



interior SOLUTIONS



Davis School District

SOLICITATION KH24-003
COOPERATIVE RFP FOR SCHOOL
& OFFICE FURNITURE – PRICING SCHEDULE

WHAT'S INSIDE?

- Executive Summary
- Interior Solutions Team
- Partnership Statement
- Processes & Services
- Contract Pricing Schedule

...it's what's on the inside that counts.



interior SOLUTIONS

WE SEE YOUR WORLD AND INSPIRE ITS POSSIBILITY.

...and therein, is how we make a difference. We learn of your challenges, opportunities and terms of success, and of the things that matter most to you, so we become qualified to deliver upon them. Our service represents an investment in you, a pledge to get knee-deep in your project, designing to your specifications, building to your brand, catering to your success and igniting your culture and growth. Together, we inspire an environment where excellence, creativity and consistency are advanced by layout, beauty, comfort and function.

From start to finish, our team of specialists listens to your wants, analyzes your needs and develops and installs a design customized for both. Our sales professionals deliver options and opportunity, and our certified designers craft—with exactness—the details and projected execution of those visions. Our project managers oversee and ensure that every step along the working way is progressive, on time and in line with your desired outcome, and then our installers are sent to build and beautify!

...it's what's on the inside that counts.

Established 1989

Offices in Phoenix, AZ and Salt Lake City, UT

100 Full-Time Employees

Kimball Select Dealer

Full-service dealership with in-house install teams

EXECUTIVE SUMMARY



Crystal Golden

Account Manager

801.560.7671

cgolden@interiorsolutions.net

28 years in Commercial Office Furniture Industry

Project Experience:

- Turn-Key
- Remodels and TI Work
- Large Scale projects
- Move Management
- Project Management
- Product Specification
- Design Packages

Market Experience:

- Commercial
- Healthcare
- Hospitality
- Financial
- Government
- Education

Project Level Skills:

- Executive Visibility
- Customer-Focused Selling
- Customer Engagement
- Customer Retention
- Customer Service Management
- Marketing Strategy
- Analytical Skills
- Direct Sales
- Team Leadership

- Sales and Marketing
- Relationship Building
- Negotiation
- Project Management
- Interpersonal Skills
- Business Knowledge
- Product Adoption
- Business Requirements
- Success Principles
- Attention to Detail
- Post-Sales
- Customer Success



Katrina Kuddes

Lead Designer

801.531.7538

kkudes@interiorsolutions.net

Over 18 years of design experience in the Furniture Industry. Interior Design BA, Utah State University

Project Experience Includes:

- Turn-Key New Construction
- Remodels and TI Work
- Large-scale Reconfigures and Relocations (100+ Offices/Stations)

Market Experience Includes:

- Commercial
- Healthcare
- Hospitality
- Financial
- Government

Project-Level Skills Include:

- Initial Assessment of Business Needs
 - Original Concept Creation
 - Creative Solutions
 - Quality & Value Engineering
 - Optimal Space Planning
 - Finish Schedules & Electrical Plans
 - Composing parts lists for ordering
- Installation drawings



Aaron Harden, MBA

Branch Manager

801.531.7538

aharden@interiorsolutions.net

10+ Years of Professional Experience in Commercial Interiors and Creating Amazing Customer Experiences

Core Focuses and Competencies Include

- Resource Allocation Optimization
- Asset Management
- Customer Service
- Relocation
- Installation
- Furniture Procurement

Professional Training, Experience and Responsibilities

- Board of Advisors for Customer Experience Program at Tombo Institute
- Responsible for overall project success and customer experience at Interior Solutions in Utah
- Oversees Sales, Design and Customer Service departments and teams
- Standardizes the customer service process to ensure transparent communication and a consistent level of customer service.



Darin Jones

Director of Operations

801.531.7538

djones@interiorsolutions.net

25 + years in Commercial Office Furniture Industry

Designing

- Test Fits
- Concepts
- Final Design

Specifying

- Product Specifications
- Value Engineering

Order management

- Vendor Orders
- Acknowledgements
- Shipping logistics
- Product tracking
- Delivery scheduling

Job site management

- Construction Coordination pertaining to the Delivery & Installation of Commercial Furnishings (GC, All Trades)
- Building Access & Coordination with Building & Property management
- Parking
- Building protection

Implementation management

- Timeline schedules
- Staging Plans
- Resource allocation management (Manpower, Trucks, Equipment)
- Order of Installation
- Trade and sub-contractor coordination
- Ensuring Quality & Client satisfaction standards
- Punchlist mitigation & completion



Josh Casper

Project Management

801.349.3027

jicasper@interiorsolutions.net

Over 17 years of Experience

Experience with Multiple Software Platforms

Handling Budget – Over \$11,000,000 in Projects Managed annually

Hands-On Approach to Project

- Working closely with clients, contractors and installers through the entire process
- Order Entry and Pricing
- Scheduling Communication
- Tracking and Receiving Shipments
- Daily task and time management
- Ensuring client satisfaction



Todd Marcum

Installation Manager and Field project management

801.349.3011

tmarcum@interiorsolutions.net

Over 23 years with Interior Solutions

- Todd knows site readiness like the back of his hand. He ensures that all field services come together on time, without trades tripping over one another, and with proactive resolution to any site challenges.
- Todd excels in pre-planning and is proactive in all communications to eliminate surprises in the timeline of all installations. He is responsible for directing the crews so that all installations result in a flawless finish.
- **Our installation crews** are all in-house and located in Salt Lake City, Utah. Each of our installers has experience in a variety of furniture ranging from conference rooms and offices to lobbies and outdoor patio/balcony spaces. They are also well versed in multi-family housing, assisted living, medical clinics, private practices, and hotel rooms. You name it, they've installed it!
- Both our Field project management and install crews have worked on projects in both new construction and existing buildings; installing multiple floors of brand-new furniture as well as reconfiguring or adding to existing furniture.

Interior Solutions would be proud to partner with Davis School District and provide the goods and services as described in **Solicitation KH24-003 Cooperative for School & Office Furniture.**

With our years of experience and a strong team, we are well equipped to provide furniture and installation services for offices, classrooms, and all spaces required for large project and remodels, small project furniture, and systems furniture and accessories.

We look forward to providing a proposal and partnering with Davis County in the future.

Signed,

Aaron Harden
Branch Manager



CUSTOMER SERVICE AND PRODUCT REPRESENTATION

Interior Solutions has business relationships and many active projects with major potential End Users of this contract. We have more than adequate sales and support staff to handle the needs this Contract's End Users as one of the largest furniture dealers in the State of Utah.

We have increased our sales staff by 30% and our design and support staff by 50% in Utah in anticipation of increased volume over the coming months and years.

Our plan is to inform our current and potential clients of this contract via in person calls, email, social media and website marketing campaigns. We will be there to assist all end users through the design and procurement process we have honed over the last 30+ years.

PROJECT MANAGEMENT SERVICES

Project managers direct and coordinate our combined efforts to help facilitate your satisfaction and flawlessly meet your space, time and budgetary requirements. Additionally, our team of project managers serves to:

- Discover and document the scope of your project
- Identify key stake holders and needed services; set project milestones
- Coordinate timelines, communication and assignments with your project team
- Assess specifications with your designer and architect
- Attend and contribute to your weekly project/ construction meetings, as needed
- Prepare your furniture budget estimate and submit for review
- Manage your product delivery schedule, warehousing and direct shipping services
- Provide status reports to you and key stake holders
- Track and expedite your orders with manufacturers
- Manage your punch list resolution
- Respond to warranty issues
- Capture all product and labor costs related to your project
- Generate your proposal, terms and conditions, contract and purchase orders

PROJECT MANAGEMENT PROCESS & SERVICES

PROBLEM RESOLUTION PROCESS

We take great pride in minimizing problems on the front end of projects by spending time in the planning stages, anticipating where issues may arise. Our teams, including Account manager, Designer, Project Coordinator & Field Project Manager, meet to discuss the project in detail. Next, the information is reviewed in detail with the installation team to ensure the project meets and exceeds the client's expectations. Our process includes three independent reviews before any product is ordered.

Should a problem arise, the project team communicates, in detail, with each other & with the client contact to find a solution as quickly as possible. Our motto is "There are no problems, only solutions".

Our process for punchlist resolution is based on clear communication. From the time that product is received in our warehouse, there is communication between the warehouse manager and the project coordinators about any freight damage or possible concealed freight damage. If there is a punchlist item that is identified during the installation, the installation team communicates in detail with the project coordinator about the punchlist item(s) via phone call from the field to expedite the replacement process, and then through written communication including pictures. We utilize an "E-Manage" business process management system to track work tickets and tasks, and we constantly monitor tasks, and measure response times and resolutions. Our project coordination team then tracks the progress of the product replacements from the manufacturers using E-Manage, to determine timelines and next touch types insuring the timeliest punchlist completion possible.

Each project also gets a personal follow up call from the Branch Manager to be sure everything was done correctly, and the project met or exceeded all expectation.

ROOT CAUSE ANALYSIS

If we encounter a project that has "major issues", our project team will conduct a "lessons learned" meeting. In the meeting the team will discuss all issues that have been encountered. The team will also discuss the impact that the issue may have had to all parties involved (client, dealership, dealer partners & any other trades involved). The team will then collaborate to discuss solutions to the issues at hand, as well as ways to implement a process to minimize the potential for these issues to arise in the future.

ORDER TRACKING & UPDATES:

All orders are placed and tracked using our electronic project and order management system called e – manage. We place and track orders via this system directly from the manufacturers. All parties are then updated via email by the project management team.

SALES & SERVICE SUPPORT STRUCTURE:

All project teams consist of a salesperson, project coordinator and designer who are responsible for finding the best solution for your project, accurately specifying the product and ensuring the order is placed accurately and timely. From that point, a Field Project manager is engaged to start the onsite installation placing process and lead the installers with the help of the field services coordinator. This team reports to the Branch Manager and the Director Of Operations, all of which will be available to you at any time.

INCORRECT OR DAMAGED ORDERS:

Interior Solutions will fix or replace any incorrect or damaged items just as soon as possible via our problem resolution process and will make the project complete just as soon as possible with the highest priority.

Interior Solutions will accept returns on any “in-stock” items that are undamaged and in their original packaging. Return request must be made before the product is delivered or within 10 business days of delivery. End User will be responsible for up to a 25% restocking fee, delivery and freight charges where applicable. Returns are not available for any made-to-order items.

INSTALLATION SERVICES

We have an in-house team of installers to deliver, build up and break down workspaces, healthcare spaces of all types, higher education settings and commercial residential rooms and common spaces with the experience and collective goal to get the job done right the first time. Our service crew has expertise in all types of furniture and scores of manufacturers. Other work experience includes floor-to-ceiling workspace installations, auditorium seating assembly, hospitality and residential space installations, complex hospital projects with new construction and critical opening dates, along with the day-to-day reconfigurations and moves, therein. Our installers serve to:

- Inform purchasing entity project manager at least 24 hours ahead of time of any installation not previously scheduled
- Provide building protection and be responsible for any facility damage caused by installation or installation crew members
- Assemble and install all ordered product
- Place all product according to the installation plan
- Perform a final cleaning of product and installation area and remove all packing materials
- Provide and be responsible for all tools and equipment as needed
- Inform site manager upon completion and participate in job walk and create punch list as needed
- Identify key stake holders and needed services; set project milestones– Coordinate timelines, communication and assignments with your project team
- Assess specifications with your designer and architect
- Attend and contribute to your weekly project/ construction meetings, as needed

Interior Solutions prides itself on our in-house installation team. We have large teams both in Utah and in Arizona. We have roughly a dozen installers in Salt Lake City with more on the Arizona team we can draw on for larger projects.

Across our locations, we keep a crew of more than 35 full-time installers and eight field project managers; a fleet of vehicles, including at least six moving trucks and five utility vehicles; and a handful of full-time service technicians. Our team is uniformed, and our trucks branded so you know who is onsite.

Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$25K	Percentage Discount Over \$25K to \$100K	Percentage Discount Over \$100K to \$249K	Discounts Over \$250K to be Negotiated
KIMBALL ANCILLARY, PHONE BOOTH PODS	Entire Catalog	Current Price List	57.6% off of list price	58.15% off list price	58.65% off list price	negotiable
Brand						
Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$50K	Percentage Discount Over \$50K to \$100K	Percentage Discount Over \$100K to \$250K	Discounts Over \$250K to be Negotiated
KIMBALL SYSTEMS	Entire Catalog	Current Price List	65.4% off of list price	65.4% off of list price	67.05% off list price	negotiable
NATIONAL	Entire Catalog	Current Price List	57.6% off of list price	58.15% off list price	58.65% off list price	negotiable
KIMBALL METAL FILES	Entire Catalog	Current Price List	60.25% off of list price	60.25% off of list price	60.8% off of list price	negotiable
INTERWOVEN	Entire Catalog	Current Price List	57.6% off of list price	58.15% off list price	58.65% off list price	negotiable
ETC	Entire Catalog	Current Price List	57.6% off of list price	58.15% off list price	58.65% off list price	negotiable
DAVID EDWARD	Lounge Seating	Current Price List	57.6% off of list price	58.15% off list price	58.65% off list price	negotiable
Brand						
Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$50K	Percentage Discount Over \$50K to \$150K	Discounts Over \$150K to be Negotiated	
**KI FURNITURE - (FREIGHT TO BE QUOTED)	Entire Catalog	Current Price List	51.3% off of list price	51.65% off list price	negotiable	
KI FURNITURE - (FREIGHT INCLUDED)	Entire Catalog	Current Price List	45.3% off of list price	45.65% off of list price	negotiable	

NUMBERS PROVIDED ARE FOR ESTIMATING AND BUDGET PLANNING ONLY. PRICING WILL CONTINUE TO BE WORKED AS FINAL PRODUCT SPECIFICATIONS DEVELOP.

SOLICITATION KH24-003
COOPERATIVE RFP FOR SCHOOL
& OFFICE FURNITURE – PRICING SCHEDULE

Brand	Collection(s) Offered	Price List Number/Date	**Percentage Discount Less than or equal to \$17,500K	Percentage Discount Over \$17,500 less than or equal to \$100K	Percentage Discount Over \$100K to \$250K	Discounts Over \$250K to be Negotiated		
AIS	Full Catalog of Systems, and Caseworks	Current Price List	80.43% off of list price	80.4% off list price	82.6% off list price	negotiable		
AIS	Seating	Current Price List	61.95% off of list price	61.9% off of list price	61.95% off of list price	negotiable		
AIS	Steel Bookcase & Storage	Current Price List	67.39% off of list price	67.36% off of list price	67.35% off of list price	negotiable		
Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$25K	Percentage Discount Over \$25K to \$50K	Percentage Discount Over \$50K to \$100K	Percentage Discount Over \$100K to \$150K	Discounts Over \$150K to be Negotiated	
**GLOBAL FURNITURE	Entire Catalog	Current Price List	54.35% off of list price	55.26% off of list	55.71% off of list price	56.15% off of list	negotiable	
Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$65K	Percentage Discount Over \$65K to \$85K	Percentage Discount Over \$85K to \$120K	Percentage Discount Over \$120K to \$200K	Discounts Over \$200K to be Negotiated	
Via Seating - No Freight	Entire Catalog	Current Price List	56.5% off list price	58.65% off list price	59.52% off list price	60.87% off list price	negotiable	
**Via Outdoor Furniture + URBANTIME - (PLUS ACTUAL FREIGHT QUOTED WHEN ORDERED)	Entire Catalog	Current Price List	56.5% off list price	58.7% off of list price	59.52% off list price	60.87% off list price	negotiable	
Brand	Collection(s) Offered	Price List Number/Date	Percentage Discount Less than or equal to \$10K	Percentage Discount Over \$10K to \$30K	Percentage Discount Over \$30 to \$150K	Percentage Discount Over \$150 to \$350K	Percentage Discount Over \$350 to \$500K	Discounts Over \$500K to be Negotiated
**FELLOWES - (PLUS ACTUAL FREIGHT QUOTED WHEN ORDERED)	Entire Catalog	Current Price List	60.15% off list price	61.95% off list price	63.54% off list price	64.89% off of list	69.55% off of list	negotiable

*SHIPPING TO BE PREPAID DESTINATION WITH ALL TRANSPORTATION AND HANDLING CHARGES PAID FOR BY INTERIOR SOLUTIONS AS THE CONTRACTOR.

**FREIGHT AS INDICATED:

AIS: SMALL ORDER, UNDER \$17,500 - FREIGHT CHARGED AT ACTUAL WHEN PRODUCT FOR PROJECT IS DETERMINED

KI: FREIGHT TO QUOTE LINE: FREIGHT CHARGED AT ACTUAL WHEN PRODUCT FOR PROJECT IS DETERMINED

VIA OUTDOOR FURNITURE + URBANTIME: FREIGHT TO BE CHARGED AT ACTUAL WHEN PRODUCT FOR PROJECT SPECIFIED

GLOBAL: NON-UPS/FEDEX ORDERS UNDER \$10K INCUR \$125 HANDLING FEE, SMALL PACKAGES (FEDEX, UPS) INCUR \$32 HANDLING FEE PER CARTON (UP TO FOUR CARTONS)

FELLOWES: ORDERS UNDER \$2,500 LIST INCUR A FLAT \$32 FEE, ORDERS \$2,501 - \$5,000 LIST INCUR A FLAT \$125 FEE, ORDERS \$5,001 - \$7,000 LIST INCUR A FLAT \$250 FEE, ORDERS OVER \$7,000 LIST SHIPPING IS INCLUDED

NUMBERS PROVIDED ARE FOR ESTIMATING AND BUDGET PLANNING ONLY. PRICING WILL CONTINUE TO BE WORKED AS FINAL PRODUCT SPECIFICATIONS DEVELOP.

SOLICITATION KH24-003
 COOPERATIVE RFP FOR SCHOOL
 & OFFICE FURNITURE - PRICING SCHEDULE

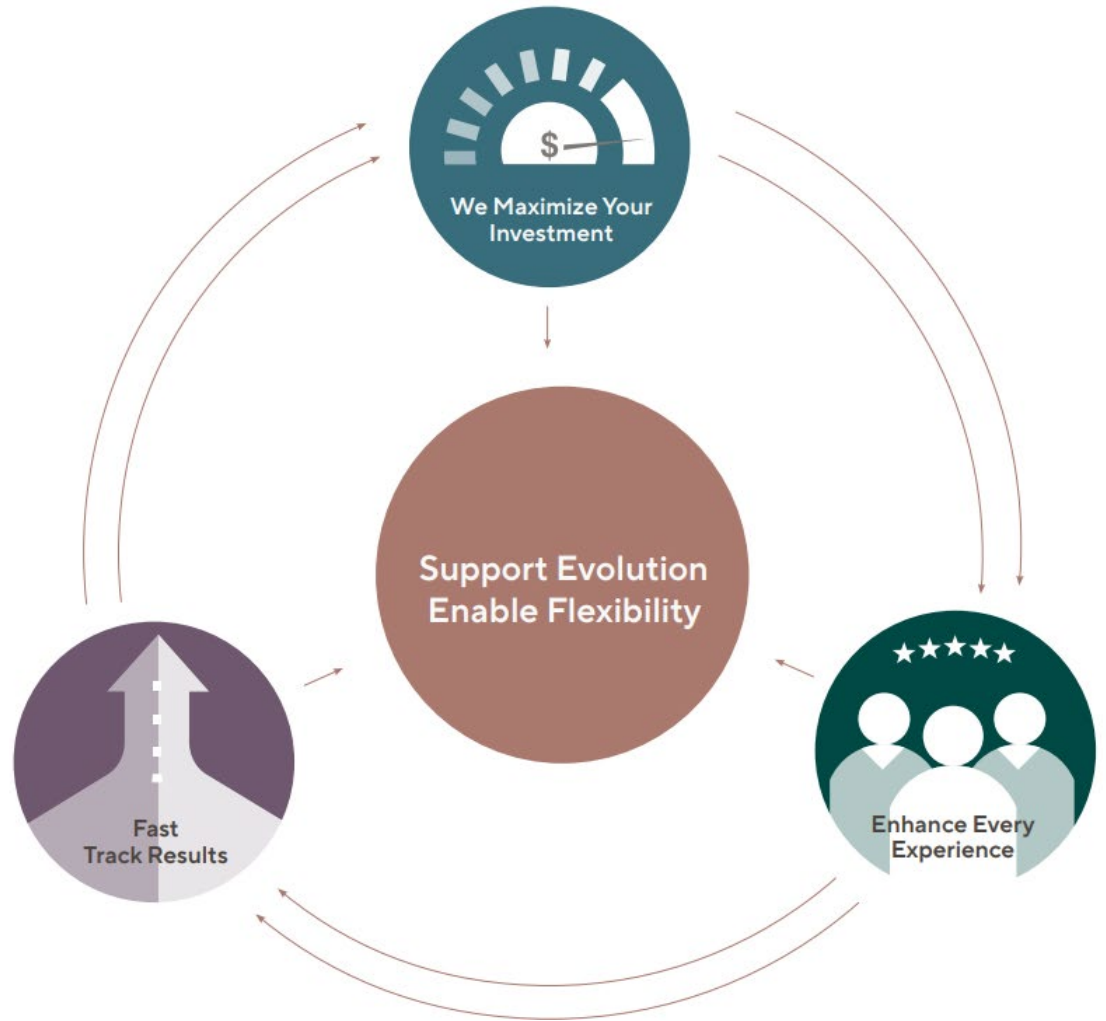
PRODUCT DELIVERY & INSTALLATION, DESIGN AND PROJECT COORDINATION HOURLY RATES TO BE QUOTED AT EACH PROJECT BASED ON SCOPE NEEDED		
POSITION		SELL RATE
<i>DELIVERY & INSTALLATION</i>		
General Labor		\$43.50
Installer		\$53.50
Sr. Installer		\$62.50
Apprentice		\$68.75
Foreman		\$75.00
Field Project Manager		\$93.75
<i>DESIGN SERVICES</i>		
Test Fit		\$75.00
Design		\$90.00
Sr. Designer		\$110.00
<i>PROJECT COORDINATION</i>		
Project Coordinator		\$80.00

NUMBERS PROVIDED ARE FOR ESTIMATING AND BUDGET PLANNING ONLY. PRICING WILL CONTINUE TO BE WORKED AS FINAL PRODUCT SPECIFICATIONS DEVELOP.

The Power of Place

Our research-based design process ensures that our furniture meets the needs of students and faculty alike. We design for comfort, durability, and productivity. This comprehensive approach creates purposeful settings that work for a multitude of spaces and a variety of users, all while withstanding the rigors of spirited youth.

MAXIMIZING EFFICIENCIES



We remove ourselves from center, and position there instead, our clients and coworkers. We align our purpose with their own and work to facilitate the success and solutions for which they're seeking. We are comfortable giving beyond convenience, and we do so willingly, and without expectation for reciprocation. INTERIOR SOLUTIONS COREVALUE

PHOENIX SHOWROOM

4645 S 35TH STREET
PHOENIX, AZ 85040
480.413.9626

SALT LAKE CITY SHOWROOM

2375 S. 300 W.
SALT LAKE CITY, UT 84115
801.531.7538

WWW.INTERIORSOLUTIONS.NET

Crystal Golden

cgolden@interiorsolutions.net
801.560.7671