

**FEDERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is www.gsaadvantage.gov.

**COMPREHENSIVE FURNITURE MANAGEMENT SERVICES (CFMS)
FSC Group Number 71 II-k**

SIN 712-1 Project Management
SIN 712-3 Reconfiguration/Relocation/Installation Management
SIN 712-4 Furniture Design/Layout
SIN 712-5 Packaged Environments
SIN 712-6 Assets Maintenance

Contract Number: GS-29F-0024T

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at www.fss.gsa.gov.

Contract Period: 7/26/2007-7/25/2012



Facilities Connection, Inc. 240 E. Sunset Drive El Paso, Texas 79922-1020	
Phone Number:	915-834-7106
Fax Number:	915-833-2898
http://www.facilitiesconnection.com	
Business Size:	Small business SBA Certified Small Disadvantaged business Women Owned business SBA Certified 8(a) Firm

Table of Contents

CUSTOMER INFORMATION.....	3
LABOR CATEGORIES DEFINED.....	6
LABOR CATEGORY SUBSTITUTIONS INFORMATION	17
OVERVIEW AND MARKETING INFORMATION.....	18

CUSTOMER INFORMATION

1a. Awarded Special Item Number(s):

- 712 1 Project Management (Furniture/Furnishings Related)
- 712 3 Reconfiguration/Relocation/Installation Management (Furniture and Furniture Related)
- 712 4 Furniture Design/Layout
- 712 5 Packaged Environments (Furniture and Furniture Related)
- 712 6 Assets Maintenance (Furniture and Furniture Related)

721-1 Project Management

Labor/Task Category	Per Hour	Gov't Hrly Rate
Managing Principal	Hr.	\$85.64
Project Manager	Hr.	\$85.64
Design Director	Hr.	\$85.64
Project Coordinator	Hr.	\$65.49
Admin. Assistant	Hr.	\$55.41

712-3 Reconfiguration/Relocation/Installation Management

Labor/Task Category	Per Hour	Gov't Hrly Rate
Design director	Hr.	\$65.49
Designer	Hr.	\$65.49
Interior Designer	Hr.	\$65.49
Design Coordinator	Hr.	\$65.49
Admin. Assistant	Hr.	\$55.41
Warehouse Mgr.	Hr.	\$55.41
Lead Installer	Hr.	\$55.41
Installer	Hr.	\$55.41

712-4 Design/Layout

Labor/Task Category	Per Hour	Gov't Hrly Rate
Managing Principal	Hr.	\$85.64
Design Director	Hr.	\$65.49
Designer	Hr.	\$65.49
Interior Designer	Hr.	\$65.49
Design Coordinator	Hr.	\$65.49
Admin. Assistant	Hr.	\$55.41

712-5 Packaged Environments

<u>Labor/Task Category</u>	<u>Per Hour</u>	<u>Gov't Hrly Rate</u>
Managing Principal	Hr.	\$85.64
Project Manager	Hr.	\$65.49
Design Director	Hr.	\$65.49
Designer	Hr.	\$65.49
Interior Designer	Hr.	\$65.49
Design Coordinator	Hr.	\$65.49
Project Coordinator	Hr.	\$65.49
Admin. Assistant	Hr.	\$55.41
Warehouse Mgr.	Hr.	\$30.23
Lead Installer	Hr.	\$30.23
Installer	Hr.	\$30.23
Millicare Coord.	Hr.	\$30.23
Millicare Technician	Hr.	\$20.15

712-6 Assets Maintenance

<u>Labor/Task Category</u>	<u>Per Hour</u>	<u>Gov't Hrly Rate</u>
Millicare Coord.	Hr.	\$30.23
Millicare Technician	Hr.	\$20.15

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: N/A
- 1c. Description of corresponding commercial job titles, experience, functional responsibility, and education for those types of employees: [see below](#)
2. Maximum Order: \$500,000 per Single Order
3. Minimum Order: \$100.00
4. Geographic Coverage (Delivery Area): Worldwide
5. Point(s) of production (city, county, and State or foreign country): N/A
6. Discount from list prices or statement of net price: N/A
7. Quantity discounts: N/A
8. Prompt payment terms: 2% - 10 Days; Net 30 Days

- 9a. Government purchase cards are accepted up to the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted above the micro-purchase threshold: Yes
- 10. Foreign items (list items by country of origin): N/A
- 11a. Time of Delivery: 30 Days ARO
- 11b. Expedited Delivery. TBD
- 11c. Overnight and 2-day delivery: N/A
- 11d. Urgent Requirements: TBD
- 12. F.O.B. Point(s): N/A
- 13. Ordering address: Facilities Connection, Inc.
240 E. Sunset Drive
El Paso, TX 79922
- 14. Payment address: Facilities Connection, Inc.
240 E. Sunset Drive
El Paso, TX 79922
- 15. Warranty provision: All workmanship will meet or exceed quality standards normal in the industry.
- 16. Export packing charges, if applicable: N/A
- 17. Terms and conditions of Government purchase card acceptance: Thresholds at or above the micro-purchase level of one full working day for any labor category
- 18. Terms and conditions of rental: N/A
- 19. Terms and conditions of installation: N/A
- 20. Terms and conditions of repair parts: N/A
- 20a. Terms and conditions for any other services: N/A
- 21. List of service and distribution points: N/A
- 22. List of participating dealers: N/A
- 23. Preventive maintenance: N/A
- 24. Special attributes: N/A
- 25. Data Universal Number System (DUNS) number: 181443904
(TIN) number: 74-2479095; CAGE/NCAGE Code: 3EB29
- 26. Notification regarding registration in Central Contractor Registration (CCR) database: Valid until 8/29/2008



LABOR CATEGORIES DEFINED

THESE DESCRIPTIONS SERVE AS A SUMMARY OF JOB RESPONSIBILITIES AND ARE NOT ALL-INCLUSIVE. CUSTOMER SATISFACTION AND TEAMWORK IS OUR COMPANY GOAL AND EMPLOYEES SHOULD BE WILLING TO LEND SUPPORT TO ANY CUSTOMER OR INDIVIDUAL WHO NEEDS HELP.

Labor Category	Experience & Education	Functional Responsibilities
Managing Principal	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Ten years of project management and management responsibilities. ➤ Accounting management experience with budgets, cost accounting, forecasts, commission reports, customer and vendor contact, spreadsheet reports and customer service ➤ Professional computer application skills and proficiency in the use of Microsoft Office (Excel, Word, Power Point), time-management software tools (Outlook), Access, and accounting software. ➤ Proficiency in project management software ➤ Ability to organize and administrate filing and organizational systems. ➤ Professional communication skills in English and Spanish. ➤ Experience with management of multiple projects and responsibilities ➤ Ability to complete the work on projects in a timely manner ➤ Ability to estimate costs associated with technical tasks and products ➤ Professional comprehension of architectural, mechanical and electrical plans and specifications ➤ Excellent communication skills ➤ Positive and professional company image presented at all times <p>Minimum Education: BA/BS Degree in areas of Accounting, Business Management, Architecture, Engineering, or Interior Design.</p>	<ul style="list-style-type: none"> ➤ Analyze operations, make recommendations for changes to increase efficiency and reduce complexity, manage and implement changes. ➤ Using Team Design, coordinate the preparation of budgets ➤ Manage and control costs. ➤ Review weekly sales reports prepared by the Sales Manager and measure against forecasts. ➤ Communicate with Installation and Design managers in the job costing process on all corporate accounts and review and analyze the results weekly with purchasing and accounting. ➤ Using Team Design and NetView®, update and manage the weekly, monthly, quarterly forecasts and measuring against the budgeted annual profits. ➤ Assist as needed in the Haworth Architectural Interiors design and sales process. ➤ Conduct weekly Team Meetings to Ensure profitability, timeliness, and 100% accuracy

Labor Category	Experience & Education	Functional Responsibilities
<p>Project Manager</p>	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Bilingual and literate on a professional and technical level in English and Spanish because our customer base spans from the United States to South America ➤ At least 5-7 years of project management experience managing multiple large-scale, cross-functional projects from a business/functional perspective ➤ Project management experience using structured methodology, practices and tools. ➤ Experience demonstrating ability to complete large-scale projects/programs on time and under budget ➤ Sales experience a plus. ➤ Excellent communication, leadership and organizational skills. ➤ Ability to manage competing needs of multiple, rapidly evolving projects and programs. ➤ Comfort in directing executive management in business process as well as in gaining consensus from business stakeholders. ➤ Proven ability to work in fast-paced, self-directed environment. ➤ Strong work ethic and proven track record of results ➤ Proficiency in various software programs and technologies, including MS Office Suite, MS Project, Visio, Outlook, and project planning tools. <p>Minimum Education: Bachelor of Marketing, Business, Accounting, Management, Architecture, Engineering or Interior Design Master's Degree desirable</p>	<ul style="list-style-type: none"> ➤ Verifies scope of work definition for assigned projects and ensures that the executed contract documents accurately reflect that which was portrayed in the commercial quotation. Appropriately and proactively manages any contractual issues, which represent financial risk to the company. ➤ Plans, organizes and directs all system installations, procurement follow-up, design engineering changes for an assigned project. ➤ Manages revenue, costs and gross margin against cost estimate for assigned projects. Monitors project financial status and controls project costs during execution to maintain profit margins. ➤ Establishes Customer relationship at appropriate level and manages his/her expectations relative to scope, price and schedule. Captures scope change and effectively communicates this to the Customer in a timely manner. ➤ Directs and oversees senior field supervisor of all installation/retrofit work on assigned projects. ➤ Ensures that schedules are maintained and the projects proceed in accordance with the contract documents and Customer expectations. ➤ Plans and justifies expenditure of manpower, equipment, tools, and other appropriate resources for effective and timely execution of assigned work. ➤ Maintains timely communications and harmonious relationships between internal disciplines so that project details, planned execution strategy and/or design revisions can be coordinated to minimize cost and delay throughout the various phases of each project. ➤ Provides periodic and frequent project status and financial reporting for upper management and sales teams. ➤ Oversees the timely invoicing for an assigned project, and personally reviews Customer invoices. Ensures that all monies are collected in an acceptable time frame.

Labor Category	Experience & Education	Functional Responsibilities
<p>Interior Designer</p>	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Proven organizational skills ➤ Registered with State of Texas as Interior Designer ➤ Proven ability to read, analyze and measure blueprints ➤ Completion of accredited AutoCAD courses and successful completion of internal CAD testing. ➤ Good sense of color and coordination ➤ Knowledge and extensive experience of open office planning ➤ Ability to complete the work on projects in a timely manner ➤ Ability to make formal presentations to management and customers ➤ Ability to estimate costs associated with technical tasks and products ➤ Working knowledge in all phases of design, drafting and presentation techniques ➤ Thorough knowledge of furniture, interior building materials and finishes, and an understanding of resources available including internal expediting of same. ➤ Familiarization with architectural, mechanical and electrical plans and specifications to assure coordination of same with interiors (including knowledge of lighting, acoustics, plans, elevations, details, etc.) ➤ Good communication skills needed to convey design concepts to other designers, Facilities Connection, and clients. ➤ An ability to understand customer needs, be able to specify products and develop written specifications <p>Minimum Education: College degree in interior design or interior architecture, or associate degree with actual experience and knowledge may substitute in some cases. Two to six years experience with a design firm in sales support role and/or interior design</p>	<ul style="list-style-type: none"> ➤ Provide direct specialized Architectural Interiors and Project Management support to the sales team and that directly and indirectly leads to increased market share Identifies needs of each client/audience and creates/modifies and delivers presentations to specifically address needs of identified group. ➤ Prepares, maintains and manages the design project schedule using NetView® ➤ Provides technical skills and knowledge and utilize tools, which result in efficient project drawings and specifications. ➤ Prepares project specific drawings. ➤ Prepares reviews & revises product specifications. ➤ Prepares drawings ready for order entry & maintains project files. ➤ Reviews drawings with sales team and workspace project coordinator to ensure accuracy. ➤ Ensures accuracy of specifications, completeness of information & product application. ➤ Checks edits and verifies that orders match drawings and specifications. ➤ Design and layout of floor plans for customers showing location and arrangement of furniture using automated drafting skills. ➤ Selection of wall and floor coverings and assist installer and supervise the installation as needed ➤ Prepare a schedule (SIF File) and specifications, as required, of furniture and finishes in layout providing necessary model identification information. ➤ Preparation of presentation boards for use in showing scheduled furniture and finishes to client. ➤ Maintain daily input on NETVIEW® of all daily activity. ➤ Participate in Team Meetings to review and evaluate design standards, furniture solutions, and budgets ➤ Review all work with the Team Leader before presenting to the client. ➤ Participate in dealer/client conferences regarding floor plan layout and color selections as requested.

Labor Category	Experience & Education	Functional Responsibilities
<p>Design Coordinator</p>	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Excellent computer skills to include AutoCAD and Microsoft office products ➤ Proven project administration and organizational skills ➤ Proven space planning skills ➤ Working knowledge of contract furniture, furnishings, equipment and accessories specifications and library organization ➤ Ability to complete assignments accurately and on time ➤ Ability to make formal presentations to management and customers ➤ Ability to estimate costs associated with technical tasks and products ➤ Working knowledge in all phases of design, electronic filing and presentation techniques. ➤ Understands resources available and use of the internet ➤ Familiarization with architectural, mechanical and electrical plans and specifications to assure coordination of same with interiors (including knowledge of lighting, acoustics, plans, elevations, details, etc.) ➤ Good communication skills needed to convey design concepts ➤ An ability to understand customer needs, be able to specify products and develop written specifications ➤ Ability to prepare a budget and allocate resources for projects, library and other assignments ➤ A positive and professional company image presented at all times. <p>Minimum Education: College degree in interior design or interior architecture, or associate degree, two to six year's of professional experience in design, marketing, or contract sales.</p>	<ul style="list-style-type: none"> ➤ Excellent computer skills to include AutoCAD and Microsoft office products ➤ Proven project administration and organizational skills ➤ Proven space planning skills ➤ Working knowledge of contract furniture, furnishings, equipment and accessories specifications and library organization ➤ Ability to complete assignments accurately and on time ➤ Ability to make formal presentations to management and customers ➤ Ability to estimate costs associated with technical tasks and products ➤ Working knowledge in all phases of design, electronic filing and presentation techniques. ➤ Understands resources available and use of the internet ➤ Familiarization with architectural, mechanical and electrical plans and specifications to assure coordination of same with interiors (including knowledge of lighting, acoustics, plans, elevations, details, etc.) ➤ Good communication skills needed to convey design concepts ➤ An ability to understand customer needs, be able to specify products and develop written specifications ➤ Ability to prepare a budget and allocate resources for projects, library and other assignments ➤ A positive and professional company image presented at all times.

Labor Category	Experience & Education	Functional Responsibilities
<p>Project Coordinator</p>	<p>Minimum Experience: One to two years of sales experience or customer service. Computer application and knowledge in the use of MICROSOFT OFFICE SOFTWARE (EXCEL, WORD, POWER POINT), TEAM DESIGN AND PROJECT SPEC.</p> <p>Minimum Education: BA/BS Degree preferred or two years facilities management or customer service experience plus completion of two years of college striving for completion of a degree. Depending on experience and goals for continued education, an exception may be made on these requirements.</p>	<ul style="list-style-type: none"> ➤ Keep records current for central database of contacts' addresses, telephone numbers and e-mail address. ➤ Function as point of contact between customers and Facilities Connection on customer service functions to include order status, delivery and installation dates, add-on product, warranty and service issues. ➤ Keep paperwork properly organized in project folders and notebooks using company standard project forms, filing and archiving procedures. ➤ Schedule weekly Team Meetings to include Team Leader, Design, FIMS and Accounting to ensure profitability, timeliness, and 100% accuracy. ➤ Coordinate with FC Design Department on all activities related to the customer schedules to ensure client's objectives are met. ➤ Specify add-on product not requiring Design i.e. workstation layout. ➤ Conduct quality assurance checks (QA) with assigned project designer. ➤ Insure that correct pricing and discounts are applied to add-ons (in accordance with special agreements). ➤ Obtain installation quotes from Ware House Manager. ➤ Prepare pre-proposal on add-ons for analysis by supervisor ➤ Prepare and deliver customer proposals (with drawings attached, if applicable) for add-ons. ➤ Receive and verify customers' purchase orders for all purchases to include initial orders and add-ons. ➤ Process and track all orders. ➤ Update project notebooks, folders and files (paperwork and system) along with the assigned project designer. All records and surveys must be completed within the week of the completed punch lists and before the final customer invoice. ➤ Receive and check manufacturer's order acknowledgments submitting any change orders as required. Maintenance Accounts and Smaller Accounts. ➤ customer's satisfaction. Order replacements and provide project status reports to the customers and Team Leaders.

Labor Category	Experience & Education	Functional Responsibilities
<p>Administrative Assistant</p>	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Five years of office or accounting management responsibilities. ➤ Accounting management experience with budgets, cost accounting, forecasts, commission reports, customer and vendor contact, spreadsheet reports and customer service ➤ Professional computer application skills and proficiency in the use of Microsoft Office (Excel, Word, Power Point), time-management software tools (Outlook), Access, and accounting software. ➤ Proficiency in project management and space planning software is desirable. ➤ Ability to organize and administrate filing and organizational systems. ➤ Professional communication skills. ➤ Accuracy. <p>Minimum Education: BA/BS Degree in areas of Accounting, Business Management preferred.</p>	<p>ADMINISTRATIVE FUNCTIONS</p> <ul style="list-style-type: none"> ➤ Keep all filing and communications for the President organized and current ➤ Keep office organized ➤ Organize filing system in President's office and keep current including Board of Director information, corporate documents, Supplier information, and Customer information. ➤ Prepare communications; assist in vendor evaluations (especially Haworth bi-annual quality review and First Source) in addition to other internal and external communications. ➤ Assist the President and Vice President in preparation of marketing materials, communications with the media, advertising and updating web site. Be the point of contact on all marketing and advertising calls. <p>ACCOUNTING FUNCTIONS</p> <ul style="list-style-type: none"> ➤ Using Team Design, prepare budgets and proposals for corporate customers ➤ Manage and control costs. ➤ Review weekly sales reports with the president and measure against forecasts. ➤ Communicate with Installation and Design managers in the job costing process on all corporate accounts and review and analyze the results weekly with purchasing and accounting. ➤ Using Team Design, update and manage the weekly, monthly, quarterly forecasts and measuring against the budgeted annual profits. ➤ Measure and evaluate monthly all required vendor quotas. <p>SALES, PROJECT ADMINISTRATION & DESIGN</p> <ul style="list-style-type: none"> ➤ Function as point of contact between the President's customers (corporate customers) and customer service functions to include order status, delivery and installation dates' add-on product, and warranty and service issues. ➤ Be the point of contact for new customers calling in or walking in for product and service requests. Assistance will be available from design, sales and the President until there is sufficient knowledge to manage these small sales.

Labor Category	Experience & Education	Functional Responsibilities
<p>Ware-House Manager</p>	<p>Minimum Experience: Minimum of two years warehouse management experience and product knowledge. Working knowledge in Windows Microsoft Word and Excel software</p> <p>Minimum Education: A two years technical school or college degree in Warehouse or Business Management</p>	<ul style="list-style-type: none"> ➤ Supervise, maintain (appearance, inventory and organization) and monitor everyday operations of the Warehouse. Assist with administrative tasks involved with the receiving, storing, shipping and documenting of all products received and shipped. Develop customer satisfaction and profit in all warehouse operations. ➤ Monitor day to day operations of the warehouse including deliveries, shipments, receiving and storing all shipments and preparation of related documentation and automation. ➤ Be available for loading and unloading of outgoing installations and off loading of incoming products. To include the inspection of all product for damage and quantity. ➤ Input received product into Team Design. Documentation is delivered to the Account Managers ➤ Inform Sales Person and copy Account Manager within twenty-four hours of product arrival at warehouse through E-Mail (voice mail or written report acceptable until a computer is available). ➤ Set installation date for projects with FIMS Superintendent to insure timely, uninterrupted delivery and installation. ➤ Communicate weekly with VP Operations on weekly basis on all warranty and freight issues as it relates to payables and receivables. ➤ Maintain a warehouse inventory to include inventory control and product liquidation. Communicate with VP Operations on weekly basis regarding inventory as needed it relates to payables and receivables. ➤ Assist the Superintendent and VP of Operations as needed. ➤ Update scheduling board (and Calendar) with Superintendent jointly on weekly and daily basis (as needed) and act as a direct point of contact for the VP of Operations

Labor Category	Experience & Education	Functional Responsibilities
<p>Lead Installer</p>	<p>Minimum Experience: Five years technical and structural experience in furniture systems. Excellent customer relations background</p> <p>Minimum Education: High School with five years or more of technical training</p>	<ul style="list-style-type: none"> ➤ Attend all installation meetings as set by Operations Manager and/or Superintendent. ➤ Maintain tool inventory and keep in good repair. Protect safety of tools and equipment both at FACILITIES CONNECTION and at job site. ➤ Responsible for safety of installers at job site and in FACILITIES CONNECTION Contract Design, Inc. warehouse ➤ Responsible for correctness of time sheet and that of the installation team. ➤ Responsible for correct documentation and name badges for self and installation team for each project. ➤ Responsible for timely deliveries and installation. If delays encountered, responsible for contacting the client and notifying the Sales Person and / or Account Manager by Voice Mail. ➤ Instruct clients on proper maintenance of furniture to include cleaning and general repair. ➤ Maintain installation standards and procedures based on Installer responsibility set forth by company and major manufacturers. ➤ Inspect problems with customer repairs, determine warranty items and perform warranty repairs contacting Customer Service/Ship & Receiving Clerk for documentation of issues into ACT and for order processing of replacements. ➤ Meet trucks in timely manner on delivery day when required (weekends and after hours as needed) as assigned by Supervisor. ➤ Work on all reconfiguration of company's office systems. ➤ Obtain prior approval for overtime from supervisor. Working non-authorized overtime maybe grounds for disciplinary action. ➤ Perform regular office maintenance duties; maintain Warehouse and Office building for FACILITIES CONNECTION. Includes keeping exterior and interior in proper order, clean, and maintained. ➤ Attend manufacturer and internal training as assigned. ➤ Available for travel if necessary.

Labor Category	Experience & Education	Functional Responsibilities
<p>Installer</p>	<p>Minimum Experience: Two years technical and structural experience in furniture systems. Excellent customer service skills.</p> <p>Minimum Education: High School with two year technical training</p>	<ul style="list-style-type: none"> ➤ Attend all installation meetings as set by Operations Manager and/or Superintendent. ➤ Maintain tool inventory and keep in good repair. Protect safety of tools and equipment both at FACILITIES CONNECTION and at job site. ➤ Responsible for safety of installers at job site and in FACILITIES CONNECTION'S warehouse ➤ Responsible for correctness of time sheet and that of the installation team. ➤ Responsible for correct documentation and name badges for self and installation team for each project. ➤ Responsible for timely deliveries and installation. If delays encountered, responsible for contacting the client and notifying the Sales Person and / or Account Manager by Voice Mail. ➤ Instruct clients on proper maintenance of furniture to include cleaning and general repair. ➤ Maintain installation standards and procedures based on Installer responsibility set forth by company and major manufacturers. ➤ Inspect problems with customer repairs, determine warranty items and perform warranty repairs contacting Customer Service/Ship & Receiving Clerk for documentation of issues into NetView® and for order processing of replacements. ➤ Meet trucks in timely manner on delivery day when required (weekends and after hours as needed) as assigned by Supervisor. ➤ Work on all reconfiguration of company's office systems. ➤ Obtain prior approval for overtime from supervisor. Working non-authorized overtime maybe grounds for disciplinary action. ➤ Perform regular office maintenance duties; maintain Warehouse and Office building for FACILITIES CONNECTION. Includes keeping exterior and interior in proper order, clean, and maintained. ➤ Attend manufacturer and internal training as assigned. ➤ Available for travel if necessary.



Labor Category	Experience & Education	Functional Responsibilities
MilliCare and FaciliCare Administrator	<p>Minimum Experience: Two years of sales experience and customer service. Computer applications and excellent knowledge in the use of Microsoft Office software, Team Design and NetView®.</p> <p>Minimum Education: High School Degree and two years of college.</p>	<ul style="list-style-type: none"> ➤ Schedule of cleanings ➤ Creation of work orders and/or quotes. ➤ Job/site audits on cleanings ➤ Perform customer report on every cleaning, send customer surveys and complete job audit report. ➤ Order product and supplies. ➤ Keep inventory. ➤ Close and complete work orders related to cleanings. ➤ Manage the cleaning crews. This includes time sheets, job instructions, and all the administrative tasks involving the MilliCare/FaciliCare employees. ➤ Job costing on every cleaning.
MilliCare and FaciliCare Technician	<p>Minimum Experience:</p> <ul style="list-style-type: none"> • Detail oriented. • Able to lift 50 lbs. • Able to work unsupervised. • Team oriented • Bilingual <p>Good customer relation skills</p> <p>Minimum Education: High School Degree or Equivalent</p>	<ul style="list-style-type: none"> ➤ Perform specified jobs according to worksheets. ➤ Fill out appropriate paperwork correctly with no errors. ➤ Directly responsible for insuring jobs are completed to the customer and companies expectations. ➤ Properly maintain assigned equipment (i.e. cell phones, vacuums, etc.) ➤ Work directly with the Operations Leader in quality assurance. ➤ Notify GM or Operations Leader of any work related problems. ➤ Participate in firm's growth as a cooperative and loyal member of the team, and accept duties assigned by the supervisor ➤ Report competitive practices or products for evaluation by management or design staff.
Designer	<p>Minimum Experience:</p> <ul style="list-style-type: none"> ➤ Proven organizational skills ➤ Proven ability to read, analyze and measure blueprints ➤ Completion of accredited AutoCAD courses and successful completion of internal CAD testing. ➤ Good sense of color and coordination ➤ Knowledge and extensive experience of open office planning ➤ Ability to complete the work on projects in a timely manner ➤ Ability to make formal presentations to management and 	<ul style="list-style-type: none"> ➤ Provide direct specialized Architectural Interiors and Project Management support to the sales team and that directly and indirectly leads to increased market share Identifies needs of each client/audience and creates/modifies and delivers presentations to specifically address needs of identified group. ➤ Prepares, maintains and manages the design project schedule using NetView® ➤ Provides technical skills and knowledge and utilize tools, which result in efficient project drawings and specifications. ➤ Prepares project specific drawings. ➤ Prepares reviews & revises product specifications.

Labor Category	Experience & Education	Functional Responsibilities
	<p>customers</p> <ul style="list-style-type: none"> ➤ Ability to estimate costs associated with technical tasks and products ➤ Working knowledge in all phases of design, drafting and presentation techniques ➤ Thorough knowledge of furniture, interior building materials and finishes, and an understanding of resources available including internal expediting of same. ➤ Familiarization with architectural, mechanical and electrical plans and specifications to assure coordination of same with interiors (including knowledge of lighting, acoustics, plans, elevations, details, etc.) ➤ Good communication skills needed to convey design concepts to other designers, Facilities Connection, and clients. ➤ An ability to understand customer needs, be able to specify products and develop written specifications <p>Minimum Education: College degree in interior design or interior architecture, or associate degree with actual experience and knowledge may substitute in some cases. Two to six years experience with a design firm in sales support role and/or interior design function desired.</p>	<ul style="list-style-type: none"> ➤ Prepares drawings ready for order entry & maintains project files. ➤ Reviews drawings with sales team and workspace project coordinator to ensure accuracy. ➤ Ensures accuracy of specifications, completeness of information & product application. ➤ Checks edits and verifies that orders match drawings and specifications. ➤ Design and layout of floor plans for customers showing location and arrangement of furniture using automated drafting skills. ➤ Selection of wall and floor coverings and assist installer and supervise the installation as needed ➤ Prepare a schedule (SIF File) and specifications, as required, of furniture and finishes in layout providing necessary model identification information. ➤ Preparation of presentation boards for use in showing scheduled furniture and finishes to client. ➤ Maintain daily input on NETVIEW® of all daily activity. ➤ Participate in Team Meetings to review and evaluate design standards, furniture solutions, and budgets ➤ Review all work with the Team Leader before presenting to the client. ➤ Participate in dealer/client conferences regarding floor plan layout and color selections as requested. ➤ Conform all spaces to ADA, life and safety code requirements, coordinate with proper building officials, project architects, general contractors, and clients as directed by supervisor

LABOR CATEGORY SUBSTITUTIONS INFORMATION

Facilities Connection's labor categories provide for substituting experience for minimum education requirements and substituting educational degrees for years of experiences.

General Substitutions:



The table below present the general substitutions based on the education and experience of the labor categories in the Pricelist. Experience should be professional and job related, however it does not have to be specific to the project to be accomplished. However, if a degree is used in place of experience, the degree should be related to the project or task. These substitutions are applicable for all Facilities Connection's labor categories.

DEGREE	DEGREE AND EXPERIENCE SUBSTITUTION	RELATED EXPERIENCE SUBSTITUTION
Associates	4 Years	4 Years
Bachelors	Associates + 4 Years	8 Years
Masters	Bachelors + 4 Years	10 Years

In lieu of the required degree or experience, candidates with special qualifications may be considered on a case-by-case basis.

OVERVIEW AND MARKETING INFORMATION

Executive Summary

Facilities Connection, Inc. has been providing comprehensive office furniture and architectural interiors solutions for complex projects for over 20 years. Facilities Connection, Inc. provides turnkey Comprehensive Furniture Management Services to federal, state and local governments, as well as military, commercial, industrial and health care clients.

Throughout North America, we have designed and installed projects as small as one office to over three thousand workstations.

We have a successful track record and repeat business with companies like Boeing, Verizon and Lexmark, along with government entities such as the U.S. Army, DEA, and U.S. Customs & Border Protection (please see our Project Service History chart).

Comprehensive Furniture Management Services

In today's governmental procurement processes there are fewer procurement officers being called upon to execute more purchases more efficiently. This is leading toward more requests for Design/Build and total cradle-to-grave management of — and supplying products for — complex projects. Thus, our simple value equation is being embraced by numerous government entities. We provide:

- The specific combination of products and services desired
- Only when needed
- All managed by one entity

The capabilities chart as show on the following page illustrates our ability to complement internal resources to provide **procurement simplicity** and act as a **single point of responsibility**.

Ability, Agility, and Stability

We have recently entered into a Mentor Protégé Agreement (MPA) with Haworth, a \$2 billion/year manufacturer of modular office systems. This builds on our 18 year relationship with them as a Preferred Dealer. It allows Facilities Connection, Inc. to stay agile in supporting our clients' needs and to have the security of a substantial entity behind us.

In addition to technical and operational assistance, we have the financing and bonding capacity to handle large-scale federal projects. Through GSA, CFMS, and U.S. Communities schedules, we can provide your agency with the full spectrum of furniture, accessories, and carpet.

Consequently, as an experienced 8(a) firm we have the capabilities to execute design-build, multi-site contracts. Through our network of inter-market Haworth dealers, we can offer nationwide and worldwide installations of office furniture and architectural interiors. We can provide Haworth and other manufacturers' products under the GSA schedule. We also offer Secure Fortress' complete line of plug and play data cabling systems.



Comprehensive Furniture Management Services

Interior Design/ Furniture Layout/ Space Planning	Project Management	Office Furniture Installation Reconfiguration/Relocation	Architectural Interiors	Assets Maintenance
Interior Design <ul style="list-style-type: none"> • Finish Selection • Accessory Selection • Color Scheme Selection 	Budgeting <ul style="list-style-type: none"> • Preliminary Cost Estimates • Alternate Cost Scenarios • Final Cost Proposals 	Installations <ul style="list-style-type: none"> • Verify Field Dimensions • Delivery Logistics Coordination • New Furniture Installs 	Raised Flooring <ul style="list-style-type: none"> • Verify Field Dimensions • Delivery Logistics Coordination • Raised Flooring Installs 	Furniture <ul style="list-style-type: none"> • Repair/Refurbish • Warranty Service • Furniture Liquidation
Furniture Layout <ul style="list-style-type: none"> • Raised Flooring Layout • Modular Walls Layout • Office Furniture Layout 	Order Scheduling <ul style="list-style-type: none"> • Products Ordering • Project CPM Scheduling • Project Phasing 	Reconfigurations <ul style="list-style-type: none"> • Verify Field Dimensions • Temporary Storage • Furniture Reconfigurations 	Moveable walls <ul style="list-style-type: none"> • Verify Field Dimensions • Delivery Logistics Coordination • Moveable Walls Installs 	Flooring <ul style="list-style-type: none"> • Carpet Installation • Carpet Cleaning • Carpet Replacement
Space Planning <ul style="list-style-type: none"> • Space Utilization • Scope of Work (SOW) • Code Compliance 	Coordination <ul style="list-style-type: none"> • Product Logistics Management • Coordinate with Contractors • Coordinate with End Users 	Relocations <ul style="list-style-type: none"> • Verify Field Dimensions • Transportation Logistics • Furniture Relocations 	Modular Utilities <ul style="list-style-type: none"> • Verify Field Dimensions • Delivery Logistics Coordination • Plug & Play Data and Electrical Systems 	Other Services <ul style="list-style-type: none"> • Storage/Warehousing • Millicare Office Maintenance • Furniture Lifting In Place for Flooring Installation

Multiple Procurement Credit Status

Not only are contracting personnel asked to do more, but the procurement has to follow exacting standards and fill a number of quotas in order to be successful. In other words, to efficiently purchase is not enough today. There are specific requirements mandated by law to insure that minorities, women, service veterans, and small businesses have a fair and equitable opportunity in government business.

Facilities Connection is an 8a, woman owned, minority owned, and small business designated workplace supplier. Graphically and ideally, here is what the small and disadvantaged procurement "mix" should look like for the Federal government and how our designations help to fulfill quotas:



Ideal Federal Government Procurement "Mix"