



Solicitation Number: RFP #091423

CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Haworth, Inc., One Haworth Center, Holland, MI 49423 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Furniture Solutions with Related Accessories and Services from which Supplier was awarded a contract.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

1. TERM OF CONTRACT

A. EFFECTIVE DATE. This Contract is effective upon the date of the final signature below.

EXPIRATION DATE AND EXTENSION. This Contract expires December 4, 2027, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. SURVIVAL OF TERMS. Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

2. EQUIPMENT, PRODUCTS, OR SERVICES

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4. PRODUCT AND PRICING CHANGE REQUESTS

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;

- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Contract and will be incorporated by reference.

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

6. PARTICIPATING ENTITY USE AND PURCHASING

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. **SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

7. CUSTOMER SERVICE

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

11. INDEMNITY AND HOLD HARMLESS

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any negligent act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

12. GOVERNMENT DATA PRACTICES

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:
 - a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.

b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

14. GOVERNING LAW, JURISDICTION, AND VENUE

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

15. FORCE MAJEURE

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

16. SEVERABILITY

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

17. PERFORMANCE, DEFAULT, AND REMEDIES

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

19. COMPLIANCE

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and

records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

22. CANCELLATION

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Haworth, Inc.

DocuSigned by:
Jeremy Schwartz
By: C0FD2A139D06489...

DocuSigned by:
Matt Corl
By: 03D28A2A0F704F6...

Jeremy Schwartz
Title: Chief Procurement Officer

Matt Corl
Title: Business Resource Center Business Segments Manager

Date: 12/20/2023 | 8:55 AM CST

Date: 12/20/2023 | 8:53 AM CST

Approved:

DocuSigned by:
Chad Coauette
By: 48BAF71B0894454...

Chad Coauette
Title: Executive Director/CEO

Date: 12/20/2023 | 10:21 AM CST

RFP 091423 - Furniture Solutions with Related Accessories and Services

Vendor Details

Company Name: Haworth, Inc.
Address: One Haworth Center
Holland, Michigan 49423
Contact: Tim Hodges
Email: tim.hodges@haworth.com
Phone: 616-834-1994
Fax: 616-834-1994
HST#:

Submission Details

Created On: Monday July 31, 2023 08:28:16
Submitted On: Thursday September 14, 2023 10:43:49
Submitted By: Courtney Griggs
Email: courtney.griggs@haworth.com
Transaction #: d12319f0-25c4-42cf-ae64-5bf0c932469a
Submitter's IP Address: 208.45.164.186

Specifications

Table 1: Proposer Identity & Authorized Representatives

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Haworth, Inc.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	<p>Haworth Inc. is comprised of a broad range of companies with a strong design heritage and global perspective. We also maintain partnerships with other companies that offer products which complement our existing product lines. Our Family of Brands includes the following:</p> <p>Affiliate Brands (included in RFP response)</p> <ul style="list-style-type: none"> • Haworth Ancillary (Lifestyle Designs) • Haworth Health (Healthcare) • Hushoffice (Office Pods) • BuzziSpace (Acoustic Furniture Solutions) • JANUS et Cie (Outdoor Furniture) • Cappellini (Italian Designed Furniture) • Cassina (Italian Designed Furniture) • Poltrona Frau (Italian Designed Furniture) • AIS (Corporate Furniture) • GAN (Rugs) • Pablo Designs (Lighting) • Ergotron (Ergonomic tools) • Emeco (Durable, Design-Focused Furniture) <p>Brand Partners (available through dealer partners, not included in RFP response)</p> <ul style="list-style-type: none"> • Kvadrat (Textiles) • TUOHY Furniture (Premium Workplace Furniture) • Bluescape (Technology)
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	N/A
4	Provide your CAGE code or Unique Entity Identifier (SAM):	1H741
5	Proposer Physical Address:	One Haworth Center Holland, MI 49423
6	Proposer website address (or addresses):	www.haworth.com
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Matt Corl Business Resource Center Business Segments Manager One Haworth Center Holland Michigan 49423 matt.corl@haworth.com 1-616-393-3000
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Courtney Griggs Territory Sales Manager 100 N 6th Street Minneapolis, MN 55401 courtney.griggs@haworth.com 1-612-212-5691
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Tim Hodges Sales and Marketing Program Manager One Haworth Center Holland Michigan 49423 tim.hodges@haworth.com 1-616-834-1994

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>Established in 1948 by G.W. Haworth in Holland, MI, and family-owned and privately held ever since, Haworth evolved from a small home-based business into a global corporation that manufactures the most adaptable and sustainable products in the contract furniture industry today. Today, and still headquartered in Michigan, Haworth has a presence in more than 150 countries and employs 8,000 people globally. We operate 17 wholly owned manufacturing facilities and market and sell products and services through 45 showrooms around the globe. With manufacturing facilities, showrooms, and dealers located in North America, Europe, South America, Africa, the Middle East, and Asia Pacific regions, we extend delivery services to most places around the globe.</p> <p>Our customer base is comprised of thousands of businesses including more than half of the Fortune 500. Our largest clients come from the fields of technology, finance, real estate, transportation, research, healthcare, and hospitality, as well as from the government and non-profit sectors. Our company is divided into three separate business segments: Commercial Interiors, Lifestyle Design, and Performance Technology.</p> <p>Haworth products go to market via an extensive network of 400 dealers strategically located worldwide. Dealers in North America provide coverage to every state in the US and every province in Canada. This extensive network assures our customers a consistent quality experience, no matter where they are located, where a project installs, or how many other projects are occurring simultaneously. All dealers have extensive product knowledge and are valuable resources as design partners.</p> <p>We manufacture and distribute contract and residential furniture including, seating, tables, workstations, systems, deskings, lounge furniture, lighting, accessories, and technology tools, providing customers with options to furnish virtually every area, including outdoor spaces. Haworth also manufactures modular walls to provide an architectural element that integrates with other Haworth product lines on many levels including finishes, resulting in a clean and coordinated aesthetic.</p> <p>With a record of continuous growth and profitability, Haworth is a fiscally responsible company with a Dun & Bradstreet rating of 5A2 and one of the strongest financial conditions in the industry. Annual sales in 2022 were approximately \$2.1 billion. The company's growth is due, in part, to strategic investments in research, design, and acquisitions throughout its history that have expanded its portfolio and network to meet ever changing market dynamics.</p> <p>Please see document [Haworth_Table_2_Haworth Overview] and [Haworth_Table_2_Values] for additional summary of our Story, Values, and Vision.</p>
11	What are your company's expectations in the event of an award?	<p>Haworth's expectations after winning the award is to provide Sourcewell customers with outstanding products, aggressive discounting and superior Haworth dealer and customer service. Furthermore, Haworth will launch a U.S. and Canadian marketing campaign to Haworth dealers and salespeople ensuring the award receives maximum exposure while also highlighting future contract training opportunities.</p>
12	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	<p>Please see document [Haworth_Table_2_Financial Strength Letter] from Haworth's CFO Scott Poulton summarizing our financial strength.</p>
13	What is your US market share for the solutions that you are proposing?	<p>Haworth experiences market share fluctuation like any company does. Annually, Haworth expects to have between 8-15% of the US Commercial Furniture market share which includes healthcare, education, government, financial/banking, service, technology, and manufacturing industries.</p>
14	What is your Canadian market share for the solutions that you are proposing?	<p>Haworth expects to have about 9% of the CAN Commercial Furniture market share which includes healthcare, education, government, financial/banking, service, technology, and manufacturing industries.</p>
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	<p>Haworth has never been involved in a bankruptcy. The company is financially sound and maintains one of the strongest financial conditions in the industry.</p>

16	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Haworth is a manufacturer.</p> <p>Currently, Haworth employs approximately 300 members in North America that make up the field sales and sales support roles. Our Sales Team has the support of the entire organization. Oversight and support are provided by individuals and groups throughout the company, including Executive Leadership, Customer Service, Tailored Solutions, Technical Support, Order Processing, Logistics and Planning, Sustainability, Product Line Marketing, Distribution, and more. The Sales Team is further supported by our dealer network, which provides global project management, design, and service support at the local level across the globe.</p> <p>Haworth products are sold and serviced through our robust network of 400 authorized and preferred dealers. More than 200 of these dealers are located throughout North America and provide service to every state and province. Product ships from Haworth's 360,000 sq. ft. Distribution Center at Haworth's headquarters in Holland, Michigan. Haworth is a Just-in-Time manufacturer, meaning all products are manufactured to customer orders. All of Haworth's preferred dealers have access to warehouse spaces, either owned or contracted, and can provide warehouse services for customers across the country, if requested.</p> <p>Haworth and its dealers share a partnering philosophy that can be defined as the formation of a true team, committed to an adaptive, cooperative approach to doing business. We value our customers and take pride in maintaining ongoing relationships long after product installation is complete. Our goal is not to simply sell you product today, but rather to build the foundation of a strong working relationship that develops and thrives for years to come.</p> <p>Haworth has a robust network of financially sound, customer-focused, and solution-oriented dealer partners; we provide them with equally well-rounded support, including strategic insights and manufacturer oversight. We develop and deploy dealer programs that ensure we are delivering the highest quality products and services possible.</p> <p>All Haworth dealers must continuously demonstrate superior performance in meeting customer needs. To enable their success, Haworth offers a variety of tools and resources, including:</p> <ul style="list-style-type: none"> • Dealer Development (16-member team; members are experts in Finance, Dealer Programs, Marketing and Social Media, Lean/Process Management, Administration, and Field-Based Sales Support) • Training on new products and services • Regional and national dealer meetings on relevant business topics • Marketing and branding tools that support co-branding • Financial benchmarking • Financial support for strategic growth • Electronic resources to keep them up to date on changes in product, policy, and process • Regional Dealer Managers who call on dealerships regularly to share updates, review projects, and share best practices. • Regional Field Tech Reps who provide technical support and/or training when needed • Network of local Haworth showrooms • Design Studios
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17	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	<p>Haworth and its dealers have been providing high-quality installation services on projects of all sizes for more than four decades. This includes projects ranging from a small single office to large complex projects that require a phased schedule for multiple floors, a complex of buildings, or that need to duplicate installations in multiple facilities across the globe. Installation services are delivered through our dealer partners and must be conducted by Haworth-certified installers. All dealers either have their own in-house certified installers or have well-established relationships with reputable installation firms that employ Haworth-certified installers. In North America alone, there are more than 2000 Haworth certified installers who provide services in every state and province.</p> <p>Haworth also employs a robust team of field technical representatives who are responsible for the education and training of Haworth-certified installers. Tech reps typically have engineering backgrounds and are well-versed in the details that allow them to fully deconstruct and reconstruct product. In addition to developing and delivering training for installers, they also collaborate with our sales teams to educate clients and end-users on product features, use, adjustment, and life cycle. Certified installers receive continuing education on new products and updates and must be recertified every three years.</p> <p>The following global certifications, standards, and accreditations are applicable to Haworth-owned manufacturing facilities globally:</p> <p>ISO 9001 ISO 14001 ISO 27002 ISO 45001 (in Germany, Switzerland, and China) A2LA Intertek Satellite Certified Lab Zero Production Waste to Landfill</p> <p>Haworth maintains or exceeds BIFMA standards on more than 95% of its product lines, maintains several non-required certifications, including:</p> <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO/IEC 17025 • U.L. Test Lab certification • ISO/IEC 17025 • U.L. Test Lab certification
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	N/A

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	One of the Haworth Values is to listen to our customers and we extend this to our award programs. This engagement with customers, vendors, community groups, the media and the design community means asking for an external review of our products, projects and processes. From MOMA to ISO certifications, Haworth has decades of feedback and global recognition. While not exhaustive, the provided documentation is a long history of design, innovation, environmental, safety, quality, customer satisfaction, ergonomic, education, communication, and community awards Please see document [Haworth_Table_3_Industry Awards] for full list of relevant awards and recognition.
20	What percentage of your sales are to the governmental sector in the past three years	In the past three years, Haworth's state, local and federal government combined sales totaled between \$120 and \$150 million per year. This represents 12% to 15% of Haworth's total sales.
21	What percentage of your sales are to the education sector in the past three years	In the past three years, Haworth's educational sales totaled between \$50 to \$70 million per year. This represents 5% to 7% of Haworth's total sales.
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	Please see attached document [Haworth_Table_3_State, Provincial and Cooperative Three Year Sales Reports].
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Please see attached document [Haworth_Table_3_GSA Contracts, Standing Offers, SA].

Table 4: References/Testimonials

Line Item 24. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
City of Fridley (MN)	Jeannie Benson - Facility Operations	763-572-3552
California State University - Fresno	Lori Pardi - Interiors Specialist	559-278-7742
City of Austin (TX)	Mike Zambrano - Procurement Specialist	512-974-3130

Table 5: Top Five Government or Education Customers

Line Item 25. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
State of Michigan	Government	Michigan - MI	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$42.8 million
U.S. Dept. of Homeland Security	Government	District of Columbia - DC	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$26 million
State of Tennessee	Government	Tennessee - TN	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$14.9 million
U.S. Marine Corps Base Hawaii	Government	Hawaii - HI	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$14.6 million
Dulles Discovery	Government	District of Columbia - DC	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$13.8 million

Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number

of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	Currently, Haworth employs approximately 300 members in North America that make up the field sales and sales support roles. Our Sales Team has the support of the entire organization behind it. Oversight and support are provided by individuals and groups throughout the company, including Executive Leadership, Customer Service, Tailored Solutions, Technical Support, Order Processing, Logistics and Planning, Sustainability, Product Line Marketing, Distribution, and more. The Sales Team is further supported by our dealer network, which provides global project management, design, and service support at the local level across the globe.
27	Dealer network or other distribution methods.	It has been Haworth's long-held belief that a strong dealer network of locally owned and operated dealers is fundamental to serving our clients. Before a dealer is certified as an authorized representative of Haworth, they are evaluated on a broad range of criteria including their ability to fulfill customer service needs and the demonstration of continually improving their operations. Out of our network of more than 200 independent and entrepreneurial Haworth dealers in North America, almost two-thirds of them have distinguished themselves further by attaining Preferred Dealer status. These dealers have made additional investments in their businesses and have aligned themselves more closely with Haworth on an ongoing basis.
28	Service force.	In North America, design, order, project management, installation, and warranty services are provided by Haworth-certified dealers. Haworth works closely with our dealers to ensure they are notified immediately of any delays or updates that would impact service. Account representatives and other Haworth members may also be brought in to help support dealers in addressing and swiftly resolving any issue. Haworth employs a staff of 15 Field Technical Representatives to further support projects by conducting formal quality inspections to ensure compliance with guidelines and quality standards, conducting facility staff training if requested, and overseeing and training Haworth certified installers throughout North America.
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>All public agencies have the option of submitting orders either through a Haworth dealer or of sending them directly to Haworth at orderentry@haworth.com. All orders will be channeled through a Haworth dealership, regardless of whether the agency has a dealer place the order on its behalf or submits a hard copy PO to Haworth via email. Orders placed by dealers are received electronically through Lynx, Haworth's proprietary, web-based interface, that allows dealers to run quotes, and place orders. Lynx is a tool used to confirm all proposals and orders are 100% accurate based on part number and contract price and discount.</p> <p>Haworth's orders are entered via our dealer network using Lynx. Lynx is Haworth's proprietary interface that manages the creation of new contract furniture proposals and orders using web technology. Lynx finds errors immediately. The system automatically responds to the sender in less than ten minutes if there is a problem. Faster, cleaner order entry is only one benefit. Lynx can also accept proposals and generate accurate price quotations in less than ten minutes and provides up-to-the-minute product and price information is available to all Haworth dealers to provide to their clients.</p>

30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>We employ a variety of processes, proprietary technology, and checks and balances to ensure your project is ordered, manufactured, shipped, delivered, installed, and maintained to your complete satisfaction. Our manufacturing facilities are certified to ISO 9001 standards, which require documented, closed-loop, corrective action for continuous improvement. We utilize a quality management system to track and record all issues. Analysis is conducted to understand root causes and to implement corrective actions. Instead of generic surveys, Haworth prefers to collaborate with our clients to establish pertinent and targeted Key Performance Indicators (KPIs) that have greater relevance to the individual customer relationship. These custom-designed surveys may be administered at a specified frequency, per project, or at a dollar threshold per project. Surveys are triggered by generating an email to the project leader, and data is tracked via the survey system. Performance is measured against the KPIs established, and reporting is available at established intervals. Together, the Haworth/Preferred Dealer team working with a client team will facilitate the best means to specify, order, deliver, state, and install the project. They will maintain strict product standards and communicate any anticipated changes, delays, or redesign to the client.</p> <p>In North America, design, order, project management, installation, and warranty services are provided by Haworth-certified dealers. Haworth works closely with our dealers to ensure they are notified immediately of any delays or updates that would impact service. Account representatives and other Haworth members may also be brought in to help support dealers in addressing and swiftly resolving any issue. Haworth Field Technical Representatives further support projects by conducting formal quality inspections to ensure compliance with guidelines and quality standards, conducting facility staff training if requested, and overseeing and training Haworth certified installers.</p> <p>As our face to the market, our dealer partners provide services to Haworth clients. Haworth monitors their performance via monthly closed-loop surveys to evaluate performance in the areas of overall customer satisfaction, knowledge of products, processes, and policies, ability to explain issues, and overall relationship. In addition to dealer surveys, our customer service management team also sends 80 - 100 surveys each month to clients who are actively using our products and services. These surveys are designed to closely track customer satisfaction and loyalty level to both Haworth and the dealer that provides services.</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Haworth is willing and able to serve Sourcewell participating entities in the United States.
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Haworth is willing and able to serve Sourcewell participating entities in Canada.
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	<p>Haworth markets and sells products globally. The company has a presence in more than 150 countries, operates through more than 95 global showrooms and offices, and wholly owns and operates 17 manufacturing facilities in eight countries. Haworth products go to market via a robust network of 400 dealers worldwide, who provide all services in North America, as well as some areas internationally, depending on regional laws and regulations.</p> <p>There are no areas of the US or Canada that would be excluded from our sales and service capabilities proposed on this contract.</p>
34	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	There would be no restrictions to the sale and service of products on this proposed contract within any participating entity sector.
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no specific contract requirements or restrictions that would apply to participating entities in Hawaii, Alaska, or US Territories.

Table 7: Marketing Plan

Line Item	Question	Response *
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36	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Upon award, Haworth will develop a co-branded news release for internal and external social media channels. Furthermore, Haworth has several intranet websites that offer outstanding communication tools, and the award, along with all required contract details and contact information, will be published on those sites when contract is awarded. When appropriate, trade shows, national conferences, and regional events will be attended by the dedicated Sourcewell/Haworth Program Manager (Tim Hodges) as well as Haworth field sales members and representatives of Haworth's extensive dealer network that service and support participating Sourcewell agencies. Working in close collaboration with your organization's marketing department, Haworth will begin developing co-branded marketing material within two weeks of contract award, with completion of all collateral marketing material within 90 days of award notification. Haworth has extensive experience in co-branding marketing materials for Sourcewell's participating agencies. Given the potential sales associated with your organization, these co-branded materials will be a high priority to complete and distribute.</p> <p>Our marketing and implementation plan for Sourcewell would be multifaceted, with emphasis on easy accessibility to information and tools and consistently quick responses. We want you to be assured you and your members have the information you need whenever you need it. Other Haworth marketing actions upon award will include:</p> <ul style="list-style-type: none"> • Within 30 days of contract award, Haworth will list Sourcewell's information on its website to include a complete list of contact information for dealers and key Haworth representatives. • Haworth, and dealers throughout the country, will initiate contact and call on procurement officers, if applicable, and public agencies in each participating region and promote the use of the contract. Marketing pieces will be created to promote the partnership of Haworth + Sourcewell + local dealers in order to illustrate value-add to potential participating agencies. • Information about Haworth Value Added services will also be available to all Sourcewell agencies. Haworth offers a range of services, from helping customers establish direction to developing high performance solutions. We employ workplace strategists, design consultants, and researchers to help customers reach their objectives. We also offer a variety of diagnostic proprietary tools and services which use a Science + Design methodology to help customers identify needs and set goals to drive desired levels of organizational effectiveness. • Haworth uses various forms of social medial and marketing outreach to potential clients, and this contract would become part of the messaging that would be promoted to the appropriate audiences. • Individual sales people will use the contract within their regions to help support target and existing clients in the public sector. <p>Please see [Haworth_Table_7_Marketing Plan_Examples zip folder] for five examples of marketing pieces created to support Higher Education and Government business development.</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Haworth uses a variety of technology platforms to enhance our marketing effectiveness.</p> <p>Haworth's corporate marketing team uses a breadth of technology tools to ensure we reach as many existing and target clients to promote our ability to solve workplace solutions. Currently, our marketing outreach technology includes the following: Facebook, Twitter (X), Instagram, TikTok, LinkedIn, Threads, YouTube, Pinterest, Google MyBusiness, and Glassdoor.</p> <p>Haworth has a dedicated Inside Sales team who supports our efforts to find and qualify new business opportunities. This team utilizes applications of Salesloft (Marketing/Email Software), ZoomInfo (Contact/Company Database), and Eventbuilder (Event Software) to further promote New Business Development and to increase business.</p>

38	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>Sourcewell's Role: Sourcewell's role in promoting this contract is working with Haworth's Sourcewell program manager to develop mutually agreeable marketing programs. These programs will promote the value and benefits of the Sourcewell contract along with Haworth's outstanding products and aggressive discounting structure. Haworth will integrate this contract with U.S. and Canadian dealers by educating them about the value and benefits to their potential Sourcewell customers. The Haworth sales force will undergo training on this program with their respective dealers during multiple training sessions.</p> <p>Haworth's Role: Haworth has a dedicated Sales and Marketing Program Manager - Tim Hodges. He will serve as the internal advocate for this contract for North America and Canada. He will diligently promote the contract through training dealers, collaborating on the development of new and revised marketing collateral, and keeping in constant communication with the rest of the team. Specific to Minnesota, Courtney Griggs (Territory Sales Manager) will work directly with Fluid Interiors (the Haworth dealer in Minneapolis, MN) to immediately promote and access the contract within participating entities. Lessons learned from Minnesota would be shared to the North American and Canadian sales forces and dealer networks.</p> <p>Upon award, Tim will schedule a conference call between Sourcewell and the Haworth core team. This will begin the process of establishing a strong and ongoing relationship. In addition to facilitating general discussion, he will review expectations and introduce any other Haworth regional team members who will help service the account. He will also provide an overview of dealers in all states, noting any who hold Preferred or Best-in-Class status. This initial step will ensure all agency procurement officers have the information needed to make an informed decision about selecting a dealership to work with prior to the start of any project.</p> <p>Tim will schedule visits to Sourcewell annually, or as requested, to assess satisfaction level and to keep them informed of any changes in dealerships, new product offerings, or other updates. Within the first 30 days of the contract, Tim will also meet with Haworth Regional Dealer Managers (RDMs) throughout the country to create an orientation program for participating dealerships. RDMs oversee all dealer activity, and keep dealers updated on new product, processes, and major projects. The orientation will involve a thorough overview of Haworth's Sourcewell contract, including the breadth of approved product, contract terms and conditions, assigning a dealer point of contact, and service level agreements. This will ensure that all Sourcewell members have a consistent experience when ordering Haworth product, regardless of their location and which dealer services their accounts.</p> <p>Because Sourcewell is located in Minnesota, there will be strong engagement with Haworth's Best in Class Dealer, Fluid Interiors. Fluid does a significant volume of work with Higher Education, City/State/Local Government, and Non-Profit Agencies throughout the Twin Cities Metro, St. Cloud, Rochester as well as rural Minnesota markets - supporting the entire state of Minnesota. Fluid would provide local marketing support of the contract to existing and potential participating entities.</p>
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39	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Haworth and our dealer partners have been the industry leader in providing digital tools in support of our customers. For our government/education customers that have an interest in supporting the purchase of products for remote workers, there are two core baseline solutions that help drive our collaborative approach. The most common solution implemented by government and education clients is through a Work From Home program that is supported by our Haworth Online Store, where we offer exclusive pricing via a company discount code. Alternately, we have an eCommerce Engine that is designed to support 100% of your spend and can be fully integrated with your e-procurement solution or other requisition system.</p> <p>Haworth Online Store Many customers use the Haworth Online Store to help facilitate work from home programs which serves as a stand alone site, and is not connected to an e-procurement system. Once the site is set up for the participating agency, employees gain access to exclusive pricing by entering their company discount code at checkout. The store link can be shared with employees via company intranet, email, or other communication channels. Employees create their own account once granted access to the company site and can make purchases directly using their own (or company) credit card.</p> <p>Benefits to the program include the following:</p> <ul style="list-style-type: none"> •Get Products Quickly – core Haworth products ship within 3 business days, made to order options also available with additional colors & options •Ergonomic Products – employees can have the same great ergonomic products in their homes that they have in the office •Product Selection For The Home – finishes and options available work well in residential settings •Discounts Beyond Retail – provides the lowest everyday price on a wide variety of products •Free & Easy Shipping – products ship directly to employee's homes with free shipping <p>eCommerce Engine Remote work programs, by nature, often deliver to homes and/or apartment buildings with unique delivery requirements. As such, we have an ability to create catalogs for those products that send a shopper's cart to our local authorized Haworth Dealer to have potential delivery and installation costs added. Once added, the cart goes back to the shopper for review and is then sent to your e-procurement system for approval and formalized requisition. For this option, we sit down with procurement, facilities, IT, your Haworth Sales lead and assigned dealer(s) to discuss topics like your POSR, which allow us to evaluate the best ways to architect a solution.</p> <p>Haworth also offers clients access to our proprietary eCommerce solution that provides a secure online portal to manage their Haworth furniture assets efficiently and cost effectively. These sites are structured according to your unique requirements to capture the information you find most relevant. It can be used to view furniture standards, plan spaces, initiate work order requests, procure products online, run customized business reports, and more. It also has potential to help realize cost savings through reducing cycle times and helping to achieve your spend management goals.</p> <p>Capabilities that customers may leverage include:</p> <ul style="list-style-type: none"> • Commerce Engine – designed to support 100% of spend, and fully integrated with your eProcurement solution or other requisition system • Financial Integration - support for electronic invoicing, automated reconciliation, and payment. • Transaction reporting and order status capabilities - providing information transparency unmatched in the industry • Collaboration and communications resources – in support of your internal audiences <p>The eCommerce site can also house a broad range of tools from product documentation and reference information to access to industry research, market trends, process documentation, contact information, service request support and training opportunities.</p> <p>Finally, Haworth offers the services of our eBusiness Consultant to help review the capabilities, establish project objectives, support team formation, and project facilitation to ensure you are getting the most from this resource and achieving your spend management goals.</p>
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Table 8: Value-Added Attributes

Line Item	Question	Response *
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40	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	Instructions to properly use, adjust, maintain, and clean Haworth products to ensure correct and long-lasting use are delivered at project closeout. If requested, we will provide orientation training to your employees to address any specific questions or concerns. This training may be delivered through our dealer partner or through a sales representative, depending on the specifics of the request. Training on repair work is not offered, as all repairs must be performed by a dealer or certified installer to protect the product warranty. A repair order is initiated by reaching out to your local dealer to file a warranty claim. We also offer adjustment videos on our website for specific products including task seating, height adjustable tables, and ergonomic accessories. Most of these videos are available via QR code printed directly on the bottom of the product or otherwise available on Haworth.com.
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41	Describe any technological advances that your proposed products or services offer.	<p>Haworth revolutionized the contract furniture world by being the first to electrify workstation panels - an industry-changing innovation - and we have been transforming workplaces ever since. As an extension of Haworth's workplace research, we design new product innovations that support forward-thinking, efficient, and effective workspaces. Our most recent research into workplace well-being and supporting dynamic spaces has resulted in the development of the following products:</p> <p>Fern – an ergonomic task chair, is our most complete example of Haworth innovation in production today. With a goal of enhancing wellness in the workforce, we created a chair offering new levels of comfort and unsurpassed ability for individual ergonomic customization. Haworth collaborated with Western Michigan University on research that mapped out comfort with billions of data points and thousands of test subjects. From our findings, we developed a patented frond-like Wave Suspension System™ which promotes healthy back and pelvic alignment. Fern's ability to conform to the user's spine and accommodate back asymmetry reduces back discomfort as a user shifts position in the chair. Fern is an elegant chair that looks and works like no other and fully delivers on the promise of being the most comfortable task chair available. https://www.haworth.com/na/en/products/stools/fern.html</p> <p>Compose Echo - We designed Compose Echo based on our research into the benefits of user control in workplace happiness and well-being. This fully adjustable workstation provides height adjustability and the ability to move and re-orient the work surface. Based on many years of research and consultations with leading international design firms, Compose Echo is unique to the industry in its ability to provide complete user control for various collaborative and individual workstyle needs. https://www.haworth.com/na/en/search.html?q=compose+echo&listing=product-listing</p> <p>Pergola - Haworth creates highly adaptable product innovations to help our customers remain agile to future workplace changes. An example is Pergola, a new freestanding sub-architectural workspace that can be added to an existing floorplate to provide space for individual retreat or collaboration. As a kit-of-parts product, Pergola can be easily reconfigured as your requirements for new spaces change, without impacting the base building. https://www.haworth.com/na/en/search.html?q=pergola&listing=product-listing</p> <p>Zody II & Zody LX - Much of Haworth's research is around optimizing employee health and well-being, and our product innovations reflect this. Encouraging movement and posture change throughout the workday is an essential element of workplace health, and we designed the new Zody LX and Zody II to support these activities. Both chairs offer an industry-first dual posture feature for both seated and perching positions, providing ergonomic support and variety when using a sit-to-stand desk. https://www.haworth.com/na/en/products/stools/zody-lx.html?_br_psugg_q=zody+upholstered+office+chair</p> <p>Openest – a compelling line of privacy panels, seating poufs, sofas, and tables, designed in partnership with Patricia Urquiola. Paired together, individual elements create collaborative group spaces and individual work pods that are as beautiful as they are hard working. The panels in Openest utilize Haworth's innovation in material science and manufacturing development by blending the unique aesthetic with a structural, acoustic, stand-alone privacy panel that is completely fresh in the industry. http://www.haworth.com/products/workspaces/shared/openest</p> <p>Bluescape – our digital collaboration platform is designed to accelerate decision making by enabling anyone to create, communicate, visualize, organize, and strategize anything, anywhere, anytime. Bluescape is a global tool, accessible on multiple devices including large-scale, high-definition, multi-touch screens, as well as tablets, laptops, and mobile devices. From the thoughtful user interface to the highly visual file system to the virtual whiteboard, we made this a key tool for project teams in the workspace (physical and virtual). Multiple users located anywhere in the world can work simultaneously to create, edit, organize, display, and retrieve information in a way that is profoundly effective. Bluescape was created to accelerate business results by enhancing innovation, strategizing, solving problems, and sharing information in real time. It also speaks to our innovation ambition as a full workspace solutions company, not simply a furniture manufacturer. More information about Bluescape can be seen at http://www.haworth.com/products/technology/teamwork/Bluescape</p>
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42	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>Sustainability has been a long-held company-wide value at Haworth, and we think beyond our business with a collective purpose to make the world better. As we strive to be a sustainable organization, Haworth empowers and engages its members in practices and processes that positively impact our global communities, economy, and environment. We utilize our resources in ways that create adaptable and sustainable workspace solutions for our customers, and we do this globally to protect and restore our environment, create economic value, and support and strengthen our communities. We are committed to constantly evaluating and improving our processes and our products throughout all phases of a product's lifecycle.</p> <p>Our design-led approach creates products that support safe and healthy environments. Our products encompass Design for the Environment strategies, considering the environmental, social, and economic impact through alignment with leading certifications, waste-reducing processes, and material choices. Considerations for the use of safer materials continues to drive us to evaluate more sustainable solutions as alternatives become commercially available. Our packaging engineers and transportation teams collaborate to develop new environmentally friendly packaging methods that can be implemented without compromising the level of protection provided while in transit.</p> <p>The drive toward sustainable, healthier solutions also support clients in achieving their own sustainable goals. Haworth products contribute to a wide range of credits for customers seeking LEED or WELL Certification. More than 95% of our products are GREENGUARD Indoor Air Quality and/or BIFMA level certified for lower emissions. Most of our wood products are offered standard as FSC certified. With only a few exceptions, most Haworth product is manufactured locally for the market it serves - in the US for customers in North America, in Europe for European customers, and in Asia and India for the Asian Pacific market - resulting in lower fuel emissions.</p> <p>We help support the communities in which we do business. We continue to support the 10 principles of the UN Global Compact with respect to Human Rights, Labor Rights, Anti-Corruption, and Environmental Protections. We actively engage with the communities where we live and work, supporting them through volunteerism and charitable giving, as well as offering economic growth and stability with jobs, internships, and educational opportunities.</p> <p>In-depth information regarding our strategy, long-term initiatives, and examples of social and environmental stewardship can be found in Haworth's Corporate Responsibility Report, available on our website at https://www.haworth.com/na/en/expertise/sustainability.html.</p> <p>Please see document [Haworth_Table_8_Corporate Social Responsibility Report] for complete description of sustainability efforts.</p>
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43	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Haworth's Quality Assurance program has been in place for more than 25 years and is constantly being evaluated and updated as our organization evolves. Our Quality team benchmarks and partners with third-party organizations to ensure our efforts surpass world-class quality objectives. Haworth-owned manufacturing facilities in North America have been continuously certified ISO 9001 and ISO 14001 since 1998 (globally since 2010) and were last renewed in 2021.</p> <p>The following global certifications, standards, and accreditations are applicable to Haworth-owned manufacturing facilities globally:</p> <p>ISO 9001 ISO 14001 ISO 27002 ISO 45001 (in Germany, Switzerland, and China) A2LA Intertek Satellite Certified Lab Zero Production Waste to Landfill</p> <p>Haworth products are designed for the environment, tested to meet or exceed all relevant industry standards (ANSI BIFMA, UL/C-UL, ADA, Flammability, USEPA, ETV, ASTM, GREENGUARD), and are covered by industry leading warranties.</p> <p>Our products are composed of high-recycled content, have high recyclability at end of life, and more than 95% of our products are GREENGUARD Indoor Air Quality and/or BIFMA level certified for lower emissions. Most of our wood products are offered as FSC certified. Haworth's product statements which highlight product performance and climate impact (including global warming potential, acidification potential, and eutrophication potential) are available on Product Environmental Data Sheets and available on request.</p> <p>Note: Haworth has replaced MBDC Cradle to Cradle with the BIFMA level™ certification, specifically BIFMA e-3-2008 Furniture Sustainability Standard certification. BIFMA level 3 is an industry accepted product certification that is third party verified. The certification requires Haworth to review chemistry, life cycle assessment, product recycling at end of life, and many other items that are similar if not the same as what Cradle to Cradle requires.</p> <p>As a sustainable corporation, Haworth is committed to the ongoing evaluation of processes and practices that will help us understand, reduce, and eliminate the negative environmental impacts of products and workspaces while supporting business models that promote employee wellbeing. Ongoing initiatives include:</p> <ul style="list-style-type: none"> • Increasing renewable energy • Further reductions in water, waste, and energy usage • Chemical and material declaration • Banned chemical elimination • 100% Sustainable Wood Sourcing goal • 100% Signed Code of Conduct goal <p>We produce 133 low-emitting product lines. Since 2005, through our Environmental Management System (EMS) we have reduced our VOC emissions by 93%, GHG emissions by 20%, and energy use by almost 30%. More than 95% of our products are air quality certified (GREENGUARD).</p>
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44	Describe any quality management and environmental system certifications attained by your organization (LEED, Greenguard Indoor Air Quality, ANSI, BIFMA or others).	<p>All Haworth owned manufacturing facilities are Certified to ISO 14001 and maintain Zero Waste to Landfill status. Haworth is also a member of the US Green Building Council, and several showrooms, including our global Headquarters, are LEED certified. Environmental product certifications in North America include: BIFMA LEVEL 2; BIFMA LEVEL 3; GREENGUARD; GREENGUARD Gold; Declare; and Cradle to Cradle Bronze.</p> <p>Haworth products are designed for the environment, are covered by industry-leading warranties, and are tested to meet or exceed a variety of industry standards including but not limited to:</p> <p>ANSI BIFMA BIFMA level® UL/C-UL USEPA A2LA FSC certified wood ETV ASTM NFPA ISO GREENGUARD GREENGUARD Gold ICC IBC CGSB SCS Indoor Advantage (Europe only) GECA China Type I Environmental Label</p> <p>LEED Haworth is committed to doing our part with material choices, adhesives, paints, and procedures maintaining the standards set forth by the US Green Building Council when obtaining LEED Silver to LEED Platinum certifications. Our products contribute to a wide range of LEED credits to help our clients achieve all levels of certification. Most Haworth products are GREENGUARD Indoor Air Quality and/or BIFMA level certified as low-emitting furniture. They are comprised of pre- and post-consumer content, are designed with recyclability at end of life in mind, are manufactured in the United States, and are free of harmful chemicals. Our products are designed to work together within and across products lines to create a more sustainable, adaptable, and economical workplace, and have helped clients achieve first-ever innovation and design credits. Haworth panel systems products can also contribute to daylight and views LEED credits. Proper documentation for each LEED credit can be easily and quickly obtained through any Haworth sales contacts. To date, Haworth has helped clients with LEED credit documentation on hundreds of projects.</p> <p>WELL Building Standard The WELL Building Standard takes a holistic approach to health in the built environment, addressing behavior, operations, and design. Our approach to well-being aligns those criteria with our values, product strategies, and our point of view in designing spaces to provide optimal environments where both members and visitors can thrive. We have learned a great deal about incorporating additional environmental systems to enhance air and water quality, complementing our commitment to optimal work environments through such as to natural daylight.</p> <p>Our Los Angeles showroom was one of the venues for piloting an application of the WELL® Building Standard, a performance-focused system for measuring, certifying, and monitoring features of the built environment to promote the health and wellness for people. The pilot provided a learning experience that put well-being at the core of good design, which takes into consideration all aspects of an optimal environment including physical, cognitive, and emotional elements. Going forward, we remain committed to implementing well building standards as part of our strategy for space design that benefits both our members and our customers.</p> <p>With the advent of the first wellness-based building standard, pioneered by DELOS®, Haworth was eager to implement the WELL Building Standard both in our products and showrooms globally. Haworth had the first WELL Certified project in China, as well as the first WELL certified office furniture showroom in the United States.</p> <p>BIFMA Haworth has replaced MBDC Cradle to Cradle with the BIFMA level™ certification, specifically BIFMA e-3-2008 Furniture Sustainability Standard certification. BIFMA level 3 is an industry accepted product certification that is third party verified. The certification requires Haworth to review chemistry, life cycle assessment, product recycling at end of life, and many other items that are similar if not the same as what cradle to cradle requires.</p>
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<p>45</p>	<p>Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.</p>	<p>While Haworth is neither a small business nor minority-owned, we have programs in place to foster and implement supplier diversity. We sell and distribute our product through a robust network of certified dealers, most of which are small businesses, and include MWVBE classifications including MBE, WBE, VBE, and SDVOSB. In addition, Haworth is proud to have received the 2020/2021 Gold Level Employer Certification in the Veteran-Friendly Employer Program sponsored by the Michigan Veteran Affairs Agency (MVAA). This honor places Haworth in the top 8 percent of the 401 employers and organizations to receive gold certification and signifies Haworth has some of the best jobs for veterans in Michigan. Haworth hosts and participates in activities and programs, including sponsorship of a Veteran Member Resource Group (VMRG). VMRG fosters community while providing support for Haworth service members and veterans, as well as their families. We are committed to identifying, developing, and working with diverse dealerships to help our clients meet their diverse spend objectives. Please see attached document [Haworth_Table_8_Haworth Dealer Listing] for full list of Haworth's North American Dealer certifications.</p> <p>Through our manufacturing organization, Haworth engages with many business for the procurement of raw materials to produce the finished product that is sold to customers. Please see document [Haworth_Table_8_Supplier Diversity Program] for information on our goals to broaden our collaboration with a diverse supply chain.</p>
<p>46</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Haworth is the market leader in building strategic long-term partnerships with our clients. We support teamwork using a partnership model that results in better understanding of their organizational needs, culture, and goals. Along with our dealers, we work collaboratively with clients to identify best possible product solutions and layouts and ways to utilize space more efficiently. We actively develop tools and processes to encourage long-term bonds with our major customers, many of whom have been customers for 10 years or longer. For complex projects, we have utilized Value-Stream Mapping which brings key team members together to sequentially map out each step, resulting in increased efficiency and the elimination of redundancies. Related drivers that help sustain these relationships include:</p> <ul style="list-style-type: none"> • Communicating and documenting value-added solutions • Maintaining focus on clients' evolving needs • Addressing improvement opportunities in an open, collaborative manner <p>There are three key aspects that set us apart from our competitors. The first is Organic Workspace®, our process for creating inspiring spaces and our perspective of workplace design. Organic Workspace enhances the effectiveness of people and the efficiency of real estate. A key component of this is our design point of view, what we refer to as Performance + Desire, which encompasses elements of empathy, beauty, simplicity, performance, balance, and craft. This viewpoint led to the development of Haworth's Integrated Palette™ and a holistic portfolio of products (including systems, storage, tables, desking, and walls) that helps customers embrace change. Many of our product lines are designed to integrate not only on fabrics and finishes, but also on other factors (such as interconnectivity and scale), so that no matter how many times product is reconfigured, reused, or moved, the workspace will maintain a clean and cohesive appearance. Pieces can be moved, swapped, and rearranged, providing customers with the assurance that the design they create for today has the flexibility to change for future needs and evolving workstyles with minimal cost and effort. Products that are easily reused, rewired, and repurposed not only ease space reconfigurations by broadened application possibilities, but also retain their value, ultimately resulting in more sustainable spaces.</p> <p>We are also the most global company in our industry. We manufacture product in the communities we serve, providing us with the ability to absorb knowledge, design acumen, and cultural diversity throughout a broad geographic range, which ultimately leads to even greater ability to serve our customers. We serve markets in more than 150 countries and employ more than 8000 people, nearly half of whom live outside of the United States. We operate 17 wholly owned manufacturing facilities in eight countries throughout North America, Asia, and Europe, and are the only global company whose owned manufacturing facilities are all Zero Production Waste to Landfill and ISO-certified, enabling greater control over quality.</p> <p>Finally, among the major manufacturers in the contract furniture industry, only Haworth is still privately owned. This autonomy frees us from the constraints of a corporate board and makes us accountable only to our customers and employees. Our customers benefit by our ability to implement rapid change if needed or flex our workforce according to customer demand. We also have greater capacity to make long-term investments to find new ways to solve for the needs of customers – now and in the future.</p>

Table 9: Warranty

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
47	Do your warranties cover all products, parts, and labor?	<p>All warranty parts and labor are provided at no charge to the customer, for as long as the product is covered under the warranty period.</p> <p>We take warranty correction seriously, and along with our dealers, work diligently to ensure client concerns are addressed immediately. As your first point of contact, your dealer will investigate issues as soon as they are raised – either on site, by phone, or email – depending on circumstances, and either repair the issue or place an expedited order for replacement parts or product. Orders are monitored and tracked until the warranty issue is fully resolved.</p> <p>Haworth also maintains a robust team of 15 full-time, North America-based, Field Technical Representatives, who investigate quality issues on-site and ensure warranty claims are processed quickly in. All warranty claims are tracked through a process that allows us to closely monitor issues. Should a systemic product issue be identified, it is swiftly corrected (through processes that may involve re-engineering or other design modification and re-testing), enabling Haworth to keep warranty claims to a minimum.</p> <p>Haworth offers Limited Lifetime Warranty coverage including parts and labor on most systems, storage, and worksurfaces. Our full North American warranty, included in our response [Haworth_Table_9_Warranty], includes detailed information regarding warranty coverage on all Haworth products and components.</p>
48	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	<p>In North America, Haworth offers Limited Lifetime Warranty coverage, including parts and labor, on most of our products. A product covered by the Lifetime warranty begins on the date of manufacture and continues for as long as the end-user purchaser continues to solely own, possess, and use the covered product.</p> <p>Our North American seating warranty is 12 years with around the clock usage, 365 days each year for users up to 325 lbs. Wood products are also warranted for 12 years.</p> <p>For full details on all products and components, please see Haworth's complete warranty statement.</p> <p>Haworth recognizes that many of our customers don't close their doors at 5 pm, and that the same furniture may be used by many people throughout the week and weekends. To accommodate their needs, Haworth's warranty provides coverage for use around the clock, seven days a week, 52 weeks a year.</p>
49	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	<p>Our North American limited warranty covers shipping and installation of parts to repair the product as well as travel time and mileage to perform all necessary labor for the warranty claim.</p>

<p>50</p>	<p>Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?</p>	<p>All regions where product is sold are covered under warranty including service to repair the warranty.</p> <p>Haworth and its dealer partners take warranty correction seriously and we are committed to resolving issues to our clients' complete satisfaction. All warranty claims are tracked through a Field Problem Report process, which allows our field technicians to closely monitor issues. Should a systemic product issue be identified, it is swiftly corrected, enabling Haworth to keep warranty claims to a minimum.</p> <p>Our dealers manage all long-term warranty and service requests with support from Haworth. When a product issue, warranty need, or other service request is communicated, your designated point of contact will begin the process of resolution. Dealers will commit to responding to all service calls within 48 business hours of receiving the request. Often, a diagnosis can be made via phone call or email exchange, eliminating the need for a visit. If a site visit is required however, it will be scheduled as soon as possible at the customer's convenience.</p> <p>The steps involved in each scenario are outlined below:</p> <p>Warranty Process A: Diagnosis made via phone, email, or on-site dealer inspection</p> <ul style="list-style-type: none"> • Discovery – customer contacts dealer Project Manager with notification of issue • Diagnosis – if immediate diagnosis can be made and service parts are in stock, dealer will schedule service work at customer's earliest convenience. If parts are not in stock, an order will be generated and expedited through Haworth customer service. • Repair or Replace – Service technician repairs or replaces product on-site as scheduled with customer. For warranty issues that require parts to be ordered, Dealer will advise customer on expected ship date and will schedule repair accordingly. <p>Warranty Process B: Diagnosis cannot be made via phone, email, or on-site dealer inspection</p> <ul style="list-style-type: none"> • Discovery - customer contacts dealer Project Manager with notification of issue • Site Visit – if immediate diagnosis cannot be made, dealer's service technician is scheduled to visit at a time convenient to customer • Diagnosis – if the service technician can make a diagnosis during visit, parts are immediately ordered, and customer is notified when they arrive. If a diagnosis cannot be made, the product is brought back to dealer for further review. • Repair or Replace – If issue can be corrected via repair, customer is notified when parts arrive, and product is repaired on-site at customer's earliest convenience. If product must be replaced, an order will be generated and expedited through Haworth's customer service team and delivered to customer upon receipt. <p>In either scenario, any issue presenting a safety risk will be responded to immediately. If the product is not useable, a plan will be developed to provide temporary alternatives until a permanent solution is found. All warranty services will be performed by a manufacturer-certified service technician and executed in a manner that will cause the least amount of disruption within the space.</p>
<p>51</p>	<p>Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?</p>	<p>Haworth's warranty covers warranty service for products manufactured by Haworth. Any products manufactured by the extensive Haworth family of brand partners (as outlined in Table 1 of our response) would be serviced via the Haworth dealership network in partnership with the specific manufacturer.</p>

52	What are your proposed exchange and return programs and policies?	As a just-in-time manufacturer, most Haworth products are built to order, and like other major competitors in the industry, does not have a published return policy. Although returns on a piece-by-piece basis are not permitted, any product with a defect will be either replaced or fully corrected to a client's complete satisfaction. Returns requested due to a customer error or reconsideration are not accepted, but in all cases, customer satisfaction is our primary goal. Haworth and its dealers will always work with your organization to find a mutually acceptable solution to any problem. Some examples of alternatives to returning product include: <ul style="list-style-type: none"> • Warehousing the product for redeployment on future projects • Providing a line item credit against the project to show the return and charge for the product on another project • Sourcing a wholesale partner who may be interested in purchasing the product • Sourcing a charity and facilitating e a charitable receipt in exchange for the product 	*
53	Describe any service contract options for the items included in your proposal.	Extended warranties may be offered under some circumstances and are discussed as part of a contract negotiation process directly with the participating entity. Decisions to offer an extended warranty are based on a variety of factors, including overall project scope, product mix, location, and use. Upon award, we would be happy to discuss whether extended warranties would be a good option for specific projects.	*

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *	
54	Describe your payment terms and accepted payment methods.	Standard terms are net 30 days from invoice date. Acceptable payment methods are cash and ACH. In addition, Haworth offers customers a choice of dealer bill, direct bill or both dealer and direct billing options. Our goal is to work with each customer and discuss the best billing options	*
55	Describe any leasing or financing options available for use by educational or governmental entities.	In partnership with PNC Vendor Finance, Haworth offers a competitive and flexible option for financing our product. Non-Haworth product and other costs can also be rolled into the financed amount at the standard HPS rate. Pre-established payment options include the following: <ul style="list-style-type: none"> -24 monthly payments at 0% (first and last payments due in advance) -36 monthly payments at 3% (no advance payment due) -48 monthly payments at 4% (no advance payment due) Please see document [Haworth_Table_10_Payment Solutions] for full program summary of the financing option we provide.	*
56	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	We have included standard transaction documents from Fluid Interiors (which is the Haworth dealer located in the State of MN). These are a representative sample of what would be expected for participating entities when they work with one of our dealers. Each dealer provides their own version of these documents. Any additional sample documents can be provided by request. See document [Haworth_Table_10_Fluid Transaction Documents] for example Purchase Order, Invoice, and Terms & Conditions Documents	*
57	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Haworth would accept a P-card procurement and payment process, which would be handled by our dealers in the local market supporting the project. No additional costs would be incurred by Sourcwell participating entities.	*

Table 11: Pricing and Delivery

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *	

58	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	The Haworth pricing model is based on a product category discount which applies to all product SKUs in the product line. Haworth is not providing individual SKUs for this RFP because this would result in hundreds of thousands of individual line items due to our extensive Sourcewell product offering. We have included a SIF file, which is used primarily in the furniture industry and is created from the bill of materials (BOM) and generally includes attributes specific to each product and all available configurations such as product numbers, product descriptions, list prices, manufacturer code, etc. See document [Haworth_Table_11_Detailed Pricing Sheet] for this representative example of individual product SKUs showing basic options products and their corresponding list price, discounts, and final net dollar amount. This would be the customer pricing methodology used for all products on a project.	*
59	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Haworth uses a "discount off list" from its commercial price list catalogs where each product line receives its own discount. Some product lines are also grouped with other product lines and receive the same discount. Haworth is providing a discount summary sheet for Sourcewell, which can be found as an attachment in the documents section [Haworth_Table_11_Product Summary Sheet]. The product summary sheet shows the proposed discounts off of list for each category starting with \$1 purchase and indicates a negotiable tier to be used for larger volume projects.	*
60	Describe any quantity or volume discounts or rebate programs that you offer.	Haworth offers Sourcewell negotiable tier discounts. These discounts can be accessed by any Sourcewell customer when their total list dollar amount exceeds \$150,000. Deeper discounts vary depending on total amount and product offering.	*
61	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Haworth includes a broad variety of product lines to support client's needs across their floorplates. The RFP response includes only product manufactured by Haworth and affiliated brands (as outlined in Table 1 of our response). Any "open market" product that is manufactured by companies other than Haworth would be available for purchase through our dealers. The cost of the procurement of these products would be handled directly between the dealers and the Sourcewell participating entity.	*
62	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	The pricing provided in our pricing matrix includes the cost of the product and freight. All services related to the design, specification, project management, ordering, installation, post-installation, and warehousing of the product is handled by the dealers. The cost for these services would be communicated by the individual dealer in collaboration with the participating entity.	*
63	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Haworth has established agreements for transportation and delivery of Haworth product with national transportation suppliers. The volume shipped, and Haworth's ability to provide products in full truckload quantities, puts Haworth in a position to negotiate the best possible price for shipments. To afford customers with a degree of cost certainty, transportation fees have been factored into Haworth prices, regardless of whether the shipment is a full truckload or less than truckload. It is not possible to break out freight charges on an individual shipment basis and charge variable transportation rates due to the variations in locations, distances, schedules, labor rates, and fluctuating fuel costs. As a result of these variations, freight charges are pre-paid by Haworth to all United States (including Alaska and Hawaii) destinations (CPT) and Canadian destinations (DDP).	*
64	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Haworth has established agreements for transportation and delivery of Haworth product with national transportation suppliers. The volume shipped, and Haworth's ability to provide products in full truckload quantities, puts Haworth in a position to negotiate the best possible price for shipments. To afford customers with a degree of cost certainty, transportation fees have been factored into Haworth prices, regardless of whether the shipment is full truckload or less than truckload. It is not possible to break out freight charges on an individual shipment basis and charge variable transportation rates due to the variations in locations, distances, schedules, labor rates, and fluctuating fuel costs. As a result of these variations, freight charges are pre-paid by Haworth to all United States (including Alaska and Hawaii) destinations (CPT) and Canadian destinations (DDP).	*

65	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Standard Delivery: Haworth products are sold and serviced through our robust network of 400 authorized and preferred dealers. More than 200 of these dealers are located throughout North America and provide service to every state and province. Product ships from Haworth's 360,000 sq. ft. Distribution Center at Haworth's headquarters in Holland, Michigan. Haworth is a Just-in-Time manufacturer, meaning all products are manufactured to customer orders. All of Haworth's Preferred dealers have access to warehouse spaces, either owned or contracted, and can provide warehouse services for customers across the country, if requested. The product can either go directly to a client's site or to one of our dealers' warehouses to be held until time of delivery on site. Determination of the method of delivery would be by the preferences of the end user.</p> <p>Haworth will discuss customer expectations well before the order is formally placed. As previously mentioned, adherence to on time complete deliveries is closely monitored via a measurement called Delivered on Time, Correct and Complete (DOTCC). DOTCC is the most visible internal customer measurement at Haworth as well as the most important goal. DOTCC tracks performance to shipping "on time and complete" and the subsequent delivery of each order. The ultimate goal is 100%. A DOTCC meeting is held daily with all plants to track expected individual order performance and identify any issues before shipment.</p> <p>Since Haworth is a just-in-time manufacturer, order processing is synchronized with manufacturing. Individual products are manufactured and labeled by order number and specific tagging instructions provided by the customer. Product cartons are bar-coded and scanned to ensure they are correct for that order. Additionally, Haworth focuses on shipping and delivering customer orders on time and complete. This area has one of the most visible measurement in the company.</p> <p>Haworth picking, packing, staging, and loading process are managed electronically (through scanning of bar-coded rack and carton labels). The final scan is at the mouth of a trailer as each carton is loaded for shipment. This scanning record is reconciled against the customer order and is the source data for the generation of shipping documents. As a result, the packing list for a shipment is guaranteed to match the product on that trailer and is fully reconciled to the product ordered by the customer.</p> <p>The following documents accompany the shipment:</p> <ul style="list-style-type: none"> • Packing List • Circle Sheet (check-in sheet for the unloader) • Bill of Lading <p>In addition, our Customer Service Coordinators provide exception-driven updates for each customer. Timing varies based on the stage of the order (pre-order, in process, shipped, etc.). We monitor every order until it is 100% complete. The fill rate requirement is 100% since we build everything to order (rather than the traditional forecasting and stocking that "fill rate" normally implies).</p> <p>Expedited Delivery: Haworth has established an in-stock program for many products including height adjustable tables and task seating. This program enables our dealers to service clients that have rapid turnaround time requests. See document [Haworth_Table_11_NOW Flyer for Education] for an example of this program.</p>
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Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
66	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

Table 13: Audit and Administrative Fee

Line Item	Question	Response *
67	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.	Haworth has individuals within our contract management team who perform monthly audits on sales reports prior to creating final customer reports or payments. Our database employs contract holder number and partner number field links to ensure only customers properly linked get pulled into the reporting. The audit is to ensure that linked customers are using the correct contract holder number or partner number. If not properly linked, they become unlinked in our database and removed from the monthly report.
68	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	Haworth would use various metrics to measure success with the Sourcewell contract including the following: <ul style="list-style-type: none"> • Total annual spend • Total spend by state/public agency • Total spend by product category (systems, seating) • Total state spend by product category • Spend by product line (Compose, Soji) • Spend by product number (ABC-123) with or without fabric and finish selections • Order lead time • Review and management of terms and conditions • New product introductions and market trends • Dealer updates • Quality and/or corrections review
69	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	Haworth is proposing paying Sourcewell a 3% administrative fee on total quarterly sales.

Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
70	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Haworth's product offering for the Sourcewell contract is derived from our Organic Workspace approach to supplying product offerings to cover all needs on a project floorplate. Designed to embrace change, Organic Workspace helps you align space with strategy. It offers greater choice and flexibility, rather than a single rigid solution that attempts to anticipate every need ahead of time. A space capable of evolving along with your organization's strategy will help reduce the cost of realigning the workforce and space to support changing market dynamics.</p> <p>Haworth's breadth of product is wide and allows us to furnish virtually every area of our customers' facilities including outdoor areas. Our product portfolio includes seating, storage, desks and tables, systems, lighting, accessories, integrated technology, ancillary furniture, and modular walls. We offer thousands of product lines, each with numerous features and options, and in a variety of sizes and styles. A high level summary is provided below, but Haworth's full statement of line, including photographs, technical specifications, and pricing can be viewed on our website at www.Haworth.com/products.</p> <p>Product Categories include the following:</p> <ul style="list-style-type: none"> • Seating • Workspaces • Lighting • Technology • Desks and Tables • Storage • Accessories • Architectural Interiors
71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Subcategories for the product offered in our response are included below:</p> <ul style="list-style-type: none"> • Seating: Task and Executive Chairs, Visitor and Conference Chairs, Lounge (sofas, chairs, benches), Stacking Chairs, Stools, Acoustic Seating, Dining, Outdoor • Workspaces: Spine-based, Panel-based, Benching and Desking, Private Office, Shared and Booth • Lighting: Table, Floor, Pendant, Acoustic • Technology: Collaboration, Teamwork • Desks and Tables: Collaborative, Conference, Height Adjustable, Side and Occasional, Training, Dining, Outdoor • Storage: Files and Pedestals, Cabinets and Towers, Shelves, Bookcases, Recycling Products • Accessories: Rugs and Decor, Mobile Carts, Privacy Screens, Easels and Whiteboards, Monitor Arms, Electrical Components • Architectural Interiors: Moveable Walls, Architectural Panel Systems, Acoustic Solutions

Table 14B: Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
72	Desks and workstations (stationary, sit-to-stand, control and dispatch consoles, charging stations)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
73	Chairs	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
74	Tables	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
75	Modular and demountable walls	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
76	Cubicles	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
77	Patio or outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
78	Seating (benches, fixed stools, ottomans, integrated power systems)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
79	Casegoods	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
80	Residential hall furnishings	<input checked="" type="radio"/> Yes <input type="radio"/> No	Resident Lounge/Public Spaces: Yes Dorm Furniture (Beds, dressers, etc.): NO	*
81	Related services including rental, design, space planning, installation, assembly, safety inspection, repair, renovation, refurbishment, re-manufacture, retrofit or recycling services to the offering above; and	<input checked="" type="radio"/> Yes <input type="radio"/> No	Provided by Haworth Dealers as needed	*
82	Proposers may also include related storage and technology integrated furniture solutions, ergonomic solutions and accessories, workspace systems and accessories to the extent that the offering is ancillary or complementary to an offering of Furniture Solutions as described in Lines 72-81 above.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Ergonomic tools, technology, technology-enabled lockers, collaboration tools, medical carts, medical lab products, mobile white boards, mobile monitor easels, trash/recycling storage	*

Table 15: Exceptions to Terms, Conditions, or Specifications Form

Line Item 83. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
None at this time.	<input checked="" type="radio"/> Yes <input type="radio"/> No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Haworth_Pricing.zip - Wednesday September 13, 2023 15:32:42
- [Financial Strength and Stability](#) - Haworth_Table_2_Financial Strength Letter.pdf - Monday September 11, 2023 15:29:11
- [Marketing Plan/Samples](#) - Haworth_Table_7_Marketing Plan_Examples.zip - Wednesday September 13, 2023 15:33:15
- [WMBE/MBE/SBE or Related Certificates](#) - Haworth_WMBE_MBE_SBE Certificates.zip - Wednesday September 13, 2023 15:34:42
- [Warranty Information](#) - Haworth_Table_9_Warranty.pdf - Wednesday September 13, 2023 15:34:56
- [Standard Transaction Document Samples](#) - Haworth_Standard Transaction Document Samples.zip - Wednesday September 13, 2023 15:36:49
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Haworth_Additional Documents.zip - Wednesday September 13, 2023 15:37:33

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Matt Corl, Business Resource Center Business Segments Manager, Haworth, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_4_Furniture_Solutions_RFP_091423 Tue September 5 2023 03:34 PM	<input checked="" type="checkbox"/>	2
Addendum_3_Furniture_Solutions_RFP_091423 Thu August 31 2023 12:47 PM	<input checked="" type="checkbox"/>	5
Addendum_2_Furniture_Solutions_RFP_091423 Tue August 29 2023 02:17 PM	<input checked="" type="checkbox"/>	2
Addendum_1_Furniture_Solutions_RFP_091423 Fri August 18 2023 11:06 AM	<input checked="" type="checkbox"/>	2

RFP 091423 - Furniture Solutions with Related Accessories and Services

Vendor Details

Company Name: Haworth, Inc.
Address: One Haworth Center
Holland, Michigan 49423
Contact: Tim Hodges
Email: tim.hodges@haworth.com
Phone: 616-834-1994
Fax: 616-834-1994
HST#:

Submission Details

Created On: Monday July 31, 2023 08:28:16
Submitted On: Thursday September 14, 2023 10:43:49
Submitted By: Courtney Griggs
Email: courtney.griggs@haworth.com
Transaction #: d12319f0-25c4-42cf-ae64-5bf0c932469a
Submitter's IP Address: 208.45.164.186

Specifications

Table 1: Proposer Identity & Authorized Representatives

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Haworth, Inc.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	<p>Haworth Inc. is comprised of a broad range of companies with a strong design heritage and global perspective. We also maintain partnerships with other companies that offer products which complement our existing product lines. Our Family of Brands includes the following:</p> <p>Affiliate Brands (included in RFP response)</p> <ul style="list-style-type: none"> • Haworth Ancillary (Lifestyle Designs) • Haworth Health (Healthcare) • Hushoffice (Office Pods) • BuzziSpace (Acoustic Furniture Solutions) • JANUS et Cie (Outdoor Furniture) • Cappellini (Italian Designed Furniture) • Cassina (Italian Designed Furniture) • Poltrona Frau (Italian Designed Furniture) • AIS (Corporate Furniture) • GAN (Rugs) • Pablo Designs (Lighting) • Ergotron (Ergonomic tools) • Emeco (Durable, Design-Focused Furniture) <p>Brand Partners (available through dealer partners, not included in RFP response)</p> <ul style="list-style-type: none"> • Kvadrat (Textiles) • TUOHY Furniture (Premium Workplace Furniture) • Bluescape (Technology)
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	N/A
4	Provide your CAGE code or Unique Entity Identifier (SAM):	1H741
5	Proposer Physical Address:	One Haworth Center Holland, MI 49423
6	Proposer website address (or addresses):	www.haworth.com
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Matt Corl Business Resource Center Business Segments Manager One Haworth Center Holland Michigan 49423 matt.corl@haworth.com 1-616-393-3000
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Courtney Griggs Territory Sales Manager 100 N 6th Street Minneapolis, MN 55401 courtney.griggs@haworth.com 1-612-212-5691
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Tim Hodges Sales and Marketing Program Manager One Haworth Center Holland Michigan 49423 tim.hodges@haworth.com 1-616-834-1994

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>Established in 1948 by G.W. Haworth in Holland, MI, and family-owned and privately held ever since, Haworth evolved from a small home-based business into a global corporation that manufactures the most adaptable and sustainable products in the contract furniture industry today. Today, and still headquartered in Michigan, Haworth has a presence in more than 150 countries and employs 8,000 people globally. We operate 17 wholly owned manufacturing facilities and market and sell products and services through 45 showrooms around the globe. With manufacturing facilities, showrooms, and dealers located in North America, Europe, South America, Africa, the Middle East, and Asia Pacific regions, we extend delivery services to most places around the globe.</p> <p>Our customer base is comprised of thousands of businesses including more than half of the Fortune 500. Our largest clients come from the fields of technology, finance, real estate, transportation, research, healthcare, and hospitality, as well as from the government and non-profit sectors. Our company is divided into three separate business segments: Commercial Interiors, Lifestyle Design, and Performance Technology.</p> <p>Haworth products go to market via an extensive network of 400 dealers strategically located worldwide. Dealers in North America provide coverage to every state in the US and every province in Canada. This extensive network assures our customers a consistent quality experience, no matter where they are located, where a project installs, or how many other projects are occurring simultaneously. All dealers have extensive product knowledge and are valuable resources as design partners.</p> <p>We manufacture and distribute contract and residential furniture including, seating, tables, workstations, systems, desking, lounge furniture, lighting, accessories, and technology tools, providing customers with options to furnish virtually every area, including outdoor spaces. Haworth also manufactures modular walls to provide an architectural element that integrates with other Haworth product lines on many levels including finishes, resulting in a clean and coordinated aesthetic.</p> <p>With a record of continuous growth and profitability, Haworth is a fiscally responsible company with a Dun & Bradstreet rating of 5A2 and one of the strongest financial conditions in the industry. Annual sales in 2022 were approximately \$2.1 billion. The company's growth is due, in part, to strategic investments in research, design, and acquisitions throughout its history that have expanded its portfolio and network to meet ever changing market dynamics.</p> <p>Please see document [Haworth_Table_2_Haworth Overview] and [Haworth_Table_2_Values] for additional summary of our Story, Values, and Vision.</p>
11	What are your company's expectations in the event of an award?	<p>Haworth's expectations after winning the award is to provide Sourcewell customers with outstanding products, aggressive discounting and superior Haworth dealer and customer service. Furthermore, Haworth will launch a U.S. and Canadian marketing campaign to Haworth dealers and salespeople ensuring the award receives maximum exposure while also highlighting future contract training opportunities.</p>
12	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	<p>Please see document [Haworth_Table_2_Financial Strength Letter] from Haworth's CFO Scott Poulton summarizing our financial strength.</p>
13	What is your US market share for the solutions that you are proposing?	<p>Haworth experiences market share fluctuation like any company does. Annually, Haworth expects to have between 8-15% of the US Commercial Furniture market share which includes healthcare, education, government, financial/banking, service, technology, and manufacturing industries.</p>
14	What is your Canadian market share for the solutions that you are proposing?	<p>Haworth expects to have about 9% of the CAN Commercial Furniture market share which includes healthcare, education, government, financial/banking, service, technology, and manufacturing industries.</p>
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	<p>Haworth has never been involved in a bankruptcy. The company is financially sound and maintains one of the strongest financial conditions in the industry.</p>

16	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Haworth is a manufacturer.</p> <p>Currently, Haworth employs approximately 300 members in North America that make up the field sales and sales support roles. Our Sales Team has the support of the entire organization. Oversight and support are provided by individuals and groups throughout the company, including Executive Leadership, Customer Service, Tailored Solutions, Technical Support, Order Processing, Logistics and Planning, Sustainability, Product Line Marketing, Distribution, and more. The Sales Team is further supported by our dealer network, which provides global project management, design, and service support at the local level across the globe.</p> <p>Haworth products are sold and serviced through our robust network of 400 authorized and preferred dealers. More than 200 of these dealers are located throughout North America and provide service to every state and province. Product ships from Haworth's 360,000 sq. ft. Distribution Center at Haworth's headquarters in Holland, Michigan. Haworth is a Just-in-Time manufacturer, meaning all products are manufactured to customer orders. All of Haworth's preferred dealers have access to warehouse spaces, either owned or contracted, and can provide warehouse services for customers across the country, if requested.</p> <p>Haworth and its dealers share a partnering philosophy that can be defined as the formation of a true team, committed to an adaptive, cooperative approach to doing business. We value our customers and take pride in maintaining ongoing relationships long after product installation is complete. Our goal is not to simply sell you product today, but rather to build the foundation of a strong working relationship that develops and thrives for years to come.</p> <p>Haworth has a robust network of financially sound, customer-focused, and solution-oriented dealer partners; we provide them with equally well-rounded support, including strategic insights and manufacturer oversight. We develop and deploy dealer programs that ensure we are delivering the highest quality products and services possible.</p> <p>All Haworth dealers must continuously demonstrate superior performance in meeting customer needs. To enable their success, Haworth offers a variety of tools and resources, including:</p> <ul style="list-style-type: none"> • Dealer Development (16-member team; members are experts in Finance, Dealer Programs, Marketing and Social Media, Lean/Process Management, Administration, and Field-Based Sales Support) • Training on new products and services • Regional and national dealer meetings on relevant business topics • Marketing and branding tools that support co-branding • Financial benchmarking • Financial support for strategic growth • Electronic resources to keep them up to date on changes in product, policy, and process • Regional Dealer Managers who call on dealerships regularly to share updates, review projects, and share best practices. • Regional Field Tech Reps who provide technical support and/or training when needed • Network of local Haworth showrooms • Design Studios
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17	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Haworth and its dealers have been providing high-quality installation services on projects of all sizes for more than four decades. This includes projects ranging from a small single office to large complex projects that require a phased schedule for multiple floors, a complex of buildings, or that need to duplicate installations in multiple facilities across the globe. Installation services are delivered through our dealer partners and must be conducted by Haworth-certified installers. All dealers either have their own in-house certified installers or have well-established relationships with reputable installation firms that employ Haworth-certified installers. In North America alone, there are more than 2000 Haworth certified installers who provide services in every state and province.</p> <p>Haworth also employs a robust team of field technical representatives who are responsible for the education and training of Haworth-certified installers. Tech reps typically have engineering backgrounds and are well-versed in the details that allow them to fully deconstruct and reconstruct product. In addition to developing and delivering training for installers, they also collaborate with our sales teams to educate clients and end-users on product features, use, adjustment, and life cycle. Certified installers receive continuing education on new products and updates and must be recertified every three years.</p> <p>The following global certifications, standards, and accreditations are applicable to Haworth-owned manufacturing facilities globally:</p> <p>ISO 9001 ISO 14001 ISO 27002 ISO 45001 (in Germany, Switzerland, and China) A2LA Intertek Satellite Certified Lab Zero Production Waste to Landfill</p> <p>Haworth maintains or exceeds BIFMA standards on more than 95% of its product lines, maintains several non-required certifications, including:</p> <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO/IEC 17025 • U.L. Test Lab certification • ISO/IEC 17025 • U.L. Test Lab certification 	*
18	<p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>	<p>N/A</p>	*

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	One of the Haworth Values is to listen to our customers and we extend this to our award programs. This engagement with customers, vendors, community groups, the media and the design community means asking for an external review of our products, projects and processes. From MOMA to ISO certifications, Haworth has decades of feedback and global recognition. While not exhaustive, the provided documentation is a long history of design, innovation, environmental, safety, quality, customer satisfaction, ergonomic, education, communication, and community awards Please see document [Haworth_Table_3_Industry Awards] for full list of relevant awards and recognition.
20	What percentage of your sales are to the governmental sector in the past three years	In the past three years, Haworth's state, local and federal government combined sales totaled between \$120 and \$150 million per year. This represents 12% to 15% of Haworth's total sales.
21	What percentage of your sales are to the education sector in the past three years	In the past three years, Haworth's educational sales totaled between \$50 to \$70 million per year. This represents 5% to 7% of Haworth's total sales.
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	Please see attached document [Haworth_Table_3_State, Provincial and Cooperative Three Year Sales Reports].
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Please see attached document [Haworth_Table_3_GSA Contracts, Standing Offers, SA].

Table 4: References/Testimonials

Line Item 24. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
City of Fridley (MN)	Jeannie Benson - Facility Operations	763-572-3552
California State University - Fresno	Lori Pardi - Interiors Specialist	559-278-7742
City of Austin (TX)	Mike Zambrano - Procurement Specialist	512-974-3130

Table 5: Top Five Government or Education Customers

Line Item 25. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
State of Michigan	Government	Michigan - MI	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$42.8 million
U.S. Dept. of Homeland Security	Government	District of Columbia - DC	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$26 million
State of Tennessee	Government	Tennessee - TN	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$14.9 million
U.S. Marine Corps Base Hawaii	Government	Hawaii - HI	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$14.6 million
Dulles Discovery	Government	District of Columbia - DC	Full Product Catalog	Multiple Projects, Dollar Amount Varies	\$13.8 million

Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number

of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	Currently, Haworth employs approximately 300 members in North America that make up the field sales and sales support roles. Our Sales Team has the support of the entire organization behind it. Oversight and support are provided by individuals and groups throughout the company, including Executive Leadership, Customer Service, Tailored Solutions, Technical Support, Order Processing, Logistics and Planning, Sustainability, Product Line Marketing, Distribution, and more. The Sales Team is further supported by our dealer network, which provides global project management, design, and service support at the local level across the globe.
27	Dealer network or other distribution methods.	It has been Haworth's long-held belief that a strong dealer network of locally owned and operated dealers is fundamental to serving our clients. Before a dealer is certified as an authorized representative of Haworth, they are evaluated on a broad range of criteria including their ability to fulfill customer service needs and the demonstration of continually improving their operations. Out of our network of more than 200 independent and entrepreneurial Haworth dealers in North America, almost two-thirds of them have distinguished themselves further by attaining Preferred Dealer status. These dealers have made additional investments in their businesses and have aligned themselves more closely with Haworth on an ongoing basis.
28	Service force.	In North America, design, order, project management, installation, and warranty services are provided by Haworth-certified dealers. Haworth works closely with our dealers to ensure they are notified immediately of any delays or updates that would impact service. Account representatives and other Haworth members may also be brought in to help support dealers in addressing and swiftly resolving any issue. Haworth employs a staff of 15 Field Technical Representatives to further support projects by conducting formal quality inspections to ensure compliance with guidelines and quality standards, conducting facility staff training if requested, and overseeing and training Haworth certified installers throughout North America.
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>All public agencies have the option of submitting orders either through a Haworth dealer or of sending them directly to Haworth at orderentry@haworth.com. All orders will be channeled through a Haworth dealership, regardless of whether the agency has a dealer place the order on its behalf or submits a hard copy PO to Haworth via email. Orders placed by dealers are received electronically through Lynx, Haworth's proprietary, web-based interface, that allows dealers to run quotes, and place orders. Lynx is a tool used to confirm all proposals and orders are 100% accurate based on part number and contract price and discount.</p> <p>Haworth's orders are entered via our dealer network using Lynx. Lynx is Haworth's proprietary interface that manages the creation of new contract furniture proposals and orders using web technology. Lynx finds errors immediately. The system automatically responds to the sender in less than ten minutes if there is a problem. Faster, cleaner order entry is only one benefit. Lynx can also accept proposals and generate accurate price quotations in less than ten minutes and provides up-to-the-minute product and price information is available to all Haworth dealers to provide to their clients.</p>

30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>We employ a variety of processes, proprietary technology, and checks and balances to ensure your project is ordered, manufactured, shipped, delivered, installed, and maintained to your complete satisfaction. Our manufacturing facilities are certified to ISO 9001 standards, which require documented, closed-loop, corrective action for continuous improvement. We utilize a quality management system to track and record all issues. Analysis is conducted to understand root causes and to implement corrective actions. Instead of generic surveys, Haworth prefers to collaborate with our clients to establish pertinent and targeted Key Performance Indicators (KPIs) that have greater relevance to the individual customer relationship. These custom-designed surveys may be administered at a specified frequency, per project, or at a dollar threshold per project. Surveys are triggered by generating an email to the project leader, and data is tracked via the survey system. Performance is measured against the KPIs established, and reporting is available at established intervals. Together, the Haworth/Preferred Dealer team working with a client team will facilitate the best means to specify, order, deliver, state, and install the project. They will maintain strict product standards and communicate any anticipated changes, delays, or redesign to the client.</p> <p>In North America, design, order, project management, installation, and warranty services are provided by Haworth-certified dealers. Haworth works closely with our dealers to ensure they are notified immediately of any delays or updates that would impact service. Account representatives and other Haworth members may also be brought in to help support dealers in addressing and swiftly resolving any issue. Haworth Field Technical Representatives further support projects by conducting formal quality inspections to ensure compliance with guidelines and quality standards, conducting facility staff training if requested, and overseeing and training Haworth certified installers.</p> <p>As our face to the market, our dealer partners provide services to Haworth clients. Haworth monitors their performance via monthly closed-loop surveys to evaluate performance in the areas of overall customer satisfaction, knowledge of products, processes, and policies, ability to explain issues, and overall relationship. In addition to dealer surveys, our customer service management team also sends 80 - 100 surveys each month to clients who are actively using our products and services. These surveys are designed to closely track customer satisfaction and loyalty level to both Haworth and the dealer that provides services.</p>	*
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Haworth is willing and able to serve Sourcewell participating entities in the United States.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Haworth is willing and able to serve Sourcewell participating entities in Canada.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	<p>Haworth markets and sells products globally. The company has a presence in more than 150 countries, operates through more than 95 global showrooms and offices, and wholly owns and operates 17 manufacturing facilities in eight countries. Haworth products go to market via a robust network of 400 dealers worldwide, who provide all services in North America, as well as some areas internationally, depending on regional laws and regulations.</p> <p>There are no areas of the US or Canada that would be excluded from our sales and service capabilities proposed on this contract.</p>	*
34	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	There would be no restrictions to the sale and service of products on this proposed contract within any participating entity sector.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no specific contract requirements or restrictions that would apply to participating entities in Hawaii, Alaska, or US Territories.	*

Table 7: Marketing Plan

Line Item	Question	Response *
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36	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Upon award, Haworth will develop a co-branded news release for internal and external social media channels. Furthermore, Haworth has several intranet websites that offer outstanding communication tools, and the award, along with all required contract details and contact information, will be published on those sites when contract is awarded. When appropriate, trade shows, national conferences, and regional events will be attended by the dedicated Sourcewell/Haworth Program Manager (Tim Hodges) as well as Haworth field sales members and representatives of Haworth's extensive dealer network that service and support participating Sourcewell agencies. Working in close collaboration with your organization's marketing department, Haworth will begin developing co-branded marketing material within two weeks of contract award, with completion of all collateral marketing material within 90 days of award notification. Haworth has extensive experience in co-branding marketing materials for Sourcewell's participating agencies. Given the potential sales associated with your organization, these co-branded materials will be a high priority to complete and distribute.</p> <p>Our marketing and implementation plan for Sourcewell would be multifaceted, with emphasis on easy accessibility to information and tools and consistently quick responses. We want you to be assured you and your members have the information you need whenever you need it. Other Haworth marketing actions upon award will include:</p> <ul style="list-style-type: none"> • Within 30 days of contract award, Haworth will list Sourcewell's information on its website to include a complete list of contact information for dealers and key Haworth representatives. • Haworth, and dealers throughout the country, will initiate contact and call on procurement officers, if applicable, and public agencies in each participating region and promote the use of the contract. Marketing pieces will be created to promote the partnership of Haworth + Sourcewell + local dealers in order to illustrate value-add to potential participating agencies. • Information about Haworth Value Added services will also be available to all Sourcewell agencies. Haworth offers a range of services, from helping customers establish direction to developing high performance solutions. We employ workplace strategists, design consultants, and researchers to help customers reach their objectives. We also offer a variety of diagnostic proprietary tools and services which use a Science + Design methodology to help customers identify needs and set goals to drive desired levels of organizational effectiveness. • Haworth uses various forms of social medial and marketing outreach to potential clients, and this contract would become part of the messaging that would be promoted to the appropriate audiences. • Individual sales people will use the contract within their regions to help support target and existing clients in the public sector. <p>Please see [Haworth_Table_7_Marketing Plan_Examples zip folder] for five examples of marketing pieces created to support Higher Education and Government business development.</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Haworth uses a variety of technology platforms to enhance our marketing effectiveness.</p> <p>Haworth's corporate marketing team uses a breadth of technology tools to ensure we reach as many existing and target clients to promote our ability to solve workplace solutions. Currently, our marketing outreach technology includes the following: Facebook, Twitter (X), Instagram, TikTok, LinkedIn, Threads, YouTube, Pinterest, Google MyBusiness, and Glassdoor.</p> <p>Haworth has a dedicated Inside Sales team who supports our efforts to find and qualify new business opportunities. This team utilizes applications of Salesloft (Marketing/Email Software), ZoomInfo (Contact/Company Database), and Eventbuilder (Event Software) to further promote New Business Development and to increase business.</p>

38	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>Sourcewell's Role: Sourcewell's role in promoting this contract is working with Haworth's Sourcewell program manager to develop mutually agreeable marketing programs. These programs will promote the value and benefits of the Sourcewell contract along with Haworth's outstanding products and aggressive discounting structure. Haworth will integrate this contract with U.S. and Canadian dealers by educating them about the value and benefits to their potential Sourcewell customers. The Haworth sales force will undergo training on this program with their respective dealers during multiple training sessions.</p> <p>Haworth's Role: Haworth has a dedicated Sales and Marketing Program Manager - Tim Hodges. He will serve as the internal advocate for this contract for North America and Canada. He will diligently promote the contract through training dealers, collaborating on the development of new and revised marketing collateral, and keeping in constant communication with the rest of the team. Specific to Minnesota, Courtney Griggs (Territory Sales Manager) will work directly with Fluid Interiors (the Haworth dealer in Minneapolis, MN) to immediately promote and access the contract within participating entities. Lessons learned from Minnesota would be shared to the North American and Canadian sales forces and dealer networks.</p> <p>Upon award, Tim will schedule a conference call between Sourcewell and the Haworth core team. This will begin the process of establishing a strong and ongoing relationship. In addition to facilitating general discussion, he will review expectations and introduce any other Haworth regional team members who will help service the account. He will also provide an overview of dealers in all states, noting any who hold Preferred or Best-in-Class status. This initial step will ensure all agency procurement officers have the information needed to make an informed decision about selecting a dealership to work with prior to the start of any project.</p> <p>Tim will schedule visits to Sourcewell annually, or as requested, to assess satisfaction level and to keep them informed of any changes in dealerships, new product offerings, or other updates. Within the first 30 days of the contract, Tim will also meet with Haworth Regional Dealer Managers (RDMs) throughout the country to create an orientation program for participating dealerships. RDMs oversee all dealer activity, and keep dealers updated on new product, processes, and major projects. The orientation will involve a thorough overview of Haworth's Sourcewell contract, including the breadth of approved product, contract terms and conditions, assigning a dealer point of contact, and service level agreements. This will ensure that all Sourcewell members have a consistent experience when ordering Haworth product, regardless of their location and which dealer services their accounts.</p> <p>Because Sourcewell is located in Minnesota, there will be strong engagement with Haworth's Best in Class Dealer, Fluid Interiors. Fluid does a significant volume of work with Higher Education, City/State/Local Government, and Non-Profit Agencies throughout the Twin Cities Metro, St. Cloud, Rochester as well as rural Minnesota markets - supporting the entire state of Minnesota. Fluid would provide local marketing support of the contract to existing and potential participating entities.</p>
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39	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Haworth and our dealer partners have been the industry leader in providing digital tools in support of our customers. For our government/education customers that have an interest in supporting the purchase of products for remote workers, there are two core baseline solutions that help drive our collaborative approach. The most common solution implemented by government and education clients is through a Work From Home program that is supported by our Haworth Online Store, where we offer exclusive pricing via a company discount code. Alternately, we have an eCommerce Engine that is designed to support 100% of your spend and can be fully integrated with your e-procurement solution or other requisition system.</p> <p>Haworth Online Store Many customers use the Haworth Online Store to help facilitate work from home programs which serves as a stand alone site, and is not connected to an e-procurement system. Once the site is set up for the participating agency, employees gain access to exclusive pricing by entering their company discount code at checkout. The store link can be shared with employees via company intranet, email, or other communication channels. Employees create their own account once granted access to the company site and can make purchases directly using their own (or company) credit card.</p> <p>Benefits to the program include the following: •Get Products Quickly – core Haworth products ship within 3 business days, made to order options also available with additional colors & options •Ergonomic Products – employees can have the same great ergonomic products in their homes that they have in the office •Product Selection For The Home – finishes and options available work well in residential settings •Discounts Beyond Retail – provides the lowest everyday price on a wide variety of products •Free & Easy Shipping – products ship directly to employee's homes with free shipping</p> <p>eCommerce Engine Remote work programs, by nature, often deliver to homes and/or apartment buildings with unique delivery requirements. As such, we have an ability to create catalogs for those products that send a shopper's cart to our local authorized Haworth Dealer to have potential delivery and installation costs added. Once added, the cart goes back to the shopper for review and is then sent to your e-procurement system for approval and formalized requisition. For this option, we sit down with procurement, facilities, IT, your Haworth Sales lead and assigned dealer(s) to discuss topics like your POSR, which allow us to evaluate the best ways to architect a solution.</p> <p>Haworth also offers clients access to our proprietary eCommerce solution that provides a secure online portal to manage their Haworth furniture assets efficiently and cost effectively. These sites are structured according to your unique requirements to capture the information you find most relevant. It can be used to view furniture standards, plan spaces, initiate work order requests, procure products online, run customized business reports, and more. It also has potential to help realize cost savings through reducing cycle times and helping to achieve your spend management goals.</p> <p>Capabilities that customers may leverage include: • Commerce Engine – designed to support 100% of spend, and fully integrated with your eProcurement solution or other requisition system • Financial Integration - support for electronic invoicing, automated reconciliation, and payment. • Transaction reporting and order status capabilities - providing information transparency unmatched in the industry • Collaboration and communications resources – in support of your internal audiences</p> <p>The eCommerce site can also house a broad range of tools from product documentation and reference information to access to industry research, market trends, process documentation, contact information, service request support and training opportunities.</p> <p>Finally, Haworth offers the services of our eBusiness Consultant to help review the capabilities, establish project objectives, support team formation, and project facilitation to ensure you are getting the most from this resource and achieving your spend management goals.</p>
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Table 8: Value-Added Attributes

Line Item	Question	Response *
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40	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Instructions to properly use, adjust, maintain, and clean Haworth products to ensure correct and long-lasting use are delivered at project closeout. If requested, we will provide orientation training to your employees to address any specific questions or concerns. This training may be delivered through our dealer partner or through a sales representative, depending on the specifics of the request. Training on repair work is not offered, as all repairs must be performed by a dealer or certified installer to protect the product warranty. A repair order is initiated by reaching out to your local dealer to file a warranty claim.</p> <p>We also offer adjustment videos on our website for specific products including task seating, height adjustable tables, and ergonomic accessories. Most of these videos are available via QR code printed directly on the bottom of the product or otherwise available on Haworth.com.</p>
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41	Describe any technological advances that your proposed products or services offer.	<p>Haworth revolutionized the contract furniture world by being the first to electrify workstation panels - an industry-changing innovation - and we have been transforming workplaces ever since. As an extension of Haworth's workplace research, we design new product innovations that support forward-thinking, efficient, and effective workspaces. Our most recent research into workplace well-being and supporting dynamic spaces has resulted in the development of the following products:</p> <p>Fern – an ergonomic task chair, is our most complete example of Haworth innovation in production today. With a goal of enhancing wellness in the workforce, we created a chair offering new levels of comfort and unsurpassed ability for individual ergonomic customization. Haworth collaborated with Western Michigan University on research that mapped out comfort with billions of data points and thousands of test subjects. From our findings, we developed a patented frond-like Wave Suspension System™ which promotes healthy back and pelvic alignment. Fern's ability to conform to the user's spine and accommodate back asymmetry reduces back discomfort as a user shifts position in the chair. Fern is an elegant chair that looks and works like no other and fully delivers on the promise of being the most comfortable task chair available. https://www.haworth.com/na/en/products/stools/fern.html</p> <p>Compose Echo - We designed Compose Echo based on our research into the benefits of user control in workplace happiness and well-being. This fully adjustable workstation provides height adjustability and the ability to move and re-orient the work surface. Based on many years of research and consultations with leading international design firms, Compose Echo is unique to the industry in its ability to provide complete user control for various collaborative and individual workstyle needs. https://www.haworth.com/na/en/search.html?q=compose+echo&listing=product-listing</p> <p>Pergola - Haworth creates highly adaptable product innovations to help our customers remain agile to future workplace changes. An example is Pergola, a new freestanding sub-architectural workspace that can be added to an existing floorplate to provide space for individual retreat or collaboration. As a kit-of-parts product, Pergola can be easily reconfigured as your requirements for new spaces change, without impacting the base building. https://www.haworth.com/na/en/search.html?q=pergola&listing=product-listing</p> <p>Zody II & Zody LX - Much of Haworth's research is around optimizing employee health and well-being, and our product innovations reflect this. Encouraging movement and posture change throughout the workday is an essential element of workplace health, and we designed the new Zody LX and Zody II to support these activities. Both chairs offer an industry-first dual posture feature for both seated and perching positions, providing ergonomic support and variety when using a sit-to-stand desk. https://www.haworth.com/na/en/products/stools/zody-lx.html?_br_psugg_q=zody+upholstered+office+chair</p> <p>Openest – a compelling line of privacy panels, seating poufs, sofas, and tables, designed in partnership with Patricia Urquiola. Paired together, individual elements create collaborative group spaces and individual work pods that are as beautiful as they are hard working. The panels in Openest utilize Haworth's innovation in material science and manufacturing development by blending the unique aesthetic with a structural, acoustic, stand-alone privacy panel that is completely fresh in the industry. http://www.haworth.com/products/workspaces/shared/openest</p> <p>Bluescape – our digital collaboration platform is designed to accelerate decision making by enabling anyone to create, communicate, visualize, organize, and strategize anything, anywhere, anytime. Bluescape is a global tool, accessible on multiple devices including large-scale, high-definition, multi-touch screens, as well as tablets, laptops, and mobile devices. From the thoughtful user interface to the highly visual file system to the virtual whiteboard, we made this a key tool for project teams in the workspace (physical and virtual). Multiple users located anywhere in the world can work simultaneously to create, edit, organize, display, and retrieve information in a way that is profoundly effective. Bluescape was created to accelerate business results by enhancing innovation, strategizing, solving problems, and sharing information in real time. It also speaks to our innovation ambition as a full workspace solutions company, not simply a furniture manufacturer. More information about Bluescape can be seen at http://www.haworth.com/products/technology/teamwork/Bluescape</p>
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<p>42</p>	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>Sustainability has been a long-held company-wide value at Haworth, and we think beyond our business with a collective purpose to make the world better. As we strive to be a sustainable organization, Haworth empowers and engages its members in practices and processes that positively impact our global communities, economy, and environment. We utilize our resources in ways that create adaptable and sustainable workspace solutions for our customers, and we do this globally to protect and restore our environment, create economic value, and support and strengthen our communities. We are committed to constantly evaluating and improving our processes and our products throughout all phases of a product's lifecycle.</p> <p>Our design-led approach creates products that support safe and healthy environments. Our products encompass Design for the Environment strategies, considering the environmental, social, and economic impact through alignment with leading certifications, waste-reducing processes, and material choices. Considerations for the use of safer materials continues to drive us to evaluate more sustainable solutions as alternatives become commercially available. Our packaging engineers and transportation teams collaborate to develop new environmentally friendly packaging methods that can be implemented without compromising the level of protection provided while in transit.</p> <p>The drive toward sustainable, healthier solutions also support clients in achieving their own sustainable goals. Haworth products contribute to a wide range of credits for customers seeking LEED or WELL Certification. More than 95% of our products are GREENGUARD Indoor Air Quality and/or BIFMA level certified for lower emissions. Most of our wood products are offered standard as FSC certified. With only a few exceptions, most Haworth product is manufactured locally for the market it serves - in the US for customers in North America, in Europe for European customers, and in Asia and India for the Asian Pacific market - resulting in lower fuel emissions.</p> <p>We help support the communities in which we do business. We continue to support the 10 principles of the UN Global Compact with respect to Human Rights, Labor Rights, Anti-Corruption, and Environmental Protections. We actively engage with the communities where we live and work, supporting them through volunteerism and charitable giving, as well as offering economic growth and stability with jobs, internships, and educational opportunities.</p> <p>In-depth information regarding our strategy, long-term initiatives, and examples of social and environmental stewardship can be found in Haworth's Corporate Responsibility Report, available on our website at https://www.haworth.com/na/en/expertise/sustainability.html.</p> <p>Please see document [Haworth_Table_8_Corporate Social Responsibility Report] for complete description of sustainability efforts.</p>
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43	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Haworth's Quality Assurance program has been in place for more than 25 years and is constantly being evaluated and updated as our organization evolves. Our Quality team benchmarks and partners with third-party organizations to ensure our efforts surpass world-class quality objectives. Haworth-owned manufacturing facilities in North America have been continuously certified ISO 9001 and ISO 14001 since 1998 (globally since 2010) and were last renewed in 2021.</p> <p>The following global certifications, standards, and accreditations are applicable to Haworth-owned manufacturing facilities globally:</p> <p>ISO 9001 ISO 14001 ISO 27002 ISO 45001 (in Germany, Switzerland, and China) A2LA Intertek Satellite Certified Lab Zero Production Waste to Landfill</p> <p>Haworth products are designed for the environment, tested to meet or exceed all relevant industry standards (ANSI BIFMA, UL/C-UL, ADA, Flammability, USEPA, ETV, ASTM, GREENGUARD), and are covered by industry leading warranties.</p> <p>Our products are composed of high-recycled content, have high recyclability at end of life, and more than 95% of our products are GREENGUARD Indoor Air Quality and/or BIFMA level certified for lower emissions. Most of our wood products are offered as FSC certified. Haworth's product statements which highlight product performance and climate impact (including global warming potential, acidification potential, and eutrophication potential) are available on Product Environmental Data Sheets and available on request.</p> <p>Note: Haworth has replaced MBDC Cradle to Cradle with the BIFMA level™ certification, specifically BIFMA e-3-2008 Furniture Sustainability Standard certification. BIFMA level 3 is an industry accepted product certification that is third party verified. The certification requires Haworth to review chemistry, life cycle assessment, product recycling at end of life, and many other items that are similar if not the same as what Cradle to Cradle requires.</p> <p>As a sustainable corporation, Haworth is committed to the ongoing evaluation of processes and practices that will help us understand, reduce, and eliminate the negative environmental impacts of products and workspaces while supporting business models that promote employee wellbeing. Ongoing initiatives include:</p> <ul style="list-style-type: none"> • Increasing renewable energy • Further reductions in water, waste, and energy usage • Chemical and material declaration • Banned chemical elimination • 100% Sustainable Wood Sourcing goal • 100% Signed Code of Conduct goal <p>We produce 133 low-emitting product lines. Since 2005, through our Environmental Management System (EMS) we have reduced our VOC emissions by 93%, GHG emissions by 20%, and energy use by almost 30%. More than 95% of our products are air quality certified (GREENGUARD).</p>
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44	Describe any quality management and environmental system certifications attained by your organization (LEED, Greenguard Indoor Air Quality, ANSI, BIFMA or others).	<p>All Haworth owned manufacturing facilities are Certified to ISO 14001 and maintain Zero Waste to Landfill status. Haworth is also a member of the US Green Building Council, and several showrooms, including our global Headquarters, are LEED certified. Environmental product certifications in North America include: BIFMA LEVEL 2; BIFMA LEVEL 3; GREENGUARD; GREENGUARD Gold; Declare; and Cradle to Cradle Bronze.</p> <p>Haworth products are designed for the environment, are covered by industry-leading warranties, and are tested to meet or exceed a variety of industry standards including but not limited to:</p> <p>ANSI BIFMA BIFMA level® UL/C-UL USEPA A2LA FSC certified wood ETV ASTM NFPA ISO GREENGUARD GREENGUARD Gold ICC IBC CGSB SCS Indoor Advantage (Europe only) GECA China Type I Environmental Label</p> <p>LEED Haworth is committed to doing our part with material choices, adhesives, paints, and procedures maintaining the standards set forth by the US Green Building Council when obtaining LEED Silver to LEED Platinum certifications. Our products contribute to a wide range of LEED credits to help our clients achieve all levels of certification. Most Haworth products are GREENGUARD Indoor Air Quality and/or BIFMA level certified as low-emitting furniture. They are comprised of pre- and post-consumer content, are designed with recyclability at end of life in mind, are manufactured in the United States, and are free of harmful chemicals. Our products are designed to work together within and across products lines to create a more sustainable, adaptable, and economical workplace, and have helped clients achieve first-ever innovation and design credits. Haworth panel systems products can also contribute to daylight and views LEED credits. Proper documentation for each LEED credit can be easily and quickly obtained through any Haworth sales contacts. To date, Haworth has helped clients with LEED credit documentation on hundreds of projects.</p> <p>WELL Building Standard The WELL Building Standard takes a holistic approach to health in the built environment, addressing behavior, operations, and design. Our approach to well-being aligns those criteria with our values, product strategies, and our point of view in designing spaces to provide optimal environments where both members and visitors can thrive. We have learned a great deal about incorporating additional environmental systems to enhance air and water quality, complementing our commitment to optimal work environments through such as to natural daylight.</p> <p>Our Los Angeles showroom was one of the venues for piloting an application of the WELL® Building Standard, a performance-focused system for measuring, certifying, and monitoring features of the built environment to promote the health and wellness for people. The pilot provided a learning experience that put well-being at the core of good design, which takes into consideration all aspects of an optimal environment including physical, cognitive, and emotional elements. Going forward, we remain committed to implementing well building standards as part of our strategy for space design that benefits both our members and our customers.</p> <p>With the advent of the first wellness-based building standard, pioneered by DELOS®, Haworth was eager to implement the WELL Building Standard both in our products and showrooms globally. Haworth had the first WELL Certified project in China, as well as the first WELL certified office furniture showroom in the United States.</p> <p>BIFMA Haworth has replaced MBDC Cradle to Cradle with the BIFMA level™ certification, specifically BIFMA e-3-2008 Furniture Sustainability Standard certification. BIFMA level 3 is an industry accepted product certification that is third party verified. The certification requires Haworth to review chemistry, life cycle assessment, product recycling at end of life, and many other items that are similar if not the same as what cradle to cradle requires.</p>
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45	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>While Haworth is neither a small business nor minority-owned, we have programs in place to foster and implement supplier diversity. We sell and distribute our product through a robust network of certified dealers, most of which are small businesses, and include MWVBE classifications including MBE, WBE, VBE, and SDVOSB. In addition, Haworth is proud to have received the 2020/2021 Gold Level Employer Certification in the Veteran-Friendly Employer Program sponsored by the Michigan Veteran Affairs Agency (MVAA). This honor places Haworth in the top 8 percent of the 401 employers and organizations to receive gold certification and signifies Haworth has some of the best jobs for veterans in Michigan. Haworth hosts and participates in activities and programs, including sponsorship of a Veteran Member Resource Group (VMRG). VMRG fosters community while providing support for Haworth service members and veterans, as well as their families. We are committed to identifying, developing, and working with diverse dealerships to help our clients meet their diverse spend objectives. Please see attached document [Haworth_Table_8_Haworth Dealer Listing] for full list of Haworth's North American Dealer certifications.</p> <p>Through our manufacturing organization, Haworth engages with many business for the procurement of raw materials to produce the finished product that is sold to customers. Please see document [Haworth_Table_8_Supplier Diversity Program] for information on our goals to broaden our collaboration with a diverse supply chain.</p>
46	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>Haworth is the market leader in building strategic long-term partnerships with our clients. We support teamwork using a partnership model that results in better understanding of their organizational needs, culture, and goals. Along with our dealers, we work collaboratively with clients to identify best possible product solutions and layouts and ways to utilize space more efficiently. We actively develop tools and processes to encourage long-term bonds with our major customers, many of whom have been customers for 10 years or longer. For complex projects, we have utilized Value-Stream Mapping which brings key team members together to sequentially map out each step, resulting in increased efficiency and the elimination of redundancies. Related drivers that help sustain these relationships include:</p> <ul style="list-style-type: none"> • Communicating and documenting value-added solutions • Maintaining focus on clients' evolving needs • Addressing improvement opportunities in an open, collaborative manner <p>There are three key aspects that set us apart from our competitors. The first is Organic Workspace®, our process for creating inspiring spaces and our perspective of workplace design. Organic Workspace enhances the effectiveness of people and the efficiency of real estate. A key component of this is our design point of view, what we refer to as Performance + Desire, which encompasses elements of empathy, beauty, simplicity, performance, balance, and craft. This viewpoint led to the development of Haworth's Integrated Palette™ and a holistic portfolio of products (including systems, storage, tables, desking, and walls) that helps customers embrace change. Many of our product lines are designed to integrate not only on fabrics and finishes, but also on other factors (such as interconnectivity and scale), so that no matter how many times product is reconfigured, reused, or moved, the workspace will maintain a clean and cohesive appearance. Pieces can be moved, swapped, and rearranged, providing customers with the assurance that the design they create for today has the flexibility to change for future needs and evolving workstyles with minimal cost and effort. Products that are easily reused, rewired, and repurposed not only ease space reconfigurations by broadened application possibilities, but also retain their value, ultimately resulting in more sustainable spaces.</p> <p>We are also the most global company in our industry. We manufacture product in the communities we serve, providing us with the ability to absorb knowledge, design acumen, and cultural diversity throughout a broad geographic range, which ultimately leads to even greater ability to serve our customers. We serve markets in more than 150 countries and employ more than 8000 people, nearly half of whom live outside of the United States. We operate 17 wholly owned manufacturing facilities in eight countries throughout North America, Asia, and Europe, and are the only global company whose owned manufacturing facilities are all Zero Production Waste to Landfill and ISO-certified, enabling greater control over quality.</p> <p>Finally, among the major manufacturers in the contract furniture industry, only Haworth is still privately owned. This autonomy frees us from the constraints of a corporate board and makes us accountable only to our customers and employees. Our customers benefit by our ability to implement rapid change if needed or flex our workforce according to customer demand. We also have greater capacity to make long-term investments to find new ways to solve for the needs of customers – now and in the future.</p>

Table 9: Warranty

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
47	Do your warranties cover all products, parts, and labor?	<p>All warranty parts and labor are provided at no charge to the customer, for as long as the product is covered under the warranty period.</p> <p>We take warranty correction seriously, and along with our dealers, work diligently to ensure client concerns are addressed immediately. As your first point of contact, your dealer will investigate issues as soon as they are raised – either on site, by phone, or email – depending on circumstances, and either repair the issue or place an expedited order for replacement parts or product. Orders are monitored and tracked until the warranty issue is fully resolved.</p> <p>Haworth also maintains a robust team of 15 full-time, North America-based, Field Technical Representatives, who investigate quality issues on-site and ensure warranty claims are processed quickly in. All warranty claims are tracked through a process that allows us to closely monitor issues. Should a systemic product issue be identified, it is swiftly corrected (through processes that may involve re-engineering or other design modification and re-testing), enabling Haworth to keep warranty claims to a minimum.</p> <p>Haworth offers Limited Lifetime Warranty coverage including parts and labor on most systems, storage, and worksurfaces. Our full North American warranty, included in our response [Haworth_Table_9_Warranty], includes detailed information regarding warranty coverage on all Haworth products and components.</p>
48	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	<p>In North America, Haworth offers Limited Lifetime Warranty coverage, including parts and labor, on most of our products. A product covered by the Lifetime warranty begins on the date of manufacture and continues for as long as the end-user purchaser continues to solely own, possess, and use the covered product.</p> <p>Our North American seating warranty is 12 years with around the clock usage, 365 days each year for users up to 325 lbs. Wood products are also warranted for 12 years.</p> <p>For full details on all products and components, please see Haworth's complete warranty statement.</p> <p>Haworth recognizes that many of our customers don't close their doors at 5 pm, and that the same furniture may be used by many people throughout the week and weekends. To accommodate their needs, Haworth's warranty provides coverage for use around the clock, seven days a week, 52 weeks a year.</p>
49	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	<p>Our North American limited warranty covers shipping and installation of parts to repair the product as well as travel time and mileage to perform all necessary labor for the warranty claim.</p>

50	<p>Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?</p>	<p>All regions where product is sold are covered under warranty including service to repair the warranty.</p> <p>Haworth and its dealer partners take warranty correction seriously and we are committed to resolving issues to our clients' complete satisfaction. All warranty claims are tracked through a Field Problem Report process, which allows our field technicians to closely monitor issues. Should a systemic product issue be identified, it is swiftly corrected, enabling Haworth to keep warranty claims to a minimum.</p> <p>Our dealers manage all long-term warranty and service requests with support from Haworth. When a product issue, warranty need, or other service request is communicated, your designated point of contact will begin the process of resolution. Dealers will commit to responding to all service calls within 48 business hours of receiving the request. Often, a diagnosis can be made via phone call or email exchange, eliminating the need for a visit. If a site visit is required however, it will be scheduled as soon as possible at the customer's convenience.</p> <p>The steps involved in each scenario are outlined below:</p> <p>Warranty Process A: Diagnosis made via phone, email, or on-site dealer inspection</p> <ul style="list-style-type: none"> • Discovery – customer contacts dealer Project Manager with notification of issue • Diagnosis – if immediate diagnosis can be made and service parts are in stock, dealer will schedule service work at customer's earliest convenience. If parts are not in stock, an order will be generated and expedited through Haworth customer service. • Repair or Replace – Service technician repairs or replaces product on-site as scheduled with customer. For warranty issues that require parts to be ordered, Dealer will advise customer on expected ship date and will schedule repair accordingly. <p>Warranty Process B: Diagnosis cannot be made via phone, email, or on-site dealer inspection</p> <ul style="list-style-type: none"> • Discovery - customer contacts dealer Project Manager with notification of issue • Site Visit – if immediate diagnosis cannot be made, dealer's service technician is scheduled to visit at a time convenient to customer • Diagnosis – if the service technician can make a diagnosis during visit, parts are immediately ordered, and customer is notified when they arrive. If a diagnosis cannot be made, the product is brought back to dealer for further review. • Repair or Replace – If issue can be corrected via repair, customer is notified when parts arrive, and product is repaired on-site at customer's earliest convenience. If product must be replaced, an order will be generated and expedited through Haworth's customer service team and delivered to customer upon receipt. <p>In either scenario, any issue presenting a safety risk will be responded to immediately. If the product is not useable, a plan will be developed to provide temporary alternatives until a permanent solution is found. All warranty services will be performed by a manufacturer-certified service technician and executed in a manner that will cause the least amount of disruption within the space.</p>
51	<p>Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?</p>	<p>Haworth's warranty covers warranty service for products manufactured by Haworth. Any products manufactured by the extensive Haworth family of brand partners (as outlined in Table 1 of our response) would be serviced via the Haworth dealership network in partnership with the specific manufacturer.</p>

52	What are your proposed exchange and return programs and policies?	As a just-in-time manufacturer, most Haworth products are built to order, and like other major competitors in the industry, does not have a published return policy. Although returns on a piece-by-piece basis are not permitted, any product with a defect will be either replaced or fully corrected to a client's complete satisfaction. Returns requested due to a customer error or reconsideration are not accepted, but in all cases, customer satisfaction is our primary goal. Haworth and its dealers will always work with your organization to find a mutually acceptable solution to any problem. Some examples of alternatives to returning product include: <ul style="list-style-type: none"> • Warehousing the product for redeployment on future projects • Providing a line item credit against the project to show the return and charge for the product on another project • Sourcing a wholesale partner who may be interested in purchasing the product • Sourcing a charity and facilitating a charitable receipt in exchange for the product 	*
53	Describe any service contract options for the items included in your proposal.	Extended warranties may be offered under some circumstances and are discussed as part of a contract negotiation process directly with the participating entity. Decisions to offer an extended warranty are based on a variety of factors, including overall project scope, product mix, location, and use. Upon award, we would be happy to discuss whether extended warranties would be a good option for specific projects.	*

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *	
54	Describe your payment terms and accepted payment methods.	Standard terms are net 30 days from invoice date. Acceptable payment methods are cash and ACH. In addition, Haworth offers customers a choice of dealer bill, direct bill or both dealer and direct billing options. Our goal is to work with each customer and discuss the best billing options	*
55	Describe any leasing or financing options available for use by educational or governmental entities.	In partnership with PNC Vendor Finance, Haworth offers a competitive and flexible option for financing our product. Non-Haworth product and other costs can also be rolled into the financed amount at the standard HPS rate. Pre-established payment options include the following: <ul style="list-style-type: none"> -24 monthly payments at 0% (first and last payments due in advance) -36 monthly payments at 3% (no advance payment due) -48 monthly payments at 4% (no advance payment due) Please see document [Haworth_Table_10_Payment Solutions] for full program summary of the financing option we provide.	*
56	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	We have included standard transaction documents from Fluid Interiors (which is the Haworth dealer located in the State of MN). These are a representative sample of what would be expected for participating entities when they work with one of our dealers. Each dealer provides their own version of these documents. Any additional sample documents can be provided by request. <p>See document [Haworth_Table_10_Fluid Transaction Documents] for example Purchase Order, Invoice, and Terms & Conditions Documents</p>	*
57	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Haworth would accept a P-card procurement and payment process, which would be handled by our dealers in the local market supporting the project. No additional costs would be incurred by Sourcwell participating entities.	*

Table 11: Pricing and Delivery

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *
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58	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	The Haworth pricing model is based on a product category discount which applies to all product SKUs in the product line. Haworth is not providing individual SKUs for this RFP because this would result in hundreds of thousands of individual line items due to our extensive Sourcewell product offering. We have included a SIF file, which is used primarily in the furniture industry and is created from the bill of materials (BOM) and generally includes attributes specific to each product and all available configurations such as product numbers, product descriptions, list prices, manufacturer code, etc. See document [Haworth_Table_11_Detailed Pricing Sheet] for this representative example of individual product SKUs showing basic options products and their corresponding list price, discounts, and final net dollar amount. This would be the customer pricing methodology used for all products on a project.	*
59	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Haworth uses a "discount off list" from its commercial price list catalogs where each product line receives its own discount. Some product lines are also grouped with other product lines and receive the same discount. Haworth is providing a discount summary sheet for Sourcewell, which can be found as an attachment in the documents section [Haworth_Table_11_Product Summary Sheet]. The product summary sheet shows the proposed discounts off of list for each category starting with \$1 purchase and indicates a negotiable tier to be used for larger volume projects.	*
60	Describe any quantity or volume discounts or rebate programs that you offer.	Haworth offers Sourcewell negotiable tier discounts. These discounts can be accessed by any Sourcewell customer when their total list dollar amount exceeds \$150,000. Deeper discounts vary depending on total amount and product offering.	*
61	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Haworth includes a broad variety of product lines to support client's needs across their floorplates. The RFP response includes only product manufactured by Haworth and affiliated brands (as outlined in Table 1 of our response). Any "open market" product that is manufactured by companies other than Haworth would be available for purchase through our dealers. The cost of the procurement of these products would be handled directly between the dealers and the Sourcewell participating entity.	*
62	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	The pricing provided in our pricing matrix includes the cost of the product and freight. All services related to the design, specification, project management, ordering, installation, post-installation, and warehousing of the product is handled by the dealers. The cost for these services would be communicated by the individual dealer in collaboration with the participating entity.	*
63	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Haworth has established agreements for transportation and delivery of Haworth product with national transportation suppliers. The volume shipped, and Haworth's ability to provide products in full truckload quantities, puts Haworth in a position to negotiate the best possible price for shipments. To afford customers with a degree of cost certainty, transportation fees have been factored into Haworth prices, regardless of whether the shipment is a full truckload or less than truckload. It is not possible to break out freight charges on an individual shipment basis and charge variable transportation rates due to the variations in locations, distances, schedules, labor rates, and fluctuating fuel costs. As a result of these variations, freight charges are pre-paid by Haworth to all United States (including Alaska and Hawaii) destinations (CPT) and Canadian destinations (DDP).	*
64	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Haworth has established agreements for transportation and delivery of Haworth product with national transportation suppliers. The volume shipped, and Haworth's ability to provide products in full truckload quantities, puts Haworth in a position to negotiate the best possible price for shipments. To afford customers with a degree of cost certainty, transportation fees have been factored into Haworth prices, regardless of whether the shipment is full truckload or less than truckload. It is not possible to break out freight charges on an individual shipment basis and charge variable transportation rates due to the variations in locations, distances, schedules, labor rates, and fluctuating fuel costs. As a result of these variations, freight charges are pre-paid by Haworth to all United States (including Alaska and Hawaii) destinations (CPT) and Canadian destinations (DDP).	*

65	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Standard Delivery: Haworth products are sold and serviced through our robust network of 400 authorized and preferred dealers. More than 200 of these dealers are located throughout North America and provide service to every state and province. Product ships from Haworth's 360,000 sq. ft. Distribution Center at Haworth's headquarters in Holland, Michigan. Haworth is a Just-in-Time manufacturer, meaning all products are manufactured to customer orders. All of Haworth's Preferred dealers have access to warehouse spaces, either owned or contracted, and can provide warehouse services for customers across the country, if requested. The product can either go directly to a client's site or to one of our dealers' warehouses to be held until time of delivery on site. Determination of the method of delivery would be by the preferences of the end user.</p> <p>Haworth will discuss customer expectations well before the order is formally placed. As previously mentioned, adherence to on time complete deliveries is closely monitored via a measurement called Delivered on Time, Correct and Complete (DOTCC). DOTCC is the most visible internal customer measurement at Haworth as well as the most important goal. DOTCC tracks performance to shipping "on time and complete" and the subsequent delivery of each order. The ultimate goal is 100%. A DOTCC meeting is held daily with all plants to track expected individual order performance and identify any issues before shipment.</p> <p>Since Haworth is a just-in-time manufacturer, order processing is synchronized with manufacturing. Individual products are manufactured and labeled by order number and specific tagging instructions provided by the customer. Product cartons are bar-coded and scanned to ensure they are correct for that order. Additionally, Haworth focuses on shipping and delivering customer orders on time and complete. This area has one of the most visible measurement in the company.</p> <p>Haworth picking, packing, staging, and loading process are managed electronically (through scanning of bar-coded rack and carton labels). The final scan is at the mouth of a trailer as each carton is loaded for shipment. This scanning record is reconciled against the customer order and is the source data for the generation of shipping documents. As a result, the packing list for a shipment is guaranteed to match the product on that trailer and is fully reconciled to the product ordered by the customer.</p> <p>The following documents accompany the shipment:</p> <ul style="list-style-type: none"> • Packing List • Circle Sheet (check-in sheet for the unloader) • Bill of Lading <p>In addition, our Customer Service Coordinators provide exception-driven updates for each customer. Timing varies based on the stage of the order (pre-order, in process, shipped, etc.). We monitor every order until it is 100% complete. The fill rate requirement is 100% since we build everything to order (rather than the traditional forecasting and stocking that "fill rate" normally implies).</p> <p>Expedited Delivery: Haworth has established an in-stock program for many products including height adjustable tables and task seating. This program enables our dealers to service clients that have rapid turnaround time requests. See document [Haworth_Table_11_NOW Flyer for Education] for an example of this program.</p>
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Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
66	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

Table 13: Audit and Administrative Fee

Line Item	Question	Response *
67	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.	Haworth has individuals within our contract management team who perform monthly audits on sales reports prior to creating final customer reports or payments. Our database employs contract holder number and partner number field links to ensure only customers properly linked get pulled into the reporting. The audit is to ensure that linked customers are using the correct contract holder number or partner number. If not properly linked, they become unlinked in our database and removed from the monthly report.
68	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	Haworth would use various metrics to measure success with the Sourcewell contract including the following: <ul style="list-style-type: none"> • Total annual spend • Total spend by state/public agency • Total spend by product category (systems, seating) • Total state spend by product category • Spend by product line (Compose, Soji) • Spend by product number (ABC-123) with or without fabric and finish selections • Order lead time • Review and management of terms and conditions • New product introductions and market trends • Dealer updates • Quality and/or corrections review
69	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	Haworth is proposing paying Sourcewell a 3% administrative fee on total quarterly sales.

Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
70	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Haworth's product offering for the Sourcewell contract is derived from our Organic Workspace approach to supplying product offerings to cover all needs on a project floorplate. Designed to embrace change, Organic Workspace helps you align space with strategy. It offers greater choice and flexibility, rather than a single rigid solution that attempts to anticipate every need ahead of time. A space capable of evolving along with your organization's strategy will help reduce the cost of realigning the workforce and space to support changing market dynamics.</p> <p>Haworth's breadth of product is wide and allows us to furnish virtually every area of our customers' facilities including outdoor areas. Our product portfolio includes seating, storage, desks and tables, systems, lighting, accessories, integrated technology, ancillary furniture, and modular walls. We offer thousands of product lines, each with numerous features and options, and in a variety of sizes and styles. A high level summary is provided below, but Haworth's full statement of line, including photographs, technical specifications, and pricing can be viewed on our website at www.Haworth.com/products.</p> <p>Product Categories include the following:</p> <ul style="list-style-type: none"> • Seating • Workspaces • Lighting • Technology • Desks and Tables • Storage • Accessories • Architectural Interiors
71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Subcategories for the product offered in our response are included below:</p> <ul style="list-style-type: none"> • Seating: Task and Executive Chairs, Visitor and Conference Chairs, Lounge (sofas, chairs, benches), Stacking Chairs, Stools, Acoustic Seating, Dining, Outdoor • Workspaces: Spine-based, Panel-based, Benching and Desking, Private Office, Shared and Booth • Lighting: Table, Floor, Pendant, Acoustic • Technology: Collaboration, Teamwork • Desks and Tables: Collaborative, Conference, Height Adjustable, Side and Occasional, Training, Dining, Outdoor • Storage: Files and Pedestals, Cabinets and Towers, Shelves, Bookcases, Recycling Products • Accessories: Rugs and Decor, Mobile Carts, Privacy Screens, Easels and Whiteboards, Monitor Arms, Electrical Components • Architectural Interiors: Moveable Walls, Architectural Panel Systems, Acoustic Solutions

Table 14B: Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
72	Desks and workstations (stationary, sit-to-stand, control and dispatch consoles, charging stations)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
73	Chairs	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
74	Tables	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
75	Modular and demountable walls	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
76	Cubicles	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
77	Patio or outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
78	Seating (benches, fixed stools, ottomans, integrated power systems)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
79	Casegoods	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
80	Residential hall furnishings	<input checked="" type="radio"/> Yes <input type="radio"/> No	Resident Lounge/Public Spaces: Yes Dorm Furniture (Beds, dressers, etc.): NO	*
81	Related services including rental, design, space planning, installation, assembly, safety inspection, repair, renovation, refurbishment, re-manufacture, retrofit or recycling services to the offering above; and	<input checked="" type="radio"/> Yes <input type="radio"/> No	Provided by Haworth Dealers as needed	*
82	Proposers may also include related storage and technology integrated furniture solutions, ergonomic solutions and accessories, workspace systems and accessories to the extent that the offering is ancillary or complementary to an offering of Furniture Solutions as described in Lines 72-81 above.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Ergonomic tools, technology, technology-enabled lockers, collaboration tools, medical carts, medical lab products, mobile white boards, mobile monitor easels, trash/recycling storage	*

Table 15: Exceptions to Terms, Conditions, or Specifications Form

Line Item 83. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
None at this time.	<input checked="" type="radio"/> Yes <input type="radio"/> No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”

- [Pricing](#) - Haworth_Pricing.zip - Wednesday September 13, 2023 15:32:42
- [Financial Strength and Stability](#) - Haworth_Table_2_Financial Strength Letter.pdf - Monday September 11, 2023 15:29:11
- [Marketing Plan/Samples](#) - Haworth_Table_7_Marketing Plan_Examples.zip - Wednesday September 13, 2023 15:33:15
- [WMBE/MBE/SBE or Related Certificates](#) - Haworth_WMBE_MBE_SBE Certificates.zip - Wednesday September 13, 2023 15:34:42
- [Warranty Information](#) - Haworth_Table_9_Warranty.pdf - Wednesday September 13, 2023 15:34:56
- [Standard Transaction Document Samples](#) - Haworth_Standard Transaction Document Samples.zip - Wednesday September 13, 2023 15:36:49
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Haworth_Additional Documents.zip - Wednesday September 13, 2023 15:37:33

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Matt Corl, Business Resource Center Business Segments Manager, Haworth, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_4_Furniture_Solutions_RFP_091423 Tue September 5 2023 03:34 PM	<input checked="" type="checkbox"/>	2
Addendum_3_Furniture_Solutions_RFP_091423 Thu August 31 2023 12:47 PM	<input checked="" type="checkbox"/>	5
Addendum_2_Furniture_Solutions_RFP_091423 Tue August 29 2023 02:17 PM	<input checked="" type="checkbox"/>	2
Addendum_1_Furniture_Solutions_RFP_091423 Fri August 18 2023 11:06 AM	<input checked="" type="checkbox"/>	2