
ZOOM INC. GSA CONTRACT TERMS & CONDITIONS



GSA CONTRACT GS-28F-0018V

Schedule FSC Group 71 Furniture

Contract Period February 23, 2009 — February 22, 2019

BUSINESS SIZE	WOSB Woman Owned Small Business
CUSTOMER INFORMATION:	
SPECIAL ITEM NUMBERS	71-1 Packaged Offices
	71-101 Healthcare Waiting Room
	71-102 Healthcare Long term Care
	71-103 Healthcare Office
	71-315 Hospital Patient Room Furniture
	711-91 Project Management (Furniture Related)
MAXIMUM ORDER	\$1,500,000.00 net
MINIMUM ORDER	\$250.00 net
MOL for SIN 711-91 and Installation Services	\$150,000.00 net
POINTS OF PRODUCTION	Dependent on manufacturer
GSA DISCOUNT FROM LIST	ranges from 50% to 68% off list price depending on manufacturer
QUANTITY DISCOUNTS	By Manufacturer
PAYMENT TERMS	Net 30 Days from receipt of invoice
GOVERNMENT CREDIT CARD	Accepted below and above micro-purchase thresholds
FOREIGN ITEMS	Dependent on manufacturer
TIME OF DELIVERY	Determined on the task order level
EXPEDITED, OVERNIGHT AND URGENT DELIVERY	Dependent on manufacturer

FOB POINTS	ORIGIN
ORDERING ADDRESS	Zoom Inc PO BOX 2042 Rockville MD 20847
WARRANTY	Standard Commercial Warranty
TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:	Credit Cards Accepted
TERMS & CONDITIONS FOR MAINTENANCE & REPAIR	Contact Zoom Inc. for details
TERMS & CONDITIONS FOR OTHER SERVICES	
ANCILLARY	Warehousing: \$40.00 per pallet/monthly.
	Project Management \$45.00 per hour GSA
	Design \$55.00 per hour GSA
	Installation on case by case basis
DUNS	19-409-2313
SAM REGISTRATION	SAM/CCR/ORCA Registered
CAGE CODE	43AHZ



71-1 Packaged Office Contract

What is a Packaged Office Contract?

- A Packaged Office Contract allows a single contract holder to be the sole source for the acquisition of multiple manufacturers of office furniture and accessories.

What is the benefit of using a Packaged Office Contract?

- It allows for a single order to purchase multiple manufacturers in order to reduce costs, streamline the order and invoice process, and reducing coordination on the part of the customer by creating a single point of contact for furniture.

What Products can be ordered?

- Zoom has a set of manufacturers that are established sources of supply within our contract. We can also create contractor Teaming Agreements with other manufacturers if the need arises.

What are the terms, conditions and pricing under the packaged contract?

- The terms and conditions, warranties, and discounts of each manufacturer's MAS contract are incorporated in our packaged office contract.

Are Credit Cards Accepted?

- Yes, credit cards are accepted.



71-101 Healthcare Waiting Room [Packaged Healthcare]

What is a Packaged Healthcare Contract?

- A Packaged Healthcare Contract allows a single contract holder to be the sole source for the acquisition of multiple manufacturers of waiting room furniture and accessories including artwork, shelves, and seating.

What is the benefit of using a Packaged Contract?

- It allows for a single order to purchase multiple manufacturers in order to reduce costs, streamline the order and invoice process, and reducing coordination on the part of the customer by creating a single point of contact for furniture.

What Products can be ordered?

- Zoom has a set of manufacturers that are established sources of supply within our contract. We can also create contractor Teaming Agreements with other manufacturers if the need arises.

What are the terms, conditions and pricing under the packaged contract?

- The terms and conditions, warranties, and discounts of each manufacturer's MAS contract are incorporated in our packaged office contract.

Are Credit Cards Accepted?

- Yes, credit cards are accepted.



71-102 Healthcare Long Term Care [Packaged Healthcare]

What is a Packaged Healthcare Contract?

- A Packaged Healthcare Contract allows a single contract holder to be the sole source for the acquisition of multiple manufacturers of long term care bedroom furniture and accessories including specialty tables and chairs, cubicle curtains, artwork, etc.

What is the benefit of using a Packaged Contract?

- It allows for a single order to purchase multiple manufacturers in order to reduce costs, streamline the order and invoice process, and reducing coordination on the part of the customer by creating a single point of contact for furniture.

What Products can be ordered?

- Zoom has a set of manufacturers that are established sources of supply within our contract. We can also create contractor Teaming Agreements with other manufacturers if the need arises.

What are the terms, conditions and pricing under the packaged contract?

- The terms and conditions, warranties, and discounts of each manufacturer's MAS contract are incorporated in our packaged office contract.

Are Credit Cards Accepted?

- Yes, credit cards are accepted.

Zoom Inc. GS-28F-0018V WOSB



71-103 Healthcare Office Furniture [Packaged Healthcare]

What is a Packaged Healthcare Office Furniture Contract?

- A Packaged Healthcare Contract allows a single contract holder to be the sole source for the acquisition of multiple manufacturers of healthcare care office furniture and accessories.

What is the benefit of using a Packaged Contract?

- It allows for a single order to purchase multiple manufacturers in order to reduce costs, streamline the order and invoice process, and reducing coordination on the part of the customer by creating a single point of contact for furniture.

What Products can be ordered?

- Zoom has a set of manufacturers that are established sources of supply within our contract. We can also create contractor Teaming Agreements with other manufacturers if the need arises.

What are the terms, conditions and pricing under the packaged contract?

- The terms and conditions, warranties, and discounts of each manufacturer's MAS contract are incorporated in our packaged office contract.

Are Credit Cards Accepted?

- Yes, credit cards are accepted.



711-91 Project Management [Furniture Related]

At the beginning of all projects a designated Zoom Project Manager is assigned to facilitate as the project Point of Contact (POC). The project manager assists the client at every step of the way, making sure requirements, suggestions and needs are met. Our team structure was created to accommodate high levels of responsiveness, flexibility and quality, presenting a single POC with the resources of an entire team, and follow through from initial project stages through installation and punch list items. Zoom has junior and senior project managers available.

- Provide general counsel and be a sounding board for day to day project activities.
- Participate in planning and work sessions to support future business organizational and management strategies.
- Attend client or project meetings as requested
- Provide specific client project support or management of projects as identified or needed.
- Discussions may be in person or via phone or may require working independently to produce documents or information to support a requested action.
- If project management is requested, the work may be performed at the client site or remotely depending on need.



PM Michele Fisher sits with a customer after closeout to discuss overall satisfaction with products and services.