a listing of any missing, incorrect, or</p>	<p>Y</p>	
<p>1 Dealer is responsible to ensure that a final walk-through and shall include a of carpet or broom sweeping of solid required for the work stations to be in</p>	<p>Y</p>	
<p>1 Dealer shall be fully responsible for product must be fully assembled and ready of the Purchasing Entity.</p>	<p>Y</p>	
<p>1 Dealer is responsible for ensuring that the final walk-through and acceptance</p>	<p>Y</p>	
<p>1 Dealer must offer Design Services as</p>	<p>Y</p>	
<p>1 Dealer shall be fully responsible for product must be fully assembled and frame of the Purchasing Entity.</p>	<p>Y</p>	
<p>1 Dealer must place all desk, tables, on designated by the Design Plan or</p>	<p>Y</p>	

<p>Dealer is responsible to ensure that a final walk-through and acceptance of</p>	<p>Y</p>	
<p>panel systems, through their Authorized all design, reconfiguration, and layout ch State. The contracted hourly rate for the Participating Addendum process.</p>	<p>Y</p>	
<p>ailable electronically and incorporated ocess. The accuracy of all facility shall be the responsibility of the OEM's itate.</p>	<p>Y</p>	
<p>shall be responsible for overages, liting from orders based on the design Dealer. Approval of design work by the on responsibility for the OEM's Authorized</p>	<p>Y</p>	
<p>ch Participating State is found to have installation which does not fit properly due EM's Authorized Dealer for each ally and logistically) to resolve the ion. No payment shall be made until y the Purchasing Entity's project</p>	<p>Y</p>	
<p>h Participating State shall provide an ition of all new furniture products, wall /data outlets. The Purchasing Entity's e shall approve, in writing, the final</p>	<p>Y</p>	
<p>e responsible for all plans and their stability. The OEM's Authorized Dealer ity's project manager immediately of duct capabilities, including unusual</p>	<p>Y</p>	
<p>nsible for accurately specifying all onents, connectors, fillers, trim pieces, nponent list. If parts are missing at aler is responsible for the quick parts.</p>	<p>Y</p>	

ent which Steelcase is requesting some clarification, an exception or suggesting that the requirement
; addendum process. It is our desire to agree to finalize mutually acceptable terms on these items after
| before award.

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 ?

Steelcase Inc. warrants that Steelcase, Turnstone, Nurture and Details brand products are free from defects in materials and workmanship for the **life of the product**, with limited exceptions. We are providing a copy of the published warranty for your review in this section. You will see the even the limitations expressed such as pneumatic cylinders and surface materials are warranted for longer (12 years) than the 10 year requirement outlined by the RFP.

While the published warranty on paper is important, it is the companies efforts to avoid product defects and in cases when failures do occur, our response in addressing such those concerns.

Please note the percentages of acceptable product data provided in our answer to question 4c and some of the other information provided in this section as evidence of the strength of our warranty.

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

The Steelcase Limited Lifetime warranty is made available to our customers through a host of proactive manners including : the Steelcase internet site, the intranet site we have for our authorized dealers, on customer websites like the one we will create for WSCA participating entities, inclusion in all of our product specification guides, printed in part or whole in most of product literature and review by our Steelcase and authorized dealers in the sales process with customers.

In addition to providing our warranty information proactively, should a WSCA participating entity find that a Steelcase product has malfunctioned or needs repair, they simply call your Steelcase representative or participating dealer and the Steelcase team will take care of the rest. Steelcase has a Warranty Work Request Procedure in place with our authorized dealer network to make sure all issues are resolved quickly to your satisfaction. Essentially it works like this :

- 1) Customer notifies Steelcase representative or authorized Steelcase dealer of problem.
- 2) Steelcase dealer submits a warranty, quality and transportation claim using "LASER", a web based tool that simplifies the claims process and saves time by eliminating the need to contact multiple departments.
- 3) Claim will be reviewed and action steps communicated to the customer by dealer.
- 4) Dealer receives needed product or replacement part(s) from Steelcase.
- 5) Delivery and installation of new product or replacement part is made in an expedient manner at NO CHARGE to the customer.

There is obviously associated work and communication that is essential for any such warranty work to be completed, but the "Laser" Warranty process helps to streamline these efforts and makes it seamless in the eyes of our customer.

One other highly effective source of support for our Warranty process is our trained service professionals at 1.888.STEELCASE who can assist immediately with ANY customer service or product issues.

- c) Provide the number of claims filed for each of the following product categories listed for calendar year 2010.

Our quality team measures and reports on our performance on a weekly, monthly, quarterly and annual basis keeping a close eye on reducing costs and customer dissatisfaction / inconvenience associated with defects in products. Simply put we pride ourselves on performing at levels as close to 100% as possible. If performance slips below standards set, there is a process improvement program that is followed to correct any such issue.

Our fiscal year 2011 quality performance measures for the categories you have outlined are as follows:

- Desks / Tables – 99.2% acceptable product shipped
- Filing, Storage / Caseloads - 98.5% acceptable product shipped
- Panel / Systems – 99.4% acceptable product shipped
- Seating – 98.2 % acceptable product shipped

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

No Steelcase customer should ever face unanticipated product obsolescence. An established process protects customer investments and helps ensure that products and surface materials are readily available to work with each customer's installed base of product. As manufacturer approaching our 100th anniversary and having the largest installed base of commercial furniture product in the world, protecting our customer investments in a responsible manner as and will continue to be crucial to our commitment.

Steelcase reviews its surface materials and products annually to determine whether there has been a decline in volume or if it is no longer economically or environmentally reasonable to continue making a product or surface material available long term. Steelcase publishes a culling list twice a year with any product or surface materials that will no longer be offered by the company provide our customers ample time to make alternative choices.

- 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 ?

Steelcase strives to help customers protect their investment in their furniture. We do so in a number of ways including:

- 1) A goal of maintaining access to all parts and components of any discontinued product in the Steelcase line and Steelcase brands for five (5) years from the date the line is culled.
- 2) An extremely comprehensive and deliberate Surface Materials management process that in essence provides for "Established" and "Transitional" surface materials categories that are communicated through our spec guides.
 - **"Established"** surface materials include popular hard surfaces and textiles for previous surface materials programs. These surface materials are available to customers that have standardized on these finishes.
 - **"Transitional"** surface materials contains surface materials that are being maintained for existing customers only and are likely to be phased out over time. Communication is the key to successful transition.

The idea is to give you additional time to prepare for change. With proper notification, we'll be able to help you smooth transitions to alternative selections, avoid selections that may be phased out over time and be more informed and confident about the long term plans for our products.

- 3) Design and sales professionals that are trained to consult with customers on their develop your custom standards programs, managing such customer programs through an annual standards review. The best way to ensure that you get the products and materials you want, for as long as you need them, is to clearly define your expectations for availability. We do have non-obsolescence request process in place to review and manage those types of customer requirements.

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

The published Steelcase Limited Lifetime Warranty covers all of the products we are proposing in our submittal. The requested Warranty document follows and you can find even further details by clicking on the clicking or going to the following link:

<http://www.steelcase.com/en/documents/steelcaseamericaslifetime warranty-effective3-1-2011.pdf>

WE PROMISE.

page 1 of 2
Steelcase Limited Lifetime Warranty
 EFFECTIVE 03/01/11

YOU CAN DEPEND ON US.

Our products. Our services. Our people.

Steelcase Inc. ("Steelcase") warrants that Steelcase®, Turnstone®, Nurture®, and Details® brand products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty is valid from the date of shipment, regardless of shift usage, and covers the original purchaser for products delivered in the Americas: United States, Canada, Mexico, Latin America and the Caribbean.

EXCEPTIONS TO THE LIFETIME WARRANTY:

SYSTEMS AND STORAGE SOLUTIONS

12 years
 Modular Power, Post and Beam textile
 In-fills, casters and glides, lighting fixtures
 5 years
 Doors, Nurture® overbed tables and height adjustable mechanisms, lighting power supplies and ballasts, FlexFrame™ LED lighting components

SEATING

12 years
 Mechanisms, pneumatic cylinders, arm caps, foam, casters and glides,
 Max-Stacker®, Max-Stacker® II, Domino, wood frame side chairs, tablet arms, node™ personal worksurface
 5 years
 Nurture recliner and sleeper mechanisms

INTERACTIVE AND ACOUSTIC SOLUTIONS

5 years
 InfoLink™ 5, FrontView™ components, QIPRO™ cables, emitters and other components
 3 years
 mediascape® technology components, RoomWizard®, CopyCam®, SoundScapes®, Acoustical Canopies and Shapes, QIPRO and Confidential® sound masking control modules

BOARDS AND EASELS

5 years
 Premium and Contractor Series Taskboards
 3 years
 Huddleboard™, Answer® markerboard surfaces

DETAILS®

12 years
 Keyboard mechanisms, flat panel monitor arms, personal task lighting fixtures
 5 years
 Height Adjustable mechanisms, lighting electronic ballasts, urethane edge treatments
 3 years
 Executive office tools, Power Fincher®, lighting magnetic ballasts, Walkstation treadmill parts and wear items (1 year service and labor)

SURFACES

12 years
 Laminate, wood veneer and solid surface, RTF Nurture enclosures, all standard vertical surface textiles, except Cogenit™. Geode, and the following seating textiles: Buzz2; Cogenit: Connect, Trails, and Traxx; Cricket, Crosswalk, Hampstead, Playground, Regis2, Sealing vinyl, Connect 3D, 3D Knit, Jersey® Mesh, Reply® Mesh, Elmwood and Elmsoft Leather, Steelcase Leather
 5 years
 Bo'Pop, Brisa, Cogenit: Geode Seating, Geode Vertical, and Tides; Curafel™, Jacks, Link, Hiteights, Spyder, Zoel, glass surfaces, paint color fastness, Nurture wood finish
 3 years
 Vinyl wrapped surfaces and acrylic

DEALER
 LOGO

Steelcase

turnstone

details

nurture

WARRANTY DOES NOT APPLY TO PRODUCT FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear
- Failure to apply, install or maintain products according to published Steelcase instructions and guidelines.
- Abuse, misuse, or accident
- Alteration or modification of the product
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution; such substitute components include but are not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY DOES NOT COVER:

- Replacement parts are covered for 1 year or the balance of the original warranty, whichever is longer.
- Products considered consumables (e.g., lamps) Huddleboard Ledge Grabbers, Markerboard Grips and Flip Chart Pegs.
- Variations occurring in surface materials (e.g., matching grains, textures and colors across dissimilar substrates and lots).
- Select and Custom Surfaces and materials are only warranted by Steelcase for their application on the specified product. These materials are not covered, except as warranted by the original supplier, for quality, color fastness, shade variations or abrasion.
- Coalesce® and PolyVision® as they have independent warranties.

WARRANTY PROVIDES EXCLUSIVE REMEDIES:

Pursuant to this Limited Warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Steelcase will (i) repair or, at Steelcase's option, replace the affected product at no charge, or (ii) refund the purchase price for the affected product if repair or replacement is not commercially practicable or cannot be timely made.

- A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Steelcase or a Steelcase Authorized Reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.
- An "ordinary use" means use of the product (i) in conformance with all applicable local, state or federal laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.
- A "Steelcase Authorized Reseller" means any dealer that (i) is legally permitted to conduct business in the jurisdiction where the product is sold, (ii) is duly authorized by Steelcase to sell the product, and (iii) sells the product new and in its original packaging.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.

Warranty is non-transferable and valid only for the original purchaser.

Steelcase

Call 888.783.3522 or visit steelcase.com.

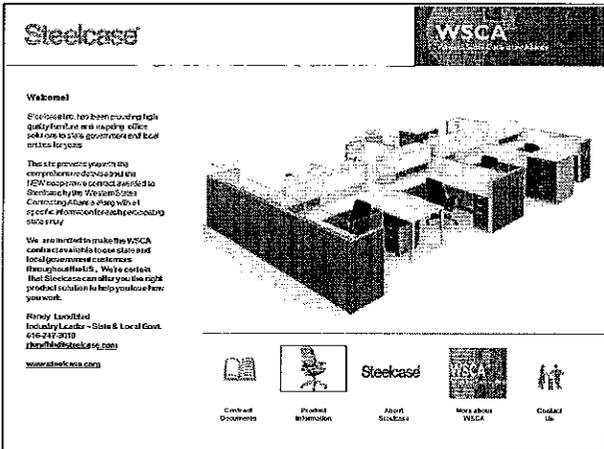
©2011 Steelcase Inc. All rights reserved. All specifications subject to change without notice. Printed in U.S.A. RoomWizard®, and CopyCam® are trademarks of PolyVision Corp. SoundScapes® is a registered trademark of AWI Licensing Co. Q1 PRO™ is a trademark of Cambridge Sound Management, LLC. The remaining trademarks used herein are the property of Steelcase Inc.

4.3 Website

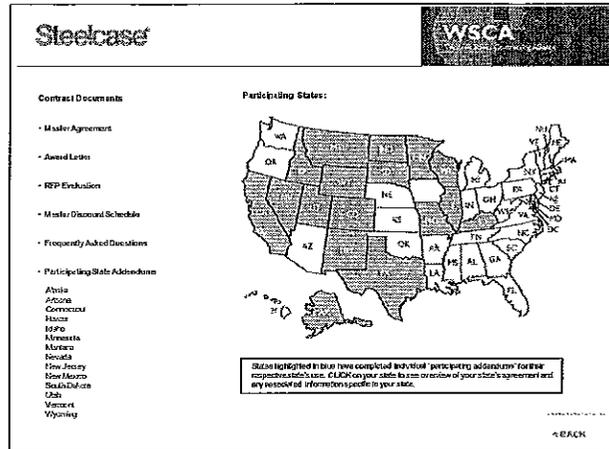
- a) Is your firm prepared and capable of providing a dedicated website for each entity that executes a participating addendum ?

Steelcase is completely prepared to provide comprehensive website support for the WSCA contract in a number of ways. These electronic communication tools include :

- **WSCA / Steelcase Contract Homepage** - an all-inclusive internet site dedicated to the WSCA contract and it's participating entities. Below you will find a **"mock-up"** of the homepage and a few of the subsequent pages of our custom website site that will provide state & local entities everything they need to effectively use the WSCA / Steelcase contract.

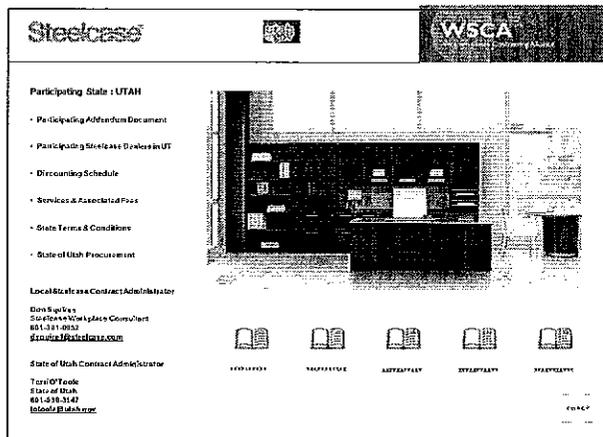


WSCA / Steelcase Homepage



Contracts Document Page

- **Individual State entity internet sites** - we will also work with each of the individual participating states to create customized sites for their use. Those participating entity sites can be linked to State Procurement sites as well as the Master WSCA internet site.



Participating Entity / Addendum Page

- **WSCA Contract information on Steelcase “in2” site** – all WSCA contract information will be shared through the “internal” Steelcase intranet site. The Steelcase “in2” site is one of the primary methods that Steelcase uses to communicate our product offering, programs and services to our dealerships and Steelcase salesforce.
- **WSCA Contract Information on www.steelcase.com** – an overview of the WSCA / Steelcase agreement will be highlighted in the State & Government industry segment section of our corporate website that provides the world with information on the Steelcase offering.

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

The electronic and website tools that Steelcase and our dealers offer to our customers generally provides tremendous benefits in the following ways :

- **Information Management** - this will be a critical element of supporting the WSCA contract with contract users. To reach the wide number of state & local government entities, the website(s) we intend to create for your use will provide users with comprehensive information on the Master agreement, participating addendums, products available, service offerings and all information needed to educate WSCA contract users .
- **Visualization of Solutions** – a very important element in creating inspiring workplace solutions is the ability to visualize what those new office environments will look like. Features of our website for WSCA that will support this are “Planning Ideas” and product images to name a couple specific links.
- **E-Commerce** – depending on a state entities requirements and desire to streamline their procurement process, Steelcase can offer it customers a complete e-procurement system in which they can view catalogs tailored to their standards, approve project quotations, place orders 24/7 and get order information at any point in the process.
- **Asset Management** - Improve and simplify the management of furniture assets. Electronic tools created to track inventory, encourage reuse of existing products, manage churn and dispose of unused furniture are also available to our customers.

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

The website(s) we create for WSCA and participating entities will be customized to their specific needs but much of the extensive information provided will leverage the vast amount of details information made available on our company website. So to best understand the level of information and details that will be available to state & local customers through the WSCA website, please refer to both www.steelcase.com and the “mock-up” of the WSCA site.

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

Yes - the website(s) we create for WSCA and participating entities will provide complete information on our authorized dealers in a couple of ways including our Steelcase Dealer network locator on www.steelcase.com which will be linked to the WSCA site and a listing *by state* of the authorized Steelcase dealers selected by the participating entities to serve their individual participating addendums.

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 ?

The order process for WSCA members will be the same as for any other Steelcase customer. **For your convenience, a process map follows. We felt it is important for you to see the process that helps to ensure consistent results for all WSCA contract users (without going blind).**

When WSCA members are ready to place an order for Steelcase products, their local participating dealer will enter the order using the Hedberg Data System. Hedberg is tightly integrated with Steelcase's business systems which through EDI transactions, provides a constant, audited flow of your information.

The combination of thorough sales, design, order and installation processes and the most integrated order management system in the industry has and continues to provide unsurpassed service to Steelcase customers.

Any changes in representation to participating entities will be reflected in our website information as well as communicated the old fashion way, personal notification by our dealer and Steelcase sales and service folks to all contract end-users.

- b) To what extent are your firm's service centers open beyond the minimum described in section 3.11 ?

Steelcase order services teams in Grand Rapids, MI and Steelcase authorized dealers offices are opened at a minimum from 8:00 am to 5:00 pm. This just scratches the surface of our availability of our Steelcase and dealer personnel. Virtually all of the Steelcase representatives noted for each state territory have their cell phone contact information listed in the Who to Call information provided in our response. This allows for contact beyond the typical hours of operation. In the required WSCA websites for each participating state, we will provide complete contact information for sales, design and operations personnel for Steelcase and each participating dealer in addition to emergency contact information for each dealer.

Obviously, the use of e-mail and electronic order entry system allows for business to be conducted beyond the normal business hours.

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

YES - Steelcase offers and is set up to support all of the ordering options noted above.

The primary method and preferred basis of sale is one in which Steelcase owns the contract and in turn service the contract through authorized Steelcase dealers who specify, order, sell, install and provide the associated services to carry out the contract. **This is certainly the way in which we would recommend organizing the WSCA agreement.** This essentially allows Steelcase to do what we do best as a manufacturer and has our dealer providing the necessary local services needed to best serve our state and local government customers.

Experience as also proven that we, as a manufacturer and dealer network, must have systems in place for alternative sales and operating models. We have a complete Workplace Services group in place at Steelcase to service a direct model for those customers that requires that basis of sale and service. In those cases, we still service those accounts using our network of Steelcase dealers with the invoicing, order services and often reporting coming directly from Steelcase.

With a unique online system called Ensync, you can order online anytime from customized product and service catalogs created using your standards, negotiated pricing and internal ordering

processes. Ensync links to Steelcase's manufacturing system through the dealer's business system. This integration ensures accurate order placement and up-to-date reporting.

We will plan to make this a topic of discussion during the participating addendum process with each state. Whatever the preference of our WSCA customers, we will work to provide the most streamlined order processing to fit the needs of each and we will execute whichever model that allows us to exceed the expectation of each participating entity.

- d) Describe the process that will be used to ensure that a Customer Service Representative will respond to all inquiries within one business day. options available including OEM direct, authorized dealer network, and website order.

Immediate response (certainly within one day) is standard operating procedure for Steelcase and our authorized dealers. A couple practical ways in which we do and can ensure this type of customer service to WSCA members is to provide a emergency response type phone number and e-mail on the dedicated websites established for WSCA participating members AND establishing performance measurements and reporting process that can be reviewed during annual review(s) with WSCA and the participating entities.

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

Our Steelcase and dealer design services can best be described as a thorough needs evaluation that provides customer driven and insight led design solutions. Proven design methodology and leading edge technology used by trained / experienced design professionals to create inspirational workspace. For more ,visit <http://www.steelcase.com/en/resources/design/pages/overview.aspx>.

Installation is completed on time and on budget by trained professionals. Turnkey project management, installation, reconfiguration, punchlist coordination and post installation evaluation all part of offering.

- 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.

Steelcase and our authorized dealers are dedicated to the prompt resolution of any issues that may be discovered. There are multiple channels through which product or service complaints may be received, including from our dealers, 1-888-Steelcase, web-based forms, e-mail, fax, and other sources. Once a complaint is received by Steelcase the information is entered into a specialized program called **Laser Notification**. From this program, a ticket is created to monitor and manage resolution. Related issues are logged under the same ticket number. A multi-level escalation process exists to ensure ownership of a ticket/issue at a level in the company appropriate for determining a solution and managing complaint resolution.

The method of investigation and resolution of complaints varies significantly based on the situation. Some solutions may already exist within available information sources, while others need to be created through collaboration with the appropriate individuals, groups, plants, etc. Throughout the process of determining an appropriate solution, it is the responsibility of the current ticket/issue owner to maintain the accuracy of the information documented within **Laser** (e.g., ticket ownership, status, supporting documentation and correspondence, etc.). Once the appropriate solutions are identified, the ticket/issue owners within Steelcase are responsible for communicating proposed solutions back to our customer. Upon acceptance, the ticket/issue owner is responsible for managing solution implementation at a level appropriate to meeting and exceeding our customer expectations.

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

All Steelcase products are manufactured to customer specifications and, therefore, are not subject to return. Non-conforming products will be repaired or replaced at no charge to you. A product is considered nonconforming if it is defective or if it fails to comply with information published in the Steelcase Specification Guide or your purchase order. Replacement orders for non-conforming products are processed immediately, and Steelcase expedites the shipment of replacement items to the location you specify.

4 5 6 7 8 9 10

	4	5	6	7	8	9	10
	Customer Approves Detail Estimate and Issues PO	Project Mgt.	Customer Approves final solution	Manufacture	Deliver & Invoice	Install & Invoice	Customer Sign-off Installation
	- Customer approves Detail Estimate and issues PO	- Project Application & Specification - Project management & coordination (drawings, specifications, schedules, contracts, etc.) - Order process support - Application consultation/review - Reservations - Delivery Scheduling - Specials Engineering - Site Validation	- Customer approves final solution				Customer Approves Installation
site set, floor, raised bed			Order entry			- Punch List resolution	- Punch List complete
ditions		- Site Validation				Product: - Received - Inspected - Staged & Sequenced - Installed	- Punch List completed
				Product Produced	Product Delivered & Invoiced		
	Customer Approves	3-5 weeks	Customer Approves	4-6 weeks	Per Schedule Request	Final Inspection	Customer Dependent

4.5 Delivery

- a) Describe in detail how your firm processes emergency or rush deliveries that are requested by a purchasing entity ?

Steelcase offers three (3) quick delivery programs speed products from Steelcase companies to customers with fast-paced needs.

Steelcase Express12 – This program offers speed, flexibility and access to a very broad product line—nearly 50% of what Steelcase makes, including the most popular components. All Express12 products are delivered to any location your dealer specifies within 12 business days of receipt of your order. Remote areas in the United States and parts of Canada may take a little longer. You can specify delivery for any particular business day after this 12-business-day standard, so if you need something in 15 business days, that's when you'll get it.

2-Day Quick Ship - Steelcase and Turnstone launched a new 2-Day Quick Ship Program. The program includes our most popular seating and storage products. What's unique about the program is that the products are made to order—nothing off the shelf with only a limited selection of styles and finishes.

Brayton Fast Track 15-Day Program - Brayton International's Fast Track program offers 78 models, 40 textiles, 20 standard wood finishes—each shipping within 15 days from receipt of your order. Extra time should be allowed on orders shipping to remote areas of the United States, all of Canada and overseas.

The "quick ship" programs are made available for the convenience of our customers and come in very helpful for unforeseen needs as Steelcase sets aside production time to ensure the performance of these programs. However, through experience, established project management practices, reservation systems, timely customer service and accommodating sales fulfillment representatives; we most often help our customers avoid these "express" programs that carry a small premium.

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

Whether the WSCA contract customer is requesting Drop Ship delivery, Inside delivery or Delivered & Installed service from Steelcase and our dealers, Steelcase typical lead time on the manufacture and shipment of product from date of order entry is approximately 4 – 6 weeks. As noted above, quick shipment programs can accommodate fast paced requirements. The current standard leadtimes are published weekly by Steelcase for dealers to plan projects accordingly. The published lead times communicated to our dealers may fluctuate by product line but one thing that rarely changes and that is the delivery date that is communicated to our dealers when acknowledgement is given to them upon order entry. The ship dates communicated to our dealers at the time of our entry are based on the requested delivery date of the customer and our ability to produce at that time but most often is inside the published leadtimes. Communication and commitment are key to our delivery success.

Most importantly, we measure our success more in terms of our customers expectations and our performance in "doing what we say we will do" than standard lead times. Some of the measurements tracked in this regard on a daily, weekly and quarterly basis are:

- Orders Shipped - % on time and complete
- Orders Shipped - % on time
- Orders Shipped - % complete
- Defective parts per million
- Sales order to delivery ratio (to measure delivery splits / backorders)
- Schedule Request Success Ratio ("Say Yes" measure – meeting customer requested dates)

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.

Steelcase began in 1912 as The Metal Office Furniture Company in Grand Rapids, Michigan. We received our first patent in 1914 for a steel wastebasket -- a major innovation at a time when straw wastebaskets were a serious office fire hazard. That led to metal desks, and we've led the way with product and service innovations ever since.

Our past is important to us. Steelcase was founded by people with a strong commitment to integrity and to doing the right thing for customers, employees, business partners, associates and neighbors. Their principles became the foundation of our company and have been passed on from decade to decade and generation to generation. Living our core values is as essential to our identity, reputation and success today as it has been in the past.

Today, Steelcase is a global, publicly traded company leading our industry with fiscal 2011 revenue of approximately \$2.4 billion and nearly 10,000 employees around the world. We are globally accessible through a network of channels, including over 650 dealers worldwide.

Our strategy is to grow by leveraging our deep understanding of the patterns of work, workers and workplaces to offer solutions to help our existing customers migrate to new ways of working, and to grow our business into new customer markets and new geographies. Insights are core to everything we do. We study the ways people work, and we collaborate with a global network of research partners including leading universities, research institutes and corporations. We seek to understand and recognize emerging social, spatial and informational patterns and create products and solutions that solve for the intersection of all three. By focusing our insights on the overlap of these elements, we can create products and solutions that enable better social interactions, enhance collaboration, and facilitate greater information sharing. This approach is the lens through which we filter opportunities for development.

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

Our brands offer a comprehensive portfolio of workplace products, furnishings and services, inspired by nearly 100 years of insight gained serving the world's leading organizations. Steelcase Inc. encompasses three core brands -- Steelcase, Turnstone and Coalesse and several sub-brands, including Nurture, our healthcare division.

With our desire to provide a large majority, if not all, of our product lines to WSCA members as part of this contract, it would take over the 3 page limit to capture our offering. For example, our seating catalog offers over 100 lines of seating products alone.

In an attempt to provide a direct answer to the question asked, listed below are the approximate number of product lines in each of the product categories included in the scope of the WSCA RFP.

- Systems and Accessories lines: 7 product lines
- Seating: Over 100 product lines
- Tables: Over 35 product lines
- Filing / Storage / Casegoods: Over 20 product lines

Due to the extremely wide range of product offered by Steelcase, it becomes difficult to quote a specific number of product lines. There are literally hundreds of product lines and thousands of styles with extensive optional features and a vast number of finish options available in each line. All of which we intend to make available on the WSCA contract.

You will find that we have outlined the products in groupings and communicated the lines being offered in Appendix E but encourage you to visit www.steelcase.com and view "Products" section to fully appreciate the breadth of our offer. Some of the most popular product lines have been indexed out in the offering to provide specific discounting for those lines while many product lines are covered in a "balance of line" type discount for all other products within certain brands or product categories.

As, or even more, important than the choice provided by such an extensive product offering are our dealer design professionals and teams that help WSCA contract users create inspiring work environments. The experience and insights provided by the Steelcase and dealer sales, design professionals and installation teams help guide you through a process that keeps things simple.

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

This is probably the single most important question in the entire RFP as the factors below will likely be the most important in driving results for WSCA and its members. We believe that the key factors that will allow Steelcase to promote and grow the WSCA contract business better than any others in our industry are:

- **"proven" experience and results serving such cooperative contracts and effectively managing large scale customers and contracts**
- **brand and industry recognition**
- **accountability**
- **strength of our distribution and market coverage**
- **our collaborative approach to building results together**

We have expanded on these key factors in our executive review document provided with the cover letter in this RFP response. We hope you will agree that these are the critical aspects that will help Steelcase and our dealers build a long term relationship like no other with WSCA.

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

We view business reviews as a tremendous opportunity to review results and more importantly learn where we can better serve our customers. A typical outline for such a review would include:

- detailed volume reporting (by customer, by product line, by dealer, etc)
- performance measurements as set by customer
- requested or desired changes to their agreements
- discussion points to uncover customer initiatives and goals
- what's new at Steelcase
- action steps to pursue together.

These are some of the typical areas of interest that we tend to cover today with many of our customers in such reviews. However, we are careful to make sure to tailor any such annual review to cover what the customer indicates is important to them.

- d) Describe specifically what information the OEM contract administrator would provide at annual meetings with the Master Agreement Administrator.

In addition to the topics we review with the individual participating states, it will be important to review such things as WSCA's organizational results and new objectives, feedback you are hearing from members, discussion of joint marketing efforts to be made and any other areas of opportunity that will increase the effectiveness of the contract. We would also use the opportunity to review any any changes to the Steelcase and dealer teams made throughout the year.

- 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.

With experience, through a dedicated network of authorized dealers who have been implementing these types of nationwide, comprehensive contracts for years. While Randy Lundblad will be the single point of contact ultimately accountable to WSCA for results, it is our team of integrated dealers that is responsible for executing the contract.

Extensive communication of all program details and any contract changes in addition to managed performance / reporting are critical elements of successfully implementing the WSCA contract.

Upon award, we will expand upon the contract launch plans, on-going marketing plan and the communication plans which will be put into action by the Steelcase team with our dealer partners and WSCA.

We have also included in our **executive review** document following our cover letter some of the additional details of the comprehensive marketing efforts we intend to put into action which will provide the desired results.

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

Randy Lundblad – 616-247-3010 / rlundbla@steelcase.com – as the Industry Leader for State & Local Government segment, Randy will serve as your single-point of contact and accountability for Steelcase. He has responsibility for the successful implementation and fulfillment of your contract.

Rich Isphording – 513-266-0665 / risphord@steelcase.com – Rich manages the entire government vertical segment in his current position as Director of Government Segments. Randy is directly accountable to Rich and is in daily contact with Rich as well as responsible for weekly reporting session with him.

Steve Morrow – 616-246-9448 / smorrow@steelcase.com – Steve will act as the Steelcase executive sponsor of the WSCA contract is Steve Morrow. In his position as Vice President, North American Sales, Steve has been a huge advocate of our selected cooperative contract agreements and continues to bring his support as needed to leverage such contracts to serve vertical markets such as the state and local segment. Rich is direct report to Steve.

While **Randy, Rich and Steve** will provide the key leadership and management of the WSCA contract, we will aggressively and proactively focus our regional sales management team, our Steelcase sales representatives and our 220 plus authorized dealers in the US on the WSCA contract and entities the contract serves. More on accountability can be found in our executive review document provided at the beginning of our proposal.

4.7 Authorized Dealer Relationships

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

To ensure that our dealers not only meet but also exceed your expectations, Steelcase requires each of our North American dealers to be "authorized" by meeting a strict set of standards for knowledge and services. We were the first in the industry to institute a dealer authorization program and we require dealers to be reauthorized on a regular basis, to match our customers' rapidly changing needs and expectations. Due in part to the success with this program in North America, we have implemented a similar dealer accreditation program worldwide. The strength of our network of dealers has been built around these standards and has essentially lead to our worldwide leadership position in the commercial furniture industry.

The authorization process provides us with the structure to ensure that our customers receive consistent and quality service throughout the United States and world. Our answer to the next question (b) will provide you with a few of the measures and standards that have been used in the Authorization process since it's inception in 1998.

Provide an **Authorized Dealer List on TO11013 Appendix C Acceptance Document Section 4 Supplement** in the format provided.

As required, please find the completed **Section 4 Supplement** that provides the entire list of authorized dealers in the US available to the WSCA participating entities (with all requested information for each). The supplement is provided immediately following this two page section.

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

Some of the ways in which we hold our authorized dealers accountable and measure performance are:

- **Fast Stats** – is a real time reporting and benchmarking tool to capture and organize dealer financial data, including income statements and balance sheets. This information is used to analyze a specific dealer's business performance and to benchmark against other dealers.
- **Dealer Sales Planning process** – conducted with each dealer on an annual basis with quarterly reviews ensures that authorized dealers are meeting sales volume obojectives by proactively planning and scheduling account activities and marketing plans in the respective markets.
- **Dealer Satisfaction surveys** – conducted annually and then tied to continuous improvement proess within Steelcase and dealer networks. This form of survey is completed with dealer customers that have done regular ongoing business with the dealer to measure their satisfaction with on-going service(s).
- **Customer Satisfaction Measurement** – The Steelcase "CSM" process is a single common and consistent web-based customer measurement system developed and available specifically for Steelcase dealers to use with their customers. For years, Steelcase authorized dealers have been providing customer satisfaction results to internal quality improvement teams utilizing key principles for the Steelcase Quality Alliance program.
- **Order Shipment tracking** – as noted in our answer to Section 4.5b, Steelcase measures and reports weekly on the order shipment performance to our dealers. The delivery performance is not only a reflection on Steelcase performance but also reflects on the dealers performance as they are a key player in the entire order process.

Other Measures include:

- Financial reporting
- Account sales activity nationally, regionally or by business unit

- Work order cycle time
- Redeployment / resuse cost avoidance
- Warehouse turnover
- Call Center response time
- Customer specific performance reporting

Steelcase also assist our dealers in benchmarking some specific Dealer Order Management practice s by utilizing Community of Practice groups. Resulting performance benchmarks are:

- Order Processing Activity – productivity measure
- Order time in Process – effectiveness and satisfaction measure
- Inventory Aging Impact – turn and / or storage cost measure
- Cost of errors – process and training effectiveness measure

This managed performance and the dedicated accessment that our dealers puts themselves through is what provides for the consistent high performance you expect from Steelcase authorized dealers.

- c) Describe in detail the process for revoking a dealership from an authorized dealership for issues related to poor performance..

Our relationship with our dealerships is extremely unique in that we do not have “signed” dealer agreements but rather “trusted” long term relationships with our partners in business. Not to be mistaken, both Steelcase and our authorized dealers hold themselves and each other accountable for defined performance requirements. However, it is rare that we need choose to discontinue a business relationship with our selected dealers and if we do have any such changes in our distribution, it is under mutual agreement. Corrective actions usually addresses most any performance issues identified with rare exception of continued non-compliance with Steelcase credit terms and policies or violations of policies as outlined in the “Steelcase and the Steelcase dealer” document which may lead to termination of the business relationship.

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

Steelcase channel distribution team members align with our Steelcase sales & management teams to identify the specific areas of improvement needed. This is done through meetings with customers as needed and dealer management teams to insure alignment on the root cause of issue. From those discussions and meetings, a written corrective action plan is agreed to and tracked by all on agreed upon schedule. Some examples of corrective actions might include things like installation training, lead installer training, sales training, order entry training, financial reviews or may include detailed plans to improve performance with specific customers.

Steelcase and our dealers work hard to take steps in adhering to performance standards that keep things from getting to the stage where correction action process is needed but when required we are all devoted to doing whatever is necessary to serve our customers.

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

Please refer to our answer to Section 4.4 f.

5.2 Systems Furniture and Accessories

Steelcase workspace solutions are designed to support people and the businesses where they work. The landscape of today's workplace is changing. Footprints are shrinking while expectations are growing. People are looking for a variety of settings to choose how and where they want to collaborate. Today's workspace needs to work harder by working smarter.

Steelcase offers 15 systems furniture lines to choose from that offer a variety of features and options. Our legendary Series 9000 and Avenir lines have been around for 30 years and have evolved over the years to meet user needs. Answer is our best selling systems furniture line with an installed customer base of approximately \$2.5 billion.

Your choices aren't limited to just one product line when developing your workplace solutions. Our systems furniture along with our Universal storage and worksurfaces are designed to cross product lines so you can mix and match for a customized look.

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

Our responses to the items that follow are broadly based and are not specific to any of our systems furniture lines.

- 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.

RESPONSE: With Steelcase systems products, power and cabling can usually be routed in the base, top cap, and vertically within the panel. Removable panel skins and top caps provide easy access to cabling. Cable drop boxes allow cabling to travel through adjacent top caps even across panels of different heights. Wire managers conceal cords and cables. Five circuits specifications are available: 3 circuit shared neutral, 3 circuit separate neutral, 4 circuit 3+D, four circuit 3+1, 4 circuit 2+2. Base trim knockouts allow for two power receptacles, two data receptacles. TRI panel offers integrated desk-height access to voice, data and power. Enhanced panels allow distribution along top caps, through the panel cavity and along the base.

- 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.

RESPONSE: Stacker tiles feature quick and easy installation without disruption to adjacent panels, worksurfaces, or cabling. More privacy can be provided by adding fabric stackers to a workspace. Stacker tiles are designed to install over lay-in cabling. Cabling can continue to run beneath the stacker without the need for feed through. Stackers are available in a variety of heights and widths with glass, fabric, wood, markerboard, steel, laminate, slatwall, and tackable acoustical skins.

- 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).

RESPONSE: Surface materials can influence and impact the feel of a space. Steelcase surface materials are designed for ease of coordination and use, abundance of choice and thoughtfulness to the environment. The offering consists of a wide array of textiles, paints, laminates, woods, metals, plastics, and other finishes.

Our surfaces work together. We've taken the guess work (and just some of the plain old work) out of trying to coordinate material types. Finishes coordinate. Laminate colors and patterns are created from paint colors. Choose a color and let the palette do the work. Choose any textile, wall covering, carpeting and other architectural elements for a space. The hard surfaces collection will coordinate with them. Choose a color palette whenever you need to in the design process. Finishes work across product lines.

Steelcase offers a menu of mix and match choices for systems furniture:

- 32 vertical surface fabrics in a wealth of colors (price groups 1, 2, 3, and A)
- 32 paint colors (price groups 1 and 2) along with PerfectMatch Paint (price group 3) and 6 accent color paint choices (price group 3)
- 64 laminate high and low pressure choices (fiber, micro, pulp, solid, speckle, metallic, and woodgrain choices along with open line laminate at an upcharge)
- 42 plastic color choices
- 38 edge band colors
- 63 flat cut, quarter cut, rift cut, full fill and open pore finish choices along with premium wood choices
- 16 glass choices
- 16 metal and accessory paint choices

Of course, not every finish choice is available on every systems product line. Availability can be easily determined using the surface materials matrices that are located on the steelcase.com website.

Custom Choices: Even with the choices we offer through Steelcase and Select Surfaces, we know that sometimes there is a need to provide customers with a solution that is uniquely theirs. Custom Surfaces are things like:

- COM (Customer's Own Material)
- Open Line Laminate
- PerfectMatch paints
- Customiz stain

If you would like additional information about Steelcase's surface materials, please visit us at <http://www.steelcase.com/en/products/surfaces/pages/overview.aspx> any time. There, you'll have access to our finish library so you can view the full offering.

Sustainability: Steelcase lives by a set of environmental design objectives to guide our product development work. These objectives include product durability, recycled content and recyclability, elimination of harmful materials and indoor air quality impact, use of sustainably harvested woods, reduction of energy use, and product end of life strategies. These objectives are intended to drive us forward so that each new product will have a stronger environmental profile than the one it replaces.

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.

RESPONSE: Steelcase's Universal Worksurfaces offering is a comprehensive solution of worksurfaces, supports, and privacy screens designed to deliver flexibility, mobility, and options to create inspiring spaces that support the different ways people work. A beautiful, light-scale aesthetic which gives designers new solutions across a broad spectrum of applications including traditional panel mounted systems, freestanding light-scale desking, panel wrapped desking, private office, conference, and teaming.

Universal Systems Worksurfaces feature:

- an extensive shape and size offering that allows designers to meet a variety of planning applications
- a choice of curvilinear or straight-front shapes
- user front edge is available in choice of 3 mm edge or ergonomic P-edge
- half-inch cord drop in the back of the worksurface providing the most efficient routing of cords for an uncluttered desktop and available in three depths: 18-3/8"D, 23-1/2" D, and 29-1/2" D
- full depth choice provides an uninterrupted working surface that fits flush to the panel and allows L-configuration planning and available in three depths: 18-7/8"D, 24"D, and 30"D
- standard scallops that allow large cord heads to easily pass below the desktop; scallops can be eliminated for freestanding applications
- a full offering of Steelcase High-Pressure Laminates or veneers; specifiable 3 mm edge or P-edge colors
- cantilevers, center support panels, end panels, pedestals, legs, or desk supports

Environmental Certifications

- SCS Indoor Advantage™ certified for indoor air quality – both veneer and laminate
- level™ 1 certified to the BIFMA e3 sustainability standard
- PVC-free edge banding is also available.

The finishes available on worksurfaces are the same as described above in item C.

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.

RESPONSE: Universal Storage which includes pedestals is a comprehensive and versatile storage system. The variety of products and aesthetics suit a broad range of customer budgets. Universal flush features door and drawer fronts with an integral pull. Universal proud is available in steel or wood fronts with the choice of four pull styles.

Pedestal and drawer choices include:

- fixed-height pedestals that rest on the floor and provide support to worksurfaces; top is open to accommodate attachment to a worksurface; attachment hardware is included

Dimensions	
Depth with flush steel front	17-1/2", 22-5/8", and 28-5/8"
Depth with proud steel or wood front	18-3/8", 23-1/2", and 29 1/2"
Width	15"
Height	25-1/2" and 27"

- mobile pedestals fit under a worksurface or can be moved wherever storage is needed (cushion top is available as an option on the shorter mobile ped)

Dimensions	Box/File	Box/Box/File & File/File
Depth with flush steel front	17-1/2" and 22-5/8"	17-1/2" and 22-5/8"
Depth with proud steel or wood front	18-3/8" and 23-1/2"	18-3/8" and 23-1/2"
Width	15"	15"
Overall height with 1/8"H top	21"	27"

Features

- Locks are standard on all pedestals and controls all of the drawers in the pedestal
- Four casters are hard composition and non-locking, with a full-rotation swivel mechanism; exposed at the base of box/file pedestals and concealed with the base of box/box/file and file/file pedestals
- Drawers are welded steel construction and open to their full depth for total access to the contents; box- and file-size drawers are available
- Leveling glides adjust to install pedestals on uneven floors
- Finished back and sides are standard
- Pencil tray to hold small office supplies is included with each box/file and box/box/file mobile pedestal
- Field-installed accessories are available, including pencil trays, media trays, stationary trays, dividers, and rails

The finishes available on pedestals are the same as described above in item C.

- 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).

RESPONSE: Universal Storage includes overhead storage units in sliding door and over the case and in the case models as well as universal shelves.

Over the Case Bins Features

- bin is steel and ships assembled
- can be attached to panels with an on-module bracket and provide overhead storage in the work space
- safety catch locks overhead storage unit to frame to prevent accidental removal
- on-module attachment brackets are used to mount bins on panels of the same width as bins and are included with the bin as a standard component
- backstop prevents notebooks and equipment from damaging the surface of the panels or walls
- flat-front and radius-front lift-up doors open and close quietly. when up, the doors rest on top of the case to provide more storage space inside
- locks are standard on bins to secure the door(s); located underneath the center of the shelf; are standard factory installed, keyed random; two-door units are keyed alike; a no-lock option is available
- recess beneath unit can accommodate a shelf light
- vertical wire managers are available to conceal cords that are routed from light mounted beneath overhead storage

Dimensions

Depth	15-3/4"
Width	24", 30", 36", 42", 48", 60", 66", and 72"
Height	16-1/4"

Universal In the Case Bins Features

- attach to panels with an on-module bracket and provide overhead storage in the work space. Door is available in steel or wood
- can be attached to panels with an on-module bracket and provide overhead storage in the work space
- safety catch locks overhead storage unit to frame to prevent accidental removal
- on-module attachment brackets are used to mount bins on panels of the same width as bins and are included with the bin as a standard component
- backstop prevents notebooks and equipment from damaging the surface of the panels or walls
- flat-front and radius front lift-up doors open and close quietly. When up, the doors rest on top of the case to provide more storage space inside
- locks are standard on bins to secure the door(s); located underneath the center of the shelf; are standard factory installed, keyed random; two-door units are keyed alike; a no-lock option is available
- recess beneath unit can accommodate a shelf light
- vertical wire managers are available to conceal cords that are routed from light mounted beneath overhead storage

Dimensions

Depth	15-3/4"
Width	24", 30", 36", 42", 48", 60", 66", and 72"
Height	16-1/4"

Universal Shelves

- shelves are steel and ship ready to assemble
- a 1/2" gap exists between the personal shelf and the panel to allow for cable routing
- metal backstop on universal shelves prevents notebooks and equipment from damaging panel surface
- on-module attachment hooks are integral to the end supports and are used to mount shelves on panels of the same width as bins
- safety catch locks shelf units to frame to prevent accidental removal
- vertical wire managers conceal cords and cables that are routed vertically outside of the panels

Dimensions

Depth	14-3/4"
Width	24", 30", 36", 42", 48", 60", and 72"
Height	7-1/2"

The finishes available on overhead bins and shelves are the same as described above in item C.

Environmental: Universal storage components are certified to these standards:

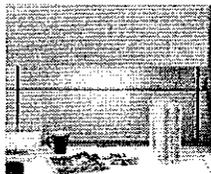
- SCS Indoor Advantage™ Gold
- level™ 1 to the BIFMA e3 sustainability standard
- MBDC Silver Cradle to Cradle™

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

RESPONSE: Steelcase offers a variety of lights, ranging from shelf to personal task applications. We offer effective, efficient and high performing lights. Designed and engineered to provide cost-effective, lighting solutions, Steelcase offers a full line of task lighting, under-bin/shelf lighting, and occupancy sensors. Steelcase lighting products are environmentally sustainable. LED lights are energy efficient, contain no heavy metals, and may contribute to LEED certification. LED lights are designed to illuminate the personal work zone in the open plan, making it easier to access information more efficiently.

Task lighting choices that work with systems products include freestanding, panel mounted, rail mounted, and under-bin and under-shelf mounted models. The various models have different lighting choices, finishes, and environmental features. Following is the menu of task lights to choose from. Additional information about the lights is available at <http://www.steelcase.com/en/products/category/lighting/lighting/pages/grid2.aspx>.

Task Lighting Portfolio



Bottomline



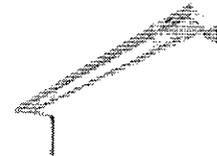
dash



Elsa



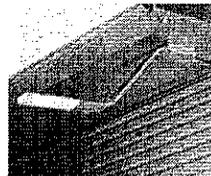
Kast



LED Personal Task Light



LED shelf light



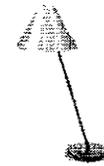
Mini SOTO Extended LED Task Light



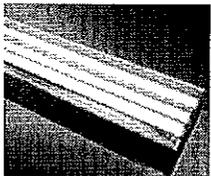
Mini SOTO LED



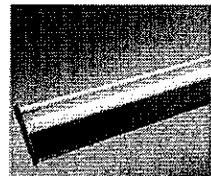
Personal Underline



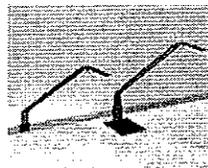
Pisa



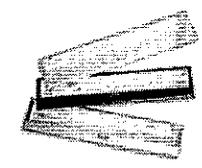
Shelf Light-Standard



Shelf Light-Utility



SOTO LED



Underline

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

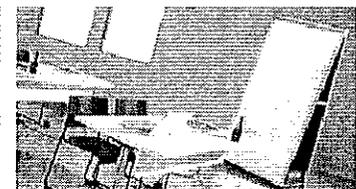
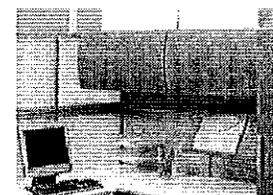
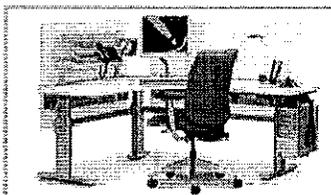
RESPONSE: Worktools and accessories are the perfect tools to give users control and to make the workspace really work. They ...

- provide ergonomic sensibility
- help manage clutter
- organize information
- improve productivity



Worktools and accessories include:

- Boards and easels: static and interactive whiteboards, mobile whiteboards and screens
- Cable management: cable rings, spools, and managers
- Computer support: keyboard supports and monitor arms
- Organizational Worktools: slatwall, slatrail, and freestanding, letter trays, personal shelves, pencil cups, and more



- Power and data accessories: Power Pod and worksurface mounted power and data jacks
- Sounds masking: sound masking, paging, and music systems

To view the complete selection of Steelcase Worktools and accessories, please visit our website at <http://www.steelcase.com/en/products/category/worktools/pages/overview.aspx>

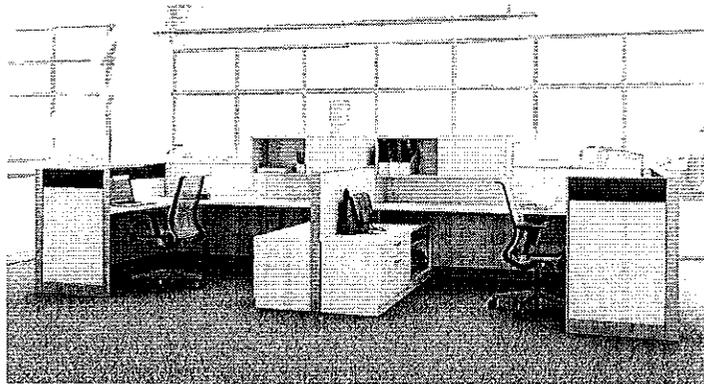
Systems Portfolio

Since Steelcase's systems furniture selection is so vast, for the purpose of responding to the Systems Furniture and Accessories Evaluation Criteria, we are providing information about three of our most popular lines.

Answer

Answer systems furniture from Steelcase offers an unparalleled range of applications, aesthetics, technology support and ownership adaptability, Answer is designed with built-in flexibility and interconnectivity to meet today's evolving workplace demands.

- **Flexibility Built In:** From open bench applications to more individual private space, the inherent flexibility of Answer is built in and provides workers with the ultimate balance of privacy and collaboration. Quickly change heights and widths without buying a new panel. Reuse components during changes to save time and money and to minimize waste.
- **Choices:** Answer's consistent design language and wide range of aesthetic options ensure integration into any environment while optimizing real estate. Create a look that reflects the unique culture of your organization. Answer supports a huge range of materials including wood, laminate, paint, fabric, glass, ribbed steel, perforated steel, and flat steel. Answer also accepts custom materials, custom laminates, and PerfectMatch paint.
- **Mobility and Technology:** From mobile devices to video chats to cloud computer, Answer supports mobility and technology used in today's workplace. Answer accommodates mobile workers who are constantly on the move or anyone who regularly circles for a place to land and connect. Panels and worktools provide boundaries and create individual spaces. Power and data are easily accessed at desk height.



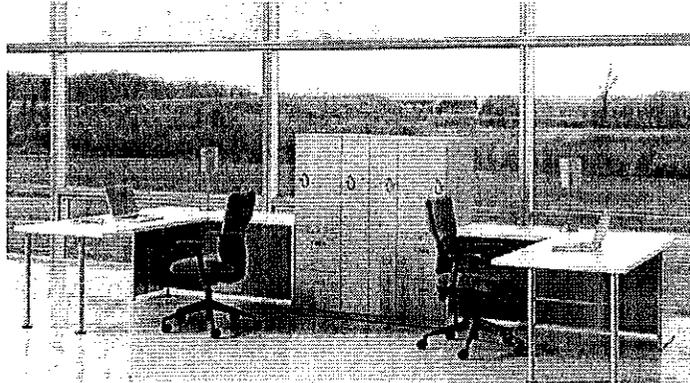
Environmental Certifications: MBDC Cradle to Cradle™ certified, level™ 2 certified to the BIFMA e3 sustainability standard, and SCS Indoor Advantage certified

- A typical Answer workstation contains 44% recycled content and is 73% recyclable
- Answer's open-core construction means panel components are easily taken apart and recycled; recyclable parts are clearly marked
- Answer wiring is PVC and halogen free as well as RoHS compliant

Kick

With all the essentials, walls, desks and storage, Kick Freestanding is one of the most versatile product lines designed to express your style and meet individualistic needs. It also blends very well with Kick panel system and other Turnstone products.

- Modular, versatile, durable, and simple to order
- Components designed for ease of configuration and inventory management
- Can be combined with other systems and storage products for even more options
- Full range of surface material options
- Broad statement of line



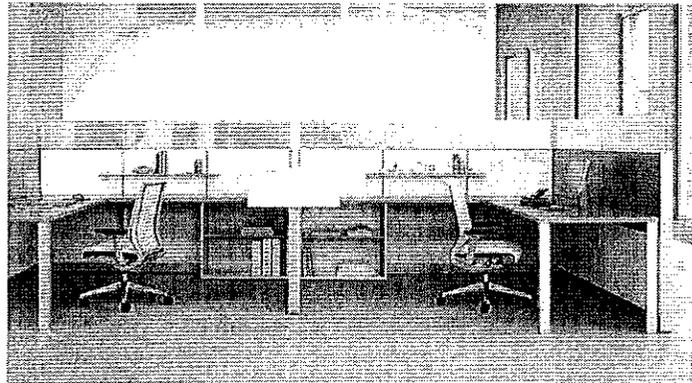
Environmental Certifications: level™ 1 certified to the BIFMA e3 sustainability standard, and SCS Indoor Advantage certified

- A typical Kick workstation contains 49% recycled content and is 67% recyclable

Montage®

Underneath Montage's elegant and versatile exterior, you'll find the flexibility, technology, and tools that help transform workspaces and meet the needs of individual employees.

Montage transitions seamlessly from private offices to public spaces, with design options that help you to differentiate spaces while still maintaining your desired aesthetic look.



Available in both monolithic and tiled options, nothing comes close to Montage's craftsmanship, build integrity, aesthetic versatility and beauty.

Montage offers a breadth of surface material options, is highly customizable, and features a superior fit and finish.

- Stackable and destackable frames allow for varying levels of visual and acoustical privacy.
- Hinged or pocket doors are available for spaces where additional privacy is needed.
- Off-module panels, worksurfaces and storage connection allow for total planning flexibility including expanding or decreasing the size of the workstation with ease.
- Features like frameless glass dividers, full height tiles that don't require base trim, and extended top caps that minimize seams all help you customize your space even more.

Environmental Certifications: MBDC Cradle to Cradle™ certified, level™ 1 certified to the BIFMA e3 sustainability standard, and SCS Indoor Advantage certified

- A typical Montage workstation contains 45% recycled content and is 75% recyclable
- Montage wiring is PVC and halogen free as well as RoHS compliant

5.3 Seating

Steelcase has spent more than 60 years asking, “How can chairs serve people better?” The answers have come in hundreds of forms – the widest variety of office chairs anywhere. Whatever you ask of seating – productivity, high style, environmental performance – Steelcase probably has your answer.

The Steelcase portfolio of chairs is designed for more than just ergonomic considerations; they're designed to promote wellness in the workplace. Our chairs adjust to the needs of the user—not the other way around.

In our research on healthy sitting, we discovered four things that advanced our view of how a chair needs to support the body. We learned: 1) the spine doesn't move as a single unit; 2) each individual's spinal motion is unique; 3) the upper and lower back require different amounts and types of support; and 4) vision and reach impact posture. These four key discoveries became the foundation for the Alive Seating™ principles – movement, orientation, fit, and sustainability. Five of our chairs have Steelcase's Alive Seating technology: Leap, Think, Amia, Siento, and Move.

Many of our chairs cross-over the typical seating categories and work well in more than one type of application. For example, our Cachet chair works as a task/work chair and a multi-use/guest chair. It's also stackable and is available in a stool version. Our versatile Think chair can be used as executive, work/task, multi-use/guest, and is available in a stool model.

Because our seating offering is so vast, we have included general information that is applicable to all the seating choices below instead of repeating it in each section. Additionally, there are many chair choices for each category so we've used one chair in each category to serve as an example of the chairs available from that category. Every chair does not have every feature described in the example, but you'll have many features and options to choose from when selecting your chairs.

Surface Materials

The surface materials options for Steelcase seating are even vaster than our seating offering. Since there are so many options, the details for all the chairs are listed here. Some finishes and surface materials may not be available on every seating product. A seating upholstery matrix is available on our website at <http://www.steelcase.com/en/resources/design/spec-guides/documents/seating.pdf>.

Our surface materials choices include:

- 22 plastic color options
- 7 paint color options
- 22 laminate options
- 16 wood finish options and Customiz Stain is also available
- 5 Price Group 1 surfaces offering 66 color options
- 10 Price Group 2 surfaces offering 109 color options
- 3 Price Group 3 surfaces offering 53 color options
- 1 Price Group 5 surface offering 21 color options
- 1 Price Group 6 surface offering 20 color options
- 10 leather color options
- 60 Elmosoff Leather color options

Designtex surfaces (Price Groups 2 through 10) and COMs are also available on Steelcase seating.

Sustainability

Steelcase Surface Materials is committed to an ongoing effort to reduce waste, while offering you surface material choices that minimize our impact on the environment. Our sustainable choices are:

- **Bo Peep** is an Oeko-Tex certified seating pattern made using 100% wool—a natural fiber and a totally renewable resource. Available as a Price Grade 5 Steelcase Surfaces seating upholstery.
- **The Cogent™ Group** is a collection of Steelcase textiles creating sustainable results through thoughtful design. Seven Steelcase seating and panel fabrics in price grades 2 and 3 make up The Cogent™ Group, and they are certified Cradle to Cradle™ (C2C) Gold by McDonough Braungart Design Chemistry (MBDC).



Programs and Services

Customer's Own Materials (Com) Program offers the opportunity for customers to select fabrics that are not offered through the standard Steelcase surface materials program for use on Steelcase products. Through the COM program, Steelcase will test your materials for application on Steelcase products. Once approved, you can place your order. Steelcase will facilitate the entire ordering process and give you a production schedule. Steelcase will order the COM fabric directly from the textile manufacturer.

Code Compliance: All Steelcase seating with standard upholstery fabrics complies with requirements of the State of California Technical Bulletin 117. All standard seating is labeled to be in compliance with California 117.

Steelcase offers Fire Code Seating modification (FCS) on nearly all seating models. The most rigorous fire codes in the nation have been developed in California, and the Steelcase FCS modification is designed to meet those codes. Fire Code Seating (FCS) indicates that a product is constructed to meet the strict fire code requirements of high public occupancy areas such as theaters, meeting rooms, and lobbies. The FCS standards will meet both the State of California Home Furnishing Technical Bulletin 133 (Cal TB 133) and Boston Fire Code (BFC). Boston adopted the California Home Furnishing Technical Bulletin TB 133 test standard in 1992.

Soil Retardants: Some Steelcase textiles and Designtex fabrics are available pretreated with soil retardant. Soil-retardant treatment is available on all other seating fabrics at an additional upcharge per seating unit.

Basics of Adjustability

Steelcase chairs offer varying levels of adjustability to meet the needs of many types of users. Adjustable chairs may offer one or more of the following features. The specific features offered on each chair dependent on the chair model.

Mechanisms

- Natural glide: seat slides forward as the user reclines
- Advanced swivel-tilt: incorporates a no front-rise design
- Synchro-tilt: chair back and seat are synchronized to move in a 2:1 ratio
- Weight-activated: recline resistance is directly proportional to the user's weight
- Balanced action rocker (BAR): allows the users to recline as the seat flexes
- Dual swivel: allows the back and seat to swivel independently or together
- 360 degree swivel: allows micro-movement to stay engaged at fixed height

Seat Adjustments

- Pneumatic height allows the user to remain seated while adjusting the seat height by way of a control button or lever
- Passive seat edge allows front edge of seat to drop down while seat angle remains unchanged
- Seat angle adjustment allows the user to change the angle of the seat
- Seat depth allows the user to slide the seat forward or backward

Back Adjustments

- Lumbar height provides additional lower back support
- Lower back firmness changes the amount of firmness user feels in lower back
- Upper back tension provides an increase as the user reclines
- Back tension allows the user to control the amount of resistance felt when leaning back
- Your Preference back control has four settings that allow for personal preference
- Variable back stop allows the user to lock the back upright or to preset the range of recline
- Upright back lock allows the user to lock the backrest in a full upright position or release it for full recline
- Multi-position back lock allows user to recline to the desired angle and lock it in place
- Back height adjustment allows the user to raise or lower the chair back
-

Arm Adjustments

- Arm height adjusts up or down independently
- Arm width moves the arms in or out independently
- Arm pivot positions arm rests as appropriate for the task being performed
- Arm depth moves chair arms out of the way so users can get closer to their work

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.

RESPONSE: Our executive seating category offers 12 choices in a multitude of models. We'll explore the Siento chair as an example of the chairs offered in the executive seating category. Siento chairs, designed in collaboration with Jorge Pensi, merge remarkable ergonomic comfort in a slim and sophisticated executive form.

Surface Materials, standard upcharges, and code compliance are as listed above. Test reports and a product environmental profile are available at your request.

Features

- Fully upholstered outer back
- Patented LiveBack technology is embedded in the back to change shape and mimic the user's spine
- Arms are available as either adjustable T-arms (height, width, pivot, and depth adjustable arms are available) or fully-upholstered enclosed arms; T-arms are removable
- Five-arm base is available in polished aluminum, platinum, or black with 3" hard dual-wheel casters for use on carpet; soft dual-wheel casters are available for use on hard floors



- Headrest option provides additional head and neck support
- High and mid back models are available
- Seat height adjusts from 16 to 21 inches and is standard with pneumatic adjustment mechanism; fixed-height option is also available
- Front seat edge flexes naturally to relieve pressure under the user's thighs
- Upright back lock and back tension control adjustment
- Tested to 300 pounds
- Level™ 2 certified to the BIFMA e3 sustainability standard, SCS Indoor Advantage certified Gold, Silver Cradle to Cradle™ certified
- Typical model is 91% recyclable; 28% recycled content (21% post and 7% pre-consumer content), PVC-free and chrome-free, standard leather is chromium free; life-cycle assessment completed

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.

RESPONSE: Our task/work chair category offers 14 seating lines. The chairs included in this category have a variety of adjustability features. Surface Materials, standard upcharges, and code compliance are as listed above. Test reports and a product environmental profile are available at your request.

The Think™ chair is a great example of the chairs offered in this category. Think also crosses product categories and can be used in many workplace applications. Designed by Glen Oliver Löw, Think is a high-performance chair with a progressive aesthetic, intuitive ease of use and strong environmental attributes.

Features

- Your Preference back control provides four settings
- Seat height adjusts within a 5" range with a pneumatic adjustment mechanism. A 4" range is available as an option. Stools have a 10" range
- Passive seat edge angle allows the front edge of the seat to flex 1-1/2" to relieve pressure under the user's thighs
- Translucent 3D Knit back
- Available with a fully-upholstered seat and back
- Two finish colors are available: black and platinum
- Optional polished aluminum base
- Optional adjustable headrest and lumbar which can be added or removed at any time
- Five-arm base is available in plastic or polished aluminum and has hard, 2-1/2" dual-wheels; soft casters are available as an option
- Arm options: armless, fixed arms, and height, width, pivot, and depth adjustable arms are available
- Stool has foot ring
- Tested to 300 pounds
- Level™ 3 certified to the BIFMA e3 sustainability standard, SCS Indoor Advantage certified Gold, Silver and Gold Cradle to Cradle™ certified (dependent upon the fabric selected)
- Typical model is 98% recyclable; 38% recycled content, PVC-free and chrome-free, standard leather is chromium free; life-cycle assessment completed



- 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.

RESPONSE: Steelcase's multi-use/guest seating category offers 35 chair choices; from wood, to high-design upholstered chairs, to club chairs and everything in between. Surface Materials, standard upcharges, and code compliance are as listed above. Test reports and a product environmental profile are available at your request.

The Move™ chair is a great example of the offering in the guest/side seating category. Under the seat cushion of the Move chair lies an innovative support system that conforms to the user's body. Using LiveSeat™ ergonomic technology developed for our Think® work chair, Move's seat flexors create a comfort pocket that supports users and moves with them. Move's simple design complements a broad range of work settings.



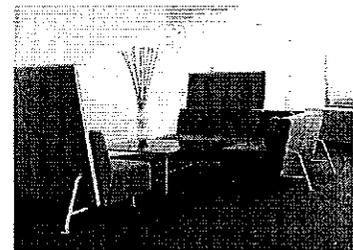
Features

- Fixed arms or armless
- Seat and backrest available upholstered or non-upholstered
- Casters or glides
- Arctic white, midnight, sterling, platinum or black back shell
- Platinum, midnight, or black legs
- Stacks 5 high
- Ganging and alignment device is available to link leg-base chairs together.
- Tested to 300 pounds
- Level™ 2 certified to the BIFMA e3 sustainability standard, SCS Indoor Advantage certified Gold, Silver and Gold Cradle to Cradle™ certified (dependent upon the fabric selected)
- Typical model is 99% recyclable; 21% recycled content, uses only 7 screws for easy disassembly and recycling

- 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.

RESPONSE: Twenty-three chair lines comprise the Steelcase reception/lounge seating category. Surface Materials, standard upcharges, and code compliance are as listed above. Test reports and a product environmental profile are available at your request.

The Bix Collection by Coalesse is an example of the types of products offered in our reception/lounge category. Bix offers a system of seating and tables that can create a variety of lounge-based applications that address lounge, group, or individual work needs. Each application provides convenient connections to power, voice, and data—the essential elements to support conversation and collaborative work.



Features

- Models include lounge chairs, sled lounge chairs, sectional seating (offered in corner, extended corner and straight unites), benches, bridge tables, occasional tables, work booth tables and back screens
- Integrated ganging device is included and connects sectional seating units together in the field
- Bridge and work-booth tables have optional factory installed grommets
- Back screen is available on lounge and sectional seating

- Power, voice, and data module can be installed in the grommet locations to bring power and communication to the worksurface
- 33% recyclable; 8% recycled content

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.

RESPONSE: Conference room seating crosses several of Steelcase's product categories so many of our chairs work well in conference settings. With so many choices, you have a range of features and price points to choose from. Surface Materials, standard upcharges, and code compliance are as listed above. Test reports and a product environmental profile are available at your request.



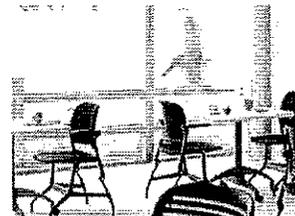
An example of the chairs available for conference room settings is Protégé. It features simple sophistication with basic ergonomic features. It's stylish, comfortable, and well suited for a wide range of tasks including moderate computer so it works an ideal chair for meeting rooms. Protégé's features and options include:

- Adjustable back tension
- Pneumatic seat height adjustment Upright back lock
- Advanced swivel-tilt with no front rise
- Arm options include fixed arms with or without soft armcaps and armless
- Available with a fixed-height 5-arm caster base (hard, dual wheel casters standard; soft dual wheel casters are available) or a sled base
- SCS Indoor Advantage™ certified for indoor air quality and level™ 1 certified to BIFMA e3 standard
- 96% recyclable; 22% recycled content

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.

RESPONSE: There are 15 choices of chairs in the stackable/foldable seating category so there are many features, options, and price points from which to choose. The chairs in this category have the same Surface Materials options, standard upcharges, and code compliance as listed for our other seating categories. Test reports and a product environmental profile are available at your request.

Steelcase's Cachet chair is a great example of a stackable/foldable chair line. Designed by Peter Jon Pearce, Cachet has a sleek design and uncommon comfort and versatility. The "balanced action rocker" mechanism allows the Cachet chair to flex and move with the user. Anyone can be comfortable without making any manual adjustments to the chair. The mechanism balances the user's weight to provide continuous support. Composite edges and flexible slotted surfaces absorb and evenly distribute the user's weight. It's also exceptionally durable and easy to clean for a longer life.



Features

- Chair bases are available as fixed height four leg, adjustable-height swivel, and adjustable height stool; five-arm base with hard dual wheel casters; soft casters are available

- Snap-on seat and back cushions can be easily changed—no need for tools glass-filled nylon frame and polypropylene construction allow for easy disassembly
- Flip up arms easily lift to move out of the way or to allow for stacking
- Ganging and alignment device is available to link leg-base chairs together
- Transport and storage dolly is available to stack, move and store up to 20 leg-base chairs
- Weight is approximately 12 pounds
- up to 98% recyclable by weight; 1% pre-consumer recycled content
- SCS Indoor Advantage™ Gold certified for indoor air quality and level™ 1 certified to BIFMA e3 standard

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.

RESPONSE: Steelcase's 13 stool lines work in a range of settings, from labs, to cafes, to meeting rooms. The stools in this category have the same Surface Materials options, standard upcharges, and code compliance as listed for our other seating categories. Test reports and a product environmental profile are available at your request.

The Criterion is one of our hardest working stools. It has seven independent adjustments that offer support through a full range of dynamic seating postures. Over six million Criterion chairs and stools have been sold around the world.

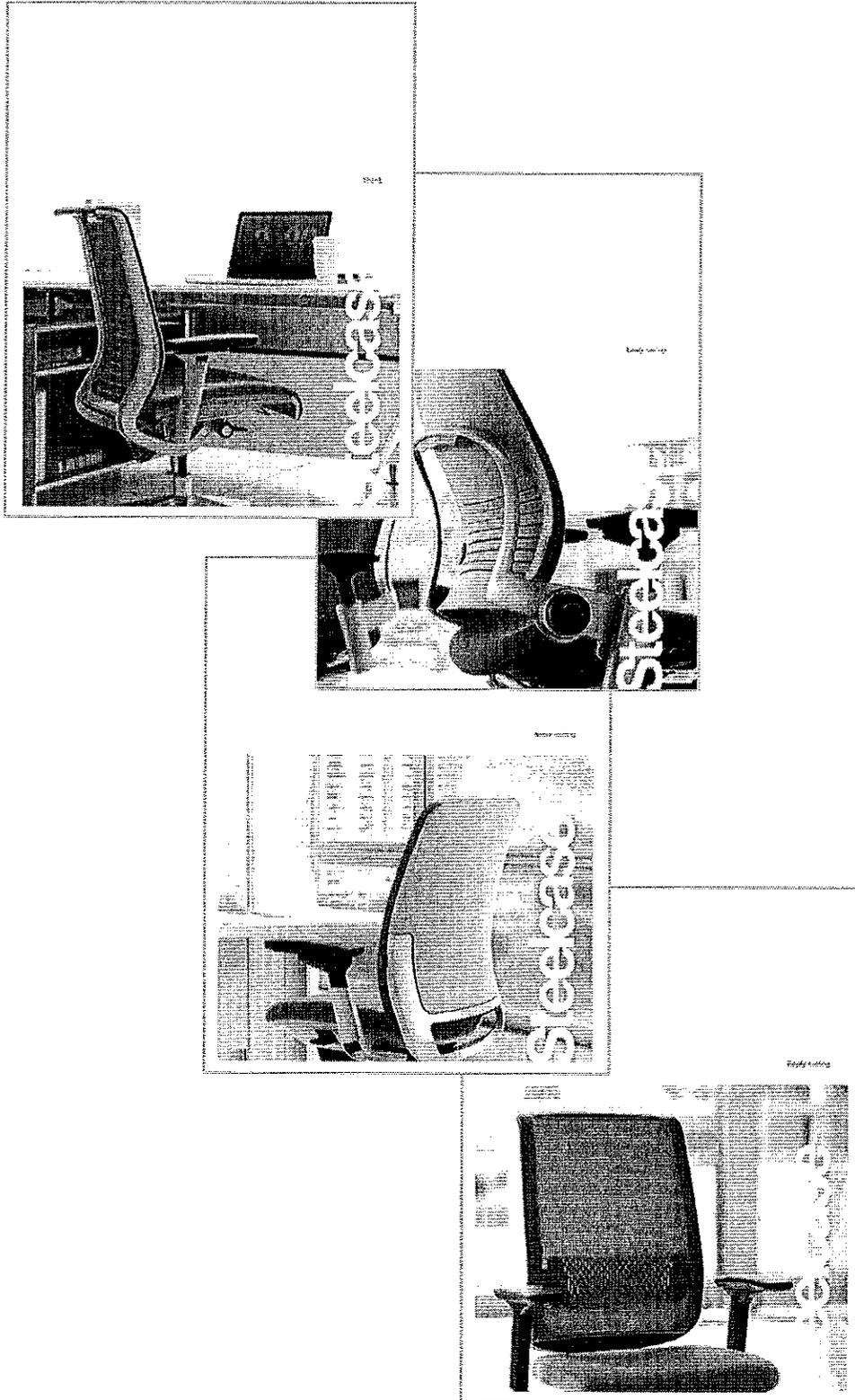


Features

- Five arm base with dual-wheel casters; soft dual wheel casters are available
- Foot ring has 4" adjustment range
- Variable back stop
- Adjustable back tension and back height
- Seat angle adjustment
- Pneumatic seat height adjustment
- Adjustable seat depth (optional)
- Height-width-pivot-adjustable arms, height-width-adjustable arms, height-adjustable arms; fixed arms; or armless
- 84% recyclable depending on options selected; 16% recycled content (6% post consumer)
- SCS Indoor Advantage™ certified for indoor air quality and level™ 1 certified to the BIFMA e3 sustainability standard

The information presented in our response is a somewhat limited overview of Steelcase's extensive seating offering. Additional information about the Steelcase family of seating products is available 24/7 at www.steelcase.com. There you can access seating brochures, the seating specification guides, sustainability information, static and interactive user guides, surface materials library, and even a video about our Alive Seating Story—everything we couldn't fit in our response!

Here are examples of the seating brochures available from Steelcase.com.



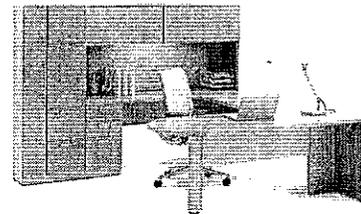
5.4 Desks and Tables

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.

RESPONSE: Steelcase offers 10 desking systems, but your choices aren't limited to these 10. Many of our systems furniture products can be configured to create freestanding desks. There are wood, laminate, and metal desking options.

For this response, we'll explore U-Free as an example of what's available as freestanding desking. U-Free is built from Universal components—worksurfaces and storage, and it's priced to fit any budget. Flexible, durable and smart, Universal Worksurfaces and Universal Storage products have become industry standards in panel-based settings. U-Free brings the same design versatility and quality to private offices and other freestanding applications.



Features

- Unique corner shelves reclaim wasted space below the worksurface, providing a new alternative to “building up” when you need to save room
- Uses the same worksurfaces and storage products as our Answer and Montage panel systems, providing a seamless aesthetic from the open plan to the private office
- Durable steel U-Free desks can be outfitted with wood veneer and glass accents
- High-pressure laminate worksurfaces are available with solid color or woodgrain patterned edges
- Non-handed components make specification and reconfiguration easy
- Non-dedicated components are designed for re-use – worksurfaces, pedestals and even overhead storage bins can easily be converted from desks to panel-mounted or wall-mounted applications and back again
- Optional modesty panels allow easy access to wall outlets below desks, and can be quickly added or removed when reconfiguring; half-height and full-height panels are available
- SCS Indoor Advantage™ Indoor Air Quality Gold certified

Systems Worksurfaces

Straight: 18", 24", 30", 36"D; 24", 30", 36", 42", 48", 54", 60", 66", 72", 78", 84", 90", 96"W

Taper/Flat Transition: 18/24", 18/30", 24/30"D; 60", 72"W

Bullet Peninsula: 24", 30"W; 48", 60", 66", 72"L

Corner: 18", 24", 30"D; 36", 42", 48"W

Desk Components

End Supports: 18", 24", 30"D; 15"W

Peninsula Supports: 24", 30"W

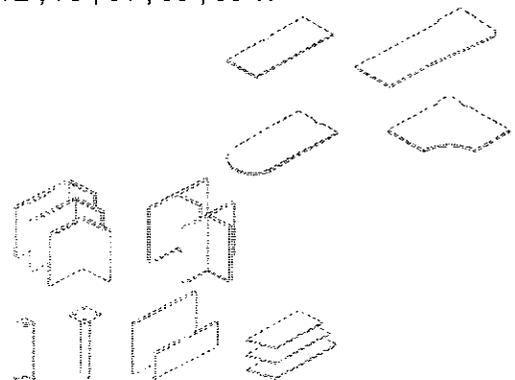
Corner Support

Column Support

Modesty Panels: 12 ¾", 27"H; 9", 15", 18", 21",

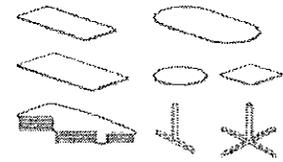
24", 27", 30", 33", 36", 39", 42", 45", 48", 51", 54", 57", 60"W

Shelves: 18", 24", 30"W; 15"D



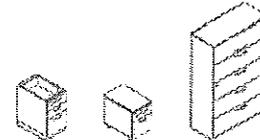
Tables

Straight: 24", 30"D; 30", 36", 42", 48", 54", 60", 66", 72"W
Capsule: 30", 36", 42", 48"D; 60", 72", 84", 96"W
Rectangle: 36", 42", 48"D; 60", 66", 72", 84", 96"W
Round: 30", 36", 42", 48", 54"D
Square: 24", 30", 36", 42", 48", 54"
Hex Conference: 36", 42", 48"W; 60", 66", 72", 96", 120", 150", 180"W
T Base: 28 ½"H; 26", 36"W
X Base: 28 ½"H; 26", 36"W



Pedestals/Laterals/Towers

Fixed Pedestal (FF, BBF): 18", 24", 30"D
Mobile Pedestal (BF, FF, BBF): 18", 24"D
Lateral File: 30", 36", 42"W; 18", 24"D; 28", 40", 52", 65½"H
Lock is standard



Surface Materials Choices

- 32 vertical surface fabrics in a wealth of colors (price groups 1, 2, 3, and A)
- 32 paint colors (price groups 1 and 2) along with PerfectMatch Paint (price group 3) and 6 accent color paint choices (price group 3)
- 64 laminate high and low pressure choices (fiber, micro, pulp, solid, speckle, metallic, and woodgrain choices along with open line laminate at an upcharge)
- 42 plastic color choices
- 38 edge band colors
- 63 flat cut, quarter cut, rift cut, full fill and open pore finish choices along with premium wood choices
- 16 glass choices
- 16 metal and accessory paint choices

Of course, not every finish choice is available on every desking product line. Availability can be easily determined using the surface materials matrices that are located on the steelcase.com web site.

Custom Choices: Even with the choices we offer through Steelcase and Select Surfaces, we know that sometimes there is a need to provide customers with a solution that is uniquely theirs. Custom Surfaces are things like:

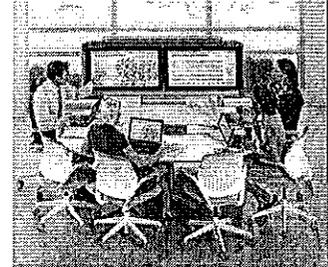
- COM (Customer's Own Material)
- Open Line Laminate
- PerfectMatch paints
- Customiz stain

- 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.

RESPONSE: Steelcase's conference room offering includes 22 table lines and includes fixed and mobile tables in wood, metal, and a combination of both for any conferencing solution. Choices range from media:scape our easy to use videoconference/collaboration experience to our plain and simple 8500 Series Table. Many of our table lines are suitable for a variety of applications; for example, please see our response to the dining tables section where we presented Convene, which is a great choice for conference tables.

To compliment our conference room tables, Steelcase offers a wood line that includes a lectern, credenzas, an AV cabinet, a mobile cart, and a presentation board. The Teamwork group offers universal carts, computer carts, food service carts, and a file cart that work well in many conference room settings.

Steelcase's media:scape was designed for a "walk-up and connect" videoconference/collaboration experience. Through the integration of furniture and technology, media:scape is reshaping the way people collaborate in a connected world – by allowing participants to access and share digital information equally, quickly and seamlessly.



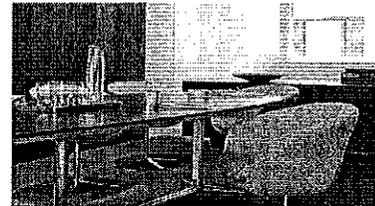
Features

- Full statement of line that includes lounge-height, desk-height, and stool-height tables in round, square, and rectangle shapes as well as D-shaped, pear-shaped, and capsule shaped options; shrouds that house one to four monitors; and lounge seating in straight, straight inverted, backless, corner, and reverse styles
- Full menu of sizes and finishes
- 74% recyclable
- SCS Indoor Advantage™ air quality certified

SW_1 is one of our newest and most exciting conference table collection. Designed by Scott Wilson and MINIMAL, it is a clear alternative to the generic conference room, and created to enhance social connectivity, help foster collaboration, and provide participants the freedom to change postures and positions while remaining entirely engaged in their meetings.

Features

- Tops are available in laminate, wood veneers, glass, and white Corian
- Sizes:
 - Round: 30", 36", 42", 48"
 - Square: 30", 36", 42"
 - Rectangle: 60"Lx30 and 36"W, 72Lx36", 84"Lx42"W, 96"Lx42" and 48"W, 120"Lx42" and 48"W, 144"Lx42" and 48"W
 - Super-Elliptical: 60"Lx40"W, 72"Lx40"W, 84"Lx40"W, 96"Lx40", 120"Lx44"W, 144"Lx48"W, 168"Lx52"W, 192"Lx56"W, 216"Lx60"W, 240"Lx60"W
- Bases come in 4-star base for round and square tables or V-bases without or without in line legs for rectangular and super-elliptical tables. The cone at the top of the base has a hole for cable routing to the wire manager and grommet option. Available in polished matte aluminum.
- Wire manager comes with the grommet and barrier. It routes the cords and cables from the cone to the floor. It is a separate piece that attaches to the column.
- Optional pull-out tablet allows users to bring their work closer. Available in black or artic white and are only available on the 26"H tables.
- SCS Indoor Advantage™ Gold certified for air quality



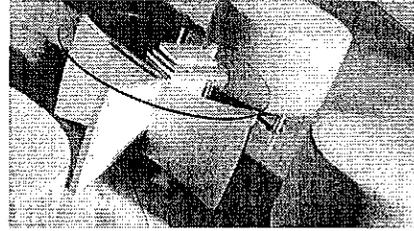
c. Describe your small office or side tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), locking/security and bases.

RESPONSE: Steelcase offers 28 lines of occasional tables in a variety of shapes, sizes, and finishes.

The unique and distinctive aight Table is available in an end or coffee table model and features:

- Clear glass top

- Maple veneer base
- Glides
- Sizes:
 - End table is 18"Dx18"Wx23"H
 - Coffee table is 30"Dx30"Wx17"H
- Finishes: natural cherry, clear maple and dark walnut

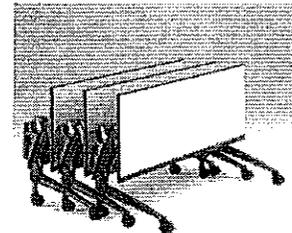


d. Describe your training tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, mobility, fold ability, storage and transportation options, and cabling options for audio/visual/computer/electrical component equipment.

RESPONSE: Eight training table lines are included in the Steelcase product portfolio. The Train table from Coalesse can flip, nest, roll, link, manage wires and cables, and break down quickly for storage.

Features:

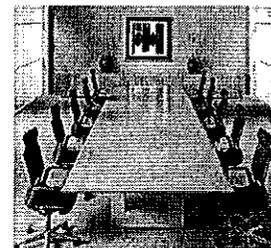
- Laminate or wood veneer top
- Fixed or flip top
- Sizes
 - Rectangle tables are 24" and 30" wide in lengths of 48", 60", and 70"
 - Corner tops are 24" and 30" wide
- Glides or casters
- Modesty panel is available
- Optional electrical system and routing cable options
 - Raceway is available for heavy duty wire management can carry up to 40 UTP cables; available with or without power system; modular power for raceway comes in 3 wiring schematics—4 circuit, 3+1 and 2+2 circuit with separate neutrals
- Pod for desktop access to power
- Finishes:
 - Black PVC edge
 - Top: laminate or wood veneer
 - Base: cast aluminum with a steel stretcher available with Steelcase's paint options; standard with 3" locking casters
- SCS Indoor Advantage™ Gold Certified and level™ 1 certified according to BIFMA standards
- 51% recyclable; 67% recycled content



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.

RESPONSE: Many of Steelcase's table lines can be used in dining room applications beautifully. Options include wood formal dining tables to café and outdoor patio tables.

Convence offers a variety of sizes and styles that mesh perfectly with matching credenzas, carts and lecterns. Power cords are intelligently hidden, leaving access points out in the open for seamless connectivity. Convence tables can change from a conference table to a dining table and back again seamlessly.



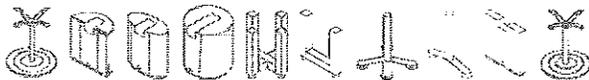
Tables Tops

- Round: 36", 42", 48", 54", 60", 66", 72"
- Square: 36", 42", 48", 54", 60"
- Cushion: 36", 42", 48", 54", 60"
- Oval: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 96", 108", 120", 144"W; 54"D: 108", 120", 144"W; 60"D: 120", 144", 168"W; 66"D: 144", 168", 192"W; 72"D: 168", 192", 216"W
- Rectangular: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 84", 96", 108", 120", 144"W; 54"D: 108", 120", 144", 168"W; 60"D: 120", 144", 168", 192", 216"W; 66"D: 144", 168", 192", 216"W; 72"D: 168", 192", 216"W
- Boat-shape: 30"/36"D: 60", 66", 72", 84"W; 36"/42"D: 72", 84", 96", 108"W; 41"/48"D: 84", 96", 108", 120", 144"W; 46"/54"D: 108", 120", 144", 168"W; 51"/60"D: 120", 144", 168", 192", 216"W; 56"/66"D: 144", 168", 192", 216"W; 61"/72"D: 168", 192", 216"W
- Racetrack: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 84", 96", 108", 120", 144"W; 54"D: 108", 120", 144", 168"W; 60"D: 120", 144", 168", 192", 216"W; 66"D: 144", 168", 192", 216"W; 72"D: 168", 192", 216"W



Table Bases

- Contemporary Disk: 24", 30"W; 27"H
- Transitional Disk: 24", 30"W; 27"H
- Circular Drum: 18", 24", 30", 36"W; 27 ½"H
- Half Drum: 9", 12", 15", 18"D; 18", 24", 30", 36"W; 27 ½"H
- Elliptical Drum: 12", 15", 18"D; 24", 30", 36"W; 27 ½"H
- Metal T-flex: 24", 30"W; 27 ½"H
- Metal X-flex: 24", 30"W; 27 ½"H
- U-panel: 4", 6"D; 18", 24", 30", 36"W; 27 ½"H
- X-panel: 24", 30", 36"W; 27 ½"H
- Rectangular: 4", 6"D; 18", 24", 30", 36"W; 27 ½"H



Finishes

- Available in Steelcase wood finish and laminate options.

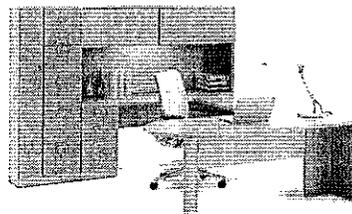
5.4 Desks and Tables

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.

RESPONSE: Steelcase offers 10 desking systems, but your choices aren't limited to these 10. Many of our systems furniture products can be configured to create freestanding desks. There are wood, laminate, and metal desking options.

For this response, we'll explore U-Free as an example of what's available as freestanding desking. U-Free is built from Universal components—worksurfaces and storage, and it's priced to fit any budget. Flexible, durable and smart, Universal Worksurfaces and Universal Storage products have become industry standards in panel-based settings. U-Free brings the same design versatility and quality to private offices and other freestanding applications.



Features

- Unique corner shelves reclaim wasted space below the worksurface, providing a new alternative to “building up” when you need to save room
- Uses the same worksurfaces and storage products as our Answer and Montage panel systems, providing a seamless aesthetic from the open plan to the private office
- Durable steel U-Free desks can be outfitted with wood veneer and glass accents
- High-pressure laminate worksurfaces are available with solid color or woodgrain patterned edges
- Non-handed components make specification and reconfiguration easy
- Non-dedicated components are designed for re-use – worksurfaces, pedestals and even overhead storage bins can easily be converted from desks to panel-mounted or wall-mounted applications and back again
- Optional modesty panels allow easy access to wall outlets below desks, and can be quickly added or removed when reconfiguring; half-height and full-height panels are available
- SCS Indoor Advantage™ Indoor Air Quality Gold certified

Systems Worksurfaces

Straight: 18", 24", 30", 36"D; 24", 30", 36", 42", 48", 54", 60", 66", 72", 78", 84", 90", 96"W

Taper/Flat Transition: 18/24", 18/30", 24/30"D; 60", 72"W

Bullet Peninsula: 24", 30"W; 48", 60", 66", 72"L

Corner: 18", 24", 30"D; 36", 42", 48"W

Desk Components

End Supports: 18", 24", 30"D; 15"W

Peninsula Supports: 24", 30"W

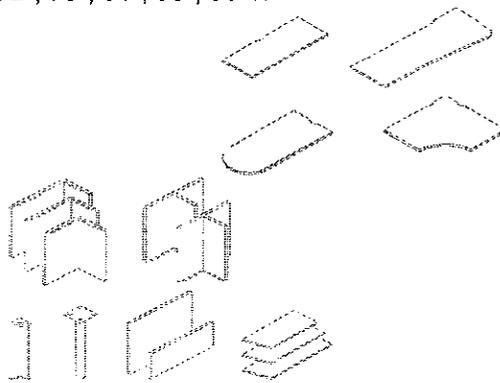
Corner Support

Column Support

Modesty Panels: 12 ¾", 27"H; 9", 15", 18", 21",

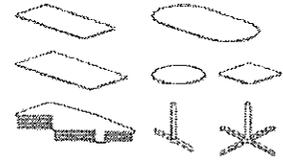
24", 27", 30", 33", 36", 39", 42", 45", 48", 51", 54", 57", 60"W

Shelves: 18", 24", 30"W; 15"D



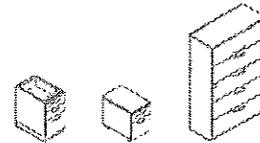
Tables

Straight: 24", 30"D; 30", 36", 42", 48", 54", 60", 66", 72"W
Capsule: 30", 36", 42", 48"D; 60", 72", 84", 96"W
Rectangle: 36", 42", 48"D; 60", 66", 72", 84", 96"W
Round: 30", 36", 42", 48", 54"D
Square: 24", 30", 36", 42", 48", 54"
Hex Conference: 36", 42", 48"W; 60", 66", 72", 96", 120", 150", 180"W
T Base: 28 ½"H; 26", 36"W
X Base: 28 ½"H; 26", 36"W



Pedestals/Laterals/Towers

Fixed Pedestal (FF, BBF): 18", 24", 30"D
Mobile Pedestal (BF, FF, BBF): 18", 24"D
Lateral File: 30", 36", 42"W; 18", 24"D; 28", 40", 52", 65½"H
Lock is standard



Surface Materials Choices

- 32 vertical surface fabrics in a wealth of colors (price groups 1, 2, 3, and A)
- 32 paint colors (price groups 1 and 2) along with PerfectMatch Paint (price group 3) and 6 accent color paint choices (price group 3)
- 64 laminate high and low pressure choices (fiber, micro, pulp, solid, speckle, metallic, and woodgrain choices along with open line laminate at an upcharge)
- 42 plastic color choices
- 38 edge band colors
- 63 flat cut, quarter cut, rift cut, full fill and open pore finish choices along with premium wood choices
- 16 glass choices
- 16 metal and accessory paint choices

Of course, not every finish choice is available on every desking product line. Availability can be easily determined using the surface materials matrices that are located on the steelcase.com web site.

Custom Choices: Even with the choices we offer through Steelcase and Select Surfaces, we know that sometimes there is a need to provide customers with a solution that is uniquely theirs. Custom Surfaces are things like:

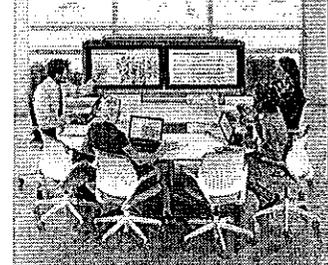
- COM (Customer's Own Material)
- Open Line Laminate
- PerfectMatch paints
- Customiz stain

- 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.

RESPONSE: Steelcase's conference room offering includes 22 table lines and includes fixed and mobile tables in wood, metal, and a combination of both for any conferencing solution. Choices range from media:scape our easy to use videoconference/collaboration experience to our plain and simple 8500 Series Table. Many of our table lines are suitable for a variety of applications; for example, please see our response to the dining tables section where we presented Convene, which is a great choice for conference tables.

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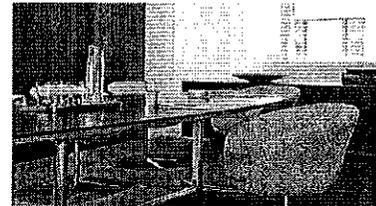
Features

- Full statement of line that includes lounge-height, desk-height, and stool-height tables in round, square, and rectangle shapes as well as D-shaped, pear-shaped, and capsule shaped options; shrouds that house one to four monitors; and lounge seating in straight, straight inverted, backless, corner, and reverse styles
- Full menu of sizes and finishes
- 74% recyclable
- SCS Indoor Advantage™ air quality certified

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Features

- Tops are available in laminate, wood veneers, glass, and white Corian
- Sizes:
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 - Square: 30", 36", 42"
 - Rectangle: 60"Lx30 and 36"W, 72Lx36", 84"Lx42"W, 96"Lx42" and 48"W, 120"Lx42" and 48"W, 144"Lx42" and 48"W
 - Super-Elliptical: 60"Lx40"W, 72"Lx40"W, 84"Lx40"W, 96"Lx40", 120"Lx44"W, 144"Lx48"W, 168"Lx52"W, 192"Lx56"W, 216"Lx60"W, 240"Lx60"W
- Bases come in 4-star base for round and square tables or V-bases without or with in line legs for rectangular and super-elliptical tables. The cone at the top of the base has a hole for cable routing to the wire manager and grommet option. Available in polished matte aluminum.
- Wire manager comes with the grommet and barrier. It routes the cords and cables from the cone to the floor. It is a separate piece that attaches to the column.
- Optional pull-out tablet allows users to bring their work closer. Available in black or artic white and are only available on the 26"H tables.
- SCS Indoor Advantage™ Gold certified for air quality



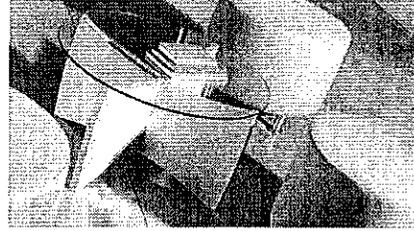
c. Describe your small office or side tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), locking/security and bases.

RESPONSE: Steelcase offers 28 lines of occasional tables in a variety of shapes, sizes, and finishes.

The unique and distinctive aLight Table is available in an end or coffee table model and features:

- Clear glass top

- Maple veneer base
- Glides
- Sizes:
 - End table is 18"Dx18"Wx23"H
 - Coffee table is 30"Dx30"Wx17"H
- Finishes: natural cherry, clear maple and dark walnut

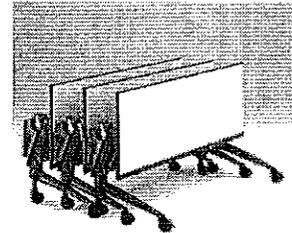


d. Describe your training tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, mobility, fold ability, storage and transportation options, and cabling options for audio/visual/computer/electrical component equipment.

RESPONSE: Eight training table lines are included in the Steelcase product portfolio. The Train table from Coalesse can flip, nest, roll, link, manage wires and cables, and break down quickly for storage.

Features:

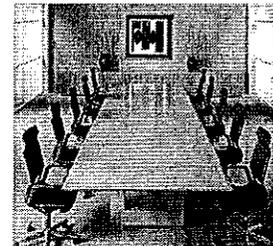
- Laminate or wood veneer top
- Fixed or flip top
- Sizes
 - Rectangle tables are 24" and 30" wide in lengths of 48", 60", and 70"
 - Corner tops are 24" and 30" wide
- Glides or casters
- Modesty panel is available
- Optional electrical system and routing cable options
 - Raceway is available for heavy duty wire management can carry up to 40 UTP cables; available with or without power system; modular power for raceway comes in 3 wiring schematics—4 circuit, 3+1 and 2+2 circuit with separate neutrals
- Pod for desktop access to power
- Finishes:
 - Black PVC edge
 - Top: laminate or wood veneer
 - Base: cast aluminum with a steel stretcher available with Steelcase's paint options; standard with 3" locking casters
- SCS Indoor Advantage™ Gold Certified and level™ 1 certified according to BIFMA standards
- 51% recyclable; 67% recycled content



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.

RESPONSE: Many of Steelcase's table lines can be used in dining room applications beautifully. Options include wood formal dining tables to café and outdoor patio tables.

Convene offers a variety of sizes and styles that mesh perfectly with matching credenzas, carts and lecterns. Power cords are intelligently hidden, leaving access points out in the open for seamless connectivity. Convene tables can change from a conference table to a dining table and back again seamlessly.



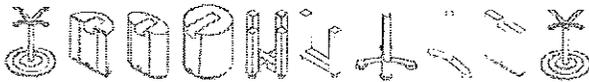
Tables Tops

- Round: 36", 42", 48", 54", 60", 66", 72"
- Square: 36", 42", 48", 54", 60"
- Cushion: 36", 42", 48", 54", 60"
- Oval: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 96", 108", 120", 144"W; 54"D: 108", 120", 144"W; 60"D: 120", 144", 168"W; 66"D: 144", 168", 192"W; 72"D: 168", 192", 216"W
- Rectangular: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 84", 96", 108", 120", 144"W; 54"D: 108", 120", 144", 168"W; 60"D: 120", 144", 168", 192", 216"W; 66"D: 144", 168", 192", 216"W; 72"D: 168", 192", 216"W
- Boat-shape: 30"/36"D: 60", 66", 72", 84"W; 36"/42"D: 72", 84", 96", 108"W; 41"/48"D: 84", 96", 108", 120", 144"W; 46"/54"D: 108", 120", 144", 168"W; 51"/60"D: 120", 144", 168", 192", 216"W; 56"/66"D: 144", 168", 192", 216"W; 61"/72"D: 168", 192", 216"W
- Racetrack: 36"D: 60", 66", 72", 84"W; 42"D: 72", 84", 96", 108"W; 48"D: 84", 96", 108", 120", 144"W; 54"D: 108", 120", 144", 168"W; 60"D: 120", 144", 168", 192", 216"W; 66"D: 144", 168", 192", 216"W; 72"D: 168", 192", 216"W



Table Bases

- Contemporary Disk: 24", 30"W; 27"H
- Transitional Disk: 24", 30"W; 27"H
- Circular Drum: 18", 24", 30", 36"W; 27 ½"H
- Half Drum: 9", 12", 15", 18"D; 18", 24", 30", 36"W; 27 ½"H
- Elliptical Drum: 12", 15", 18"D; 24", 30", 36"W; 27 ½"H
- Metal T-flex: 24", 30"W; 27 ½"H
- Metal X-flex: 24", 30"W; 27 ½"H
- U-panel: 4", 6"D; 18", 24", 30", 36"W; 27 ½"H
- X-panel: 24", 30", 36"W; 27 ½"H
- Rectangular: 4", 6"D; 18", 24", 30", 36"W; 27 ½"H



Finishes

- Available in Steelcase wood finish and laminate options.

5.5 Filing, Storage, and Case-goods

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

Steelcase storage options offer the most comprehensive and versatile storage systems. We have several storage lines that provide a menu of options—Turnstone, 200 and 900 Series, and Universal storage—everything you'll need to meet your storage needs. Every item in our storage portfolio is built to last and give you maximum return on your investment. Our storage products are simple, straightforward and functional and designed to manage information together. And the best part—they work with every Steelcase system.

Mandatory Minimum Requirements

All offerors must meet the mandatory minimum requirements listed in a through c. A 'no' response on the acceptance document will disqualify the product from further evaluation.

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

Steelcase's Product Compliance Lab (located in Caledonia, Michigan) is accredited through the Laboratory Accreditation Bureau and has been certified to ISO/IEC 17025:2005 standards. Our lab has met the requirements set forth in L-A-B's policies and procedures, and all the requirements for the competence of Testing and Calibration Laboratories. The Lab is chartered to provide timely and accurate information on product performance by testing to Steelcase and industry standards. By testing to these standards the conditions to which Steelcase products will be exposed to in the field are simulated as closely as possible in our Labs. We test for performance and reliability by cycling, impacting, statically loading, applying electrical current, electrically surging, burning, stretching, peeling, exposing to humidity, salt spray, ultraviolet light, high temperatures, among many other methods. The lab has the capability to perform over 900 different tests, and annually conducts more than 20,000 tests and writes more than 1,000 reports every year.

- a. All products offered in response to this RFP shall be standard catalogue items for which printed literature, specifications, and certified test results are available.

RESPONSE: Every product offered in this response is a standard catalogue item; no "specials" or "custom" items are offered. Literature, specifications, certified test results, and environmental information is available for the items offered.

- b. Case -goods shall be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage.

RESPONSE: The storage items offered can easily be assembled and disassembled with minimal disruption, time, noise, and space usage.

- c. All product shipped must have an identification tag/sticker which must include the following information: manufacturer's name, model number, and year built.

RESPONSE: The products offered within this response will carry an identification sticker that includes the manufacturer's name, model number, and year built.

Filing, Storage, and Case-goods Evaluation Criteria

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

Our responses to the items that follow are broadly based and are specific to our Universal Storage line. Other storage lines offer similar features.

- 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.

RESPONSE: Lateral files are available in a variety of styles. For example, Universal Storage lateral files are ideal for high-density storage needs. The other lateral file lines offer files of similar dimensions and options.

Available Dimensions:

- Depth: 18", 24"
- Width: 30", 36", 42"
- Height: 16", 22", 28", 40", 52", and 65-1/2"

Standard Features:

- 5H standard with fixed shelf and receding door in top opening; 13.5"H opening supports binder storage
- 1"H steel top
- Finished back
- Removable drawer fronts
- Leveling glides adjust up to 7/8" to install lateral files on uneven floors
- Label holders are included with each drawer. Label holder fits inside the integral pull or can be affixed to the front of the drawer or door. Perforated labels are included and can be created using the template available.
- Pulls on flush-front lateral files are full width and integral
- Drawers open their full depth for total access to the contents are standard 12"H
- Drawer interiors include one hanging folder bar per drawer in each 18"D case and two rails per drawer in each 24"D case. Alternative interiors are available as options.
- Counterweight packages must be specified as an option for lateral files that are not ganged to another case, attached to worksurface, or bolted to the floor or wall. Counterweights can also be ordered separately.
- Ganging hardware is included to increase stability and maintain alignment by joining adjacent components side by side, back to back, or both. Lateral files can also be bolted to the floor, or attached to a worksurface or wall for stability.

Options:

- Three front styles: flush, steel, proud steel and proud wood
- Six pull styles: integral (flush only), contemporary, jazz, bar, handle and c:scape (proud only)
- Tops: security, no top, laminate or wood
- Individual locking drawers

Lock and Keying:

- Lock is standard on lateral files and secures all drawers and lift-up door. On 52"H and 65½"H files, the locks are located at top left corner of drawer that is third from the bottom. On 28"H and 40"H files, lock is located at top left corner of top drawer. Locks are standard factory installed, keyed random.
- Two types of locks are available—the standard keying system (FR series) and the master keying system (XF series). All the locks in the XF series can be opened with a single master key.

Finishes:

- 1 option in price group 1 smooth
- 9 options in price group 1 textured
- 11 options in price group 2 metallic
- 2 accessory paint options

Environmental Certifications for Universal Lateral Files:

- SCS Indoor Advantage™ Gold certified for indoor air quality
- level™ 1 certified to the BIFMA e3 sustainability standard (the level level™ 1 certification excludes wood or laminate fronts)
- MBDC Silver Cradle to Cradle™ Certified

- 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.

RESPONSE: Wardrobes and storage cabinets Universal Storage Cabinets offer high-density storage of a wide range of items for an individual or group. Styles include Combination, Storage, and Wardrobe cabinets and Storage Towers.

Wardrobe and Storage Cabinet Dimensions

- Depth: 18", 24"
- Width: 30", 36", 42"
- Height: 52", 65-1/2", 83-1/2"

Standard Features

- Flush, proud steel, or proud wood fronts
- Cabinet Interiors:
 - Combination cabinets: adjustable shelves, fixed shelves
 - Storage cabinets: adjustable shelves
 - Wardrobe cabinets: coat rod, adjustable shelves, and fixed shelf
- Hinged doors are available in steel or wood veneer and open up to 110-degrees for full access to the interior
- 1"H steel top Individual lock on door
- Central lock on drawers

Optional Features

- Tops: No top, wood or laminate top
- Pull options: Integral, contemporary, handle, jazz or bar
- Combination Cabinets: Counterweights, drawer interior options: rails, divider package and hanging-folder bar
- Storage Cabinets: Security top

Universal Storage Towers offer an efficient use of vertical space to support shrinking workstations.

- Depth: 24", 30" (Open Side, Vertical Drawer, and Workstation Vertical)
- Width: 15" (Workstation Vertical), 24"
- Height: 52", 65-1/2"

Open Side Tower

- 1"H steel top
- Finished back
- Available with all file drawers or combination of file and box drawers
- One divider and one pencil tray per unit with 6" drawer
- Adjustable steel shelves
- Locker with coat rod
- Lock

Options

- Flush, proud steel, or proud wood fronts
- Pull options: integral, contemporary, handle, jazz or bar pull
- Skylight top
- Laminate or wood top
- Adjustable glass shelves
- Polished chrome post

Full Front Towers

Standard

- 1"H steel top
- Finished back
- Single hinged door
- Interior configuration: fixed or adjustable shelves and 12"H drawers
- Coat space with coat rod
- Lock

Options

- Laminate or wood top
- Flush, proud steel, or proud wood fronts
- Pull options: integral, contemporary, handle, jazz or bar pull
- Counterweights

Vertical Drawer Tower

Standard

- 1"H steel top
- Finished back
- All file drawers or combination of file and box drawers
- Two dividers and one pencil tray per unit with 6" drawer
- 13 1/2"H lift-up door with fixed shelf in top position of 65 1/2"H case supports binder storage

- Locker with coat rod
- Lock

Options

- Laminate or wood top
- Flush, proud steel, or proud wood fronts
- Pull options: integral, contemporary, handle, jazz or bar pull

Workstation Vertical Towers

Standard

- All file drawers or combination of file and box drawers
- 13 1/2"H lift-up drawer with fixed shelf in top position supports binder storage (in 65 1/2"H unit only)
- Lock

Options

- Laminate or wood top
- Individual drawer locks
- Flush, proud steel, or proud wood fronts
- Pull options: integral, contemporary, handle, jazz or bar pull
- Counterweights

Finishes and environmental certifications for Universal Bookcases are the same as the other Universal storage components as listed above.

- 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.

RESPONSE: Universal bookcases are versatile and can accommodate many forms of media.

- Depth: 15"
- Width: 24", 30", 36", 42"
- Height: 28", 40", 53 1/2", 65 1/2", 83 1/2"

Standard Features

- 1"H steel top
- Shelves adjust on 3/4" increments
- Optimized for binder storage on all shelves
- Display shelves are angled to 48-degrees

Optional Features

- Tops - Security, No-top, Laminate, Wood
- Doors - Frosted glass
- Counterweights

Finishes and environmental certifications for Universal Bookcases are the same as the other Universal storage components as listed above.

- 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.

RESPONSE: Universal Pedestals suit a broad range of customer budgets. Universal flush features door and drawer fronts with an integral pull. Universal proud is available in steel or wood fronts with the choice of four pull styles.

Pedestal and drawer choices include:

- Fixed-height pedestals that rest on the floor and provide support to worksurfaces; top is open to accommodate attachment to a worksurface; attachment hardware is included

Dimensions

Depth with flush steel front	17-1/2", 22-5/8", and 28-5/8"
Depth with proud steel or wood front	18-3/8", 23-1/2", and 29 1/2"
Width	15"
Height	25-1/2" and 27"

- Mobile pedestals fit under a worksurface or can be moved wherever storage is needed (cushion top is available as an option on the shorter mobile ped)

Dimensions	Box/File	Box/Box/File & File/File
Depth with flush steel front	17-1/2" and 22-5/8"	17-1/2" and 22-5/8"
Depth with proud steel or wood front	18 3/8" and 23-1/2"	18-3/8" and 23-1/2"
Width	15"	15"
Overall height with 1/8"H top	21"	27"

Features

- Locks are standard on all pedestals and controls all of the drawers in the pedestal
- Four casters are hard composition and non-locking, with a full-rotation swivel mechanism; exposed at the base of box/file pedestals and concealed with the base of box/box/file and file/file pedestals
- Drawers are welded steel construction and open to their full depth for total access to the contents; box- and file-size drawers are available
- Leveling glides adjust to install pedestals on uneven floors
- Finished back and sides are standard
- Pencil tray to hold small office supplies is included with each box/file and box/box/file mobile pedestal
- Field-installed accessories are available, including pencil trays, media trays, stationary trays, dividers, and rails

Finishes and environmental certifications for Universal Bookcases are the same as the other Universal storage components as listed above.

6.1 General Information

All proposers are required to submit a completed **TO11013 Appendix C Acceptance Document Section 6** tab response to the following questions. Provide answers in the 'Answer' column or provide the location (page number) where the information can be found. Offerors shall not change the format of TO11013Appendix C Acceptance Document.

We have completed the **TO11013 Appendix C Acceptance Document for Section 6** and the document follows this page.

As instructed on the document, we have provided in Column C the exact location within our response document where our answer to each OEM Evaluation Qualification question can be found in our submittal.

We reserve the right to request evidence that the firm achieves, demonstrates, or provides the environmental and sustainability attributes stated. Acceptable evidence that may be requested consists of published literature, catalogs, production specifications, sales brochures, and/or independent lab test results showing that the environmental sustainability attribute is achieved, demonstrated, or provided.

Understood and agreed.

6.2 Environmental Evaluated Criteria

1. Has your firm made a public commitment to environmental sustainability? YES

If so, provide details for the following:

a. Description of the measurements that are employed and how they are reported.

We have created a measurement, which is based on the significant environmental aspects of our Enterprise. What we have called this measurement our environmental footprint. We track and report on energy use reported as green house gas equivalents, water use, air emissions, and waste / recycling.

For complete information which is far too comprehensive and detailed to include in this review, please refer to our Corporate Sustainability Report: <http://www.steelcase.com/en/Company/Who/corporate-responsibility/Pages/Overview.aspx>

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?

level™ certified Steelcase Products – Looks to be at least 80 product lines as of now.

- Think® -- level™ 3
- cobl™ -- level™ 2
- Garland™ -- level™ 2
- Move -- level™ 2
- Leap -- level™ 2
- Reply® Task -- level™ 2
- c:scape® -No Veneer -- level™ 2
- c:scape® - With Veneer -- level™ 1
- Answer® - No Wood -- level™ 2
- Answer® - With Wood -- level™ 1 Cachet®-- level™ 1
- Universal Storage – No Wood or Laminate. -- level™ 1
- 900 Series® -- level™ 1
- Akira™ -- level™ 1
- Currency® -- level™ 1
- E-Table™ -- level™ 1
- Jack™ -- level™ 1
- Kick® -- level™ 1
- Rizzi Arc™ -- level™ 1
- Tour™ -- level™ 1
- Train™ - level™ 1
- Protégé® -- level™ 1
- Enhanced Series 9000® -- level™ 1
- media:scape® -- level™ 1
- media:scape® Lounge -- level™ 1
- Campfire™ Big Lounge -- level™ 1
- Campfire™ Big Lamp -- level™ 1
- Campfire™ Paper Table -- level™ 1
- * cobl™ Leather -- level™ 3
- * Siento™ -- level™ 2
- * i2i™ -- level™ 2
- * Amia™ -- level™ 2
- * node™ -- level™ 2
- * Walden™ -- level™ 1
- * Montage® -- level™ 1
- * Elective Elements®6 -- level™
- * Series 9000® -- level™ 1
- * 4 O'Clock™ PM -- level™ 1
- * 800 Series® -- level™ 1
- * Ap40™ -- level™ 1
- * Au Lait™ -- level™ 1
- * Derby™ -- level™ 1
- * First File® 200 -- level™ 1
- * Kart® -- level™ 1
- * Post and Beam -- level™ 1
- * Scoop -- level™ 1
- * Tower Too -- level™ 1
- * Runner™ -- level™ 1
- * Criterion® -- level™ 1
- * Eyesite™ -- level™ 1
- * Duo™ Storage -- level™ 1
- * Dearborn -- level™ 1
- * Convene -- level™ 1
- * Crew™ -- level™ 1
- * Jersey™ -- level™ 1

- Universal Work Surface -- level™ 1
- Astor™ -- level™ 1
- Chord™ -- level™ 1
- Coupe -- level™ 1
- LaCosta -- level™ 1
- Sidewalk™ -- level™ 1
- Switch™ -- level™ 1
- Lab Solutions Casework -- level™ 1
- Campfire™ Screen -- level™ 1
- Groupwork™ Tables -- level™ 1
- Campfire™ Big Table -- level™ 1
- media:scape® with HD Video Conferencing -- level™ 1
- Enea lottus™ Side chair -- level™ 1
- * dash™ -- level™ 1
- * Bob -- level™ 1
- * Circa™ -- level™ 1
- * Enea™ -- level™ 1
- * Last Minute Stool -- level™ 1
- * Swathmore™ -- level™ 1
- * X-Stack -- level™ 1
- * bivj™ -- level™ 1
- * Folio™ -- level™ 1
- * Enea lottus™ Stools -- level™ 1
- * Uno™ -- level™ 1
- * FrameOne™ -- level™ 1

While the number of Steelcase product lines that are certified as level™ 1 or higher is substantial, the fact that Steelcase is addressing it's long standing "legacy" product lines is the most impressive aspect of our commitment to the environment. Not only do we work to gain the highest level of environmental certification for new products but we have gone back to address certification with most all of our older product lines as well (such as Series 9000, Walden, Elective Elements, 800 Series files, Montage and First Files).

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

Cradle to Cradle (C2C)

Together with McDonough Braungart Design Chemistry (MBDC), one of the world's leading sustainable design firms, we are assessing all of the chemicals and materials used in our products down to 100 parts per million - evaluating them against 19 human and environmental health criteria. As a result, we are forming a cradle to cradle strategy for all of our products.

In its simplest form, cradle to cradle design looks to rid industry of what has become known as "cradle-to-grave" products, or products that are simply dumped in landfills at the end of their useful life. Cradle to cradle design builds on the concept that when a product is at the end of its useful life, it can be reused or recycled to become a resource for a new product.

Through this comprehensive and stringent work, we take accountability for our products all the way down through the supply chain and work to reduce the environmental impact of our products.

ANSI/BIFMA Level

Level™ is a point based program similar to LEED with 90 total points available across the categories of materials, energy/atmosphere, human/ecosystem health, and social responsibility. Platinum requires 63; Gold is 45, and Silver is 32 (each requires a minimum number of product related points too). Points can be earned by the organization (e.g. Steelcase) for corporate policies and practices, by the facilities where products are manufactured/assembled, and by the individual products for material chemistry, recycled content, ease of disassembly, efficient use of materials, life cycle assessment, etc.

Scientific Certification System Indoor Advantage (SCS)

Steelcase is committed to reducing our environmental footprint 25 percent by 2012. Adopting Scientific Certification Systems Indoor Advantage certification programs as the exclusive air emissions certification for our products will contribute to that effort and supports our quest for environmental transparency.

FSC Chain of Custody Certified

We believe that wood products from sustainable sources are excellent choices for customers seeking to make good decisions - good for the planet. Steelcase supports chain of custody programs as a way to ensure our customers receive wood from sustainable sources. Our Wood Manufacturing Facility is FSC

Chain of Custody certified to provide customers with FSC certified products. View the FSC Chain of Custody Certificate

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, by conducting life cycle assessments on key products as a mechanism for learning and improving our performance, Steelcase works to understand the impacts of its products over their whole life cycle and uses that information to inform the development of new products. This was the original design intent of the practice of LCA.

We do not routinely go the extra step of publishing of Environmental Product Declaration, much of the information we gain is used in Product Environmental Profiles or customer reports.

Partner universities such as Technical University of Denmark, University of Michigan and Stanford University aid in the review and completion of product life cycle assessments. In Europe, the independent verification of the environmental declarations (EPD – ISO/TR 14025) is carried out by the Technical University of Denmark. In North America and Asia Pacific, Steelcase provides Product Environmental Profiles. The majority of Steelcase systems and seating products carry the SCS Indoor Advantage certification, an independent third party certification for low-emitting products.

The Life Cycle Inventory Analysis covers entire life cycle stages as shown below.



Materials: This stage includes raw materials extraction and transformation, as well as purchased parts, until delivery to the manufacturing site in Grand Rapids.

Production: This stage comprises all production and assembly processes. Data was obtained from the management system of the production site in Grand Rapids.

Transport: Transport from suppliers to Grand Rapids and transport from Grand Rapids to major North American markets is considered.

Use: No relevant environmental exchanges occur during the use of the product.

End of life: A product can be disposed of in different ways, or become a resource itself. Based on current North American averages, it was assumed that about 99% of the products are land filled, 0% incinerated and 1% recycled at the end of their useful life.

Since it is our practice to conduct Life Cycle Assessments (LCA) for virtually all of our individual product lines, a summary report would not be sufficient and would not be very meaningful. We do publish Product Environmental Profiles for each of our product lines which provides this important Life Cycle Evaluation information for each individual product line level. ***Please see an example of one such "PEP" report on the following page.*** The PEP reports for all product lines offered by Steelcase are available on line at:

<http://www.steelcase.com/en/Company/sustainability/Pages/Product-Documentation.aspx>

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.

Business decisions are always made considering the health and safety of our Steelcase employees and our customers. Health & Safety education and training is a corporate responsibility that ensures employee ownership and stewardship.

Each manufacturing facility has a Health & Safety Engineer who is responsible for safety at their respective facilities. Information is available upon further request. According to North America Operations manager, Hamid Khorramian's Safe Environment Vision, our goal is zero accidents and injuries, sustained through employee training and application of loss prevention techniques established in partnership with our Health and Safety Engineering team. Our objective is to ensure compliance to all applicable safety policy, standards, regulations and requirements resulting in lower costs, improved employee well being and satisfaction."

Steelcase Safety Statistics

Experience Modifications	
3/1/07 – 3/1/08	1.00
3/1/08 – 3/1/09	1.02
3/1/09 – 3/1/10	1.0

Injury/Illness Experience for Previous Years			
Item	2008	2009	2010
Fatalities (G)	0	0	0
Lost Workday Cases (LTAs) (H)	34	28	34
Total Days Lost from the above cases (K)	1528	1378	888
Non-Lost Workday Cases Restricted Duty (I)	79	52	35
Non-Lost Workday Cases Medical Treatment (J)	145	80	127
Injury/Illness types: (M)			
Injury (01)	242	148	180
Skin Disorder (02)	0	0	0
Respiratory Condition (03)	0	0	0
Poisoning (04)	0	0	0
Hearing Loss (05)	0	1	3
All other illnesses (06)	16	11	13
Total OSHA Recordable Cases	258	132	196
Total Work Hours (annual total)	14,733,950	9,932,569	13,132,227
Total Recordable Incident Rate	3.50	4.29	2.98
Total Number of EE's	6,856	5,263	5,612