

**Performance & Service Specifications;
Vendor Confirmations of Compliance with Performance & Service Specifications**

Listed below are the specific performance and requirements for the Academic Applications Furniture subject to this RFP. **Vendors' RFP Proposals must include a copy of the following Performance & Service Specifications with the Vendor's responses to each item noted in the Performance & Service Specifications. The completed form of the following Performance & Service Specifications must be executed where noted by a responsible and authorized employee or officer of the Vendor submitting the RFP Proposal. If a Vendor does not provide a response to any portion of the Performance & Service Specifications, the Vendor will, for such portion, be deemed to have provided a "No" response.** Each requirement includes a specific explanation of its value to the District and Participating Agencies, and should be considered imperative to provide. Please answer **Yes** if you currently provide this requirement as part of your corporate, service provider or product capability, and **No** if you do not. If you intend to offer any of the identified requirements in the future, you should indicate **No with an asterisk**. Please note in the comment section when this requirement might become available as part of the agreement. The comment space is the only location that Vendors are permitted to provide other information *relative to the criterion listed above each section*.

Criterion/ Category	Item	Requirement	Justification	Meet/ Y or N
-A- Manufacturer/ Factory Requirements	1	Provide Participating Agency ability to modify current academic product designs within reason to accommodate project requirements, without being cost or time prohibitive.	Allows for effective accommodation of Participating Agency requirements; minimizes potential for product replacement within shorter timeframe, reducing operational and capital expenditures for the Participating Agency.	Y
	2	Present to Participating Agency only those products which have been tested to a minimum requirement of 1.5X current BIFMA testing guidelines, or other pre-approved higher educational environment testing protocol, as established by the Participating Agency.	Minimized evaluation confusion; focuses process on specific needs of Academic Applications; minimizes potential for product replacement over time, reducing expenditures for the Participating Agency.	Y
	3	All finishes presented to the Participating Agency are to be non-proprietary to a specific manufacturer, and must be willing to share finish information and access with other manufacturers who are awarded a part of shared projects, at no cost to the District or other manufacturers, to assure design continuity throughout project (i.e.: Laminates, Paint Finishes, Fabrics).	Allows for cohesive design throughout environment, increasing installation effectiveness; minimizes cost to district, leveraging budget dollars; engages manufacturer to produce appropriate products for environment, which maximizes effectiveness of partnership.	Y

	4	All warranties cover both parts and labor at no charge to the Participating Agency. All warranties are to be valid for a minimum of 15 years based on usage at 18 hours per day/6 days a week environment. Confirm that warranty coverages will not be pro-rated in any manner..	Reduces district operating costs over the life of product; sets realistic expectations for products within district environment; engages manufacturer to produce appropriate products for environment, which maximizes effectiveness of partnership.	Y
	5	All products will be considered FOB Destination, as directed by the Participating Agency with Vendor managing all freight claims following shipment from factory. Confirm that Vendor will not invoice Participating Agency for replacement items regardless of future invoice credit potential.	Reduces labor costs for district to manage additional paperwork for details that are outside of their control, saving money.	Y
	6	Manufacturers ideally shall provide various product offerings for use within multiple Academic Environments, including as Classrooms, Learning Labs, Lecture Halls, Seminar Rooms and Libraries/Learning Resource Centers. Note: This agreement will not be used for Administrative or Specialty Application areas, such as Admissions and Records, or Libraries. Fixed Seating products are not included in the scope of this RFP.	Increases the potential that the district will receive a more effective and cohesive solution, from manufacturing quality to aesthetics.	Y

	7	<p>Provide a minimum of (3) client references for each product recommended, to confirm previous adage in California Higher Education Academic Environment, with an emphasis on Community Colleges.</p> <p>References must be clients that have had each product in use for a minimum of 2 years with a typical usage of 18 hours per day/6 days a week.</p>	<p>Demonstrates Vendor's. Commitment to and understanding of the higher education environment, which will provide the Participating Agency with more effective solutions; saves the Participating Agency money by not having to "test" a new concept within the district and potentially have to replace it sooner than required product life.</p> <ol style="list-style-type: none"> 1. Dave Boes Facility Manager Baker College 1903 Marquette Ave. Muskegon, MI 49442-3404 231-777-5200 2. Kenny Bell Construction Manager Tallahassee Community College 444 Appleyard Drive Tallahassee, FL 32304 850-201-6200 3. Pam Childs Purchasing Mt. San Antonio Community College 1100 N. Grand Avenue Walnut, CA 91789 4. Sherry Ruesch Director of Physical Plant Services Dixie College 225 South 700 East St. George, UT 84770 	Y
	8	<p>Provide electronic transmittal of all order documentations to Participating Agency including PO acceptance, Acknowledgement issuance, and Invoicing.</p>	<p>Minimizes handling of paperwork and documentation, saving the Participating Agency money; reduces the amount of time needed to get the project moving and completed.</p>	Y
	9	<p>Accommodate Participating Agency requirements for Invoicing format, timing, and other details.</p>	<p>Expedites payment to vendor by reducing potential communication issues.</p>	Y
	10	<p>Confirm that all products/services described in this RFP will be available for purchase by the District and all Participating Agencies upon the terms and conditions set forth in the Multiple Awards Academic Application Furniture Contract.</p>	<p>Confirms "piggyback" nature of Bidder's Proposal.</p>	Y

			10 Possible Points for this section:	
Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important is important to consider.	With Interior Concepts, Participating Agencies will not have to modify standard product designs - we design and manufacture our furniture, in one-inch increments, to fit the space available. We offer to our customers the most efficient and cost effective utilization of their floor space, accompanied by a Lifetime Product Warranty.	Y
-B- Manufacturer/ Field Requirements	1	Provide Factory Certified Installation Teams and Warranty Repair personnel for all Participating Agency projects. Provide documentation of Certification Process. Accept full responsibility for project delays incurred due to slow installation by installers.	Reduces the potential for costly project delays; insures installation of products in safest manner; reduces potential labor costs for repairs after installation.	Y
	2	Provide local representation (may be in addition to a dealer representative) with a minimum of 2 years of Higher Education Project experience, who will facilitate product specification accuracy, technical specifications for building interface, project scheduling, shipment and warranty issues with Service Provider.	Assures effective communication between factory and district, which can save money for the district during the project and in the future; requires Vendor to produce adequate documentations of technical requirements for other project vendors, reducing potential mistakes or delays.	Y
			2 Possible Points for this section:	

Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider	In addition to factory certified contract installers, Interior Concepts employs full time installers – these direct installers have been with Interior Concepts for periods ranging from five to sixteen years. Interior Concepts employs a Regional Sales Manager located in California – also, our closest dealer representative is located in Sacramento, California.	Y
-C- Service/ Presales Specification Planning	1	Using the Product Performance Specifications listed below, recommend only those specific manufacturer's product solutions that best meet the Participating Agency specifications.	Requirements Service Providers to have intimate knowledge of both Participating Agency needs and manufacturing capability, increasing the probability of effective and appropriate solutions being presented.	Y
	2	Produce field verifications of all spaces to be furnishes, using architectural plans as basis for product layouts (Note: if construction has not been completed prior to specification development, rooms must be verified by service provider in a timely enough manner to assure successful installation of required fit and quantities).	Requires SP to take ownership and responsibility of the finished product, rather than the Participating Agency representative, who will not have the experience in this application; reduces the potential for installation challenges and costly replacement errors.	Y
	3	In addition to the original project layout, provide maximum of two (2) layout revisions (not Options) in specific rooms to confirm spacing (and building interface where needed for power and data).	Requires SP to develop a strong understanding of the project requirements, increasing project effectiveness; reduces additional cost potential stemming from poor communication between parties; requires SP to understand all project requirements up front, rather than learning as they go, saving money.	Y
	4	Develop detailed specifications and quotations with colors, details and product tagging for review and approval by Participating Agency team. Participating Agency representative will be responsible for the selection of final finishes, fabrics, etc.	Requires SP to take ownership of accuracy and effectiveness of final product solution between manufacturer and district, saving potential expense in revisions or corrections once order is placed.	Y

	5	When deemed appropriate b both parties, based upon scale and content of project, conduct thorough quotation reviews, explicitly defining every detail of the product specification with the Participating Agency representative to confirm understanding of all aspects of the recommended order. Participating Agency sign-off utilizing Participating Agency provided document required on all projects.	Requires SP to communicate in a manner that fully engages the end user contact in the specifics of the product solution, saving potential expense in revisions; reduces the amount of time the district must spend in communicating the solution details to the end user, saving the Participating Agency money.	Y
	6	Accept complete responsibility for accuracy of quotation and specifications provided to Participating Agency for furniture purchase up to the point of Participating Agency approval of specifications.	One point of responsibility for ease of reconciliation of errors, potentially saving the Participating Agency money.	Y
			6 Possible Points for this section:	
Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider.	Interior Concepts provides very accurate, comprehensive and user-friendly space plans/CAD drawings for each order. Our drawings “leave nothing to the imagination”; thus, our field installations go very smoothly. We also routinely electronically transmit drawings and quotations to all appropriate parties – beginning with an electronic Quotation Request System.	Y
—D— Service/ Postsales Implementation Planning	1	Determine existing furniture removal/disposal plan and provide all services to coordinate within project schedule. Participating Agency will provide access to and assist in coordinating resources for disposal, but it is the vendor's responsibility to facilitate and manage all aspects of the requirement.	Reduces Participating Agency time spent on coordination and removal of existing items; focuses entire project on one point of coordination, reducing communication errors; leverages relationship with SP, saving the Participating Agency money.	Y

	2	Generate CADD project documents that illustrate product placement and building interface, and are coded for product type for installation.	Provide single point of reference for all trades, which can be transferred between organizations for utilization, reducing errors; provides district with As Built plans for future use; reduces communication errors, saving the Participating Agency money.	Y
	3	Facilitate all communication between product manufacturer, shipping company and installation team to assure successful timing of project.	Reduces communication errors, saving the Participating Agency money.	Y
	4	Obtain all required permits for furniture installation, at no additional charge to the Participating Agency, with the exception of hard-wire connections if completed by construction team.	Assures smooth installation process from inspector's perspective, saving potentially expensive delays in project.	Y
	5	Assume all financial responsibility for extra handling, storage or other required services if product arrives ahead of identified project schedule. Participating Agency agrees to confirm project schedule and installation timing no later than 4 weeks prior to targeted date to minimize event of delays.	Engages SP in ownership of manufacturer's performance and project success, reducing costs; sets realistic expectations for communications between SP and Participating Agency, reducing communication costs.	Y
	6	Conduct on-site project scheduling meetings at least twice prior to receipt of product, to assure effective communication between construction team, user groups and sub-contractors who will integrate with product installers.	Engages all parties in project to reduce potential misunderstandings about expectations and requirements from all parties, reducing the potential for costly errors.	Y
	7	Outline all site access requirements to specified Participating Agency contact, and confirm security clearance and requirements 15 days prior to installation.	Defines all requirements of SP to Participating Agency in timely enough manner to implement effectively, assuring compliance and access to site.	Y
	8	Communicate any and all changes to schedule, requirements, or expectations in writing, addressed to Participating Agency contact and copied to purchasing contact. No verbal changes will be allowed or compensated.	Reduces the possibility of verbal commands that could incur expense to Participating Agency.	Y
	9	Confirm manufacturer's product order against specifications, and communicate any revisions in timely manner to assure product accuracy at delivery.	Requires SP to "own" accuracy of specifications, eliminating district expense for replacement or exchange of incorrect products from manufacturer.	Y

	10	Coordinate all products on project order to go directly to end user site, to reduce district expense for handling, damage and delays to schedule.	Reduces costs of double-handling of products; reduces overall project timeline; requires SP to be fully aware of all aspects for project success.	Y
	11	Develop and maintain project schedule in Excel or MS Project format, communication developments and changes as needed. Issue updated versions when requested by Participating Agency Project Manager, or minimum of bi-weekly.	Increases utilization of technology for effective communications between parties.	Y
	12	Provide and review complete set of installation documents, order confirmation and project schedule with Participating Agency Project Manager at least 30 days prior to installation date.	Facilitates district engagement with complete information, reducing potential of errors or misunderstanding of requirements or project scope.	Y
	13	Provide Participating Agency contact with access information for all vendor support members, including cell phone and email addresses. Participating Agency contact will provide Participating Agency contact data as necessary.	Minimizes time required to contact appropriate parties during project process, potentially reducing cost.	Y
			13 Possible Points for this section:	
Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider.	Interior Concepts is the furniture manufacturer. With Interior Concepts, Participating Agencies will be working directly with the complete manufacturing, shipping and installation team; thus, there is “one source” for the management of each and all orders.	Y
—E— Service/ Postsales Implementation Process	1	Conduct pre-installation walk-through with Participating Agency Project Manager immediately prior to installation to determine condition of site and agree to level of site protection required.	Requires SP to take ownership of facility condition before entering for installation, reducing potential delays in assigning responsibility for post-installation repairs that may be required to district property.	Y

	2	Receive, inspect and install all products within scope of project order. Manage replacements due to shipping damage, inaccurate products or shortages to maintain project schedule as closely as possible. Provide appropriate temporary furniture to replace missing items if required by project schedule, at no charge to Participating Agency.	Requires SP to provide a complete and functional installation within the scope defined, to reduce district expenses for delays or issues.	Y
	3	Remove all trash from site, and leave work space broom clean, daily. In order to achieve district requirements for waste reduction, agree to minimize the use of wrapping material as much as reasonably feasible, and recycle as much wrapping material as possible.	Increases partnership with local SP in achieving both district and state requirements for waste reduction; reduces Participating Agency cleaning expense.	Y
	4	Have on-site Project Management representation at all times during installation (note: this may be provided by Factory Certified Lead Installer).	Assures prompt resolution of issues during critical project timeframe, reducing costs.	Y
	5	Assist district in resolving any schedule changes affected by Construction Delays not caused by Service provider. Provide written quotations of differential (additional) costs and do not proceed with invoicing against them without written authorization from the Participating Agency.	Maximizes SP partnership in goal of reducing project expense in situations outside of the Participating Agency's control.	Y
			5 Possible Points for this section:	
Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider.	As the manufacturer, Interior Concepts exercises complete control over the manufacturing, shipping and installation of our products. Our performance record in meeting our schedule commitments is in excess of 99%. Also, when possible, we blanket wrap orders and "contract haul" our furniture so as to further control quality and minimize or eliminate wrapping/shipping materials.	Y

<p align="center">—F— Service/ Post-sales Implementation Follow-up</p>	1	Facilitate on-site installation review and develop project Punch List for Project Manager approval. Repair or replace all items in question within 15 business days, at no charge to the Participating Agency.	Minimizes user impact of potential issues not caused by user or district. Eliminates additional cost of manpower for labor or management of Punch List items. Expedites payment of Vendor invoices.	Y
	2	Provide Participating Agency Project Manager and Purchasing Department of the Participating Agency with detailed invoice, in pre-determined format, for approval and payment.	Hastens payment of vendor invoices, reducing future cost to buyers.	Y
	3	Assume all financial responsibility for site damage incurred by installation team. Repair to Participating Agency satisfaction all damage within 10 days of reporting.	Minimizes buyer cost for damage by others, assigns accountability to Sp of responsibility of installation team.	Y
	4	Conduct Post-Installation review with Participating Agency representative, and Purchasing contact to determine effectiveness and areas of improvement for future projects.	Strengthens partnership in Participating Agency's success with SP, increases their knowledge of issues less obvious relative to the learning environment.	Y
	5	Using district provided format, develop project Standards Book with all specifications, ordering information, color samples and project illustrations for future Purchasing Department use.	Reduces labor to replicate furniture orders in future, contains information in appropriate format for ease of use.	Y
	6	Provide warranty service response within 24 hours of Participating Agency request. Facilitate parts and labor requirements within 10 business days of determination of need. Schedule all services so as not to interfere with activities within space, at no charge to the Participating Agency.	Reduces impact of failures on faculty staff and students, increasing their ability to focus on learning.	Y
			6 Possible Points for this section:	

Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider.	Interior Concepts' routine installation procedure includes a final walk-through with our lead installer and the Participating Agency and the preparation/sign off on any required punch list items. Computerized order information and space plans are maintained for each order to facilitate the easy retrieval of order details, such as color selections, work surface laminates, etc.	Y
—G— Additional Services (note: All services will be quoted on a Per Project basis):	1	Provide Interior Design services for building finishes selections, when required, by Certified IIDA Designer with Academic Project Experience Quote hourly rate in Column.	Allows for fewer project contacts, streamlining information. Assures appropriate design solutions within Higher Ed environment.	Y
	2	Additional space planning revisions (more than defined in A.3). Quote hourly rate for all participants in Column.	Provides for definitive costs should project scope, contacts or needs change.	Y
	3	Provide after-hours installation services (considered after 4:30 pm Monday through Friday, or Saturday or Sunday). Quote differential only in Column.	Allows for pre-determined costs for additional expenses chargeable to project or contractor.	Y
	4	In projects where Prevailing Wage is required for installation, due to funding sources, please indicate differential only for CA Participating Agencies in Column.	In specifically identified projects where state funding requires Prevailing Wage, budgeting can be incorporated into the process readily.	Y
	5	Manufacturer will provide summary report with each final project invoice which details the percentage of recycled materials used in those products provided on said invoices. Indicate willingness, yes or no, to provide this "recycled content report" in column at right.	Enables agencies to participate in "buy recycled" programs.	Y
			0 Possible Points for this section:	

Comments		Provide in 50 words or less any additional information regarding the above topic that you believe is important to consider.	Interior Concepts does not charge for additional space planning revisions, even beyond the two revisions outlined in the RFP. We take pride in our space planning services and consider this a cost of doing business.	Y
—H— Product Criteria	1	Ergonomic Features: All recommended product must be sized for Adult Users within Classrooms/ Labs/ Computer Rooms; Provide lumbar support for long sitting periods; Provide flexible backs to promote comfort over long sitting periods; Adapts to various sized users; Offering includes multiple sizes for selection; material support breathability for comfort in warm conditions.	Will increase learning retention; attraction and satisfaction of older students to campus; reduce disruption in classes due to discomfort; increase more students comfort regardless of size.	Y
	2	Quality: Product must demonstrate the ability to last a minimum of 25 to 30 years, while functioning well within the changing educational environment; Products that are designed specifically for the Higher Ed environment; Ability to look good over life, with normal student Wear and Tear.	Reduce requirement to spend capital resources on furniture over time; continue to attract students, community members and potential outside revenue sources over time.	Y
	3	Durability: Finishes and details designed to take constant impact and student abuse; Provides wiring channels that can be opened and closed constantly without failing over 25 years; Provides Power and Data units at the desktop where applicable, which are designed to meet UL code requirements, and minimize student abuse; all products to be designed where parts can not be readily removed by user without unique tools; Seating surface has no exposed connections, and are attached to the frame well enough to resist separation; Products are field replaceable by either manufacturer or district staff; Withstands movement between rooms or buildings over life.	Reduce requirement to spend capital resources on furniture over time; continue to attract students, community members and potential outside revenue sources over time.	Y

	4	Flexibility: Product offering provides usage in many different applications; Allows for easy changeability within room as well as within campus environment; Product that can adapt easily to changes in Instructional Methodology or Technology requirements; products can be readily refinished (within reason) to accommodate change in aesthetics.	Minimizes variety of styles required to meet more needs of campuses; increases satisfaction of users; helps reduce labor expense in ownership.	Y
	5	Maintenance: Requires no cleaning beyond wiping down; Products are easy to move for cleaning of spaces; Resists student abuse; allows for easy integration of readily available parts once past Warranty coverage.	Reduces operational expenses over life of product; simplifies requirements for keeping products looking well and therefore the environment; reduces requirement to spend capital resources on furniture over time.	Y
— — Product Criteria		Utilizing Performance Specifications above, name your specific product recommendations for each application	(Blank)	
	1	Classroom: Tablet Arm Chair	Degrees Student Tablet Arm Chair	Y
	2	Classroom: Standard Chair (Sled or Four Leg)	Degrees Sled Chair Degrees Four Leg Chair	Y
	3	Classroom: Five Star Base Chair	Degrees Five Star Base Chair	Y
	4	Classroom: Student Desk	Degrees Student Desk – 2400 Series Degrees Ergo Student Desk – 2900 Series Degrees Synchronic Student Desk – 2900 Series	Y
	5	Classroom: Student Tables	Degrees Motion Tables Degrees Adjustable Height Tables Degrees “T” Bases Tables	Y
	6	Classroom: Faculty Desk	Degrees Quatro-Teach Desk	Y
	7	Classroom: Storage Cabinet	Degrees Classroom Storage Cabinets Degrees Mobile Storage Cabinet	Y

	8	Classroom: Faculty Lectern	Degrees Single Leg Lectern Degrees Ergonomic Lectern	Y
	9	Classroom: Student Stools	Degrees Student Stool – Fixed Degrees Student Stool – Adjustable	Y
	10	Classroom: Faculty Stools	Degrees Faculty Stool - Adjustable	Y
	11	Classroom: Faculty Stools	Degrees Faculty Stool – Adjustable	Y
	12	Computer Labs: Stand Alone Tables with Power and Data/Fixed Height	Degrees Motion Tables with Power and Data	Y
	13	Computer Labs: Stand Alone Tables with Power and Data/Adjustable Height	Degrees Adjustable Height Tables with Power and Data	Y
	14	Computer Labs: “Continuous” Tables with Power and Data/Fixed Height	Degrees Drop Down Center Units Degrees Drop-Down Center Units – Lecture Style Degrees Swurv 2 Student Computer Stations Degrees Zig Zag Student Computer Stations Degrees Standing Height 2 Person Computer Workstation Degrees Circular Core Workstations Degrees Swurv D-Series 8 Person Workstation	Y
	15	Computer Labs: Student Chairs, Five Star Base	Degrees Student Chair	Y
	16	Computer Labs: Student Chairs, Sled or Four Leg Base	Degrees Student Sled Chair Degrees Student Four Leg Chair	Y
	17	Computer Labs: Faculty Workstation	Degrees Faculty Workstations: I3060-CP I7272 I6868 Swurv	Y
	18	Computer Labs: Faculty Chairs, Five Star Base	Degrees Faculty Chair –1 Degrees Faculty Chair – 2	Y

	19	Computer Labs: Storage and Media Cabinets	Degrees Media Box – 9200 Degrees Media Box – 9202 Degrees Media Caddy - 9133	Y
	20	Computer Labs: Universal Table for Physically Challenged Users	Degrees Sit-to-Stand Workstation	Y
	21	Other Academic Furniture: (list)	Degrees DC3066 Drafting CAD Workstation	Y
	22	Accessories: (White Boards, Smart Boards, electronic Tools)	Degrees Projection Screen – 6470 Degrees CPU Holder Degrees Flat Screen Monitor Arms Degrees Retractable Keyboard Tray	Y
			22 Possible Points for this section:	
			TOTAL POINTS SCORED IN SECTIONS A THROUGH I	