

CS-000648 – Appendix 3

Herman Miller – Value Added Services

This Offeror offers the following Value Added Services through the CSA:

Product maintenance

- Victoria: \$75/hour for annual preventative maintenance programs
- Vancouver: \$58/hour regular time and \$87/hour over time (nights and weekends)
- For other locations quotes are available upon request.

Product repair outside of warranty

- Victoria: \$65.00/hour on a service call (plus travel time outside major trading area)
- Vancouver: \$58/hour regular time and \$87/hour over time (nights and weekends)
- For other locations quotes are available upon request.

Product refurbishment

- Vancouver: \$58/hour regular time and \$87/hour over time (nights and weekends)
- For other locations quotes are available upon request.

Move management

- Victoria: Design Services @ \$75.00/hour. Move Management and Reconfiguration Services are \$50.00/hour (includes 1 man) \$75.00/hour (2 movers) and \$25.00/hour per each additional mover.
- Vancouver: Design and Project Management services are \$75/hour. Installation and Reconfiguration Services are \$58/hour regular time and \$87/hour over time (nights and weekends)
- For other locations quotes are available upon request.

Storage

All Herman Miller Resellers offer storage facilities, as follows:

- Monk Office Interiors: Minimum monthly fee: \$75.00 plus applicable taxes. M3 storage rate is \$53.00 monthly (approximately \$1.50 dollars per square foot) plus applicable taxes. Pricing is 100% negotiable based on volume.
- Workplace Resource Vancouver: cost per M3 per day is 50.3 cents, cost to pull product is based on an hourly rate of \$58.00, regular time. There is a one-time setup fee to activate AIM which is based on the number of hours to sort and tag all products going into the inventory program, this would be quoted at the time of request, based on a rate of \$58.00 per hour.

- Mills Basics: Quotes available upon request.
- SpeedDee: Quotes available upon request.

Our Resellers offer a number of consultative services including;

- Design Services
- Project Management
- Ergonomic Consulting
- Facilities Services
- Space Utilization Services
- Change Management
- Development of Performance Environments
- Asset Management Customized Tool Development for Shared Services (web based system – bar codes/scanning if required)
- Leasing