

**STATE OF NORTH CAROLINA  
COUNTY OF MECKLENBURG**

**AGREEMENT TO PROVIDE  
FURNITURE, INSTALLATION, AND RELATED PRODUCTS AND SERVICES**

THIS PROFESSIONAL SERVICES CONTRACT (the "Contract") is made and entered into as of this 1st day of January 2020 (the "Effective Date"), by and between Haworth, Inc., a corporation doing business in North Carolina (the "Company"), and the City of Charlotte, a North Carolina municipal corporation (the "City").

**RECITALS**

**WHEREAS**, the City issued a Request For Proposals (RFP # 269-2019-105) for Furniture, Installation, and Related Products and Services dated June 19, 2019. This Request for Proposals together with all attachments and addenda, is referred to herein as the "RFP"; and

**WHEREAS**, the City desires that the Company provide certain Furniture, Installation, and Related Products and Services ("Products") and ("Services"), and the Company desires to provide such Products/Services; and

**WHEREAS**, the City and the Company have negotiated and agreed regarding the above-referenced Services and desire to reduce the terms and conditions of their agreement to this written form.

**WHEREAS**, the City on behalf of itself and any other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, nonprofit entities, and agencies for public benefit that elect to access the Contract (a "Participating Public Agency"), competitively solicited and awarded the Contract to the Company. The City has designated OMNIA Partners as the administrative and marketing conduit for the distribution of the Contract to Participating Public Agencies.

The City is acting as the "Principal Procurement Agent" for the Participating Public Agencies, and shall not be liable or responsible for any costs, damages, liability or other obligations incurred by the Participating Public Agencies. The Company (including its subsidiaries and distributors) shall deal directly with each Participating Public Agency concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing, payment and all other matters relating or referring to such Participating Public Agency's access to the Contract.

Each Participating Public Agency enters into a Master Intergovernmental Cooperative Purchasing Agreement (MICPA) outlining the terms and conditions that allow access to the Principle Procurement Agencies' Contract. Under the terms of the MICPA, the procurement by the Participating Public Agency shall be construed to be in accordance with, and governed by, the laws of the state in which the Participating Public Agency resides.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, and in further consideration of the covenants and representations contained herein, the parties agree as follows:

**CONTRACT**

- 1. EXHIBITS.** The Exhibits below are hereby incorporated into and made a part of this Contract. With the exception of Exhibit D (Federal Contract Terms and Conditions), any conflict between language in an Exhibit or Appendix to this Contract and the main body of this Contract shall be resolved in favor of the main body of this Contract and any inconsistency between the Exhibits will be resolved in the order in which the Exhibits appear below. Notwithstanding anything contained in this Contract or any Exhibit to the contrary, in the event of a conflict between the language of Exhibit D and the main body

of this Contract or any other Exhibit to this Contract, the language of Exhibit D shall prevail. Each reference to Haworth, Inc. in the Exhibits and Appendices shall be deemed to mean the Company.

EXHIBIT A: PRICING SHEET

EXHIBIT B: SCOPE OF WORK

EXHIBIT C: PROPOSAL RESPONSE FORMS

EXHIBIT D: FEDERAL CONTRACT TERMS AND CONDITIONS

**2. DEFINITIONS.** This section may include, but not be limited to, terms defined in Section 2 of the RFP.

**3. DESCRIPTION OF PRODUCTS AND SERVICES.**

3.1. The Company shall be responsible for providing the Products and Services described in Exhibit B attached to this Contract and incorporated herein by reference. Without limiting the foregoing, the Company will perform the Services and meet the requirements as set forth in Exhibit B. However, the Company shall not be responsible for tasks specifically assigned to the City in this Contract or in Exhibit B.

3.2. The Company shall perform the Services on site at the City's facility in Charlotte, North Carolina, except as mutually agreed upon in writing in specific instances by the City.

**4. COMPENSATION.**

4.1. TOTAL FEES AND CHARGES.

The City agrees to pay the Company a fixed price (the "Purchase Price") as full and complete consideration for the satisfactory performance of all the requirements of this Contract. This amount constitutes the maximum total fees and charges payable to the Company under this Contract including Expenses and will not be increased except by a written instrument duly executed by both parties, which expressly states that it amends this Section of the Contract.

4.2. NO EXPENSES CHARGEABLE.

The Company shall not be entitled to charge the City for any travel, mileage, meals, materials or other costs or expenses associated with this Contract.

4.3. EMPLOYMENT TAXES AND EMPLOYEE BENEFITS. The Company represents and warrants that the employees provided by the Company to perform the Services are actual employees of the Company, and that the Company shall be responsible for providing all salary and other applicable benefits to each Company employee. The Company further represents, warrants and covenants that it will pay all withholding tax, social security, Medicare, unemployment tax, worker's compensation and other payments and deductions that are required by law for each Company employee. The Company agrees that the Company employees are not employees of the City.

4.4. INVOICES. Each invoice sent by the Company shall detail all Services performed and delivered which are necessary to entitle the Company to the requested payment under the terms of this Contract. All invoices must include an invoice number and the City purchase order number for purchases made under this Contract. Purchase order numbers will be provided by the City. Invoices must be submitted with lines matching those on the City-provided purchase order.

The Company shall email all invoices to [cocap@charlottenc.gov](mailto:cocap@charlottenc.gov).

4.5. DUE DATE OF INVOICES. Payment of invoices shall be due within thirty (30) days after receipt of an accurate, undisputed properly submitted invoice by the City.

4.6. PRE-CONTRACT COSTS. The City shall not be charged for any Products/Services or other work performed by the Company prior to the Effective Date of this Contract.

- 4.7. **INSPECTION.** During the term of the Contract and for a period of one (1) year after termination of this Contract, the City shall have the right to inspect, but not copy or retain, during normal business hours, either itself or through an independent auditor, all reasonably related books and records and facilities of the Company necessary to evaluate Company's compliance with the terms and conditions of this Contract or the City's payment obligations. The City shall pay its own expenses relating to such inspections, but shall not have to pay any expenses or costs of the Company. However, if non-compliance is found that cost the City in excess of \$10,000, then the Company shall be required to credit the City for the cost of the audit. The City shall provide at least ten (10) business days' prior notice of its desire to conduct the inspection. The inspection shall take place at the place or places agreed upon between Company and City. The City shall conduct the inspection in a manner that does not unreasonably disrupt the Company's normal business operations. The City may exercise this right of inspection not more than once during any 12-month period unless the City provides evidence of material non-compliance with this Contract.
5. **TIME IS OF THE ESSENCE.** Time is of the essence in having the Company provide Products and perform all Services and deliver all Deliverables within the time frames provided by this Contract and Exhibit B, including all completion dates, response times and resolution times (the "Completion Dates"). Except as specifically stated in this Contract, there shall be no extensions of the Completion Dates. All references to days in this Contract (including the Exhibits) shall refer to calendar days rather than business days, unless this Contract provides otherwise for a specific situation.
6. **NON-APPROPRIATION OF FUNDS.** If the Charlotte City Council does not appropriate the funding needed by the City to make payments under this Contract for any given fiscal year, the City will not be obligated to pay amounts due for services which were not performed. In such event, the City will promptly notify the Company of the non-appropriation and this Contract will be terminated at the end of the fiscal year for which the funds were appropriated. No act or omission by the City, which is attributable to non-appropriation of funds shall constitute a breach of or default under this Contract.
7. **COMPANY PROJECT MANAGER.** The duties of the Company Project Manager include, but are not limited to:
- 7.1. Coordination of Project schedules and the Company's resource assignment based upon the City's requirements and schedule constraints;
  - 7.2. Management of the overall Project by monitoring and reporting on the status of the Project and actual versus projected progress, and by consulting with the City's Project Manager when deviations occur and by documenting all such deviations in accordance with agreed upon change control procedures;
  - 7.3. Provision of consultation and advice to the City on matters related to Project implementation strategies, key decisions and approaches, and Project operational concerns/issues and acting as a conduit to the Company's specialist resources that may be needed to supplement the Company's normal implementation staff;
  - 7.4. Acting as the Company's point of contact for all aspects of contract administration, including invoicing for Products/Services, and status reporting;
  - 7.5. Facilitation of review meetings and conferences between the City and the Company's executives when scheduled or requested by the City;
  - 7.6. Communication among and between the City and the Company's staff;
  - 7.7. Promptly responding to the City Project Manager when consulted in writing or by E-mail with respect to Project deviations and necessary documentation;
  - 7.8. Identifying and providing the City with timely written notice of all issues that may threaten the Company's Products/Services in the manner contemplated by the Contract (with "timely"

- meaning immediately after the Company becomes aware of them);
- 7.9. Ensuring that adequate quality assurance procedures are in place throughout the Contract; and
- 7.10. Meeting with other service providers working on City projects that relate to this effort as necessary to resolve problems and coordinate the Products/Services.
- 8. CITY PROJECT MANAGER.** The duties of the City Project Manager are to (i) ensure that the Company delivers all requirements and specifications in the Contract; (ii) coordinate the City's resource assignment as required to fulfill the City's obligations pursuant to the Contract; (iii) promptly respond to the Company Project Manager when consulted in writing or by E-mail with respect to project issues; and (iv) act as the City's point of contact for all aspects of the Products/Services including contract administration and coordination of communication with the City's staff. The City shall be allowed to change staffing for the City Project Manager position on one (1) business day's notice to the Company.
- 9. DUTY OF COMPANY TO IDENTIFY AND REQUEST INFORMATION, PERSONNEL AND FACILITIES.** The Company shall identify and request in writing from the City in a timely manner: (i) all information reasonably required by the Company to perform each task comprising the Services, (ii) the City's personnel whose presence or assistance reasonably may be required by the Company to perform each task comprising the Services, and (iii) any other equipment, facility or resource reasonably required by the Company to perform the Services. Notwithstanding the foregoing, the Company shall not be entitled to request that the City provide information, personnel or facilities other than those that Exhibit B specifically requires the City to provide, unless the City can do so at no significant cost. The Company shall not be relieved of any failure to perform under this Contract by virtue of the City's failure to provide any information, personnel, equipment, facilities or resources: (i) that the Company failed to identify and request in writing from the City pursuant to this Section; or (ii) that the City is not required to provide pursuant to this Contract. In the event the City fails to provide any information, personnel, facility or resource that it is required to provide under this Section, the Company shall notify the City in writing immediately in accordance with the notice provision of this Contract. Failure to do so shall constitute a waiver by Company of any claim or defense it may otherwise have based on the City's failure to provide such information, personnel, facility or resource.
- 10. COMPANY PERSONNEL REMOVAL, REPLACEMENT, PROMOTION, ETC.**
- 10.1. The City will have the right to require the removal and replacement of any personnel of the Company or the Company's subcontractors who are assigned to provide Products/Services to the City based on experience, qualifications, performance, conduct, compatibility, and violation of City policy or any other reasonable grounds. The addition or promotion of any personnel to key positions within the Project must be approved by the City in writing. The Company will replace any personnel that leave the Project, with persons having at least equivalent qualifications who are approved by the City in writing. As used in this Contract, the "personnel" includes all staff provided by the Company or its subcontractors.
- 11. BACKGROUND CHECKS.** Prior to starting work under this Contract, the Company is required to conduct a background check on each Company employee assigned to work under this Contract, and shall require its subcontractors (if any) to perform a background check on each of their employees assigned to work under this Contract (collectively, the "Background Checks"). Each Background Check must include: (i) the person's criminal conviction record from the states and counties where the person lives or has lived in the past seven (7) years; and (ii) a reference check.

After starting work under this Contract, the Company is required to perform a Background Check for each new Company employee assigned to work under this Contract during that year, and shall require its subcontractors (if any) to do the same for each of their employees. If the Company undertakes a new project under this Contract, then prior to commencing performance of the project the Company shall perform a Background Check for each Company employee assigned to work on the project, and shall require its subcontractors (if any) to do the same for each of their employees.

If a person's duties under this Contract fall within the categories described below, the Background Checks that the Company will be required to perform (and to have its subcontractors perform) shall also include the following additional investigation:

- If the job duties require driving: A motor vehicle records check.
- If the job duties include responsibility for initiating or affecting financial transactions: A credit history check.
- If job duties include entering a private household or interaction with children: A sexual offender registry check.

The Company must follow all State and Federal laws when conducting Background Checks, including but not limited to the Fair Credit Reporting Act requirements, and shall require its subcontractors to do the same.

The Company shall notify the City of any information discovered in the Background Checks that may be of potential concern for any reason.

The City may conduct its own background checks on principals of the Company as the City deems appropriate. By operation of the public records law, background checks conducted by the City are subject to public review upon request.

- 12. ACCEPTANCE OF TASKS AND DELIVERABLES.** Within a reasonable time after a particular Deliverable has been completed (or such specific time as may be set forth in Exhibit B), the Company shall submit a written notice to the City's Project Manager stating the Deliverable(s) that have been met. This notice shall include a signature page for sign-off by the City Project Manager indicating acceptance of such Deliverable(s).

If the City Project Manager is not satisfied that the Deliverable(s) has been met, a notice of rejection (a "Rejection Notice") shall be submitted to the Company by the City Project Manager that specifies the nature and scope of the deficiencies that the City wants corrected. Upon receipt of a Rejection Notice, the Company shall: (i) act diligently and promptly to correct all deficiencies identified in the Rejection Notice, and (ii) immediately upon completing such corrections give the City a written, dated certification that all deficiencies have been corrected (the "Certification"). In the event the Company fails to correct all deficiencies identified in the Rejection Notice and provide a Certification within thirty (30) days after receipt of the Rejection Notice, the City shall be entitled to terminate this Contract for default without further obligation to the Company and without obligation to pay for the defective work.

Upon receipt of the corrected Deliverable(s), or a Certification, whichever is later, the above-described Acceptance procedure shall recommence. The City shall not be obligated to allow the Company to recommence curative action with respect to any deficiency previously identified in a Rejection Notice, or more than once for any given Deliverable (and shall be entitled to terminate this Contract for default if the Company does not meet this time frame).

- 13. NON-EXCLUSIVITY.** The Company acknowledges that it is one of several providers of Furniture, Installation, and Related Products and Services to the City and the City does not represent that it is obligated to contract with the Company for any particular project.
- 14. EACH PARTY TO BEAR ITS OWN NEGOTIATION COSTS.** Each party shall bear its own cost of negotiating this Contract and developing the exhibits. The City shall not be charged for any Products/Services or other work performed by the Company prior to the Effective Date.
- 15. REPRESENTATIONS AND WARRANTIES OF COMPANY.**

**15.1. GENERAL WARRANTIES.**

- 15.1.1. The Products/Services shall satisfy all requirements set forth in this Contract, including but not limited to the attached Exhibits;

- 15.1.2. The Company has taken and will continue to take sufficient precautions to ensure that it will not be prevented from performing all or part of its obligations under this Contract by virtue of interruptions in the computer systems used by the Company;
  - 15.1.3. All Products provided and Services performed by the Company and/or its subcontractors pursuant to this Contract shall meet the highest industry standards and Services shall be performed in a professional and workmanlike manner by staff with the necessary skills, experience and knowledge;
  - 15.1.4. Neither the Products/Services nor any Deliverables provided by the Company under this Contract will infringe or misappropriate any U.S. registered patent, copyright, or trademark rights of any third party;
  - 15.1.5. The Company and each Company employee provided by the Company to the City shall have the qualifications, skills and experience necessary to provide Products and perform the Services described or referenced in Exhibit B;
  - 15.1.6. All information provided by the Company about each Company employee is accurate; and
  - 15.1.7. Each Company employee is an employee of the Company, and the Company shall make all payments and withholdings required for by law for the Company for such employees.
- 15.2. **ADDITIONAL WARRANTIES.** The Company further represents and warrants that:
- 15.2.1. It is a legal entity and if incorporated, duly incorporated, validly existing and in good standing under the laws of the state of its incorporation or licensing and is qualified to do business in North Carolina;
  - 15.2.2. It has all the requisite corporate power and authority to execute, deliver and perform its obligations under this Contract;
  - 15.2.3. The execution, delivery, and performance of this Contract have been duly authorized by the Company;
  - 15.2.4. No approval, authorization or consent of any governmental or regulatory authority is required to be obtained or made by it in order for it to enter into and perform its obligations under this Contract;
  - 15.2.5. In connection with its obligations under this Contract, it shall comply with all applicable federal, state and local laws and regulations and shall obtain all applicable permits and licenses; and
  - 15.2.6. The performance of this Contract by the Company and each Company employee provided by the Company will not violate any contracts or agreements with third parties or any third party rights (including but not limited to non-compete agreements, non-disclosure agreements, patents, trademarks or intellectual property rights).

**16. OTHER OBLIGATIONS OF THE COMPANY.**

- 16.1. **WORK ON CITY'S PREMISES.** The Company and all its employees will, whenever on the City's premises, obey all instructions and City policies that are provided with respect to providing Products and performing Services on the City's premises.
- 16.2. **RESPECTFUL AND COURTEOUS BEHAVIOR.** The Company shall assure that its employees interact with City employees and the public in a courteous, helpful and impartial manner. All employees of the Company in both field and office shall refrain from belligerent behavior and/or profanity. Correction of any such behavior and language shall be the responsibility of the Company.

- 16.3. REPAIR OR REPLACEMENT OF DAMAGED EQUIPMENT OR FACILITIES. In the event that the Company causes damage to the City's equipment or facilities, the Company shall, at its own expense, promptly repair or replace such damaged items to restore them to the same level of functionality that they possessed prior to the Company's action.
- 16.4. REGENERATION OF LOST OR DAMAGED DATA. With respect to any data that the Company or any Company employees have negligently lost or negligently damaged, the Company shall, at its own expense, promptly replace or regenerate such data from the City's machine-readable supporting material, or obtain, at the Company's own expense, a new machine-readable copy of lost or damaged data from the City's data sources.
- 16.5. NC E-VERIFY REQUIREMENT. The Company shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes, and shall require each of its subcontractors to do so as well.
- 16.6. NC PROHIBITION ON CONTRACTS WITH COMPANIES THAT INVEST IN IRAN OR BOYCOTT ISRAEL. Company certifies that: (i) it is not identified on the Final Divestment List or any other list of prohibited investments created by the NC State Treasurer pursuant to N.C.G.S. 147-86.58 (collectively, the "Treasurer's IDA List"); (ii) it has not been designated by the NC State Treasurer pursuant to N.C.G.S. 147-86.81 as a company engaged in the boycott of Israel (such designation being referred to as the "Treasurer's IB List"); and (iii) it will not take any action causing it to appear on the Treasurer's IDA List or the Treasurer's IB List during the term of this Contract. In signing this Contract Company further agrees, as an independent obligation, separate and apart from this Contract, to reimburse the City for any and all damages, costs and attorneys' fees incurred by the City in connection with any claim that this Contract or any part thereof is void due to Company appearing on the Treasurer's IDA List or the Treasurer's IB List at any time before or during the term of this Contract.

## **17. REMEDIES.**

- 17.1. RIGHT TO COVER. If the Company fails to meet any completion date or resolution time set forth in this Contract (including the Exhibits) or the Project Plan, the City may take any of the following actions with or without terminating this Contract, and in addition to and without limiting any other remedies it may have:
  - a. Employ such means as it may deem advisable and appropriate to perform itself or obtain the Products/Services from a third party until the matter is resolved and the Company is again able to resume performance under this Contract; and
  - b. Charge to the Company any and all expenses reasonably incurred by the City in obtaining or performing the Products/Services.
- 17.2. INTENTIONALLY LEFT BLANK
- 17.3. SPECIFIC PERFORMANCE AND INJUNCTIVE RELIEF. The Company agrees that monetary damages are not an adequate remedy for the Company's failure to comply with Sections 16.3, 16.4, 18.8, 19, 21, 23, 25, 27, 29.3, 29.8, and 29.19 or Exhibit D of this Contract, nor could monetary damages be the equivalent of the performance of such obligations. Accordingly, the Company hereby consents to an order granting specific performance of such obligations of the Company in a court of competent jurisdiction within the State of North Carolina. The Company further consents to the City obtaining injunctive relief (including a temporary restraining order) to assure performance in the event the Company breaches this Contract.
- 17.4. SETOFF. Each party shall be entitled to setoff and deduct from any amounts owed to the other party pursuant to this Contract all liquidated and/or sum-certain amounts resulting from the other party's breach of this Contract.

- 17.5. OTHER REMEDIES. Upon breach of this Contract, each party may seek all legal and equitable remedies to which it is entitled. The remedies set forth herein shall be deemed cumulative and not exclusive and may be exercised successively or concurrently, in addition to any other available remedy.

**18. TERM AND TERMINATION OF CONTRACT.**

- 18.1. TERM. This Contract shall commence on the Effective Date and shall continue in effect for five (5) years with the City having the unilateral right to renew for two (2) consecutive one (1) year terms.

- 18.2. TERMINATION FOR CONVENIENCE. The City may terminate this Contract at any time without cause by giving thirty (30) days prior written notice to the Company. As soon as practicable after receipt of a written notice of termination without cause, the Company shall submit a statement to the City showing in detail the Products provided and Services performed under this Contract through the date of termination. The foregoing payment obligation is contingent upon: (i) the Company having fully complied with Section 18.8; and (ii) the Company having provided the City with written documentation reasonably adequate to verify the Products received and the number hours of Services rendered through the termination date and the percentage of completion of each task.

- 18.3. TERMINATION FOR DEFAULT BY EITHER PARTY. By giving written notice to the other party, either party may terminate this Contract upon the occurrence of one or more of the following events:

- a. The other party violates or fails to perform any covenant, provision, obligation, term or condition contained in this Contract, provided that, unless otherwise stated in this Contract, such failure or violation shall not be cause for termination if both of the following conditions are satisfied: (i) such default is reasonably susceptible to cure; and (ii) the other party cures such default within thirty (30) days of receipt of written notice of default from the non-defaulting party; or
- b. The other party attempts to assign, terminate or cancel this Contract contrary to the terms hereof; or
- c. The other party ceases to do business as a going concern, makes an assignment for the benefit of creditors, admits in writing its inability to pay debts as they become due, files a petition in bankruptcy or has an involuntary bankruptcy petition filed against it (except in connection with a reorganization under which the business of such party is continued and performance of all its obligations under the Contract shall continue), or if a receiver, trustee or liquidator is appointed for it or any substantial part of other party's assets or properties.

Any notice of default shall identify this Section of this Contract and shall state the party's intent to terminate this Contract if the default is not cured within the specified period.

- 18.4. ADDITIONAL GROUNDS FOR DEFAULT TERMINATION BY THE CITY. By giving written notice to the Company, the City may also terminate this Contract upon the occurrence of one or more of the following events (which shall each constitute separate grounds for termination without a cure period and without the occurrence of any of the other events of default previously listed):

- a. Failure of the Company to complete a particular task by the completion date set forth in this Contract;
- b. The Company makes or allows to be made any material written misrepresentation or provides any materially misleading written information in connection with this Contract, the Company's Proposal, or any covenant, agreement, obligation, term or condition contained in this Contract; or



- c. The Company takes or fails to take any action which constitutes grounds for immediate termination under the terms of this Contract, including but not limited to failure to obtain or maintain the insurance policies and endorsements as required by this Contract, or failure to provide the proof of insurance as required by this Contract.
- 18.5. **NO SUSPENSION.** In the event that the City disputes in good faith an allegation of default by the Company, notwithstanding anything to the contrary in this Contract, the Company agrees that it will not terminate this Contract or suspend or limit the Services or any warranties or repossess, disable or render unusable any software supplied by the Company, unless (i) the parties agree in writing, or (ii) an order of a court of competent jurisdiction determines otherwise.
- 18.6. **CANCELLATION OF ORDERS AND SUBCONTRACTS.** In the event this Contract is terminated by the City for any reason prior to the end of the term, the Company shall, upon termination, immediately discontinue all service in connection with this Contract and promptly cancel all existing orders and subcontracts, which are chargeable to this Contract. As soon as practicable after receipt of notice of termination, the Company shall submit a statement to the City showing in detail the Services performed under this Contract to the date of termination.
- 18.7. **AUTHORITY TO TERMINATE.** The following persons are authorized to terminate this Contract on behalf of the City: (i) the City Manager, any Assistant City Manager, or any designee of the City Manager; or (ii) the Department Director of the City Department responsible for administering this Contract.
- 18.8. **OBLIGATIONS UPON EXPIRATION OR TERMINATION.** Upon expiration or termination of this Contract, the Company shall promptly return to the City (i) all computer programs, files, documentation, media, related material and any other material and equipment that are owned by the City; (ii) all Deliverables that have been completed or that are in process as of the date of termination; and (iii) a written statement describing in detail all work performed with respect to Deliverables which are in process as of the date of termination. The expiration or termination of this Contract shall not relieve either party of its obligations regarding “Confidential Information,” as defined in this Contract.
- 18.9. **NO EFFECT ON TAXES, FEES, CHARGES OR REPORTS.** Any termination of this Contract shall not relieve the Company of the obligation to pay any fees, taxes or other charges then due to the City, nor relieve the Company of the obligation to file any daily, monthly, quarterly or annual reports covering the period to termination nor relieve the Company from any claim for damages previously accrued or then accruing against the Company.
- 18.10. **OTHER REMEDIES.** The remedies set forth in this Section and Section 19 shall be deemed cumulative and not exclusive, and may be exercised successively or concurrently, in addition to any other remedies available under this Contract or at law or in equity.
- 19. TRANSITION PRODUCTS/SERVICES UPON TERMINATION.** Upon termination or expiration of this Contract, the Company shall cooperate with the City to assist with the orderly transfer of the Products/Services provided by the Company to the City. Prior to termination or expiration of this Contract, the City may require the Company to perform and, if so required, the Company shall perform certain transition services necessary to shift the Products/Services of the Company to another provider or to the City itself as described below (the “Transition Services”). Transition Services may include but shall not be limited to the following:
- Working with the City to jointly develop a mutually agreed upon Transition Services Plan to facilitate the termination of the Products/Services;
  - Notifying all affected service providers and subcontractors of the Company;
  - Performing the Transition Services;

- Answering questions regarding the Products/Services on an as-needed basis; and
- Providing such other reasonable services needed to effectuate an orderly transition to a new service provider.

**20. CHANGES.** In the event changes to the Products/Services (collectively “Changes”), become necessary or desirable to the parties, the parties shall follow the procedures set forth in this Section. A Change shall be effective only when documented by a written, dated agreement executed by both parties that expressly references and is attached to this Contract (a “Change Statement”). The Change Statement shall set forth in detail: (i) the Change requested, including all modifications of the duties of the parties; (ii) the reason for the proposed Change; and (iii) a detailed analysis of the impact of the Change on the results of the Products/Services and time for delivery and completion of the Products/Services, including the impact on all Milestones and delivery dates and any associated price.

In the event either party desires a Change, the Project Manager for such party shall submit to the other party’s Project Manager a proposed Change Statement. If the receiving party does not accept the Change Statement in writing within ten (10) days, the receiving party shall be deemed to have rejected the Change Statement. If the parties cannot reach agreement on a proposed Change, the Company shall nevertheless continue to render performance under this Contract in accordance with its (unchanged) terms and conditions.

Changes that involve or increase in the amounts payable by the City may require execution by the City Manager or a designee depending on the amount. Some increases may also require approval by Charlotte City Council.

**21. COMPANY OWNERSHIP OF WORK PRODUCT.**

21.1. The parties agree that the Company shall have exclusive ownership of all reports, documents, designs, ideas, materials, reports, concepts, plans, creative works, and other work product developed for or provided to the City in connection with this Contract, and all patent rights, copyrights, trade secret rights and other intellectual property rights relating thereto (collectively the “Company Intellectual Property”). Notwithstanding the foregoing, the City shall have ownership rights in any and all floor plans, layouts, and industrial design relating to floorplans and layouts, created by and between City and Company (“City Intellectual Property”).

21.2. Each party hereby grants to the other party a royalty-free, non-exclusive license to use the Company Intellectual Property and City Intellectual Property, as applicable, to the extent necessary to use or perform the Services. Neither party shall be entitled to use the Company Intellectual Property and City Intellectual Property, as applicable, for other purposes without the other party’s prior written consent, and shall treat the Company Intellectual Property and City Intellectual Property, as applicable, as “Confidential Information” pursuant to Section 25 of the Contract.

21.3. The Company will treat as Confidential Information under the Confidentiality and Non-Disclosure Contract all data in connection with the Contract. City data processed by the Company shall remain the exclusive property of the City. The Company will not reproduce, copy, duplicate, disclose, or in any way treat the data supplied by the City in any manner except that contemplated by the Contract.

**22. RELATIONSHIP OF THE PARTIES.** The relationship of the parties established by this Contract is solely that of independent contractors, and nothing contained in this Contract shall be construed to (i) give any party the power to direct or control the day-to-day administrative activities of the other; or (ii) constitute such parties as partners, joint venturers, co-owners or otherwise as participants in a joint or common undertaking; or (iii) make either party an agent of the other, or any Company employee an agent or employee of the City, for any purpose whatsoever. Neither party nor its agents or employees is the representative of the other for any purpose, and neither has power or authority to act as agent or employee to represent, to act for, bind, or otherwise create or assume any obligation on behalf of the

other.

- 23. INDEMNIFICATION.** Subject to the limitations, exclusions, and conditions in this Contract or any Exhibit and to the fullest extent permitted by law, the Company shall indemnify, defend and hold harmless each of the "Indemnitees" (as defined below) from and against any and all "Charges" (as defined below) paid or incurred as a result of any claims, demands, lawsuits, actions, or proceedings to the extent such Charges are directly and proximately caused by: (i) an alleged violation, misappropriation or infringement of any valid U.S. registered copyright, trademark, or patent, with respect to the Services or any products or deliverables provided to the City pursuant to this Contract ("Infringement Claims"); (ii) a request based on the Company's failure to pay for labor or materials purchased or supplied by the Company or its subcontractors in connection with this Contract; (iii) the Company's failure to perform its obligations under this Contract, or from any act of negligence or willful misconduct by the Company or any of its agents, employees or subcontractors relating to this Contract, including but not limited to any liability caused by an accident or other occurrence resulting in bodily injury, death, sickness or disease to any person(s) or damage or destruction to any property, real or personal, tangible or intangible; or (iv) arising from any claim that the Company or an employee or subcontractor of the Company is an employee of the City, including but not limited to claims relating to worker's compensation, failure to withhold taxes and the like. For purposes of this Section: (i) the term "Indemnitees" means the City, any federal agency that funds all or part of this Contract, and each of the City's and such federal agency's officers, officials, employees, agents and independent contractors (excluding the Company); and (ii) the term "Charges" means any and all losses, damages, costs, expenses (including reasonable attorneys' fees), obligations, duties, fines, penalties, royalties, interest charges and other liabilities (including settlement amounts).

With respect to any claim, demand, lawsuit, action or proceeding as to which an Indemnitee intends to seek indemnification and defense (each, an "Action"), the Indemnitee must, as conditions to the indemnity and defense obligations herein, (a) promptly provide the Company with written notice of the Action and tender to the Company the right to exclusively control the defense, except that the Company will not settle or admit fault without the City's written authorization, of the Action, (b) fully cooperate in the defense of the Action as requested by the Company and its counsel to the extent the indemnitee can do so at no out-of-pocket cost, and (c) not settle or compromise any part of the Action without the Company's express written consent. Once the Company has assumed defense of the Action, the Company will not be liable for any attorney or other professional fees or expenses incurred by Indemnitee, unless such fees or expenses are caused by Company's request for Indemnitee's assistance or result from Company's inability to resolve the action. Notwithstanding any other provision of this Contract, any Exhibit, or any related agreements or understandings, in no event shall the Company have any indemnity or defense obligation for Charges or any other amounts (a) that include, consist of, or are determined in reference to liquidated damages, or lost profits, lost revenues, loss of use, loss of reputation, or loss of goodwill. Any demand for indemnification or defense of an Action must be presented to the Company in writing with reasonable detail prior to the expiration of any statute of limitation applicable to the right to such indemnification.

If an Infringement Claim occurs, the Company shall either: (i) procure for the City the right to continue using the affected product or service; or (ii) repair or replace the infringing product or service so that it becomes non-infringing, provided that the performance of the overall product(s) and service(s) provided to the City shall not be adversely affected by such replacement or modification. If the Company is unable to comply with the preceding sentence within thirty (30) days after the City is directed to cease use of a product or service, the Company shall promptly refund to the City all amounts paid under this Contract for the products and services related to the infringement Claim.

This Section 23 shall remain in force despite termination of this Contract (whether by expiration of the term or otherwise).

**24. SUBCONTRACTING.** Should the Company choose to subcontract, the Company shall be the prime contractor and shall remain fully responsible for performance of all obligations that it is required to perform under the Contract. Any subcontract entered into by Company shall name the City as a third party beneficiary.

**25. CONFIDENTIAL INFORMATION.**

25.1. CONFIDENTIAL INFORMATION. Confidential Information includes any information, not generally known in the relevant trade or industry, obtained from the City or its vendors or licensors or which falls within any of the following general categories:

25.1.1. *Trade secrets.* For purposes of this Contract, trade secrets consist of *information* of the City or any of its suppliers, contractors or licensors: (a) that derives value from being secret; and (b) that the owner has taken reasonable steps to keep confidential. Examples of trade secrets include information relating to proprietary software, new technology, new products or services, flow charts or diagrams that show how things work, manuals that tell how things work and business processes and procedures.

25.1.2. *Information of the City or its suppliers, contractors or licensors marked "Confidential" or "Proprietary."*

25.1.3. *Information relating to criminal investigations conducted by the City, and records of criminal intelligence information compiled by the City.*

25.1.4. *Information contained in the City's personnel files, as defined by N.C. Gen. Stat. 160A-168.* This consists of all information gathered and/or maintained by the City about employees, except for that information which is a matter of public record under North Carolina law.

25.1.5. *Citizen or employee social security numbers collected by the City.*

25.1.6. *Computer security information of the City, including all security features of electronic data processing, or information technology systems, telecommunications networks and electronic security systems.* This encompasses but is not limited to passwords and security standards, procedures, processes, configurations, software and codes.

25.1.7. *Local tax records of the City that contains information about a taxpayer's income or receipts.*

25.1.8. *Any attorney / City privileged information disclosed by either party.*

25.1.9. *Any data collected from a person applying for financial or other types of assistance, including but not limited to their income, bank accounts, savings accounts, etc.*

25.1.10. *The name or address of individual homeowners who, based on their income, have received a rehabilitation grant to repair their home.*

25.1.11. *Building plans of city-owned buildings or structures, as well as any detailed security plans.*

25.1.12. *Billing information of customers compiled and maintained in connection with the City providing utility services.*

25.1.13. *Other information that is exempt from disclosure under the North Carolina public records laws.*

Categories stated in Sections 25.1.3 through 25.1.13 above constitute "Highly Restricted Information," as well as Confidential Information. The Company acknowledges that certain Highly Restricted Information is subject to legal restrictions beyond those imposed by this Contract, and agrees that: (i) all provisions in this Contract applicable to Confidential Information shall apply to Highly Restricted Information; and (ii) the Company will also

comply with any more restrictive instructions or written policies that may be provided by the City from time to time to protect the confidentiality of Highly Restricted Information.

The parties acknowledge that in addition to information disclosed or revealed after the date of this Contract, the Confidential Information shall include information disclosed or revealed within one (1) year prior to the date of this Contract.

- 25.2. RESTRICTIONS. The Company shall keep the Confidential Information in the strictest confidence, in the manner set forth below:
- 25.2.1. It shall not copy, modify, enhance, compile or assemble (or reverse compile or disassemble), or reverse engineer Confidential Information.
  - 25.2.2. It shall not, directly or indirectly, disclose, divulge, reveal, report or transfer Confidential Information of the other to any third party or to any individual employed by the Company, other than an employee, agent, subcontractor or vendor of the City or Company who: (i) has a need to know such Confidential Information, and (ii) has executed a confidentiality agreement incorporating substantially the form of this Section of the Contract and containing all protections set forth herein.
  - 25.2.3. It shall not use any Confidential Information of the City for its own benefit or for the benefit of a third party, except to the extent such use is authorized by this Contract or other written agreements between the parties hereto, or is for the purpose for which such Confidential Information is being disclosed.
  - 25.2.4. It shall not remove any proprietary legends or notices, including copyright notices, appearing on or in the Confidential Information of the other.
  - 25.2.5. INTENTIONALLY LEFT BLANK
  - 25.2.6. In the event that any demand is made in litigation, arbitration or any other proceeding for disclosure of Confidential Information, the Company shall assert this Contract as a ground for refusing the demand and, if necessary, shall seek a protective order or other appropriate relief to prevent or restrict and protect any disclosure of Confidential Information.
  - 25.2.7. All materials which constitute, reveal or derive from Confidential Information shall be kept confidential to the extent disclosure of such materials would reveal Confidential Information, and unless otherwise agreed, all such materials shall be returned to the City or destroyed upon satisfaction of the purpose of the disclosure of such information.
- 25.3. EXCEPTIONS. The parties agree that the Company shall have no obligation with respect to any Confidential Information which the Company can establish:
- 25.3.1. Was already known to the Company prior to being disclosed by the disclosing party;
  - 25.3.2. Was or becomes publicly known through no wrongful act of the Company;
  - 25.3.3. Was rightfully obtained by the Company from a third party without similar restriction and without breach hereof;
  - 25.3.4. Was used or disclosed by the Company with the prior written authorization of the City;
  - 25.3.5. Was disclosed pursuant to the requirement or request of a governmental agency, which disclosure cannot be made in confidence, provided that, in such instance, the Company shall first give to the City notice of such requirement or request;
  - 25.3.6. Was disclosed pursuant to the order of a court of competent jurisdiction or a lawfully issued subpoena, provided that the Company shall take use its best efforts to obtain an

agreement or protective order providing that, to the greatest possible extent possible, this Contract will be applicable to all disclosures under the court order or subpoena.

- 25.4. UNINTENTIONAL DISCLOSURE. Notwithstanding anything contained herein in to the contrary, in the event that the Company is unintentionally exposed to any Confidential Information of the City, the Company agrees that it shall not, directly or indirectly, disclose, divulge, reveal, report or transfer such Confidential Information to any person or entity or use such Confidential Information for any purpose whatsoever.
- 25.5. REMEDIES. The Company acknowledges that the unauthorized disclosure of the Confidential Information of the City will diminish the value of the proprietary interests therein. Accordingly, it is agreed that if the Company breaches its obligations hereunder, the City shall be entitled to equitable relief to protect its interests, including but not limited to injunctive relief, as well as monetary damages.

## **26. INSURANCE.**

- 26.1. TYPES OF INSURANCE. The Company shall obtain and maintain during the life of this Contract, with an insurance company rated not less than "A" by A.M. Best, authorized to do business in the State of North Carolina, acceptable to the Charlotte-Mecklenburg, Risk Management Division the following insurance:

- 26.1.1. Automobile Liability - Bodily injury and property damage liability covering all owned, non-owned and hired automobiles for limits of not less than \$1,000,000 bodily injury each person, each accident and \$1,000,000 property damage, or \$1,000,000 combined single limit - bodily injury and property damage.
- 26.1.2. Commercial General Liability - Bodily injury and property damage liability as shall protect the Company and any subcontractor performing Services under this Contract, from claims of bodily injury or property damage which arise from performance of this Contract, whether such operations are performed by the Company, any subcontractor, or anyone directly or indirectly employed by either. The amounts of such insurance shall not be less than \$1,000,000 bodily injury each occurrence/aggregate and \$1,000,000 property damage each occurrence/aggregate, or \$1,000,000 bodily injury and property damage combined single limits each occurrence/aggregate. This insurance shall include coverage for products, operations, personal and advertising injury, and contractual liability, assumed under the indemnity provision of this Contract.
- 26.1.3. Workers' Compensation and Employers Liability - meeting the statutory requirements of the State of North Carolina, \$100,000 per accident limit, \$500,000 disease per policy limit, \$100,000 disease each employee limit.

The Company shall not provide any Products or commence any Services in connection with this Contract until it has obtained all of the foregoing types of insurance and such insurance has been approved by the City. The Company shall not allow any subcontractor to provide any Products or commence Services on its subcontract until all similar insurance required of the subcontractor has been obtained and approved.

- 26.2. OTHER INSURANCE REQUIREMENTS.
- 26.2.1. The City shall be exempt from, and in no way liable for any sums of money, which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Company and/or subcontractor providing such insurance.
- 26.2.2. The City of Charlotte shall be named as an additional insured for operations or services rendered under the general liability coverage. The Company's insurance shall be primary of any self-funding and/or insurance otherwise carried by the City for all loss

or damages arising from the Company's operations under this agreement.

- 26.2.3. Certificates of such insurance will be furnished to the City and shall contain the provision that the City be given thirty (30) days' written notice of any intent to amend coverage reductions or material changes or terminate by either the insured or the insuring Company.
- 26.2.4. Should any or all of the required insurance coverage be self-funded/self-insured, a copy of the Certificate of Self-Insurance or other documentation from the North Carolina Department of Insurance shall be furnished to the City.
- 26.2.5. If any part of the Products/Services under this Contract is sublet, the subcontractor shall be required to meet all insurance requirements as listed above. However, this will in no way relieve the Company from meeting all insurance requirements or otherwise being responsible for the subcontractor.

**27. COMMERCIAL NON-DISCRIMINATION.** As a condition of entering into this Contract, the Company represents and warrants that it will fully comply with the City's Commercial Non-Discrimination Policy, as described in Section 2, Article V of the Charlotte City Code, and consents to be bound by the award of any arbitration conducted thereunder. As part of such compliance, the Company shall not discriminate on the basis of race, gender, religion, national origin, ethnicity, age or disability in the solicitation, selection, hiring, or treatment of subcontractors, vendors or suppliers in connection with a City contract or contract solicitation process, nor shall the Company retaliate against any person or entity for reporting instances of such discrimination. The Company shall provide equal opportunity for subcontractors, vendors and suppliers to participate in all of its subcontracting and supply opportunities on City contracts, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that has occurred or is occurring in the marketplace. The Company understands and agrees that a violation of this clause shall be considered a material breach of this Contract and may result in termination of this Contract, disqualification of the Company from participating in City contracts or other sanctions.

As a condition of entering into this Contract, the Company agrees to: (i) promptly provide to the City in a format specified by the City all information and documentation that may be requested by the City from time to time regarding the solicitation, selection, treatment and payment of subcontractors in connection with this Contract; and (ii) if requested, provide to the City within sixty days after the request a truthful and complete list of the names of all subcontractors, vendors, and suppliers that the Company has used on City contracts in the past five years, including the total dollar amount paid by the Company on each subcontract or supply contract. The Company further agrees to fully cooperate in any investigation conducted by the City pursuant to the City's Non-Discrimination Policy, to provide any documents relevant to such investigation that are requested by the City, and to be bound by the award of any arbitration conducted under such Policy.

The Company agrees to provide to the City from time to time on the City's request, payment affidavits detailing the amounts paid by the Company to subcontractors and suppliers in connection with this Contract within a certain period of time. Such affidavits shall be in the format specified by the City from time to time.

The Company understands and agrees that violation of this Commercial Non-Discrimination provision shall be considered a material breach of this Contract and may result in contract termination, disqualification of the Company from participating in City contracts and other sanctions.

**28. NOTICES.** Any notice, consent or other communication required or contemplated by this Contract shall be in writing, and shall be delivered in person, by U.S. mail, by overnight courier, by electronic mail or by telefax to the intended recipient at the address set forth below. Notice shall be effective upon the date of receipt by the intended recipient; provided that any notice which is sent by telefax or electronic mail shall also be simultaneously sent by mail deposited with the U.S. Postal Service or by

overnight courier. Each party may change its address for notification purposes by giving the other party written notice of the new address and the date upon which it shall become effective.

Communications that relate to any breach, default, termination, delay in performance, prevention of performance, modification, extension, amendment, or waiver of any provision of this Contract shall be sent to:

<b>For the Company:</b>	<b>For the City:</b>
Tim Hodges, National Program Mgr.	Kay Elmore
Haworth, Inc.	City of Charlotte
	City Procurement
One Haworth Center	600 East Fourth Street, 9 <sup>th</sup> Floor
Holland, MI 49423	Charlotte, NC 28202
Phone: 616-834-1994	Phone: 704-336-2524
Fax:	Fax: 704-632-8252
E-mail: <a href="mailto:tim.hodges@haworth.com">tim.hodges@haworth.com</a>	E-mail: <a href="mailto:kelmores@charlottenc.gov">kelmore@charlottenc.gov</a>

<b>With Copy To:</b>	<b>With Copy To:</b>
Dan Vredevoogd, Contract Analyst	Adam Jones
	City of Charlotte
	City Attorney's Office
	600 East Fourth Street, 15 <sup>th</sup> Floor
	Charlotte, NC 28202
Phone: 616-393-3812	Phone: 704-336-3012
E-mail: <a href="mailto:dan.vredevoogd@haworth.com">dan.vredevoogd@haworth.com</a>	E-mail: <a href="mailto:amjones@charlottenc.gov">amjones@charlottenc.gov</a>

All other notices shall be sent to the other party's Project Manager at the most recent address provided in writing by the other party.

**29. MISCELLANEOUS.**

- 29.1. ENTIRE AGREEMENT. This Contract is the entire agreement between the parties with respect to its subject matter, and there are no other representations, understandings, or agreements between the parties with respect to such subject matter. This Contract supersedes all prior agreements, negotiations, representations and proposals, written or oral.
- 29.2. AMENDMENT. No amendment or change to this Contract shall be valid unless in writing and signed by both parties to this Contract.
- 29.3. GOVERNING LAW. The parties acknowledged that this Contract is made and entered into in Charlotte, North Carolina, and will be performed in Charlotte, North Carolina. The parties further acknowledge and agree that North Carolina law shall govern all the rights, obligations, duties and liabilities of the parties under this Contract, and that North Carolina law shall govern interpretation and enforcement of this Contract and any other matters relating to this Contract (all without regard to North Carolina conflicts of law principles).
- 29.4. BINDING NATURE AND ASSIGNMENT. This Contract shall bind the parties and their successors and permitted assigns. Neither party may assign any of the rights and obligations thereunder without the prior written consent of the other. Any assignment attempted without the written consent of the other party shall be void.
- 29.5. INTENTIONALLY LEFT BLANK
- 29.6. FORCE MAJEURE.
  - 29.6.1. The Company shall be not liable for any failure or delay in the performance of its obligations pursuant to this Contract (and such failure or delay shall not be deemed a



default of this Contract or grounds for termination hereunder if all of the following conditions are satisfied: (i) if such failure or delay: (a) could not have been prevented by reasonable precaution, and (b) cannot reasonably be circumvented by the non-performing party through the use of alternate sources, work-around plans, or other means; and (ii) if and to the extent such failure or delay is caused, directly or indirectly, by fire, flood, earthquake, hurricane, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, or court order.

- 29.6.2. Upon the occurrence of an event which satisfies all of the conditions set forth above (a “Force Majeure Event”) the Company shall be excused from any further performance of those of its obligations pursuant to this Contract affected by the Force Majeure Event for as long as (i) such Force Majeure Event continues; and (ii) the Company continues to use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay.
- 29.6.3. Upon the occurrence of a Force Majeure Event, the Company shall immediately notify the City by telephone (to be confirmed by written notice within two (2) days of the inception of the failure or delay) of the occurrence of a Force Majeure Event and shall describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event prevents the Company from performing its obligations for more than five (5) days, the City may terminate this Contract.
- 29.6.4. INTENTIONALLY LEFT BLANK
- 29.7. SEVERABILITY. The invalidity of one or more of the phrases, sentences, clauses or sections contained in this Contract shall not affect the validity of the remaining portion of the Contract so long as the material purposes of the Contract can be determined and effectuated. If any provision of this Contract is held to be unenforceable, then both parties shall be relieved of all obligations arising under such provision, but only to the extent that such provision is unenforceable, and this Contract shall be deemed amended by modifying such provision to the extent necessary to make it enforceable while preserving its intent.
- 29.8. NO PUBLICITY. No advertising, sales promotion or other materials of the Company or its agents or representations may identify or reference this Contract or the City in any manner absent the written consent of the City.
- 29.9. APPROVALS. All approvals or consents required under this Contract must be in writing.
- 29.10. WAIVER. No delay or omission by either party to exercise any right or power it has under this Contract shall impair or be construed as a waiver of such right or power. A waiver by either party of any covenant or breach of this Contract shall not be constitute or operate as a waiver of any succeeding breach of that covenant or of any other covenant. No waiver of any provision of this Contract shall be effective unless in writing and signed by the party waiving the rights.
- 29.11. SURVIVAL OF PROVISIONS. The following sections of this Contract shall survive the termination hereof:
- Section 4.3 “Employment Taxes and Employee Benefits”
  - Section 15 “Representations and Warranties of Company”
  - Section 18 “Term and Termination of Contract”
  - Section 21 “City Ownership of Work Product”
  - Section 23 “Indemnification”
  - Section 25 “Confidential Information”
  - Section 26 “Insurance”
  - Section 28 “Notices and Principal Contacts”
  - Section 29 “Miscellaneous”

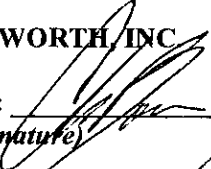
- 29.12. CHANGE IN CONTROL. In the event of a change in "Control" of the Company (as defined below), the City shall have the option of terminating this Contract by written notice to the Company. The Company shall notify the City within ten (10) days of the occurrence of a change in control. As used in this Contract, the term "Control" shall mean the possession, direct or indirect, of either (i) the ownership of or ability to direct the voting of, as the case may be fifty-one percent (51%) or more of the equity interests, value or voting power in the Company or (ii) the power to direct or cause the direction of the management and policies of the Company whether through the ownership of voting securities, by contract or otherwise.
- 29.13. DRAFTER'S PROTECTION. Each of the Parties has agreed to the use of the particular language of the provisions of this Contract and any questions of doubtful interpretation shall not be resolved by any rule or interpretation against the drafters, but rather in accordance with the fair meaning thereof, having due regard to the benefits and rights intended to be conferred upon the Parties hereto and the limitations and restrictions upon such rights and benefits intended to be provided.
- 29.14. FAMILIARITY AND COMPLIANCE WITH LAWS AND ORDINANCES. The Company agrees to make itself aware of and comply with all local, state and federal ordinances, statutes, laws, rules and regulations applicable to the Services. The Company further agrees that it will at all times during the term of this Contract be in compliance with all applicable federal, state and/or local laws regarding employment practices. Such laws will include, but shall not be limited to, workers' compensation, the Fair Labor Standards Act (FLSA), the Americans with Disabilities Act (ADA), the Family and Medical Leave Act (FMLA) and all OSHA regulations applicable to the Services.
- 29.15. CONFLICT OF INTEREST. The Company covenants that its officers, employees and shareholders have no interest and shall not acquire any interest, direct or indirect that would conflict in any manner or degree with the performance of Services required to be performed under the Contract.
- 29.16. NO BRIBERY. The Company certifies that neither it, any of its affiliates or subcontractors, nor any employees of any of the foregoing has bribed or attempted to bribe an officer or employee of the City in connection with the Contract.
- 29.17. HARASSMENT. The Company agrees to make itself aware of and comply with the City's Harassment Policy. The City will not tolerate or condone acts of harassment based upon race, sex, religion, national origin, color, age, or disability. Violators of this policy will be subject to termination.
- 29.18. TRAVEL UPGRADES. The City has no obligation to reimburse the Company for any travel or other expenses incurred in connection with this Contract.
- 29.19. TAXES. Except as specifically stated elsewhere in this Contract, the Company shall collect all applicable federal, state and local taxes which may be chargeable against the performance of the Services, and remit such taxes to the relevant taxing authority. The Company consents to and authorizes the City to collect any and all delinquent taxes and related interest, fines, or penalties of the Company by reducing any payment, whether monthly, quarterly, semi-annually, annually, or otherwise, made by the City to the Company pursuant to this Contract for an amount equal to any and all taxes and related interest, fines, or penalties owed by the Company to the City. The Company hereby waives any requirements for notice under North Carolina law for each and every instance that the City collects delinquent taxes pursuant to this paragraph. This paragraph shall not be construed to prevent the Company from filing an appeal of the assessment of the delinquent tax if such appeal is within the time prescribed by law.
- 29.20. COUNTERPARTS. This Contract may be executed in any number of counterparts, all of which taken together shall constitute one single agreement between the parties.

29.21. PRE-AUDIT. No pre-audit certificate is required under N.C. Gen. Stat. 159-28(a) because this Contract is for an indefinite quantity with no minimum purchase requirement. Notwithstanding anything contained herein to the contrary, this Contract does not require the City to purchase a single product or service, and a decision by the City to not make any purchase hereunder will violate neither this Contract nor any implied duty of good faith and fair dealing. The City has no financial obligation under this Contract absent the City's execution of a valid and binding purchase order or contract addendum containing a pre-audit certificate."

*[Signature Page Follows]*

IN WITNESS WHEREOF, and in acknowledgement that the parties hereto have read and understood each and every provision hereof, the parties have caused this Contract to be executed as of the date first written above.

HAWORTH, INC

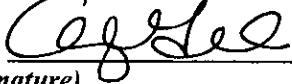
BY:   
(signature)

PRINT NAME: Chris Bouwman

TITLE: Director, Pricing + Contracts

DATE: 12/9/19

CITY OF CHARLOTTE:  
CITY MANAGER'S OFFICE

BY:   
(signature)

PRINT NAME: Angela C. Lee

TITLE: Asst. City Manager

DATE: 1/6/20

**EXHIBIT A – PRICING SHEET**

**HAWORTH - CONTRACT 2020000606  
EXHIBIT A - PRICING SHEET**

<b>1. FIXED PERCENTAGE (%) DISCOUNT OFF THE MANUFACTURER'S LIST PRICE - FURNITURE CATEGORIES AND OTHER RELATED PRODUCTS:</b>			
<b>CATEGORY</b>	<b>VERIFIABLE MANUFACTURER'S LIST PRICE CATALOG NAME - APRIL 2019</b>	<b>DROP SHIP</b>	<b>INSIDE DELIVERY</b>
Systems Furniture	Unigroup Systems (NW & WT)	71%	66%
Systems Furniture	Unigroup Too Panels	71%	66%
Systems Furniture	Places Systems (NW & WT)	71%	66%
Systems Furniture	Adaptable Comps - Wksr, Up Stor, Lghtng	71%	66%
Systems Furniture	Places Systems (Wood)	71%	66%
Systems Furniture	Systems Fabric	71%	66%
Systems Furniture	Compose	68%	63%
Systems Furniture	Premise Systems	68%	63%
Systems Furniture	IF Systems	68%	63%
Freestanding Furniture	Masters	53%	48%
Freestanding Furniture	Suite	53%	48%
Freestanding Furniture	Everyday Office	50%	45%
Freestanding Furniture	Jive	50%	45%
Freestanding Furniture	Cultivate	58%	53%
Freestanding Furniture	Intuity	53%	48%
Freestanding Furniture	Patterns	53%	48%
Freestanding Furniture	Kinetics, Tempo, Tactics, Planes, Cmpose	58%	53%
Seating / Chairs	Accolade/Comf 28 NW/Monaco/Sys 58	63%	58%
Seating / Chairs	Improv, Comforto 12	63%	58%
Seating / Chairs	Seating Fabric	63%	58%
Seating / Chairs	Look (Sit 10)	63%	58%
Seating / Chairs	X99 Seating	60%	55%
Seating / Chairs	Wood Stg - Comp,Frnze,Glrie,Tally,Etc	53%	48%
Seating / Chairs	Very Task Seating	55%	50%
Seating / Chairs	Very Seating Line (Non-Task)	55%	50%
Seating / Chairs	Zody	55%	50%
Seating / Chairs	Lively, Cassis, WD Seating	55%	50%
Seating / Chairs	Lively™	60%	55%
Seating / Chairs	Fern	50%	45%
Seating / Chairs	Soji™	50%	45%
Seating / Chairs	Maari™	54%	49%
Filing Systems, Storage & Equipment	Beside	63%	58%
Filing Systems, Storage & Equipment	Premise & X-Series Files	63%	58%
Filing Systems, Storage & Equipment	X-Series Peds	63%	58%
Filing Systems, Storage & Equipment	950 Fls, Plcs Fs Stl, IF Lat Fls & Psts	63%	58%
Filing Systems, Storage & Equipment	V-Series Files & Peds	63%	58%
Filing Systems, Storage & Equipment	Active Storage	53%	48%
<b>OTHER RELATED PRODUCTS</b>	<b>VERIFIABLE MANUFACTURER'S LIST PRICE CATALOG NAME - APRIL 2019</b>	<b>DROP SHIP</b>	<b>INSIDE DELIVERY</b>
Walls	Enclose	55%	50%
Walls	Walls Adaptable Components	55%	50%
Walls	Walls Glass	55%	50%
Haworth Collections & Healthcare	Haworth Collection - Haworth	41%	36%
Haworth Collections & Healthcare	Healthcare	57%	52%
Haworth Collections & Healthcare	Harbor Work Lounge™	50%	45%
Haworth Collections & Healthcare	Haworth Collection - Pablo Designs	15%	10%
Haworth Collections & Healthcare	Haworth Collection - Capp, Cass, P Frau	15%	10%
Haworth Collections & Healthcare	Haworth Collection - GAN	10%	5%
Haworth Collections & Healthcare	Haworth Collection - JANUS et Cie	15%	10%
Haworth Collections & Healthcare	BuzziSpace	35%	30%
Accessories & Technology	Locks	71%	66%
Accessories & Technology	Technology Products	55%	50%
Accessories & Technology	Ergotron Accessories	48%	43%
Accessories & Technology	DataThing	40%	35%
Accessories & Technology	Jump Stuff	41%	36%

EXHIBIT A - PRICING SHEET

**2. OPTION #1 - FIXED PERCENTAGE (%) DISCOUNT ON INSTALLATION SERVICES:**

Basic Installation - Normal Hours	10%
Basic Installation - After Hours	15%
Expanded Installation - Normal Hours	18%
Expanded Installation - After Hours	27%

**OPTION #2 - FIXED HOURLY RATE RANGE FOR INSTALLATION AND OTHER ADDITIONAL SERVICES AND SOLUTIONS:**

Basic Installation - Normal Hours	\$28 - 36
Basic Installation - After Hours	\$39 - \$54
Expanded Installation - Normal Hours	\$35 - \$45
Expanded Installation - After Hours	\$52.5 - \$67.5
Design	\$28 - \$36
Project Management	\$35 - \$45
Asset Management	\$18 - \$28
Refurbishment	\$32 - \$42

**3. FIXED MONTHLY RATE FOR STORAGE OPTIONS:**

STANDARD FIXED MONTHLY RATE	MONTHLY RATE / FT <sup>2</sup>	MONTHLY RATE / FT <sup>3</sup>
Negotiable per location	\$1.25	\$1.95

**4. PRICING INCENTIVES BEYOND THE STANDARD DISCOUNT:**

DESCRIPTION	ADDITIONAL PERCENTAGE (%) DISCOUNT
Accessories & Technology (List Volume > \$10,000)	1 - 4%
Seating (List Volume >\$25,000)	1 - 4%
Haworth Collection & Healthcare (List Volume > \$50,000)	1 - 4%
Storage and Tables (List Volume > \$50,000)	1 - 4%
Systems (List Volume > \$100,000)	1 - 4%
Walls and Wood (List Volume > \$100,000)	1 - 4%

Haworth is offering low first tier pricing with negotiable discount ranges established, based on individual product list volume.

In addition, we will offer a Sole Source pricing option to any OMNIA participating agency that selects Haworth as its sole source provider within the terms of the OMNIA contract. This option will provide deeper discounts than the standard OMNIA contract and would require agencies to sign an agreement acknowledging Haworth as their single source provider.

## EXHIBIT B – SCOPE OF SERVICES

### 1.1 General Scope.

The City is requesting the broadest selection of Office, Education, Classroom and Miscellaneous Furniture, Installation and Related Products and Services offered. The intent of this RFP is to provide the City and Participating Public Agencies with Products and Services to meet their various needs. Therefore, Companies should have demonstrated experience in providing Products and Services as defined in this RFP, including but not limited to the following:

- **Systems Furniture:** A complete and comprehensive catalog of all systems furniture, lines, and accessories available from the Company;
- **Freestanding Furniture:** A complete and comprehensive catalog of all case goods, furniture, (including folding and mobile) desks, tables, and available from the Company;
- **Seating/Chairs:** A complete and comprehensive catalog of office and classroom chairs, tandem seating and other general seating available from the Company;
- **Filing Systems, Storage and Equipment:** A complete and comprehensive catalog of filing systems including vertical and lateral files, freestanding file cabinets, bookcases, and equipment and accessories available from the Company; and
- **Related Products, Support Services and Solutions:** Related office interior products and design, “Quick Ship”, design and layout, fabric and color design services, installation, systems furniture reconfiguration, assessment tools, and any other related products and services or solutions offered by the Company.

### 1.2 Product Standards and Guidelines.

All products must be manufactured in compliance with all standards including warning labels and safety devices, guard and equipment required to meet the safety standards recognized by industry safety, councils or organizations to establish safety standards such as Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA), National Institute of Occupational Safety and Health (NIOSH), American National Standards Institute (ANSI), Underwriters Laboratories, Inc. (UL), Environmental Protection Agency (EPA), Business Institutional Furniture Manufacturers Association (BIFMA), etc. If a product proposed requires a Material Safety Data Sheet (MSDS) it must accompany each shipment.

Additionally, applicable products must meet the following specific standards:

- ANSI/HFES and/or BSR/HFES (Human Factors Engineering of Computer Workstations)
- CPSIA 1303 or 16 C.F.R 1303 (Ban of Lead-Containing Paint)
- ANSI/BIFMA X5.1 (Office Seating), X5.4 (Lounge and Public Seating), X5.5 (Desk Products) X6.1 (Educational Furniture) and e3 (Furniture Sustainability Standard)
- California Air Resources Board (CARB) (Formaldehyde Emissions)
- California Proposition 65 (Lead and Other Toxic Substances)
- California Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation (BHFTI) (Technical Bulletin 117)

**All Products offered must be new, unused, latest design and technology unless otherwise specified.**



### 1.3 Pricing.

The Company's firm fixed percentage (%) discount off a manufacturer price list for each category (defined in Section 1.1) for the life of the contract as Exhibit A.

Prices include manufacturer mark up, profit, item cost and storage to allow each customer the ability to calculate and verify discount.

#### 1.3.1 Delivery.

The fixed percentage discount is based on the delivery requirements below:

1.3.1.1 Drop Ship: All deliveries shall be delivered to the site. City or Participating Public Agency is responsible for unloading.

1.3.1.2 Inside Delivery: All deliveries shall be delivered to the site, unloaded and moved to a designated area in the building. Company is responsible for unloading.

#### 1.3.2 Installation.

The fixed percentage discount, fixed hourly rate, or an hourly rate range is based on the installation requirements below:

1.3.2.1 Basic Installation: Basic installation includes inside delivery, uncrating, assembly, installation, removal of all debris from premises, installation documents and the bill of materials per the purchaser's approved plan and specifications.

1.3.2.2 Expanded Service Installation: Expanded service installation includes basic installation; field measurements surveyed, documented and coordinated; electrical and telecommunication/data in-feed locations are surveyed, documented and coordinated; attend required coordination meetings with purchaser and other contractors; and creation and implementation of punch list by project manager.

1.3.2.3 Normal Hours: Normal hours are defined as 7:00 am – 5:00 pm local time.

1.3.2.4 After Hours: After hours are defined as evenings, weekends and holidays.

1.3.2.5 Pricing for installation and services such as design, project management, asset management, refurbishment, and other services are priced at a fixed percentage discount, fixed hourly rate, or an hourly rate range for City and all Participating Public Agencies and/or by state.

1.3.2.5.1 Design: Company has the capability to recommend and design appropriate layouts to fit the need of the City and Participating Public Agencies.

1.3.2.5.2 Project Management: Company has the ability to provide project management services to help City and Participating Public Agencies complete their projects on-time and within budget.

1.3.3 Storage is priced at a fixed monthly rate or a monthly rate range.

1.3.4 Pricing for any additional related products, services and solutions offered are defined in Exhibit A.

All Products provide under this Contract that require assembly and installation should be performed by the Company's certified installers. All installation work must meet the manufacturer's specifications and industry standards. Company provided the names and addresses of each certified installer, see Exhibit C – Form 6.

All work must be performed according to the standards established by the terms, specifications, and drawings for each project and meet the manufacturer's specifications and industry standards. It shall be the obligation of the Installer to obtain clarification from the Project

Coordinator concerning questions or conflicts in the specifications and drawings in a timely manner as to not delay the progress of the work.

**1.4 Price Adjustments.**

All proposed pricing shall remain firm for the first year of the subsequent Contract through December 31, 2020. Companies may request price adjustments (increases/decreases) for consideration at least sixty (60) days prior to each anniversary of the Contract effective date. All requests must be submitted in writing to City of Charlotte City Procurement along with documentation of bona fide materials and labor increases for the cost of Products. No adjustment shall be made to compensate a Company for inefficiency in operation or for additional profit. Price decreases shall be accepted at any time during the term of the contract.

**1.5 Environmental Purchasing Requirements.**

The following are applicable items covered by the City’s Sustainable Purchasing Policy that must be accommodated by the Company:

<b>Product or Service</b>	<b>Examples</b>	<b>Environmental Attributes</b>
Furniture	Desks, chairs, tables, bookshelves	Recycled content, recyclability, end of life management

Companies provided its environmental attributes in Exhibit C – Form 10.

**1.6 New Products and Services.**

New Products and Services may be added to the resulting Contract(s) during the term of the Contract by written amendment, to the extent that those Products and Services are within the scope of this RFP and include, but will not be limited to, new Product added to the manufacturer’s list offerings, and services which reflect new technology and improved functionality. All requests are subject to review and approval of the City of Charlotte.

**1.7 Safety.**

All Companies and installers or subcontractor performing Services for the City of Charlotte and Participating Public Agencies are required and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety Occupational Health Standards and any other applicable rules and regulations. The Company and subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this contract.

**1.8 Warranty.**

In Exhibit C – Form 4, the Company addressed each of the following:

- 1.8.1 Applicable warranty and/or guarantees of furniture and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- 1.8.2 Warranty period start date. The City of Charlotte desires the warranty start at the time of substantial completion.
- 1.8.3 Availability of replacement parts.
- 1.8.4 Life expectancy of furniture under normal use.
- 1.8.5 Detailed information as to proposed return policy on all furniture.

**EXHIBIT C – PROPOSAL RESPONSE FORMS**

**REQUIRED FORM 2 – ADDENDA RECEIPT CONFIRMATION**

**RFP # 269-2019-105**

**FURNITURE, INSTALLATION AND RELATED PRODUCTS AND SERVICES**

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to the NC IPS website at [www.ips.state.nc.us](http://www.ips.state.nc.us) and the City's Contract Opportunities Site at <http://charlottenc.gov/DoingBusiness/Pages/ContractOpportunities.aspx>.

**ADDENDUM #:**

1  
2  
3  
   
 

**DATE ADDENDUM  
DOWNLOADED FROM NC IPS:**

8 Jul 19  
11 Jul 19  
18 Jul 19  
   
 

I certify that this proposal complies with the Specifications and conditions issued by the City except as clearly marked in the attached copy.

Matthew Corl

(Please Print Name)

7-31-19

Date



Authorized Signature

Manager Business Segments

Title

Haworth, Inc.

Company Name

**REQUIRED FORM 3 – PROPOSAL SUBMISSION FORM**

**RFP # 269-2019-105**

**FURNITURE, INSTALLATION AND RELATED PRODUCTS AND SERVICES**

This Proposal is submitted by:

Company Name: Haworth, Inc.

Representative (printed): Matthew Corl

Address: One Haworth Center

City/State/Zip: Holland, MI 49423

Email address: matt.corl@haworth.com

Telephone: 616-393-3597  
(Area Code) Telephone Number

Facsimile: \_\_\_\_\_  
(Area Code) Fax Number

The representative signing above hereby certifies and agrees that the following information is correct:

1. In preparing its Proposal, the Company has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not engaged in or condoned prohibited discrimination.
2. For purposes of this Section, discrimination means discrimination in the solicitation, selection, or treatment of any subcontractor, vendor or supplier on the basis of race, ethnicity, gender, age or disability or any otherwise unlawful form of discrimination. Without limiting the foregoing, discrimination also includes retaliating against any person or other entity for reporting any incident of discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the Proposal submitted by the Company on this Project and to terminate any contract awarded based on such Proposal.
4. As a condition of contracting with the City, the Company agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Company further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Company or terminate any contract awarded on such proposal.
5. As part of its Proposal, the Company shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against the Company in a legal or administrative proceeding alleging that the Company discriminated against its subcontractors, vendors or

suppliers, and a description of the status or resolution of that complaint, including any remedial action taken.

6. The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.
7. None of Company's or its subcontractors' owners, employees, directors, or contractors will be in violation of the City's Conflict of Interest Policy for City, Secondary and Other Employment Relationships (HR 13) if a Contract is awarded to the Company.
8. It is understood by the Company that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and resolicit this RFP.
9. This Proposal is valid for one hundred and eighty (180) calendar days from the Proposal due date.

I, the undersigned, hereby acknowledge that my company was given the opportunity to provide exceptions to the Sample Contract as included herein as Section 9. As such, I have elected to do the following:

Include exceptions to the Sample Contract in the following section of my Proposal: Section V "Exceptions"

Not include any exceptions to the Sample Contract.

I, the undersigned, hereby acknowledge that my company was given the opportunity to indicate any Trade Secret materials or Personally Identifiable Information ("PII") as detailed in Section 2.6.2. I understand that the City is legally obligated to provide my Proposal documents, excluding any appropriately marked Trade Secret information and PII, upon request by any member of the public. As such, my company has elected as follows:

The following section(s) of the of the Proposal are marked as Trade Secret or PII: \_\_\_\_\_

No portion of the Proposal is marked as Trade Secret or PII.

Representative (signed): 

**REQUIRED FORM 4  
DELIVERY AND WARRANTY**

**Delivery:** Company must state the normal delivery time (in calendar days) and any options for expediting delivery: **Haworth's normal delivery times vary according to product line; and may be impacted by other factors such as product mix and location. Haworth defines lead time as manufacture time plus transit time, and publishes a lead guide weekly with times broken down by product. A copy of the most recent lead time guide is included in our response on the following pages as supplemental information along with expedited delivery options.**

**Warranty:** Company must detail the following:

- a. Applicable warranty and/or guarantees of furniture and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- b. Warranty period start date. The City of Charlotte desires the warranty start at the time of substantial completion.
- c. Availability of replacement parts.
- d. Life expectancy of furniture under normal use.
- e. Detailed information as to proposed return policy on all furniture.

## Required Form 4 - DELIVERY - SUPPLEMENTAL INFORMATION

### **6. Delivery: Company must state the normal delivery time (in calendar days) and any options for expediting delivery.**

Haworth's standard lead times vary according to product line. Standard lead times are published weekly to our entire distribution network and are very reliable. We commit to our published lead times, we expedite orders upon request when possible, and we provide clients the solutions they need and expect. Haworth and its dealers often discuss customer expectations well before the order is formally placed. This aids everyone in scheduling, producing, and delivering the product when it is needed. Haworth's lead time guide includes manufacture time as well as transit time. An example of our most recent lead time guide is included on the following page.

Changes in project schedules are sometimes inevitable, and Haworth understands the need for flexibility. As soon as a need is identified, Purchasing Entities will contact the Project Manager at the Haworth dealership handling the account. Working cooperatively, the Haworth/dealer team will evaluate possible options and scenarios to arrive at the solution that best meets the customer's immediate needs. Solutions may include accelerating the shipment of an existing order or placing a RUSH order for product not yet ordered. Our team will also investigate additional avenues, such as modifying the installation schedule or providing loaner product. We take a team approach to providing you with the best option for the specific problem at hand.

RUSH, Haworth's short lead time program, provides customers the option of ordering selected products with accelerated manufacturing times. Products and finishes that are available as part of the RUSH program are denoted with a designated symbol on our website and in our price lists. RUSH orders leave Haworth within 10 business days of order acceptance. RUSH is a premium service, and discounting for products ordered via RUSH are typically four discount points lower.




# Standard Lead Time Guide

Stated in business days | Transit times not included

Category	Product	Days
<b>Systems Product</b>	Adaptable	25
	Compose	20
	Intuity	25
	Pads/Frame: PREMISE	20
	Panel Systems: PREMISE	20
	Panel Systems: Unigroup, Places, Unigroup Too	20
	Patterns	30
	Patterns Cushion	20
	Planes Height Adjustable	20
	Reside	25
	Worksurfaces	20
	Worktools (Jump Stuff, Boogie Board)	10
	**All Products with Veneer	28
	Race-Call for quote	
	<b>Accessories</b>	Active Components
Belong		20
Belong Plus		23
Ergotron		20
If Screen		20
Overheads		20
Systems Lighting		20
Tackboards	20	
<b>Storage &amp; Organization</b>	Active Component Peds	20
	Beside Storage	25
	Compose Storage	20
	Files/Bookcases	25
	PLACES Storage	20
	V Series Storage	20
	X & V Series Steel Peds	28
	X Series Combo Files	27
	X Series Towers/Lockers	25
	**All Products with Veneer	28
	<b>Private Office</b>	Compose/Masters Laminate Caseworks & Storage
Masters		20
Masters (Veneer)		28
Masters Paint on Wood		35
Suite		55
X Series Desks		20

Category	Product	Days
<b>Walls</b>	Enclose	25
	Haworth Supplied Glass	25
	Trivati	35
<b>Tables</b>	450 Series	25
	Cultivate	20
	Hoop Tables	25
	Hop	25
	Immerse	33
	Jive, Jump & Swivel	20**
	Pip Personal Laptop	15
	Planes (not Height Adjustable)	25
	PopUp	20
	Wood Executive Tables	30
	Workware - Connect Interfaces/Processors	15
	Workware - View Table/Wall mounts	20
	Workware - Wireless	15
	Workware Easel	25
<b>Seating</b>	Fern	15
	Harbor Work Lounge	35**
	Hello Lounge	20
	Improv Task & Side	15
	Lively	15
	Look	15
	Look Task	15
	Maari	15
	Openest	20
	Poppy Guest	25**
	Poppy Lounge	20
	Riverbend & Pebble Lounge	20
	Soji	23
	Very	15
Very Task with Knit Backs	15**	
Wood Seating	20	
X99 Task & Seminar	15	
Zody	15	
	** Please Call Customer Service for Quote, Available Capacity will determine lead time	
<b>HHE</b>	<a href="#">Haworth Health Environments Lead Time Guide</a>	

General Notes	
<b>Lead Times:</b>	Subject to change based on incoming order volumes and plant capabilities, calculated from the date of a clean order receipt to the day of product shipment
<b>Extended Lead Times:</b>	<b>Finishes:</b> Orders, excluding Seating and Walls, with the finishes Clear on Quarter Cut Walnut and Clear on Rift Cut White Oak require an additional 10 days lead time. <b>Tailored Solutions:</b> may have extended lead times due to design, supplier parts, testing or complex design. *Quoted lead time on undocumented Tailored Solutions is an estimate. Final lead time will be communicated upon completion of the Tailored Solutions documentation. <b>COM products/Alliance fabrics:</b> may have longer lead time depending on supplier availability.
<b>Modifications to Orders:</b>	If modifications need to be made to your order please refer to our <a href="#">Order Change Policy</a> for guidance
<b>Transit Times:</b>	<b>NOT</b> included in lead times, see the following for Transit Time by Zone: <a href="#">Holland Transit Map</a> <a href="#">Bruce Transit Map</a>
<b>Clean Orders:</b>	Valid PO, valid financials, final signed off approval drawings, complete and final site dimensions and complete finish codes and descriptions
<b>Multiple Products:</b>	Order will be scheduled to longest lead time unless you move it onto its own DG
<b>Non-Catalogs:</b>	Contact your Haworth Customer Service Specialist before making commitments
<b>Rush Orders:</b>	10 business days
<b>Mockups:</b>	See <a href="#">Mockup Lead Time Guide</a> or call 616-393-1178
<b>Acknowledgments:</b>	24-48 hours for normal orders 48 Hours for COM's and Walls 72 hours for HHE and Haworth Collection 24-96 hours for BuzziSpace
<b>Master Lock Series Guide:</b>	2-3 days
<b>Standard Keys:</b>	2-3 days
<b>Haworth Collection</b>	 <a href="#">Haworth Collection Lead Time Guide</a>

## Required Form 4 - WARRANTY - SUPPLEMENTAL INFORMATION

### **7. Warranty: Company must detail the following:**

#### **a. Applicable warranty and/or guarantees of furniture and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.**

Haworth has one of the strongest quality programs in the industry. We offer Limited Lifetime Warranty coverage which includes both parts and labor. Haworth also has a team of full-time Technical Representatives located in each region who will investigate any quality issues on-site, and make sure warranty claims are approved and processed quickly. Haworth takes warranty correction seriously and works diligently to resolve issues to our customers' 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.

Regional dealers will manage all warranty and service requests with support from Haworth. When a product issue, warranty need, or other service request is communicated, the Haworth Command Center will begin the resolution process. Dealers will commit to responding to all service calls within 24 hours of receiving the request. Often, a diagnosis can be made via phone call or email exchange, eliminating the need for a visit entirely. If a site visit is required however, it will be scheduled as soon as possible at the customer's convenience. In either scenario, however, 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.

The steps involved in each scenario are outlined below:

Warranty Process A: Diagnosis made via phone, email, or on-site dealer inspection

- 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.

## Required Form 4 - WARRANTY - SUPPLEMENTAL INFORMATION

### 7a. Applicable warranty and/or guarantees of furniture and installations including any...

#### (continued)

Warranty Process B: Diagnosis cannot be made via phone, email, or on-site dealer inspection

- 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.

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.

#### b. Warranty period start date. The City of Charlotte desires the warranty start at the time of substantial completion.

Haworth's warranty start date is always based upon the manufacture date, as this is the only way to verify the age of a product if there are issues in the future. Unlike mass produced products that may sit in warehouses for months before being purchased, Haworth products are built to order so the products you receive come with the assurance that they are newly manufactured. Due to the strength and duration of Haworth's limited lifetime warranty, the difference between the time of manufacture and time of substantial completion - even it is several months - is not significant enough to appreciably impact the protection granted by the warranty. Haworth values its customers and builds relationships based on trust. In the rare event that a product defect was identified within a very short period outside of the warranty program, we will always work with your organization to reach a suitable solution.

#### b. Availability of replacement parts

To alleviate potential down time due to the need for small repairs, all dealers will commit to keeping frequently replaced parts in stock (such as keys, casters, arm caps) as well as base feeds and small electrical parts to quickly fix or prepare a site for installation. Small replacement stock is often delivered and replaced on the same day it is requested.

## Required Form 4 - WARRANTY - SUPPLEMENTAL INFORMATION

### 7a. Applicable warranty and/or guarantees of furniture and installations including any...

#### (continued)

Warranty Process B: Diagnosis cannot be made via phone, email, or on-site dealer inspection

- Discovery - customer contacts dealer Project Manager with notification of issue
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## Required Form 4 - WARRANTY - SUPPLEMENTAL INFORMATION

### **7d. Life expectancy of furniture under normal use.**

Industry standards define a lifetime as ten years of normal use. Because Haworth technicians and field personnel actively service the product we sell, we know that the actual lifetime of many of our products surpasses that ten-year standard. Haworth designs product to ANSI/BIFMA™ standards, which are based on an assumption of ten years of 40 hours per week use. Because Haworth knows its products are typically used for more than a single shift, our product testing, in most cases, goes beyond the industry standards, sometimes testing more than 3 times the amount required by the standard. We also monitor product performance in the workplace, which allows Haworth to adjust its designs to meet market needs.

Once designed and tested, however, many factors influence the actual useful lifetime of a product. In the list below, the higher the impact or presence of the factor, the shorter the lifespan past the standard of ten years.

1. Use more than 8 hours per day
2. Churn rate involving furniture moves over 40%
3. Dirty or dusty environments; direct exposure to sunlight
4. Lack of maintenance
5. High traffic or motion areas
6. Exposure to chemical or abrasive agents
7. Weight bearing more than testing standards

### **e. Detailed information as to proposed return policy on all furniture.**

#### **Haworth Product Returns**

Haworth products are manufactured to customer orders. We do not stock or otherwise inventory product. Because products are made to order, our return policy is strict, and each request is evaluated on a case-by-case basis. Restocking fees and return freight cost may be applied, depending on circumstances. Haworth's policy is to accept product returns which are shipped as a result of a Haworth error. All returns are processed through the servicing dealer. We value our customers, and it is our goal to ensure their complete satisfaction with their purchase and procurement experience. If you are less than satisfied with a Haworth product, we, along with our dealers, will always work with your organization to find a solution that will ensure your satisfaction.

HAWORTH®

## Great Expectations

You have them as a Haworth customer and so do we. And because we value our customers, we cover our products with this **Product Compatibility and Limited Warranty Policy**.

### OUR COMMITMENT TO PRODUCT COMPATIBILITY – INTEGRATED PRODUCT PLATFORMS

As a market leader in the design and manufacture of workspaces that adapt to change, we strive to maintain product compatibility within our various generations of integrated product platforms. This benefits the customer who desires to update or modify their work environment. It also benefits the customer needing to replace a product due to damage or other reasons but which is no longer manufactured or is otherwise unavailable, such as a fabric or finish that is discontinued because of changing market preferences. In both circumstances, we often can provide products with comparable function and performance.

### OUR COMMITMENT TO PRODUCT QUALITY – THE HAWORTH NORTH AMERICA LIMITED WARRANTY

To ensure customer satisfaction and peace of mind, we stand behind our products with the following Haworth North America Limited Warranty (“Limited Warranty”).

#### What Products are Covered?

This Limited Warranty applies to new products manufactured by Haworth, Inc. or Haworth, Ltd. (individually, “Haworth”) after January 1, 2019 that are sold to an end-user purchaser by Haworth or an Authorized Haworth Dealer (“Covered Products”). Covered Products also include new products manufactured by a company other than Haworth after January 1, 2019 that are sold to an end-user purchaser by Haworth or an Authorized Haworth Dealer as part of the Haworth Collection line of products, but only if such products are specifically listed below in the “What are the Warranty Periods? - Haworth Collection of Products” section of this Limited Warranty. For products manufactured on or before January 1, 2019, please refer to the applicable Haworth warranty published in the Haworth North America Price List when the product was purchased or contact your local Authorized Haworth Dealer.

In this Limited Warranty, the terms “us,” “we,” “our” and similar terms refer to Haworth, and an end-user purchaser refers to the first person who purchases a Covered Product for such person’s own internal use and not for resale or distribution.

The following products are excluded from the definition of “Covered Product” and not covered by this Limited Warranty, and neither Haworth nor its affiliates will have any obligation or liability relating to them: (a) software; (b) consumable items, such as batteries and bulbs/lamps; (c) the customer’s own material (COM), or any material specified by the purchaser that is not a standard Haworth product offering, such as Haworth Alliance fabrics, (d) other than Haworth Collection products not manufactured by Haworth as described above, any item manufactured by a third party from whom Haworth purchases the item for resale without incorporating it into a Haworth product as a component or part (in those situations, if the purchaser is not a direct beneficiary of the manufacturer’s warranty, then Haworth will assign to the purchaser any warranty that the manufacturer provides, to the extent the warranty is

assignable), and (e) Ergotron® products included in the Accessories North American Price List, regardless of whether incorporated into a Haworth product as a component or part (if the purchaser is not a direct beneficiary of any applicable Ergotron® warranty, Haworth will assign such warranty to the purchaser, to the extent assignable).

### **What Problems are Covered?**

Subject to the terms of this Limited Warranty, Haworth warrants to the end-user purchaser of a Covered Product that the Covered Product, at the time of purchase, will be free of any defect in design or workmanship that materially impairs the performance or functionality of the Covered Product under normal use (a “Defect”). This warranty is for 24-hour / 7-day multiple shift use of the applicable Covered Product; for seating products, such use is by individuals up to 325 lbs. In this Limited Warranty, normal use means use of a Covered Product in accordance with all of the following: (a) Haworth’s standards instructions, guidelines and recommendations for that Covered Product; (b) if the Covered Product is part of the Haworth Collection and not manufactured by Haworth, then the applicable manufacturer’s standard instructions, guidelines, and recommendations for that Covered Product; and (c) applicable laws, rules, regulations and ordinances.

A Defect excludes, and Haworth and its affiliates will not have any responsibility or liability for, the following: (a) normal wear and tear; (b) any damage, wear or failure of the Covered Product that occurs during transport of the Covered Product, or that is caused by improper use, care or maintenance of the Covered Product or by an act of God or other event outside of Haworth’s reasonable control; (c) the natural variation of color, grain or texture found in wood and leather; (d) the natural aging of materials such as wood, fabric and leather which results in colors changing over time or during use; (e) dye lot variations in fabric, leather or wall coverings; (f) the natural patina of leather during use; (g) “puddling” or wrinkling of fabrics, leather, or faux leather; (h) reverse crocking of dyes from clothing onto seating materials; (i) scratches, dents, abrasions or other surface damage to Hoop products; (j) change in color (including fading) or other surface effects resulting from exposure to chemicals (such as chemicals in cleaning solutions) or exposure to sunlight or other sources of ultraviolet rays; or (k) any damage, wear or failure of the Covered Product caused by the integration or use of any non-Haworth materials, components, devices or other products into or with any Covered Product.

### **What Remedies are Available?**

If a purchaser makes a valid claim under this Limited Warranty for a Defect to a Covered Product, Haworth, at its option, will either (a) repair the Covered Product at Haworth’s cost, (b) replace the Covered Product at Haworth’s cost with a new or refurbished product with comparable function and performance, or (c) refund or credit the purchase price of the Covered Product (excluding taxes, duties, fees and other amounts). All repair and replacement work will be performed by Haworth or a third party engaged by Haworth to perform the specific repair or replacement work relating to the Defect; repair or replacement work performed by any other person will void this Warranty. Haworth will not be responsible for any cost or expenses incurred by the purchaser relating to repair or replacement of a Covered Product due to a Defect, including without limitation freight, insurance, inspection, storage and similar costs and expenses. Any Covered Product that is replaced or whose purchase price is refunded or credited will become the sole and exclusive property of Haworth.

### What Conditions Apply?

All the following conditions must be satisfied to make a valid claim under this Limited Warranty for a Defect to a Covered Product:

- the purchaser must have notified Haworth in writing of the Defect within 30 days after the purchaser first learns or has notice of the Defect, and in any event not later than three (3) business days after the last day of the applicable warranty period; all such notices must be sent to Haworth at One Haworth Center, Holland, Michigan 49423, Attention: Customer Service/ Warranty Claims;
- the purchaser must provide original Haworth order number and have fully complied with all instructions, requirements, and directions provided by Haworth, an Authorized Haworth Dealer or their respective agents regarding (a) the inspection, preservation or safeguarding of the Covered Product and (b) the transportation and delivery of the Covered Product to Haworth or, if directed by Haworth, to an Authorized Haworth Dealer or other party;
- the Covered Product must have been installed by Haworth or an installer certified by Haworth to install that Covered Product;
- all prior repairs of the Covered Product must have been performed by Haworth or an installer certified by Haworth to install that Covered Product;
- the repair of the Defect of the Covered Product pursuant to this Warranty must be performed by Haworth or a third party engaged by Haworth to perform the specific warranty-repair work;
- at all times the Covered Product must have been located in a building that is (a) dry, fully closed-in and protected from the natural elements, and (b) adequately heated, ventilated and air conditioned to maintain an internal temperature between 40°F and 90°F (4°C and 32°C) and relative humidity levels between 25% and 55%;
- the Covered Product must not have been modified, and the purchaser must have used and maintained the Covered Product in full conformity with all of Haworth's written specifications, instructions and guides regarding use, care and maintenance;
- if the Covered Product is replaced or its purchase price is refunded, all bills of sale, assignments, releases, consents, approvals and other documents and/or actions required by Haworth to assign and transfer to Haworth sole and exclusive title in the Covered Product, free and clear of all liens, claims and encumbrances, must have been executed, delivered and/or made, as applicable; and
- all other conditions and requirements in or arising under this Limited Warranty, applicable law or a written agreement between Haworth and the purchaser, must have been fully satisfied.



## What are the Warranty Periods?

A Covered Product's warranty period begins on the Covered Product's date of manufacture and ends on the expiration of the time period identified below for that particular Covered Product. In addition, the warranty period will automatically terminate at the time that the end-user purchaser ceases to solely own, possess, control and use the Covered Product.

- **Lifetime.** Except for those Covered Products or related components or materials identified below as having a different warranty period, the warranty period of a Covered Product is as long as the end-user purchaser continues to solely own the Covered Product.
- **Twelve (12) Years.** The following Covered Products have a 12-year warranty period:
  - seating products (framework, mechanisms, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps)
  - wood or wood-framed products
  - Caseload mechanisms (hinges, slides, latches, glides, casters, etc.)
- **Ten (10) Years.** The following Covered Products have a 10-year warranty period:
  - wall products (excluding soft-close door mechanisms, wallcoverings, and glass)
  - Power Base™ Electrical (excluding Power Base AI and USB receptacles)
  - thermally fused laminates
  - Planes® and Hop™ height adjustable product mechanisms<sup>1</sup>
  - fixed task lighting (excluding ballasts and LED lighting)
  - products that are at any time used in a classroom or educational environment (other than administrative areas) except as limited or described below
  - adjustable keyboard pads and monitor arms
  - electrical (non-USB) and A/V accessories
- **Five (5) Years.** The following Covered Products have a 5-year warranty period:
  - fabric scrims, fabric screens, vertical fabrics, and wallcoverings
  - fabrics rated Heavy Duty (A) under the Association of Contract Textiles Guidelines
  - leathers or faux leather
  - vertical-use markerboard laminates
  - user-adjustable work-surface mechanisms
  - Power Base Receptacles with USB
  - overhead storage unit slow-close mechanisms
  - Reed Premier™ LED lighting
  - electronic ballasts used in task lighting
  - glass used in Systems products (vertical & horizontal)<sup>2</sup>
  - Improv and X-99 gel arm caps
  - work tools and systems accessories (e.g. laptop holders and footrests)
  - Jump™ height adjustable product mechanisms<sup>1</sup>

<sup>1</sup> Troubleshooting procedures provided by Haworth must be used to determine if a mechanism is defective, the associated error code needs to be included in the Service Notification

<sup>2</sup> The tempering process for glass results in stronger glass and allows it to fracture into smaller, less harmful pieces when it breaks. Tempered glass often is referred to as "safety glass" because of this breakage feature. Although stronger, it is still important to handle tempered glass with care and avoid impact damage. Small impurities introduced during the tempering process or damage to edges during handling or use can result in spontaneous glass breakage at unpredictable times and are excluded from warranty coverage.

- **Three (3) Years.** The following Covered Products have a 3-year warranty period:
  - Power Base AI Electrical product
  - workware™ hardware products
  - painted MDF product
  - USB retrofit kits or products incorporating USB charging outlets (Except Power Base)
  - Hoop products (excludes surface damage such as scratches, dents, or abrasions)
  - fabrics rated General Contract (a) under the Association of Contract Textiles Guideline
  
- **Two (2) Years.** The following Covered Products have a 2-year warranty period:
  - Walls soft-close door mechanisms
  
- **One (1) Year.** The following Covered Products have a 1-year warranty period:
  - horizontal use markerboard laminates
  - acrylic tops/surfaces
  - soft palm rests
  - electronic locks
  - mouse pad inserts
  - Translucent edging
  - glass used in Walls product (refer to note <sup>2</sup> above)
  - Openest™ Plume Screens
  
- **Specific Product Lines.**
  - Tailored Solutions™. A Covered Product that is modified under Haworth’s “Tailored Solutions” program will have a warranty period that is the same as the standard catalog product that is modified; however, any material modification of the standard catalog product’s features, construction, function or aesthetics will have a 1-year warranty period.
  - Haworth Healthcare Products. The warranty period of a Covered Product within the Haworth Healthcare line of products is as follows (textiles and coverings are not covered by this Limited Warranty):
 

<ul style="list-style-type: none"> <li>▪ <b>Five (5) Years.</b> <ul style="list-style-type: none"> <li>✓ guest seating</li> </ul> </li> <li>▪ <b>Three (3) Years.</b> <ul style="list-style-type: none"> <li>✓ standard glides</li> <li>✓ standard casters</li> <li>✓ patient room casegoods</li> <li>✓ manual exam tables and accessories</li> <li>✓ exam room stools</li> <li>✓ power exam tables and accessories</li> <li>✓ overbed tables</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Two (2) Years.</b> <ul style="list-style-type: none"> <li>✓ gas cylinders</li> </ul> </li> <li>▪ <b>One (1) Year.</b> <ul style="list-style-type: none"> <li>✓ Thermofoil and Kydex arm caps</li> <li>✓ Thermofoil tops</li> <li>✓ central locking casters</li> <li>✓ recliner and lift chair motors</li> <li>✓ motion mechanisms</li> <li>✓ heat/massage</li> <li>✓ recliner options</li> <li>✓ modular exam base</li> <li>✓ wall casegoods</li> </ul> </li> </ul>
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➤ Haworth Collection Products. The warranty period of a Covered Product within the Haworth Collection line of products, including those manufactured outside of North America and sold to a customer based or located in North America, is as follows (textiles and coverings are not covered by this Limited Warranty):

- **Twelve (12) Years.**
  - ✓ Haworth seating products (framework, mechanisms, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps)
  - ✓ Haworth wood or wood-framed products
- **Five (5) Years.**
  - ✓ Cappellini products manufactured in North America
  - ✓ Haworth products imported from Europe unless noted for shorter terms
  - ✓ Pablo Designs products
- **Three (3) Years.**
  - ✓ GAN products
  - ✓ JANUS et Cie seating frames and table frames (excludes cushions, fabrics, frame finish, and glass)
- **Two (2) Years.**
  - ✓ Cappellini products imported from Europe
  - ✓ Cassina products imported from Europe
  - ✓ Poltrona Frau products imported from Europe
  - ✓ BuzziSpace products
- **One (1) Year.**
  - ✓ JANUS et Cie umbrellas and umbrella base

- **Service Parts.**

Haworth-authorized service parts installed on a Covered Product will be covered by this Limited Warranty for the remaining balance of the warranty period for that Covered Product, so long as the service part was installed by Haworth or an installer certified by Haworth to install that Covered Product.

## GENERAL TERMS

This Product Compatibility and Limited Warranty Policy extends solely to end-user purchasers of Covered Products and not to their successors, assigns, employees, agents or affiliates. This Policy is not assignable or transferable in whole or in part, whether voluntarily, by operation of law or otherwise, and any purported assignment or transfer will be void.

All determinations regarding the scope, applicability and interpretation of this Policy, including without limitation the satisfaction of and compliance with any of its conditions and requirements, will be made solely by Haworth in its discretion. All such determinations made by Haworth will be final, non-appealable and binding on all persons.

EXCEPT FOR THE EXPRESS LIMITED WARRANTY STATED ABOVE, TO THE EXTENT ALLOWED BY LAW, HAWORTH DOES NOT MAKE, AND IT EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO ANY PRODUCT OR SERVICE AND, IN PARTICULAR, DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. ANY LEGALLY REQUIRED WARRANTY THAT MAY NOT BE DISCLAIMED WILL BE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF MANUFACTURE.

AS SET FORTH IN THIS POLICY, REPAIR OR REPLACEMENT, OR REFUND/CREDIT OF THE PURCHASE PRICE, AT HAWORTH'S OPTION, OF A COVERED PRODUCT ARE THE EXCLUSIVE REMEDIES FOR ANY DEFECT TO THAT COVERED PRODUCT OR ANY OTHER ISSUE RELATING TO ITS MANUFACTURE OR INSTALLATION. IN NO EVENT

SHALL HAWORTH OR ANY OF ITS AFFILIATES HAVE ANY LIABILITY IN TORT OR FOR ANY CONSEQUENTIAL, ECONOMIC, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES, OR FOR LOSS OF PROFITS, REVENUES, USE OR REPUTATION, WITH RESPECT TO ANY COVERED PRODUCT OR ANY OTHER PRODUCT, WHETHER CAUSED BY, ARISING FROM OR RELATING TO A DEFECT OR OTHERWISE.

*Applies to U.S. only:* Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the immediately preceding paragraph may not apply to a purchaser. This Limited Warranty gives the purchaser specific legal rights, and the purchaser may also have other rights which vary from state to state.

*[End of Document]*



List below all **MWSBEs** that you intend to subcontract to while performing the Services:

Subcontractor Name	Description of work or materials	Indicate either "M", "S", and/or "W"	City Vendor #
Synergy Installation Solutions	Installation services	W	n/a
Full response, including a complete list of MWSBEs within our national dealer network, is listed on following pages.			

Total MBE Utilization	0	%
Total WBE Utilization	10	%
Total SBE Utilization	0	%
<b>Total MWSBE Utilization</b>	<b>10</b>	<b>%</b>

Representative (signed): 

8-5-19  
Date

Matthew Carl  
Representative Name

## Required Form 5 - M/W/SBE PARTICIPATION - SUPPLEMENTAL INFORMATION

### Identify outreach efforts that were employed by the firm to maximize inclusion of MWSBEs to be submitted with the firm's proposal.

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 many of which fall under MWVBE classifications including MBE, WBE, VBE, and SDVOSB. In addition, Haworth actively seeks to increase the participation of minority, women-owned, and service disabled veteran-owned businesses in our procurement process. We have an annual goal of striving for a minimum of 10% of dollars spent with minority suppliers, and we track these figures monthly.

### Identify outreach efforts that will be employed by the firm to maximize inclusion of MWSBEs to be submitted with the firm's proposal.

We are committed to identifying, developing, and working with diverse dealerships and other MWSBE suppliers and will continue current outreach efforts that will help our clients meet their own diverse spend objectives.

### List below all MWSBEs that you intend to subcontract to while Performing the Services:

For services to the City of Charlotte, Haworth and its dealer PMC Commercial Interiors will partner with woman-owned firm, Synergy Installation Solutions in Charlotte, NC.

For services to other OMNIA Partners public agencies nationally, a complete listing of all MWSBEs within our national dealer network is included on the following page. All dealers will provide standard dealer services, including (but not limited to) design and specification, product management, order services, installation, warranty and other post-installation. Further, all Haworth dealers have the ability to subcontract with MWSBE businesses in their areas, increasing OMNIA Partners' ability to meet its minority spend objectives, however, as our dealers are independently owned and operated, we do not have access to the list of vendors with whom they may subcontract.

Required Form 5 - M/W/SBE PARTICIPATION - SUPPLEMENTAL INFORMATION

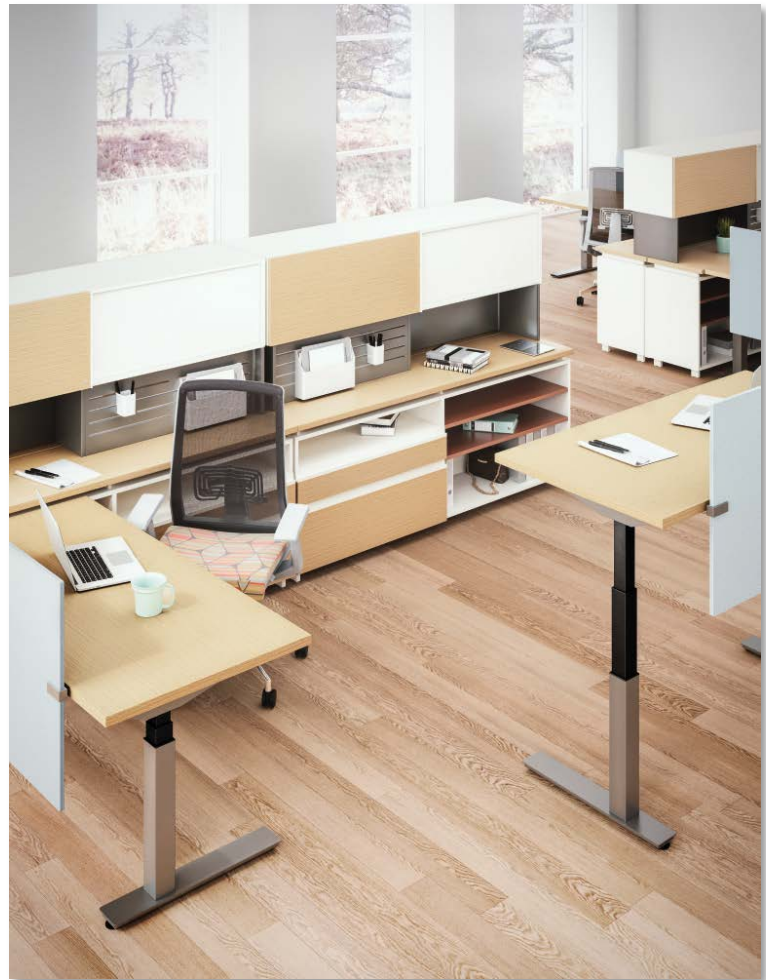
Subcontractor Name	Description of Work	Indicate either "M," "S," and/or "W"
Contract Office Group, San Francisco and San Jose, CA	Standard Services	M
Western Contract, Rancho Cordova, CA	Standard Services	S
Accent Office Interiors, Tallahassee, FL	Standard Services	W, S
JC White Architectural Interiors, Miramar, FL	Standard Services	W
Office Concepts & Furniture Design, Gainesville, FL	Standard Services	M, S
Turnerboone Contract, Atlanta, GA	Standard Services	W
Illini Supply, Forsyth, IL	Standard Services	W
Kayhan International, Ltd, Schaumburg, IL	Standard Services	M, W
Louer Facility Planning, Collinsville, IL	Standard Services	W
Commercial Office Environments, Indianapolis, IN	Standard Services	W
encompas, Wichita, KS	Standard Services	W
InterSpace Ltd., Lexington, KY	Standard Services	W
Office Environment Company, Louisville, KY	Standard Services	W
KV Workspace, Mandeville, LA	Standard Services	W
ISCG, Royal Oak, MI	Standard Services	W
SPACE, Inc., Midland, MI	Standard Services	W, S
encompas, Kansas City, MO	Standard Services	W
encompas - Nebraska, Omaha, NB	Standard Services	W
Image Office Environments, Mountainside, NJ	Standard Services	C
Meadows Office Furniture of NJ, Fairlawn, NJ	Standard Services	W
Contract Associates, Inc., Albuquerque, NM	Standard Services	W, M
Meadows Office Furniture, New York, NY	Standard Services	W
Elements IV Interiors, Dayton, OH	Standard Services	M, S
King Business Interiors, Inc. Columbus, OH	Standard Services	W
RCF Group, West Chester and Cleveland, OH	Standard Services	M
BurkeMICHAEL+, Pittsburgh, PA	Standard Services	W
Miller's of Columbia, Inc., Columbia, SC	Standard Services	W, S
Built for Dreams, Lubbock, TX	Standard Services	W
Business Interiors of Texas, Corpus Christi, TX	Standard Services	W
Facility Interiors, Carrollton, Dallas, Austin, Houston, TX	Standard Services	M
Facilities Connection, El Paso, TX	Standard Services	W
Omnifics, Alexandria, VA	Standard Services	M
Great Spaces, LLC, Seattle, WA	Standard Services	S
Capitol Business Equipment, Inc., Charleston, WV	Standard Services	W



## MWSBE - SUPPLEMENTAL INFORMATION

PMC will subcontract with Synergy Installation Solutions, a Woman-owned, HUB certified business. Synergy is a leader in its field, with a 25 year history serving customers in Charlotte. With divisions also in Atlanta, Georgia and Detroit, Michigan, it is their mission to provide clients with the ultimate experience in installation services. They are committed to setting the standard for excellence in their industry in providing delivery, installation, long-term support services and customer satisfaction.

Synergy shares PMC's philosophy of doing whatever it takes to meet customers' goals and they have worked together in the past with outstanding results. Synergy works with a focus and level of professionalism under a mandate of business ethics and moral standards. Their factory-trained and uniformed installers guarantee the results their customers expect. Synergy will provide lead installation services on all City of Charlotte projects, with PMC providing dealer oversight and supervision.



*Planes height adjustable tables and Very task chair*



## North Carolina Department of Administration

Pat McCrory, Governor  
Bill Daughtridge, Jr., Secretary

Office for Historically Underutilized Businesses  
Dennis M. English, Jr., Asst. to the Secretary for  
HUB Outreach

July 24, 2015

Lisa Tarr  
Synergy Installation Solutions, LLC. (Woman Owned)  
10709 Granite Street  
Suite K  
Charlotte, NC 28273

Dear Lisa Tarr:

The Office for Historically Underutilized Businesses (HUB Office) is pleased to inform you that your company is now certified as a Historically Underutilized Business. Your firm is listed in the Statewide Uniform Certification (SWUC) Program database. This certification will remain in effect for four (4) years from the date of this letter, contingent upon submission of your 'Annual Status Update Affidavit' each year prior to your certification renewal date. If you fail to submit the 'Annual Status Update Affidavit' your HUB Certification shall be Revoked.

You must notify the HUB Office in writing within 30 days of any changes affecting your compliance with SWUC Program eligibility requirements, including changes in ownership, day-to-day management and operational control. Failure to notify the HUB Office of these changes or reapply for certification in a timely manner may cause your HUB Certification to be revoked. Also, it is important to maintain current contact information such as address, telephone number, and email address in the SWUC Program database.

The HUB Office collaborates with local Minority/Women/Small Business (M/W/SBE) Offices who offer assistance to certified HUB firms with identifying contract opportunities with state and local government. Many of these offices also offer assistance with business development. Please visit our website at [www.doa.nc.gov/hub/swuc.htm](http://www.doa.nc.gov/hub/swuc.htm) to locate the local office near you. Another great resource is the Small Business and Technology Development Center at [www.sbtcd.org](http://www.sbtcd.org) for free personalized business assistance and counseling.

It is important to note that although your status as a certified HUB firm greatly improves your access to state and local government contracts, this certification does not guarantee contract awards. Your ability to research opportunities and bid competitively will be important to your success in this program.

Thank you for your interest and participation in the SWUC Program as a Historically Underutilized Business firm with the State of North Carolina.

Sincerely,

**Bradley Hicks**

Bradley Hicks  
Certification Specialist

Mailing Address:

Office for Historically Underutilized Businesses  
Department of Administration  
1336 Mail Service Center  
Raleigh, NC 27699-1336

Telephone (919) 807-2330  
Fax (919) 807-2335  
State Courier #51-01-00

Location:

116 West Jones Street  
Administration Building  
Suite 4109  
Raleigh, NC 27603



**CBI FORM 4: Letter of Intent**

Per Part B, Section 3.4 of the CBI Policy, within three (3) Business Days after receiving a request from the City (or within such longer time as may be communicated by the City in writing), a Bidder must submit a separate Letter of Intent for each SBE and/or MBE listed on CBI Form 3 and CBI Form 3A (if applicable).

<b>Project Name:</b>	Furniture, Installation and Related Products and Services
<b>Project Number:</b>	269-2019-105

<b>To be completed by the Bidder</b>	
<b>Name of Bidder:</b>	PMC Commercial Interiors Vendor #: 302855
<b>Address:</b>	3000 Perimeter Park Dr., Morrisville, NC 27560
<b>Contact Person:</b>	Mark Storom Email: Mearki.Storom@PMC.Works
<b>Telephone:</b>	919-228-4002 Fax:

If the Bidder has entered into a Quick Pay Agreement, in association with this Letter of Intent and as defined in the CBI Policy, please attach a copy of the executed Agreement with the undersigned SBE and/or MBE.

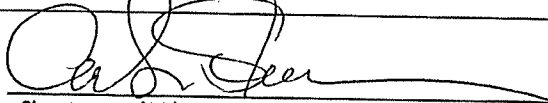
Identify in complete detail the scope of work to be performed or item(s) to be supplied by the SBE and/or MBE.

They will provide installation services for products purchased under this agreement.

The prime contractor shall pay the subcontractor the committed goal of 10% of the monthly amount paid by the city.

<b>To be completed by SBE and/or MBE</b>	
<b>Name of SBE and/or MBE:</b>	Connect Systems Inc. Vendor#: 300327
<b>Address:</b>	1855 Lindbergh St. Ste 200 Char NC 28208
<b>Contact Person:</b>	Kevin Delafosse Email: kdelafosse@connectsystemsinc.com
<b>Telephone:</b>	704-399-8900 Fax: 704-399-8600

Upon execution of a Prime Contract with the City for the above referenced project, the Bidder certifies that it intends to utilize the SBE and/or MBE listed above, and that the description, cost and percentage of work to be performed by the SBE and/or MBE as described above is accurate. The SBE and/or MBE firm certifies that it has agreed to provide such work/supplies for the amount stated above.

<b>Bidder:</b>	 Signature and Title	<b>Date:</b>	12-5-19
<b>SBE/MBE Firm:</b> (Circle one or both)	<u>Kevin Delafosse, owner</u> Signature and Title	<b>Date:</b>	12-5-19

Required Form 6 - COMPANY'S BACKGROUND - SUPPLEMENTAL INFORMATION

**Provide the names and addresses of each certified installer / subcontractor by geographical area (continued)**

In addition, most Haworth dealerships have certified and vetted installers on their staff. A full list of our more than 300 US Preferred and Authorized dealers, along with their locations, is included on the following page.



*Poppy Lounge and Maari Conference seating*

# 2019 US Dealers by Region

## EASTERN REGION

### ALABAMA

**Innerspace Architectural Interiors**, Birmingham

### BERMUDA

Innovative Office Interiors, Hamilton

### CONNECTICUT

John Watts Associates, East Hartford  
Robert H. Lord Co., Manchester

### FLORIDA

Accent Office Interiors, Tallahassee (WBE, SDB)  
**Florida Business Interiors, Inc.**, Lake Mary  
**Florida Business Interiors, Inc.**, Tampa  
**Innerspace Architectural Interiors**, Fort Walton Beach  
**JC White Architectural Interiors**, Miramar\* (WOB)  
Office Concepts & Furniture Design, Gainesville, (MBE, SDB)  
**Office Environments & Services**, Jacksonville\*

### GEORGIA

Loy's Office Supplies, LaGrange  
McGarity's Business Products, Gainesville  
Modern Business Systems, Inc., Augusta, GA  
**Office Images**, Roswell  
**Turnerboone Contract**, Atlanta (WBENC)

### LOUISIANA

**KV Workspace**, Mandeville (WOSB)

### MAINE

**Environments @ Work, LLC**, Boston, MA

### MARYLAND

**Price Modern**, Baltimore\*  
**Price Modern of Washington**, Lanham\*

### MASSACHUSETTS

**Environments @ Work, LLC**, Boston

### MISSISSIPPI

**Business Interiors**, Ridgeland  
Commercial Business Interiors, Inc., Hattiesburg  
Sullivan's Office Supply, Inc., Starkville

### NEW HAMPSHIRE

Office Interiors, Ltd., Dover

### NEW JERSEY

Allstate Office Interiors, Inc., Hamilton  
Bellia Office Furniture, Inc., Woodbury  
**Commercial Furniture Interiors, Inc.**, Mountainside  
Image Office Environments, Mountainside (WBE, SDB)  
**Meadows Office Furniture of New Jersey**, Fairlawn (WBE)  
Millennium Office Solutions, LLC, Morristown

### NEW YORK

A.C. Desk Co., Inc., Mineola  
Allstate Office Interiors, Inc., Buffalo  
Bell Yorktown Inc., Bedford Hills  
Buffalo Office Interiors, Inc., Buffalo  
Key International, Inc., New York  
**Meadows Office Furniture**, New York (WBE)  
Standard Commercial Interiors, Albany  
**Syracuse Office Environments**, Syracuse  
**Workplace Interiors**, Fairport  
**WORKWELL PARTNERS**, New York

### NORTH CAROLINA

Bumbargers, Inc, Hickory  
Corporate Interiors & Sales, Fayetteville  
**PMC Commercial Interiors**, Charlotte\*  
**PMC Commercial Interiors**, Greensboro\*  
**PMC Commercial Interiors**, Morrisville\*  
**Professional Business Interiors**, Asheville

### PENNSYLVANIA

Advanced Office Environments, Malvern  
Advanced Office Environments, Philadelphia  
BMC Office Furniture, Scranton  
**BurkeMICHAEL+**, Pittsburgh (WBE)  
**Easley & Rivers, Inc.**, Monroeville  
**Office Environments, Inc.**, Bristol  
Tanner of Pennsylvania, Inc., Harrisburg  
Top to Bottom Interiors, Altoona  
**Transamerican Office Furniture, Inc.**, Philadelphia  
**Transamerican Reading**, Reading

### PUERTO RICO

Systronics, San Juan

### RHODE ISLAND

**Creative Office Environments**, East Providence

### SOUTH CAROLINA

Miller's of Columbia, Inc., Columbia (HUB, WBE, SDB)  
PMC Commercial Interiors, Greenville

### VERMONT

**Office Environments, Inc.**, South Burlington

### VIRGINIA

DDG, Inc., Fredericksburg (SDVOSB)  
**JMJ Corporation**, Richmond  
**New Day Office Furniture, Inc.**, Suffolk  
**Omnifics**, Alexandria (8a G, MBE)  
Wytheville Office Supply, Inc., Wytheville

### WEST VIRGINIA

**Capitol Business Equipment, Inc.**, Charleston (WBE)

Names in **ITALICS** indicate Haworth Preferred Dealers; all others are Haworth Authorized Dealers

\* Haworth Best-In Class Dealers

(8a G) 8(a) Graduate

(EDGE) Encouraging Diversity, Growth and Equity

(HUB) Hub Zone

(MBE) Minority Business Enterprise

(NMDSC) National Minority Supplier Development Council

(PEP) Procurement Enhancement Program

(SDB) Small Disadvantaged Business

(SDVOSB) Service-Disabled Veteran-Owned Small Business

(VOSB) Veteran-Owned Small Business

(WBE) Women Business Enterprise

(WBENC) Women's Business Enterprise National Council

(WOSB) Woman Owned Small Business

# 2019 US Dealers by Region

## CENTRAL REGION

### ARKANSAS

David Martin, Inc., Jonesboro  
**Innerplan Office Interiors**, North Little Rock\*  
**Norman Company**, Fort Smith

### IOWA

**Triplett Corporate Interiors**, Des Moines  
**Triplett Corporate Interiors**, Dubuque

### ILLINOIS

**Business Office Systems**, Carol Stream  
Illini Supply, Forsyth (WBE, EDWOSB)  
**Kayhan Intl Ltd.**, Schaumburg\* (WBENC, MBE)  
Korte Co, Highland  
Louer Facility Planning, Collinsville (WBE)  
Ridders Business Supply Co., Inc., Quincy  
Stiles Office Solutions, Inc., Carbondale

### INDIANA

**Commercial Office Environments**, Indianapolis (WBE)  
Intrascapes, Inc., Fort Wayne

### KANSAS

encompas, Wichita\* (WMBE by WBENC)

### KENTUCKY

InterSpace Ltd., Lexington (WBE)  
**Office Environment Company**, Louisville (WBE)

### MICHIGAN

**AIREA**, Farmington Hills  
**DBI Business Interiors**, Lansing\*  
**Interphase Interiors**, Grand Rapids\*  
**ISCG**, Royal Oak\* (WBE)  
**Michigan Office Environments**, Kalamazoo  
**SPACE, Inc.**, Midland (WBENC, WOSB, SDB)

### MINNESOTA

**Fluid Interiors**, Minneapolis\*

### MISSISSIPPI

Weatheralls, Tupelo

### MISSOURI

encompas, Kansas City\* (WMBE by WBENC)  
**Professional Office Environments**, Maryland Heights\*

### NEBRASKA

encompas - Nebraska, Omaha\* (WMBE by WBENC)

### NORTH DAKOTA

**Christiansons Business Furniture, Inc.**, Fargo\*  
**Norby's Work Perks**, Grand Forks  
Southwest Business Machines, Inc., Dickinson

### OHIO

Charles Ritter Co., Mansfield  
**Elements IV Interiors**, Dayton (SDB, MBE, EDGE, PEP, 8(a)G)  
Globe Business Interiors, West Chester  
**King Business Interiors**, Columbus  
(WBENC, EDGE, WOSB)  
MyOffice Products, Akron  
**RCF Group**, West Chester Township\* (MBE, NMDSC)  
**RCF Group Cleveland**, Cleveland\* (MBE, NMDSC)  
Supply Post Business Products, Cincinnati

### OKLAHOMA

Furniture Marketing Group of Oklahoma, Oklahoma City  
**Workspace Resources, Inc.**, Tulsa

### SOUTH DAKOTA

**Canfield Business Interiors**, Sioux Falls  
**V-cor, LLC**, Rapid City (VOSB, SDVOSB)

### TENNESSEE

**Nashville Office Interiors**, Nashville  
**Nashville Office Interiors of Chattanooga**, Chattanooga  
**Nashville Office Interiors of Knoxville**, Knoxville  
**Officescapes, Inc.**, Bartlett

### TEXAS

Built for Dreams, Lubbock (WBE, HUB)  
Business Interiors of Texas, Corpus Christi (WBE)  
**Facility Interiors**, Carrollton (MBE)  
**Facility Interiors EDS**, Dallas\* (MBE)  
**Facility Interiors of Austin**, Austin\* (MBE)  
**Facility Interiors of Houston**, Houston\* (MBE)  
**Furniture Marketing Group**, Plano  
**Furniture Marketing Group of Austin**, Austin  
**Furniture Marketing Group of Houston**, Houston  
**Royer & Schutts**, Fort Worth  
**Spencer Co**, Dallas\*  
**Wittigs Office Interiors**, San Antonio  
**Wittigs Office Interiors of Houston**, Houston

### WISCONSIN

**Business Interiors by Staples**, Onalaska  
**M & M Office Interiors**, Pewaukee\*  
**M & M Madison**, Middleton\*  
**Nordon, Inc.**, Appleton

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(WOSB) Woman Owned Small Business

# 2019 US Dealers by Region

## WESTERN REGION

### ALASKA

AA-K Business Environments, Inc., Anchorage

### ARIZONA

*Tucson Business Interiors, Inc., Tucson*

### CALIFORNIA - NORTHERN

*Contract Office Group, San Francisco* (VOSB, MBE)

*Contract Office Group, San Jose* (VOSB, MBE)

*CORE Business Interiors, Inc., Fresno*

Durst Contract Interiors, Inc., Stockton

Interiors, Inc, Santa Rosa

Wardens Office, Inc., Modesto

### CALIFORNIA - SOUTHERN

*Interior Office Solutions, Inc., Irvine*

*Interior Office Solutions, Los Angeles*

Key International, Gardena

*Pacific Office Interiors, Agoura Hills\**

*TotalPlan, Inc., Riverside*

*Unisource Solutions, Hayward*

*Unisource Solutions, Pico Rivera*

*Unisource Solutions, San Diego*

*Western Contract, Rancho Cordova* (SBE)

### COLORADO

*Pear Workplace Solutions, Denver*

### HAWAII

Great Space, Honolulu

The Systemcenter, Inc., Honolulu

### IDAHO

Business Interiors of Idaho, Inc., Boise

Business Interiors by Staples, Idaho Falls

### KANSAS

Contract Design Group, Inc., Topeka

### MISSOURI

Thomas Brothers Office Furniture, Springfield

### MONTANA

360 Office Solutions, Billings

### NEW MEXICO

*Contract Associates, Inc., Albuquerque\** (WOSB, MDOB)

### NEVADA

*Faciliteq Business Interiors, Las Vegas*

Reno Business Interiors, Inc., Reno

### OREGON

*Interior Office Solutions, Inc., Portland*

### TEXAS

*Facilities Connection, El Paso* (8(a) G, WBE, HUB, WOSB)

### UTAH

*CCG Howells, Salt Lake City\**

### WASHINGTON

Brutzman's Office Solutions, Richland

Creative Office, Olympia

Great Spaces, LLC, Seattle (SDVOSB, SDB)

Interior Solutions, Inc., Spokane

Quantum Solutions, Spokane

### WYOMING

Business Interiors by Stables, Idaho Falls, ID

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(WBENC) Women's Business Enterprise National Council

(WOSB) Woman Owned Small Business

**REQUIRED FORM 10 – ENVIRONMENTAL PURCHASING RESPONSES**

**RFP # 269-2019-105**

**FURNITURE, INSTALLATION AND RELATED PRODUCTS AND SERVICES**

Companies shall complete and submit the form below regarding the products or supplies required to perform the Services.

<b>Question</b>	<b>Response</b>
<p><u>Recycled Content.</u> Products must contain a certain percentage of recycled content. Please include the amount of recycled content, both pre- and post-consumer, included in your product.</p>	<p>See Product Environmental Datasheets in Supplemental information following this form.</p>
<p><u>Recyclability.</u> Please include the types of materials included in your product, and if they are considered recyclable in typical municipal recycling streams.</p>	<p>See Product Environmental Datasheets in Supplemental information following this form.</p>
<p><u>Biodegradability.</u> Products must be capable of decomposing under natural conditions. Please state whether each Product offered in your proposal is biodegradable.</p>	<p>n/a - See complete response on Supplemental sheets following this form.</p>
<p><u>Compostability.</u> Products must be capable of composting at a commercial composting facility. Please state whether each product offered in your proposal is compostable.</p>	<p>n/a - See complete response on Supplemental sheets following this form.</p>
<p><u>Energy Consumption.</u> Please include the total amount of energy consumed for product or service manufacture, use and disposal. Different sources of energy are associated with different environmental impacts.</p>	<p>See complete response on Supplemental sheets following this form.</p>
<p><u>Energy Efficiency.</u> Products must meet or exceed the Department of Energy (DOE) and Environmental Protection Agency criteria for use of the ENERGY STAR trademark label; or is in the upper 25% of efficiency for all similar products as designated by the U.S. Department of Energy’s Federal Energy Management Program.</p>	<p>n/a</p>
<p><u>Water Efficiency.</u> Eligible products must meet or exceed the Environmental Protection Agency’s WaterSense program, or be water-efficient or low-flow fixtures.</p>	<p>n/a</p>
<p><u>Low VOCs.</u></p>	<p>See complete response on Supplemental sheets following this form.</p>



<p>Products should contain low or no volatile organic compounds (VOCs). Please indicate any VOC content in each applicable product offered in your proposal.</p>	<p>See complete response on Supplemental sheets following this form.</p>
<p><u>Reduced Packaging.</u> Please include any efforts made to reduce the packaging of the products included in this proposal.</p>	<p>See complete response on Supplemental sheets following this form.</p>
<p><u>Pollution Prevention.</u> Please state your company's policy on source reduction. The Pollution Prevention Act defines source reduction to mean any practice that: (1) Reduces the amount of any hazardous substance, pollutant or contaminant entering any waste stream or otherwise released into the environment (including fugitive emissions) prior to recycling, treatment or disposal, and (2) Reduces the hazards to public health and the environment associated with the release of such substances, pollutants or contaminants. The term includes: equipment or technology modifications, process or procedure modifications, reformulation or redesign of products, substitution of raw materials, and improvements in housekeeping, maintenance, training or inventory control.</p>	<p>Haworth is committed to providing our customers with products that support safe and healthy environments, and to a policy of material chemistry transparency. All Haworth-owned manufacturing facilities are ISO 14001 and 9001 certified.</p> <p>See our complete response on Supplemental sheets following this form.</p>
<p><u>Life Cycle Management.</u> Please state how many times your product may be reused. (Since reusable products generally require more upfront costs than disposable products, they are often subjected to a cost/benefit analysis in order to determine the life cycle cost).</p>	<p>See complete response on Supplemental sheets following this form.</p>
<p><u>End of Life Management.</u> Will the manufacturer or designee accept the product back at the end-of-life? (who pays for the transportation of the product may be situation-specific).</p>	<p>See complete response on Supplemental sheets following this form.</p>

Required Form 10 - ENVIRONMENTAL- SUPPLEMENTAL INFORMATION

*Note: We want to ensure all questions are answered completely and accurately. Per the requirements of the RFP, the following represents additional pages needed when the space on the Required Form was insufficient for a full response. For your convenience, all questions and correlating full responses from Required Form 10 are included whether or not additional space was required.*

**Recycled Content.**

Products must contain a certain percentage of recycled content. Please include the amount of recycled content, both pre- and post-consumer, included in your product.

**Recyclability.**

Please include the types of materials included in your product, and if they are considered recyclable in typical municipal recycling streams.

PRODUCT RECYCLED CONTENT AND RECYCLABILITY			
Product	Pre-Consumer	Post-Consumer	Recyclability
Compose	45%	27%	47%
Hop Tables	34%	22%	99%
Hop Benching	24%	42%	48%
Jive Tables	63%	26%	98%
Maari Conference	24%	7%	100%
Maari Side	12%	10%	100%
Masters Series	49%	26%	20%
Planes Training Tables	57%	27%	18%
Poppy Lounge	5%	7%	74%
Soji Task	15%	8%	94%
Very Side	7%	10%	95%
Very Wire Stacker	9%	13%	97%

## Required Form 10 - ENVIRONMENTAL- SUPPLEMENTAL INFORMATION

### Biodegradability.

Products must be capable of composting at a commercial composting facility. Please state whether each product offered in your proposal is compostable.

Not applicable - Haworth products are designed to be durable and long-lasting to meet the performance requirements our customers demand. With the exception of some natural fabrics that may be available on seating products and panels, Haworth products are not biodegradable.

### Compostability.

Products must be capable of decomposing under natural conditions. Please state whether each Product offered in your proposal is biodegradable.

Not applicable - Haworth products are designed to be durable and long-lasting to meet the performance requirements our customers demand. With the exception of some natural fabrics that may be available on seating products and panels, Haworth products are not biodegradable.

### Energy Consumption.

Please include the total amount of energy consumed for product or service manufacture, use and disposal. Different sources of energy are associated with different environmental impacts.

Energy Consumption	
Compose	5,300 MJ
Hop HAT	3,400 MJ
Hop Benching	2,800 MJ
Jive	availability mid-August
Maari Conference	1,470 MJ
Maari Side	1,020 MJ
Maari Stool	1,100 MJ
Masters	4,930 MJ
Planes HAT	2,530 MJ
Poppy Lounge	2,380 MJ
Soji	2,120 MJ
Very	2,480 MJ
Very Stacker	570 MJ

## Required Form 10 - ENVIRONMENTAL- SUPPLEMENTAL INFORMATION

### Energy Efficiency.

Products must meet or exceed the Department of Energy (DOE) and Environmental Protection Agency criteria for use of the ENERGY STAR trademark label; or is in the upper 25% of efficiency for all similar products as designated by the U.S. Department of Energy's Federal Energy Management Program.

Not applicable

### Water Efficiency.

Eligible products must meet or exceed the Environmental Protection Agency's WaterSense program, or be water-efficient or low-flow fixtures.

Not applicable

### Low VOCs

Products should contain low or no volatile organic compounds (VOCs). Please indicate any VOC content in each applicable product offered in your proposal.

Haworth produces 133 low-emitting product lines. Since 2005 we have reduced our VOC emissions by 70%, GHG emissions by 20%, and energy use by almost 30%. More than 95% of our products are air quality certified (GREENGUARD®). GREENGUARD certificates for the products positioned in this response are available upon request.

### Reduced Packaging.

Please include any efforts made to reduce the packaging of the products included in this proposal.

Haworth has successfully eliminated polystyrene from most packaging materials; it is currently used only in very small quantities (less than 5%) of product packaging where alternatives do not sufficiently protect the integrity of package contents. Haworth continues working toward the greening of the supply chain and eliminating packaging that is not recyclable. Paperboard protective posts and polyester banding contain 100% recycled content; and cartons, dividers, pads, and sheets are made from corrugated fiberboard that is 35%-40% recycled content. Protective pads, fillers, and dunnage are honeycomb and contain 20% recycled content. Each year Haworth introduces more stretch wrapping and blanket wrapping on selected product, further reducing raw material consumption and eliminating waste at the customer location. Our packaging engineers and transportation teams work together to seek new environmentally friendly packaging methods that can be implemented without compromising the level of protection provided while in transit.

## Required Form 10 - ENVIRONMENTAL- SUPPLEMENTAL INFORMATION

### Pollution Prevention.

Please state your company's policy on source reduction. The Pollution Prevention Act defines source reduction to mean any practice that: (1) Reduces the amount of any hazardous substance, pollutant or contaminant entering any waste stream or otherwise released into the environment (including fugitive emissions) prior to recycling, treatment or disposal, and (2) Reduces the hazards to public health and the environment associated with the release of such substances, pollutants or contaminants. The term includes: equipment or technology modifications, process or procedure modifications, reformulation or redesign of products, substitution of raw materials, and improvements in housekeeping, maintenance, training or inventory control.

Caring for our environment has been a long held, company-wide value. Haworth was the first office furniture manufacturer to achieve Zero Waste to Landfill status in all its global manufacturing facilities, and among the first to achieve 14001 certification. We maintain both ZWTL and ISO 14001 (along with ISO 9001) in all our owned manufacturing facilities worldwide. We continuously evaluate both our products and our production processes and we implement improvements at all stages, from design through end of life.

Haworth is committed to providing our customers with products that support safe and healthy environments, and to a policy of material chemistry transparency. Complying with applicable legal requirements on chemicals, such as REACH, is considered as minimum standard for all our operations. We are working diligently toward reducing potentially hazardous chemicals beyond regulatory restrictions associated with parts and materials we source. We anticipate the complete elimination of targeted hazardous chemicals as new safer, alternatives become commercially available.

## Required Form 10 - ENVIRONMENTAL- SUPPLEMENTAL INFORMATION

### Life Cycle Management.

Please state how many times your product may be reused. (Since reusable products generally require more upfront costs than disposable products, they are often subjected to a cost/benefit analysis in order to determine the life cycle cost).

Haworth products are designed for a long life of active and continuous use, and we offer one the strongest product warranties in the industry. Most products come with a lifetime warranty that is good for around the clock usage, and our most popular task seating is warrantied up to 400 pounds. Often, it is not the deterioration of Haworth product, but rather a desire for a new aesthetic, that drives customers to replace product. Many of our customers have had product in active use for more than two decades. Haworth's value proposition, Organic Workspace, allows customers to flex their environments as their organizational priorities shift, reducing the cost of realigning space to support ever-evolving business activities, and offering customers an even greater return on their investment. Unlike conventional spaces, Organic Workspaces are designed to embrace change, ensuring that your physical space, technology, and processes remain in alignment with your organizational and cultural goals.

### End of Life Management.

Will the manufacturer or designee accept the product back at the end-of-life? (who pays for the transportation of the product may be situation-specific).

Haworth has a Seating Take-Back Program, which is offered on Zody and Very, two of the company's best-selling chairs in its task seating line. This program was established so that at the end of a Zody or Very chair's useful life, customers can simply ship it back to Haworth (customers cover the cost of return shipping). Depending on the model and options, we will be able to recycle up to 98% of the chair. Although we do not have a formal program in place to return other Haworth product, Haworth and our dealer partners are experienced in helping customers develop a comprehensive exit strategy for the removal of unwanted/outdated existing furniture. Aligned with our zero waste to landfill philosophy, we partner with several companies to find a second life for products - often through remanufacturing or charitable donations - with recycling considered as a last resort. Final solutions are typically a combination of all options, depending on the age, type, and marketability of existing furnishings. Further, if customers are replacing existing Haworth product with new Haworth product, we will work with your organization to develop a disposition program and assign a value to existing furniture that can be applied to new purchases. These options may also include discussion around the transportation costs of returning existing Haworth furniture.

## EXHIBIT D – FEDERAL CONTRACT TERMS AND CONDITIONS

This Exhibit is attached and incorporated into the Furniture, Installation, and Related Products and Services (the “Contract”) between the City of Charlotte and Haworth, Inc. (the “Company”). Capitalized terms not defined in this Exhibit shall have the meanings assigned to such terms in the Contract. In the event of a conflict between this Exhibit and the terms of the main body of the Contract or any other exhibit or appendix, the terms of this Exhibit shall govern.

1. **Debarment and Suspension.** The Company represents and warrants that, as of the Effective Date of the Contract, neither the Company nor any subcontractor or subconsultant performing work under this Contract (at any tier) is included on the federally debarred bidder’s list listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” If at any point during the Contract term the Company or any subcontractor or subconsultant performing work at any tier is included on the federally debarred bidder’s list, the Company shall notify the City immediately. The Company’s completed Form 8 – Vendor Debarment Certification is incorporated herein as Form D.1 below.
2. **Record Retention.** The Company certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The Company further certifies that it will retain all records as required by 2 CFR § 200.333 for a period of three (3) years after it receives City notice that the City has submitted final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.
3. **Procurement of Recovered Materials.** The Company represents and warrants that in its performance under the Contract, the Company shall 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 CFR Part 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.
4. **Clean Air Act and Federal Water Pollution Control Act.** The Company agrees 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).
5. **Energy Efficiency.** The Company certifies that the Company will be in compliance with 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 (Pub. L. 94-163, 89 Stat. 871).
6. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352).** The Company certifies that:
  - 6.1. No federal appropriated funds have been paid or will be paid, by or on behalf of the Company, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal Loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of and Federal contract, grant, loan, or cooperative agreement.
  - 6.2. If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of an agency, a Member of Congress, an

officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the Company shall complete and submit Standard Form—LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)].

- 6.3. The Company shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
- 6.4. The Company's completed Form 9 –Byrd Anti-Lobbying Certification is incorporated herein as Form D.2 below.
7. **Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708).** If the Contract is in excess of \$100,000 and involves the employment of mechanics or laborers, the Company must comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, the Company is required to compute the wages of every mechanic and laborer on the basis of a standard work week of forty (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 forty (40) hours in the work week. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or purchases of transportation or transmission of intelligence.
8. **Right to Inventions.** If the federal award is a "funding agreement" under 37 CFR 401.2 and the City wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment of performance or experimental, developmental or research work thereunder, the City must comply with 37 CFR Part 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.
9. **DHS Seal, Logo, and Flags.** The Company shall not use the Department of Homeland Security ("DHS") seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.
10. The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the City, Company, or any other party pertaining to any matter resulting from the Contract.
11. **Davis-Bacon Act, as amended (40 U.S.C. 3141-3148).** In its performance under the Contract, the Company shall comply with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, the Company is 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, the Company is required to pay wages not less than once a week.
12. **Copeland "Anti-Kickback" Act (40 U.S.C. 3145).** In its performance under the Contract, the Company shall comply with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 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 the Company is 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.
13. **Equal Employment Opportunity.** In its performance under the Contract, the Company shall comply with the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 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 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

**Section 7**  
**Required Forms**

**REQUIRED FORM 8 – CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

**RFP # 269-2019-105**

**FURNITURE, INSTALLATION AND RELATED PRODUCTS AND SERVICES**

The bidder, contractor, or subcontractor, as appropriate, certifies to the best of its knowledge and belief that neither it nor any of its officers, directors, or managers who will be working under the Contract, or persons or entities holding a greater than 10% equity interest in it (collectively "Principals"):

1. Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any or state department or agency in the United States;
2. Have within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust or procurement statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are presently indicted for or otherwise criminally or civilly charged by a government entity, (federal, state or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and
4. Have within a three-year period preceding this application/proposal had one or more public transactions (federal, state or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award or in some instances, criminal prosecution.

I hereby certify as stated above:

Matthew Corl  
(Print Name)

  
Signature

Manager Business Segments  
Title

7-15-19  
Date

I am unable to certify to one or more the above statements. Attached is my explanation. [Check box if applicable]

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**Section 7**  
**Required Forms**

**REQUIRED FORM 9 – BYRD ANTI-LOBBYING CERTIFICATION**

**RFP # 269-2019-105**

**FURNITURE, INSTALLATION AND RELATED PRODUCTS AND SERVICES**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of and Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form—LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)].
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including all subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Haworth, Inc. (the "Company") certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Company understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

Matthew Corl  
(Print Name)

  
Authorized Signature

7-15-19  
Date

Haworth, Inc.  
Company Name

One Haworth Center  
Address

Holland, MI 49423  
City/State/Zip



# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
12/06/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Central, Inc. Grand Rapids MI Office 50 Louis Street NW Suite 200 Grand Rapids MI 49503 USA	<b>CONTACT NAME:</b> PHONE (A/C No. Ext): (866) 283-7122      FAX (A/C No.): (800) 363-0105		
	<b>E-MAIL ADDRESS:</b>		
<b>INSURED</b> Haworth International, LTD.; Haworth, Inc. & Subsidiaries; Thought Stream LLC One Haworth Center Holland MI 49423-9576 USA	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> ACE Property & Casualty Insurance Co.		20699
	<b>INSURER B:</b> ACE American Insurance Company		22667
	<b>INSURER C:</b> ACE Fire Underwriters Insurance Co.		20702
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		

**COVERAGES**      **CERTIFICATE NUMBER:** 57D079458229      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
S	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Vendors Endorsement <input checked="" type="checkbox"/> \$500,000 SIR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	Y		XSLG71448800 SIR applies per policy terms & conditions	11/01/2019	11/01/2020	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$10,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMPROP AGG	\$2,000,000
S	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NDN-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Phys Dmg-Sell Insd			ISA H25286716	11/01/2019	11/01/2020	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PRDPRTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> DCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DEO <input type="checkbox"/> RETENTION \$25,000			XOOG71199721002	11/01/2019	11/01/2020	EACH OCCURRENCE	\$10,000,000
							AGGREGATE	\$10,000,000
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WLRC66042996 WCUC66043071 SIR applies per policy terms & conditions SCFC66043034	11/01/2019	11/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 RE: Contract No. 2020000606. The City of Charlotte is included as Additional Insured in accordance with the policy provisions of the General Liability policy.

<b>CERTIFICATE HOLDER</b>  City of Charlotte 600 East Fourth Street, 8th Floor Charlotte NC 28202 USA	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Services Central Inc</i>
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Holder Identifier: 570079458229 Certificate No: 570079458229