



WORKING  
FOR  
YOU

September 12, 2006

State of West Virginia  
Department of Administration, Purchasing Division  
Betty L. Francisco, File 42  
2019 Washington Street East  
Charleston, WV 25305-0130

RE: RFQ# SYSFURN07

Krueger International, Inc. is pleased to submit out proposal for KI Furniture Products for the State of West Virginia as specified in RFQ #SYSFURN07. KI intends to provide the highest quality products and service at our best prices as detailed in our documentation enclosed.

As requested, KI has included two CDs, containing Exhibit A and the KI pricelists.

KI has enjoyed an excellent relationship with the State of West Virginia on the current SYSFURN contract. Thank you for considering our proposal to continue providing quality products to your agencies.

KI, along with our representative, Dave Whiting at Corbett, Incorporated, extend only the highest levels of client service. Please call me if you have any questions or I can help further. We look forward to hearing from you soon.

Sincerely,

KRUEGER INTERNATIONAL, INC.

Paul Schueller  
Sales and Operations Manager  
Quote/Bid Department



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**SYSFURN07**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BETTY FRANCISCO**  
**304-558-0468**

**VENDOR**  
 \*612140807      800-454-9796  
 KI KREUGER INTERNATIONAL  
 PO BOX 8100  
 GREEN BAY WI 54308-8100

**SHIP TO**  
 ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED <b>07/27/2006</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **09/06/2006**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<b>REQUEST FOR QUOTATION</b>  THE PURCHASING DIVISION IS SOLICITING BIDS FOR A BLANKET OPEN-END STATEWIDE CONTRACT FOR SYSTEMS FURNITURE AND ALL OTHER TYPES OF OFFICE FURNITURE.  *****NOTICE*****  THERE IS A MANDATORY PRE-BID MEETING SCHEDULED FOR WEDNESDAY, AUGUST 16, 2006 AT 11:00 A.M. IN THE PURCHASING DIVISION CONFERENCE ROOM LOCATED IN BUILDING 15, 2019 WASHINGTON STREET, EAST, CHARLESTON, WEST VIRGINIA. ONLY VENDORS REPRESENTED AT THIS MEETING SHALL BE ELIGIBLE TO SUBMIT BIDS. FAILURE TO ATTEND THE MANDATORY PRE-BID CONFERENCE SHALL AUTOMATICALLY DISQUALIFY A VENDOR FROM BIDDING ON THIS CONTRACT. NO ONE PERSON CAN REPRESENT MORE THAN ONE BIDDER.  ATTACHMENTS:  1. SPECIFICATIONS, 18 PAGES, DATED REV. 7/18/2006 2. EXHIBIT A - VENDORS MUST USE THIS EXHIBIT TO LIST ALL CATALOGS BEING BID AND THE DISCOUNT FOR EACH. VENDORS SHOULD COMPLETE ALL INFORMATION REQUESTED. THE DESIGN FEE AND LABOR RATE FOR ANY REARRANGEMENT MUST BE SHOWN. THESE RATES CANNOT EXCEED \$30.00/HOUR. 3. CERTIFICATION PAGE - SHOULD BE SIGNED AND RETURNED WITH BID. NO AWARD WILL BE DONE WITHOUT THIS CERTIFICATION. 4. AFFIDAVIT - SHOULD BE SIGNED AND RETURNED WITH BID. NO AWARD WILL BE MADE WITHOUT THIS AFFIDAVIT.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 300-454-9796	DATE 9-14-06
TITLE Controller/Asst. Secretary	FEIN 39-1375589	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS  
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4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		425-94	See Exhibit A	
<p>OFFICE FURNITURE, PANEL SYSTEMS, CHAIRS, ETC.</p> <p>THIS IS TO PROVIDE FURNITURE TO ALL STATE AGENCIES AND POLITICAL SUBDIVISIONS. THE STATE OF WEST VIRGINIA DEPARTMENT OF CORRECTIONS IS AUTHORIZED TO FURNISH AND SUPPLY OFFICE FURNITURE TO THE STATE AGENCIES. IT IS NOT THE INTENT OF THIS CONTRACT TO SUPERCEDE THE RIGHTS OF THE DEPARTMENT OF CORRECTIONS. ALL STATE AGENCIES ARE TO CONTACT THE WV DEPARTMENT OF CORRECTIONS, PRISON INDUSTRIES TO DETERMINE IF THE SAME OR SIMILAR ITEM IS AVAILABLE FROM THE DEPARTMENT OF CORRECTIONS.</p> <p>THE DISCOUNT PRICES INCLUDE DELIVERY AND INSTALLATION. ALL ITEMS ARE TO BE FULLY ASSEMBLED AND INSTALLED ON-SITE IN THE LOCATION DETERMINED BY THE AGENCY. THE VENDOR SHALL CHECK FOR DAMAGE, CLEAN AND ADJUST ALL FURNITURE SYSTEMS, AND MUST REMOVE ALL DEBRIS FROM THE PREMISES. ANY ITEM FOUND TO BE DAMAGED OR OTHERWISE UNACCEPTABLE SHALL BE REPAIRED OR REPLACED TO THE SATISFACTION OF THE AGENCY. DEBRIS AND PACKING MATERIALS ARE TO BE PROPERLY DISPOSED OF BY THE VENDOR AT ITS EXPENSE AND SHALL NOT BE LEFT AT THE JOB SITE.</p> <p>ALL EQUIPMENT FURNISHED IN CONJUNCTION WITH THIS CONTRACT SHALL BE NEW. REFURBISHED AND/OR REFINISHED EQUIPMENT SHALL NOT BE ACCEPTABLE. AN INSTALLATION SHALL BE TAKEN TO MEAN ALL COMPONENTS, TOOLS, HARDWARE, LABOR, ETC. NECESSARY TO PROVIDE A COMPLETE INSTALLATION.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kreuger/Asst. Secretary</i>	TELEPHONE 800-454-9796	DATE 9-11-06
TITLE Controller/Asst. Secretary	FEIN 39-1375589	ADDRESS CHANGES TO BE NOTED ABOVE

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RFQ NUMBER  
**SYSFURN07**

PAGE  
**3**

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Kelly Anderson*      TELEPHONE: **800-454-9796**      DATE: **9-11-06**

TITLE: **Controller/Asst Secretary**      FEIN: **39-1375589**      ADDRESS CHANGES TO BE NOTED ABOVE

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# Request for Quotation

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**SYSFURN07**

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>WV-39 IS NOT REQUIRED IF AGENCY IS USING P-CARD.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A LOCAL BANK. THE SUCCESSFUL VENDOR</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]*      TELEPHONE: 800-454-9796      DATE: 9-11-06

TITLE: Controller/Asst. Secretary      FSN: 39-1375589      ADDRESS CHANGES TO BE NOTED ABOVE

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<p>MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY FOR ORDERS THAT ARE LESS THAN \$2,500 AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>AN ORIGINAL, SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            BUILDING 15            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305-0130</p> <p>BOTH BIDS MUST CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPES OR THE BIDS MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER:-----BETTY L. FRANCISCO - FILE 42-----</p> <p>RFQ. NO.:-----SYSFURN07-----</p> <p>BID OPENING DATE:---SEPTEMBER 6, 2006---</p> <p>BID OPENING TIME:---1:30 P.M.---</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p style="text-align: center;">-----920-468-2781-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Paul Schueller</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kelly J. Anderson</i>	TELEPHONE 800-454-9796	DATE 9-11-06
TITLE Controller Asst. Secretary	FEN 39-1375589	ADDRESS CHANGES TO BE NOTED ABOVE

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**SIGNED BID TO:**

Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**SYSFURN07**

PAGE  
**6**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**BETTY FRANCISCO**  
**304-558-0468**

VENDOR

\*612140807      800-454-9796  
 KI KREUGER INTERNATIONAL  
 PO BOX 8100  
 GREEN BAY WI 54308-8100

SHIP TO

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED <b>07/27/2006</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: <b>09/06/2006</b>		BID OPENING TIME <b>01:30PM</b>		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
-----						
***** THIS IS THE END OF RFQ SYSFURN07 ***** TOTAL:						See Exhibit A

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kelly J. Anderson</i>	TELEPHONE 800-454-9796	DATE 9-11-06
TITLE Controller/Asst. Secretary	FEIN 39-1375589	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

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State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
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# Request for Quotation

RFQ NUMBER
<b>SYSFURN07</b>

PAGE
<b>1</b>

ADDRESS CORRESPONDENCE TO ATTENTION OF:
<b>BETTY FRANCISCO</b> <b>304-558-0468</b>

VENDOR

**K.I. / Corbett, Inc.**  
**David Whiting**  
**401 Greentree Road**  
**Pittsburgh, PA 15220**

SHIP TO

**ALL STATE AGENCIES**  
**AND POLITICAL SUBDIVISIONS**  
**VARIOUS LOCALES AS INDICATED**  
**BY ORDER**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
<b>08/27/2006</b>				

BID OPENING DATE: **09/20/2006**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<b>ADDENDUM # 01</b>						
1. IF MANUFACTURER SIMPLY CHANGES THE CODES OR THE NUMBERING SYSTEM IDENTIFYING PRODUCTS, THOSE CHANGES WILL BE ACCEPTED WHEN THEY OCCUR. NOTE: IF ANY PRICING CHANGES OCCUR WITH THIS CHANGE, THEY WILL ONLY BE ACCEPTED AT RENEWAL. ANY CHANGE OF MODEL NUMBERS ACCEPTED MUST INCLUDE ENTIRE REPLACEMENT OF THE PRICING BOOK/CD/ETC. NO PARTIAL LIST OF ITEMS IN CATALOG, ETC. SHALL BE ACCEPTED.						
2. SPECIFICATIONS, REVISED 8/24, ARE ATTACHED.						
3. THE MAXIMUM RATE OF \$30.00/HOUR APPLIES TO BOTH DESIGN AND LABOR FOR REARRANGEMENT. NO LABOR FEE WILL BE PERMITTED WITH NEW INSTALLATION.						
4. SECTION D - GENERAL REQUIREMENTS FOR FILING CABINETS: PREVIOUSLY REQUESTED "PRICING". THAT HAS BEEN DELETED FROM THE REVISED SPECIFICATIONS. NOTE: BIDDERS SHOULD LIST THE CLASS OF ALL FILE CABINETS BID, A, B, OR C.						
5. PROOF OF INSURANCE AND WORKER'S COMPENSATION SHALL BE REQUIRED PRIOR TO ANY AWARD.						
6. IT WAS REQUESTED THAT THE USERS BE REQUIRED TO PERFORM ROUTINE MAINTENANCE. THIS REQUEST IS DENIED. THE POTENTIAL FOR THE USER TO DAMAGE THE SYSTEM FURNITURE AND THEREBY VOID THE WARRANTY IS TOO GREAT. CONTRACT HOLDER WHO IS AWARDED AND SUPPLIES THE SYSEM FURNITURE IS RESPONSIBLE FOR ALL MAINTENANCE.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kelley J. Corbett</i>	TELEPHONE <b>800-454-9796</b>	DATE <b>9-11-06</b>
TITLE <b>Controller/Asst. Secretary</b>	FEIN <b>39-1375589</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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Charleston, WV 25305-0130



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**SYSFURN07**

PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**BETTY FRANCISCO**  
**304-558-0468**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED <b>08/27/2006</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **09/20/2006** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
7.						
8.						
9.						
10.						
11.						
*****END OF ADDENDUM # 01*****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kelly J. Anderson</i>	TELEPHONE 800-454-9796	DATE 9-11-06
TITLE Controller/Asst. Secretary	FEIN 39-1375589	ADDRESS CHANGES TO BE NOTED ABOVE

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Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

Vendor: Spending Unit:

Requisition No.: SYSFURN07

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

- No. 1   x
- No. 2
- No. 3
- No. 4
- No. 5

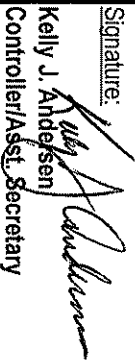
I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.

*Kyle J. Anderson*  
Signature

Krueger International, Inc.  
Company

9-11-06  
Date

State of West Virginia - Department of Administration  
 Contract #SYSFURN07  
 Krueger International, Inc.  
 EXHIBIT A

Vendor/Contact Information		Manufacturer	Model/Line/Product	Catalog Identifier	Discount %
Vendor: Krueger International, Inc. Contract Coordinator: Paul Schueller Address: 1330 Bellevue St. PO Box 8100 Green Bay, WI 54308-8100 Phone #: 920-468-2396 Fax #: 920-468-2781 Toll Free #: 800-454-9796 Email: paul.schueller@ki.com Labor Rate: \$30.00/hr Design Fee: \$30.00/hr Signature:  Kelly J. Andersen Controller/Asst. Secretary		System Furniture:	System 3000 Panel System	KI-11388, 1/17/05 (updated 2/6/06)	50%
		KI	Wire Works Panel System	KI-11392, 3/27/06	50%
		KI	Demountable/Genius Wall	KI-GW080705-WV, 10/1/03 (updated 9/1/06 +10.5%)	45%
		Dorm Furniture:			
		KI	Residence Hall Furniture	KI-11427, 4/3/06 (+5%)	42%
		Seating:			
		KI	Fixed Seating	ES080105WV, 4/1/04 (updated 9/1/06 +10.5%)	45%
		KI	Seating	KI-11390, 1/17/05 (updated 8/21/06)	48%
		KI	Classroom Furniture	KI-11386, 10/18/04 (updated 2/6/06 +10% on Ivy League/Intellect, +5% on 360)	45%
		Files & Storage: Class B Medium			
		KI	Files & Storage	KI-11383, 10/18/04 (updated 8/28/06)	50%
		KI	All Terrain	KI-11393, 1/17/05 (updated 8/28/06)	48%
		Tables, Desks, Computer Furniture:			
		KI	Tables	KI-11389, 1/17/05 (updated 9/1/06)	48%
		KI	Deskings	KI-11381R1, 8/7/06	50%
		KI	Powered Tables	KI-11384, 10/18/04 (updated 7/17/06)	45%
		KI	True Deskings System	KI-11348, 8/2/04 (updated 2/6/06)	50%
		KI	All Terrain	KI-11393, 1/17/05 (updated 8/28/06)	48%
		KI	Flexible WorkSpace	KI-11394, 1/17/05 (updated 2/6/06)	50%
		KI	Genesis Deskings	KI-11382, 10/18/04 (updated 2/6/06)	50%
		KI	Synthesis Tables	KI-11426, 4/1/0/06	48%
		KI	Wharton Lectern	KI-11387, 10/18/04 (updated 8/28/06)	45%
		KI	KI wood Casegoods	KI-11424, 4/24/06 (+5%)	45%
		KI	Uniframe	KI-11385, 10/18/04 (updated 2/6/06 +5%)	45%
		Library Furniture			
		KI	Crossroads	KI-11395, 2/6/06 (+5%)	45%
		KI	Archive	KI-11436, 4/10/06 (+5%)	45%
		Miscellaneous:			
		KI	Site Furnishings	KI-11391, 4/6/06 (updated 8/4/06)	45%
		KI	KI Healthcare	KI-11396, 2/6/06 (updated 8/28/06)	45%
		KI	AGI	AG-10001R1, 2/6/06	45%

# Certification

ABATMNT07

By submitting a signed bid for SYSFURN07 – supplying system furniture and other furniture requirements – vendor hereby certifies under penalty of fraud that all mandatory specifications contained in the Request for Quotation are met.

Krueger International, Inc.

\_\_\_\_\_  
Vendor (Type Name of Company)

1330 Bellevue St: PO Box 8100 Green Bay, WI 54308-8100

\_\_\_\_\_  
Address

Kelly J. Andersen

\_\_\_\_\_  
Name (Type Name)

Controller/Asst. Secretary

\_\_\_\_\_  
Title

  
\_\_\_\_\_  
Signature

9-11-06  
\_\_\_\_\_  
Date

Note: No contract shall be awarded prior to receipt of this certification.

# AFFIDAVIT

**West Virginia Code §5A-3-10a states:**

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**EXCEPTION:**

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**LICENSING:**

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

**CONFIDENTIALITY:**

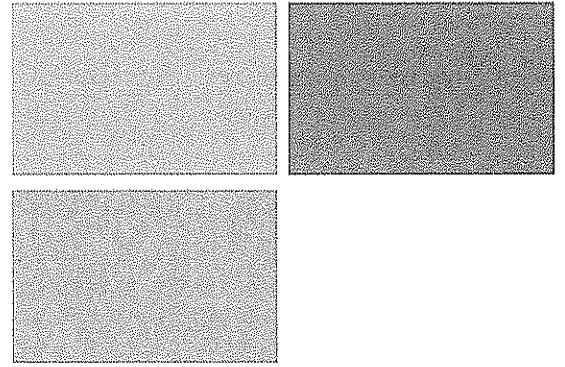
The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy) for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Krueger International, Inc.

Authorized Signature: 

Date: 9-11-06



# Corporate OVERVIEW

We are excited to participate in the exploration into the next generation in innovative and functional work environments.

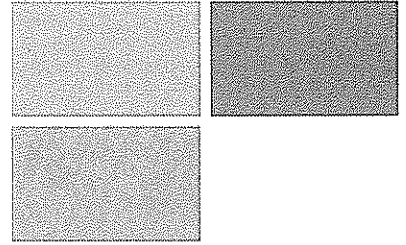
Let's dispel the myth that furniture companies know more about the workplace than Architects, Designers and your workplace team. Highly unlikely. And that is what makes KI unique. We have developed the ability to listen and process information from many areas to develop tailored solutions that work for you. Our flexible approach allows you to define the workplace success criteria, and as a partner, we develop solutions to achieve that organizational success.

Our idea is to give you some new concepts and options for the workplace platform. But the real advantage is in KI's ability to work with you and the staff who use these spaces every day to collaborate and craft a successful design and development process.

Our objective is to build upon the architect's original design, and customize solutions to create unique and functional environments for employee professionals. Our focus is to consider all aspects of safety, workflow, ease-of-use, flexibility, visibility, comfort, ergonomics, patient privacy, and great design in every last detail.

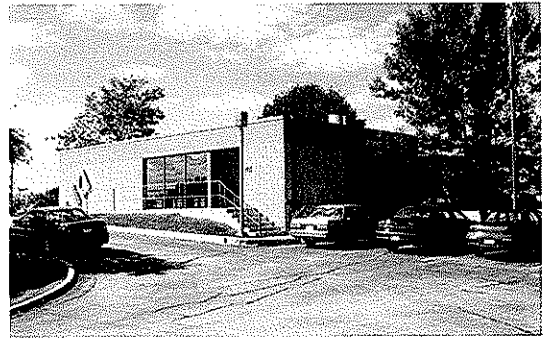


WORKING  
FOR  
YOU



WORKING  
FOR  
YOU

# Who Is KI



*KI...the one source for innovative solutions.*

Smart companies create innovative products. Innovative products make superior working environments. Superior working environments promote the best in employee satisfaction.

KI is the 6<sup>TH</sup> largest furniture manufacturer with 11 manufacturing locations throughout North America. KI is also one of the Forbes 500 largest privately held companies in America. KI surveys customers, studies trends in technology, and generates workable solutions for today that will last well into tomorrow.

As the recognized leader in bringing cutting-edge innovation and great design to the marketplace, KI has been awarded more national and international design awards than any other furniture manufacturer. Imitation is the sincerest form of flattery. Just look around... Our competitors don't copy one another -- they try to copy KI.

Proven performance. Year in and year out KI runs at 99 percent or better for on-time and complete order shipments. KI prides itself on the quality products produced at each KI location as well as the high level of products and services we provide to our customers.

## History

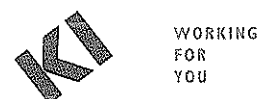
Innovative product solutions and customization is the cornerstone of KI, continuing a tradition established at the company's inception in 1941 as Krueger Metal Products, Inc. in Aurora, IL. The war effort made manufacturing resources scarce. Daily, founder Al Krueger would call on steel companies to purchase materials to manufacture the company's first folding chairs. The scrap materials available determined what he could produce, a novel and flexible way of manufacturing. Even today, the environmentally conscious company finds new ways to use resources wisely and innovatively.

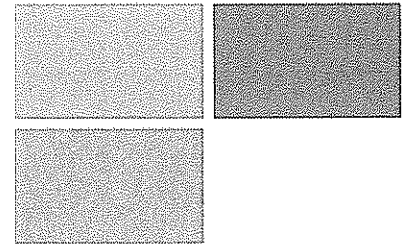
## KI's Vision, Mission, Values Statement

**Vision** - KI is Working for You— by seeking to understand your objectives, by providing innovative solutions that help you meet and exceed those objectives and by giving you the freedom to choose the combination of products and services that maximizes the total value.

**Mission** - Every member of the KI team is committed to being customer focused and quality driven. Because KI is employee-owned, we all have a vested interest in helping our customers attain their goals and objectives through the creation of technically innovative solutions. KI is a member of your team – working for you.

**Values** - KI is working to help all our stakeholders achieve their business and personal objectives. To support this, KI has created an atmosphere built on integrity and trust anchored with a fundamental respect for each individual. It is nurtured through a commitment to continuous improvement in all aspects of our operation and in every way that KI interfaces with each of our constituents.





# What Makes Us DIFFERENT?

## Employees Owned

KI is an employee owned company unlike many of our competitors, most of which are publicly traded; a few whom are family owned. In the case of KI, we are a 100% employee owned organization. Everyone in the organization from the executive office to the production floor is a stakeholder in the company. With every product, product design, or service provided, there are over 3,000 partners that all have one interest – providing the highest quality products and your complete satisfaction in those products.

## Market of One Process

The Market of One process is one significant way in which KI differentiates itself in the marketplace. As a Market of One, customers have the ability to choose those services and only those services that are key to their particular project's success. KI can tailor product and service solutions to meet customers' specific location, timeframe and budget requirements. This ability makes KI one of the most adaptable and forward-looking furniture manufacturers in the industry. KI's unique service delivery process offers customers the luxury of putting together the ideal servicing package for their particular way of doing business. KI works directly with customers to analyze their service needs and develops a comprehensive service plan that provides dedicated support throughout every step in the process.

## Tailored Solutions and Custom Options

Currently an excess of 17% of all KI sales fall into the category of tailored product and custom options compared to the industry standard of about 1%. Additionally, none of these product solutions are proprietary so as we continue to roll these products out, we find other clients in similar markets have similar business needs and challenges which makes these products extremely viable for other companies as well.

## Focus in Core Markets

The Market of One process means that we treat each customer as a market of one, tailoring products and service solutions specific to their explicit needs whether it be in the College & University, K-12, State and Federal Government and their agencies, Healthcare and Healing, or Science & Technology markets. KI's focus is on very specific core markets. Unlike our competition who tries to be everything to everyone, we strategically target each core market, understand the needs and then differentiate the products and services tailored for them.

It's a very simple but very unique approach. KI's tagline is simply as follows.

You make  
the rules...  
we make  
the rest.

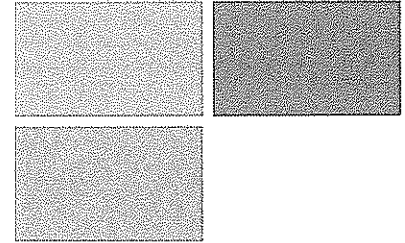
Our internal organization as well as our manufacturing processes allows us the flexibility to create specific client/patient solutions. In many cases for less money and a quicker lead-time than the industry does with their standard product solutions.



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# KI's

# Commitment



## **KI is committed to our customers**

- By listening intently to customer's concerns, problems, and objectives, with the end goal of becoming a valuable business partner that is truly part of the customer's team.
- By providing technically innovative product and service solutions that address a customer's specific needs.
- By providing high-quality, high value products.
- By delivering these products and services reliably -- on time and complete.
- By being an easy company with which to deal.

## **KI is committed to architects & designers**

- By giving them the latitude to transcend traditional solutions and address their client's unique needs.
- By designing products that deliver the form and function that maximizes overall value to their clients.
- By offering fast and easy access to the materials and information that allow architects and designers to effectively promote their designs to their clients.
- By being an easy company with which to deal.

## **KI is committed to our distribution partners**

- By working collectively to meet the needs of our customers through innovative products and services.
- By being a trusted business partner.
- By providing adequate training and support in KI's products and policies.
- By offering fast and easy access to the materials and information which dealers need to effectively promote KI products to our customers.
- By maintaining the highest levels of business.
- By being an easy company with which to deal.

## **KI is committed to our employees**

- By treating all employees with fairness and respect.
- By empowering all employees to do whatever it takes to satisfy a customer.
- By providing a creative and stimulating work environment that is focused on delivering innovative solutions for our customers.
- By providing a healthy work environment.
- By providing appropriate financial rewards, linked to the Service of our customers and the success of our business.

## **KI is committed to our stockholders**

- By maximizing corporate profitability and earnings through fulfilling KI's commitments to its customers, architects & designers, distribution partners, employees, suppliers, and community.

## **KI is committed to our suppliers**

- By forging true partnerships with qualified suppliers.
- By using technology to drive down cost and improve quality.
- By maintaining the highest levels of business ethics.

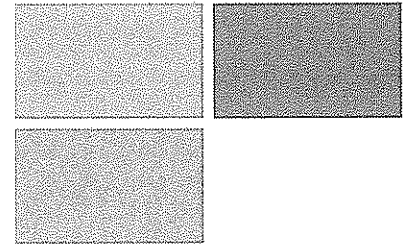
## **KI is committed to our community**

- By being environmentally conscious and striving to ensure the continued availability of natural resources for current and future generations.
- By providing human and financial resources to enhance the community socially and economically.



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# YOU ARE A MARKET OF ONE

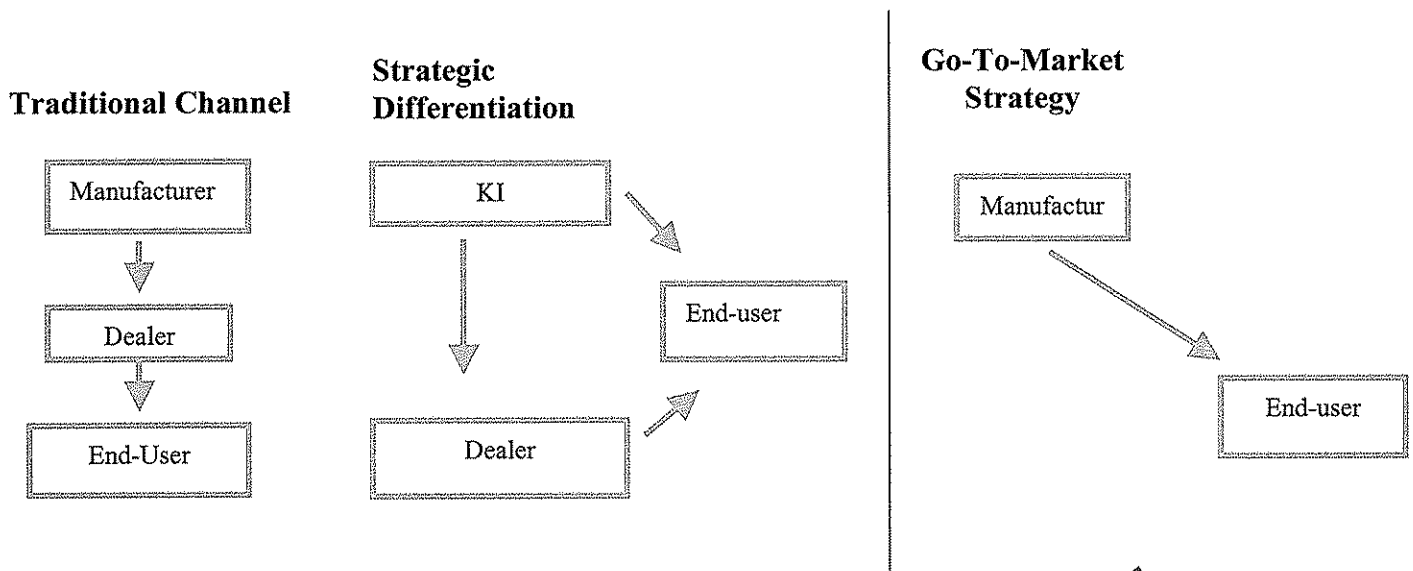


Every company has different needs and visions. KI can tailor product and service solutions to meet customers' specific location, timeframe and budget requirements. KI's flexibility allows customers to separate the product choice from the service choice and select the services they want and whom they would like to perform those services. KI has the freedom to partner with any dealers and/or installation entities chosen by the client and is not limited to agencies owned or affiliated strictly with KI. On the other hand, KI also has the ability to arrange all servicing logistics through a network of installers the company utilizes for on-site installation requirements. Each of these installation entities has proven warehousing, delivery and installation experience. KI has had success with this method of service, delivery and installation with clients such as Sun Microsystems, Compaq and the Army Corps. of Engineers.

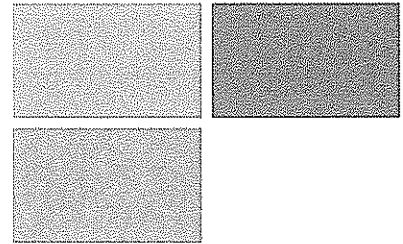
As a Market of One, customers have the ability to choose those services that are key to their particular project's success. The ability to tailor services to meet individual customer's requirements makes KI one of most adaptable and forward-looking furniture manufacturers in the industry. This unique service delivery process offers customers the luxury of putting together the ideal servicing package for their particular way of doing business. Working directly with customers to analyze their service needs, KI develops comprehensive service plans which include the assembling of dedicated account team members to provide support throughout every step of the purchasing process.

## Go-To-Market Strategy

Traditional means of exchange have the potential to hinder, rather than help, emerging companies. KI recognizes this shift and strives to bring innovative partnering initiatives to customers. Unlike its peers, KI does not prescribe to pre-set distribution channels. KI's Go-to-Market strategy provides alternative procurement methods allowing the customer, not the industry, to decide the best means to coordinate purchasing activities.



# KI Divisions and LOCATIONS



KI  
Green Bay, WI 54302 - Established 1941  
Manufactures ergonomic task seating and stack chairs.  
240,000 square feet of manufacturing space



Spacesaver Corporation  
Fort Atkinson, WI - Acquired July 1998  
Manufacturer of high-density, mobile storage systems  
300,000 square feet of manufacturing space



AGI Industries, Inc.  
High Point, NC - Acquired January 1998  
Manufacturer of upholstered wood frame chairs and sofas, executive seating, waiting area seating and several styles of occasional tables  
86,500 square feet of manufacturing space



AWP Wood Products, Inc.  
Vaudreuil, Quebec, Canada - Acquired January 1992  
Manufacturer of fine architectural wood doors for the office partition industry  
17,500 square feet of manufacturing space

Pallas Textiles  
Green Bay, WI - Established in 1988 as a wholly owned subsidiary of KI.  
Collections include textiles for contract upholstery and panel systems, wall-coverings, textiles for healthcare environments and casements.



## Showroom Locations

Boston, MA  
Chicago, IL  
Green Bay, WI  
KI-East Asia, Malaysia  
London, UK  
New York, NY  
Toronto, Ontario, Canada

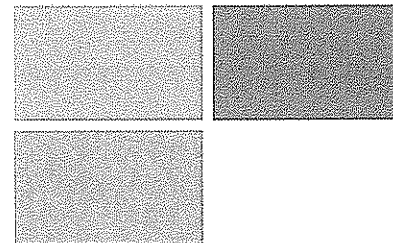
Charlotte, NC  
Dallas, TX  
Houston, TX  
KI-Benelux, Netherlands  
Los Angeles, CA  
St. Louis, MO  
Washington, DC

Yorkshire, UK  
Denver, CO  
Beaconsfield, Quebec, Canada  
Lauenau, Germany  
London, Ontario, Canada  
San Francisco, CA



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# Manufacturing FACILITIES



- **KI - Corporate Headquarters**

Green Bay, WI  
Established 1941  
Manufactures ergonomic task seating and stack chairs.  
240,000 square feet of manufacturing space

- **KI-Wisconsin Manufacturing**

*Bonduel*  
Bonduel, WI  
Established 1998  
Production of seating and site furnishings  
226,400 square feet of manufacturing space

*Manitowoc*  
Manitowoc, WI  
Established 1984  
Production of SystemsWall and systems furniture  
239,250 square feet of manufacturing space

- **KI-Northern Mississippi - Manufacturing**

*Pontotoc*  
Pontotoc, MS  
Established 1998  
Production of tables, caddies and folding chairs  
249,477 square feet of manufacturing space

*Tupelo*  
Tupelo, MS  
Established 1964  
Production of classroom furniture, components, chairs and stools.  
375,003 square feet of manufacturing and distribution space.

- **KI-Winona - Manufacturing**

Winona, MS  
Established 1991  
Production of wood components for various furniture lines.  
107,000 square feet of manufacturing space.

- **KI LA - Manufacturing**

Los Angeles, CA - Acquired April 1998  
Manufacturer of healthcare furnishings  
52,000 square feet of manufacturing space

- **KI Kentucky - Manufacturing**

Madisonville, KY - Acquired May 1999  
Manufacturer of residence hall and lounge furnishings  
192,000 square feet of manufacturing space

- **International - KI-Canada – Manufacturing**

Pembroke, Ontario, Canada  
Established 1992  
Production of file cabinets and residence hall furniture  
237,000 square feet of manufacturing space

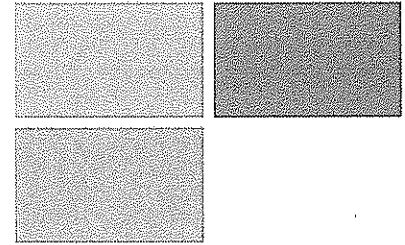


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# Market Position

and

# LEADERSHIP



KI is currently the seventh-largest contract furniture manufacturer in the U.S. This ranking can be attributed in part to the company's unrivaled success in the healthcare and healing sector. The company's success extends into the college and university and K-12 markets making KI the world's leading provider of educational furnishings.

KI's number one ranking in these markets provides indisputable evidence of the company's ongoing commitment to providing functional, high quality products to customers. KI's Market of One™ philosophy is carried out at every level of the future-focused company from the manufacturing floor to the CEO's office. By viewing each customer as an individual market, KI offers product and service solutions that are customized to meet each project's specific requirements. This dedication to individual attention helps KI leap frog the competition and develop successful, long-lasting relationships.

## Core Marketing

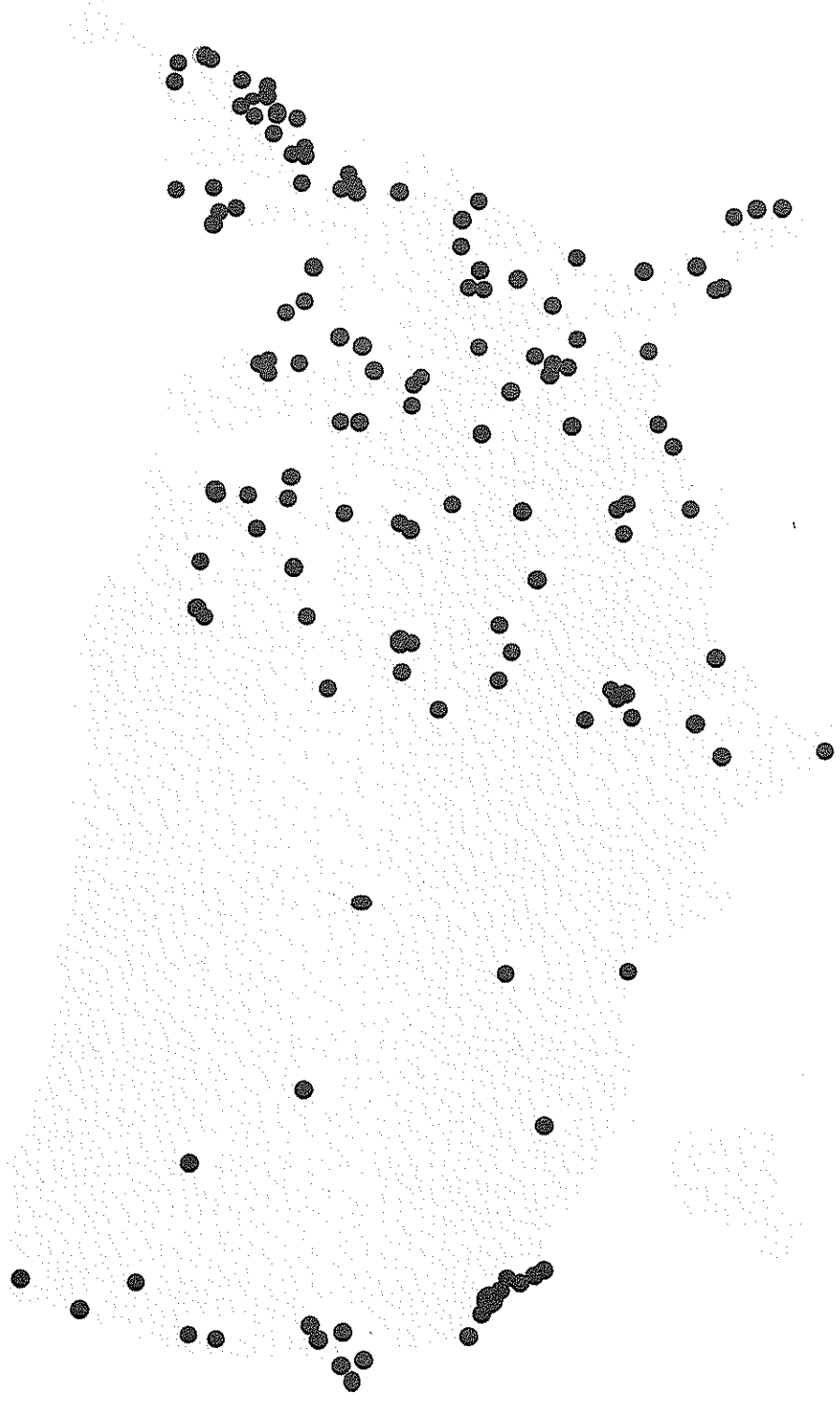
Excelling in several other core markets, KI is continuously seeking new opportunities while maintaining focus on operational excellence. KI believes in leveraging its core strengths while pursuing new avenues. With irrefutable leadership in niche markets, KI remains flexible and agile bringing innovation and unique strategies to non-traditional market areas. Tactical acquisitions allow KI to engage in the unique role of single-source provider to a spectrum of furniture buying markets. It is KI's ability to adapt and remain nimble that allows the company to meet challenges head on and succeed where others fail.



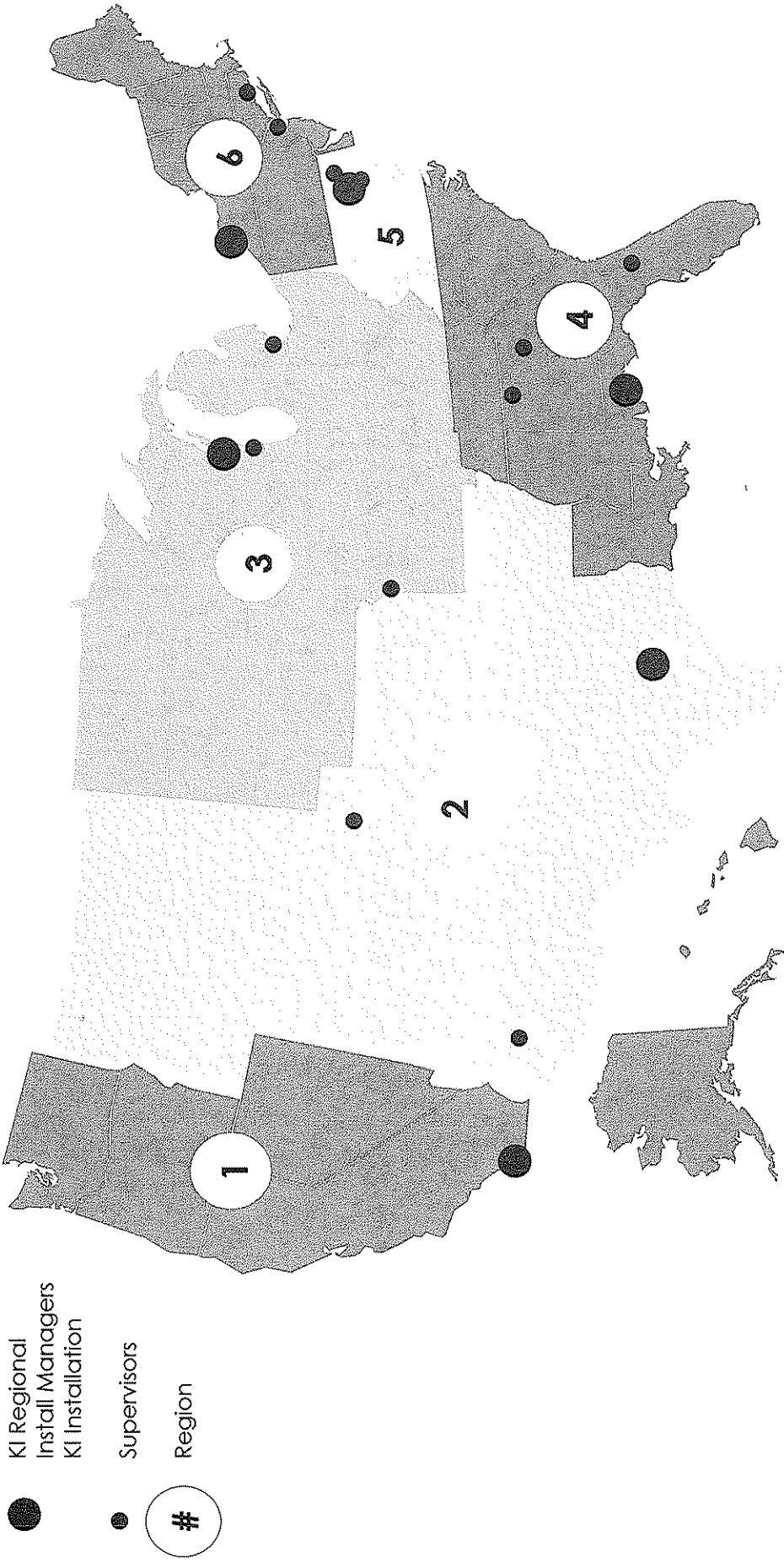
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# Field Sales and Regional Offices

● KI Sales Locations



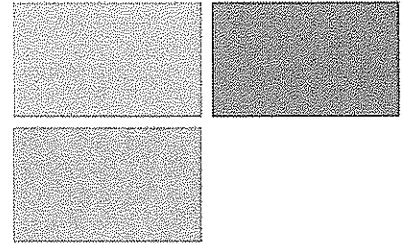
# Region Installation Offices



● KI Regional Install Managers  
● KI Installation

● Supervisors

# Region



# Dedicated Support TEAMS

KI recognizes its customers have diverse requirements for project management, service and support, so KI designed its sales and product service capabilities to speed response to these changing needs. The company's flexible service package allows customers to choose the services they want and whom they would like to perform those services.

- **Account Support Team**

At KI, exceptional customer service is the rule rather than the exception and is viewed as an intricate part of the company's success. We have pulled together a proven support and installation team partnership. Within these partnerships we have dedicated team members from KI as the manufacturer and customer support, design and development personnel to certified eligible distributors and installation personnel with experienced project management.

KI professionals have the ability to provide focused attention to each project specific requirement. By providing timely and accurate communication with project contacts, KI representatives make doing business as simple as possible. Simply contact one trusted individual to expedite all account issues. Whether working with dealers or directly with end-users, KI offers single-point-of-contact account assistance throughout the purchasing process. Team members are assigned to an account based on individual areas of expertise and overall experience working with projects of similar scope. Please see your Dedicated Support Teams below and on the pages to follow.

- **KI Regional Account Specialists**

The professionals at KI have the ability to work with your organization regionally to provide focused attention to each project's specific requirements. By providing timely and accurate communication with designated contacts, KI representatives make doing business as simple as possible.

**Regional Account Manager and Sales Specialist** is responsible for overall account maintenance and direction. Regionally located, they have the ability to work one-on-one with contacts to develop account management plans.

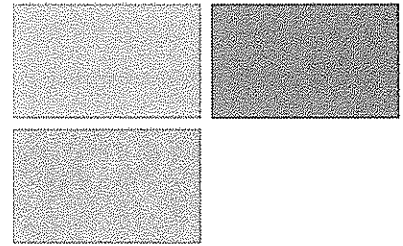
**KI District Sales Manager** provides account support and ensures project integrity.

## Maintain Direct Relationship

Additionally, our client relationship and focus is unique as well. Traditional channels as you see indicated here are manufacture, tailor or distribution and end user. KI's unique strategy or differentiation is that we manage a relationship with the end user in our five core markets direct. We are not a sell direct organization, we are a market direct organization maintaining those relationships with these key clients and then engaging the fulfillment partner when and as needed. This gives the client the unique capability of determining how they want to be fulfilled reducing non-value added steps ultimately allowing the best transactional cost to the end user. This partner could be a dealer, installation firm, or could be KI services.



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KI can provide full-time, field-based project coordination. The project coordinator will:

- Attend project and construction meetings
- Coordinate mock-ups
- Manage local stocking program
- Coordinate project shipments
- Coordinate field office installation services
- Coordinate communications between the customer and KI
- Attend and inspect installations
- Coordinate design services and installation drawings
- Develop and maintain project furniture timelines
- Develop product specifications and quotations
- Review acknowledgments
- Maintain, review and distribute weekly status report

## • KI National Corporate Support

KI recognizes its customers have diverse requirements for project management, service, and support, so KI designed its sales and product service capabilities to speed response to these changing needs. The company's flexible service package allows customers to choose the services they want and whom they would like to perform those services. KI or a designated dealer may perform and manage these services.

KI employs more than 60 customer service agents located at the company's corporate headquarters in Green Bay, Wisconsin. Customer service agents interface with design/engineering, manufacturing and logistic departments to handle customer concerns and issues. When a customer places a call to the KI customer service department, a member of KI's Welcome Center who will then direct the call to the appropriate individual. KI is committed to providing customers with the most timely and accurate communication possible and adheres to four-hour response timeframe.

### Customer Service Account Team

**Customer Service Agents** are assigned to provide support and include the responsibility for handling all aspects of daily project coordination. The primary team contacts are based on expertise and is available to your account throughout your partnership with KI

**Customer Service Team Manager** provides additional support in the overall coordination of an account's specific needs including designation of resources and project coordination logistics. This includes monitoring accounts from implementation to completion as well as any post project activity.

Account management responsibilities include:

- Attending project meetings
- Coordinating mock-ups
- Managing local stocking program
- Coordinating product shipments
- Coordinating field office installation services
- Attending and inspecting installations
- Attending construction meetings
- Coordinating design services and installation drawings
- Developing and maintaining project furniture timelines
- Developing product specifications and quotations
- Reviewing acknowledgments
- Maintaining, reviewing and distributing weekly status reports
- Maintaining price list and standards binder
- Managing textile stocking program



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# KI Installation SERVICES

**Coordination of on-site delivery and installation services nationwide for your next project.**

KI  
1330 Bellevue Street  
Green Bay, WI 54312  
1-800-424-2432  
www.ki.com



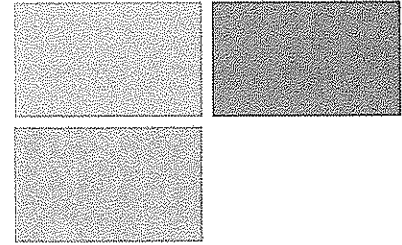
## **Program highlights include:**

- Free Field dimensions and site assessment
- Furniture assembly and installation by KI certified, factory trained installation crews
  - Panel Systems
  - Office Seating
  - File Cabinet Ganging & Leveling
  - Full Height Walls
  - Computer Lab Furniture
  - Tables
  - Auditorium and Lecture Hall Seating
- Fully insured crews with proof of liability certificate
- Coordination of multiple factory shipments into a seamless project staged and installed in phases
- Special delivery – including inside walk-up delivery, hoist and crane services
- Unpacking and carton removal
- Free digital photos documenting daily install progress from an on-site supervisor
- Status reports with progress against plan
- Resolution of punchlist items and freight claims with factory representatives
- Access to union, non-union and MBWE installation crews
- Furniture reconfiguration
- On-site supervisor conducts final walkthrough to ensure quality satisfaction
- Ease of purchasing – one quote, one invoice from KI



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## KI SERVICES - Delivery/Installation Services



### **Installation Management**

KI's installation management team is closely associated with the design team. All designs are thoroughly reviewed by the installation team to ensure proper dimensions and layouts. The KI installation office/warehouses thru out the USA. This allows KI to respond to all service needs in a quick and efficient manner. The KI Corp. Installation Manager is Corey Dupree. His staff is made up of factory trained Regional managers and installation supervisors.

### **Installation Service**

KI provides installation services nationwide. We have taken a great deal of pride in the fact that we will install and support one (1) workstation through the project management cycle and follow up the same way we would a 1000 workstation project. KI has never turned down an installation project.

### **Factory Trained Supervisors**

KI requires all of their installation supervisors to go through factory training. This gives the supervisor a clear understanding of systems and freestanding furniture product lines. A great deal of time is spent learning the paperwork procedures and the importance of accurate and timely information.

### **Pre-installation Meeting**

In preparation for an installation, the KI installation manager along with the on-site project supervisors, will attend an introductory meeting held with the end user and facility personnel. This meeting is used for refining the installation process with the project team. The coordination of the installation details are discussed and all unforeseen logistical issues can be dealt with ahead of time. The roles of each key player, such as electricians, phone, and data contractors are agreed upon for the installation process. Coordination of elevator and loading dock times are discussed in detail. A pre-site check list is created to provide a method of communication between the installation manager and the end user. This is also used to verify that all necessary installation issues have been arranged prior to the delivery dates. This enables all parties involved to avoid costly delays.

### **On-site Management**

All deliveries and installation will be coordinated by the KI on-site supervisor and the installation manager. KI will be responsible for noting any product discrepancies or damages. This information will be passed along to the Project Manager. A thorough inventory is done for all deliveries. If shortages or damages occur, a truck shortage report is sent to the factory within 24 hours of the truck unload.

KI will be responsible for protecting all elevators, doors, walls, and carpeting in the areas pertaining to the install. An initial walk thru of each area will be done by the KI on-site supervisor and a facility person to note any discrepancies prior to installation. A final walk thru of the area will also be done. All trash will be taken out of the installation area daily and disposed of by KI installers at a location off the premises.

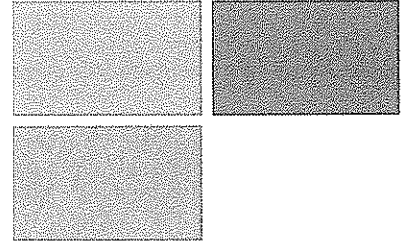
### **Inspection and Acceptance**

Upon completion of each phase KI will develop an acceptance form of punch list items. The acceptance form serves two purposes. The first purpose is to document any and all concerns relative to product quality and/or installation workmanship. The second purpose of this form is to be used as a billing document. This acceptance form will be generated from a walk thru done by the end user and the KI on-site supervisor. Once the acceptance form is acknowledged and signed KI will coordinate with the Project Manager to expedite any go back items.



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KI will ensure that at completion of each phase all workstations will be cleaned and made ready for move in.



### **Installation and Delivery Documents**

**Pre-Site Check List** - This form is used to document the pre-installation meetings and/or phone conversations with the project manager. All of the relevant information needed for organizing each phase of the installation is tracked on this form. Copies of this form for each phase will be provided to the Project Manager, as well as the end user.

**Truck Shortage/Damage Report** - This form is used by the KI installation supervisor whenever a shortage or damage is detected at the time of a truck delivery.

**Acceptance Form** - Upon completion of the installation of each phase of the project, an acceptance form will be generated from a walk thru by the KI installation supervisor and the project manager. This document will list all concerns relative to product quality and/or installation workmanship. Each workstation is compared to the drawings to assure all items are present and properly installed to the project manager's satisfaction. This form is also used for billing purposes. It documents that all work has been successfully completed.

**Project Shortage Report** - A project shortage report will be sent to Project Manager along with the Acceptance Form. This report consolidates all items listed out by work station on the Acceptance Form. This report may differ from the Truck Shortage/Damage Report because it may include items that the project manager may consider unacceptable.

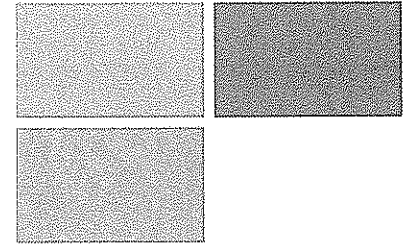
**Daily Project Diary** – A project diary is a chronological report of the progress of the installation. This report will give the installation coordinator a daily update including digital photographs of the on site progress. KI installers will email this daily report to the appropriate staff.



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# Scope of Services

## VALUE-ADDED



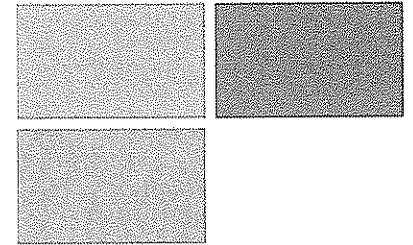
KI recognizes its customers have diverse requirements for project management, service and support, so KI designed its sales and product service capabilities to speed response to these changing needs. The company's flexible service package allows customers to choose the services they want and whom they would like to perform those services. KI or a designated service organization may perform/manage billable services.

SERVICE	Billable Services	Value Added Services
Account Management		X
Project Coordination		X
Product Specification		X
Installation Drawings		X
Customer-Specific Design and Development		X
Mock-ups		X
Product Sampling		X
Product Literature and Price Lists		X
Fabric and Finish Samples		X
Local Stocking Program		X
Customized Shipping Programs		X
Product Status Reports		X
Specific Standards Binder and Price List		X
Pallas Textile Stocking Program		X
Shipping Coordination		X
Installation Coordination		X
Installation Services	X	
Warehousing (other than stocking program)	X	
Design Services	X	
Furniture Management – non KI	X	
Furniture Procurement – non KI	X	



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# KI Customer Service PROGRAM



**Response Procedures:** By viewing each customer as a separate unique entity with distinctive issues and concerns, KI can work directly with project personnel to develop comprehensive product and service solutions.

**Problem Resolution:** Problem resolution and escalation are handled via an established process within KI. Virtually all problems are handled immediately by the KI Customer Service Agent. If a problem cannot be resolved sufficiently at this level, the issue will be brought to the attention of the Customer Service Manager, who will work with the coordinator to find a resolution. Based on the complexity of the issue, KI employees may enlist at any time additional KI management personnel, including the CEO, to resolve the issue.

**Performance Monitoring:** KI prides itself on the quality products produced at each KI location as well as the high level of service provided to customers. KI pursues the highest degree of excellence in the design process of durable products, in the manufacturing processes for consistent, on-time delivery of products that meet the demands of customer specifications and in information processes through customer service. The following procedures help KI gauge its quality performance against internal measurements, customer expectations and the industry.

## Customer Satisfaction

Committed to providing the highest level of customer satisfaction possible, KI utilizes a number of methods to guarantee ongoing support and attention to customer needs.

Metric	Definition	How Calculated
Customer Satisfaction	Evaluate whether customers are satisfied with KI's overall performance.	KI conducts surveys, which measure the level of satisfaction for specific performance areas as indicated by customer responses.
Accurate Deliveries	Did customer receive the correct products and quantities ordered.	Replacements and shortage orders are reported as a percentage of total orders.
On-time Deliveries	Did all components and sub-components of customer's product arrive on the scheduled date? If a specific delivery time was set, did the product arrive at the correct time?	Calculated through backorder reports, which work from published lead-times and designated ship dates.
Cost of Quality	Products KI has to replace or repair due to inconsistency in manufacturing.	Determined by consolidating a number of reporting mechanisms such as: <ul style="list-style-type: none"> <li>• Replacement / shortage orders</li> <li>• Operations Opportunities</li> <li>• Sales Return and Allowance</li> <li>• Freight Expenses</li> </ul>

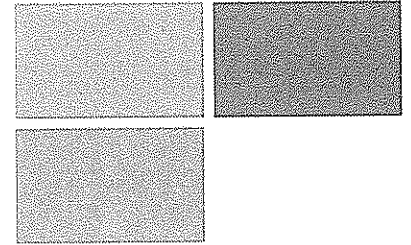
KI also determines its customer satisfaction simply by repeat business. We involve our customers in both research and development initiatives and all our sales staff encourage feedback on our products and services.



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# Quality

## INITIATIVES



KI prides itself on the quality products produced at each KI location as well as the high level of service provided to our customers. KI boldly pursues the highest degree of excellence in the design process of durable products, in the manufacturing processes for consistent, on-time delivery of products that meet the demands of customer specifications and in information processes through customer service. The following procedures help KI gauge its quality performance against internal measurements, customer expectations, and the industry.

### **Benchmarking**

KI benchmarks against industry competitors, but the company's main focus is benchmarking against customers' expectations. For instance, if the industry norm is a three-week lead-time and a customer requires two, the latter is the standard KI strives to exceed.

### **ISO 9001:2000**

KI is among an elite group of U.S. manufacturers which have acquired ISO certification. Of all U.S. companies, only one-half of one percent is certified as a total corporation. The company's Quality Management System for all its manufacturing plants and related corporate functions successfully completed the audit and certification process developed by the International Organization for Standardization. These ISO standards facilitate the world-class exchange of goods and services and are the standard framework for building, operating and documenting a quality management system. Required periodic audits and inspections from an outside firm ensure the quality system is maintained properly and allow for ongoing improvements in every facet of the company. KI views ISO certification as recognition of the commitment to the highest standards of quality, aesthetics and craftsmanship.

### **Kaizen**

Throughout our U.S. and Canadian manufacturing facilities, KI has integrated Kaizen – the practice in the relentless quest to find a better way, for higher quality, shorter cycle times and faster response; in short, the daily pursuit of perfection. Kaizen has led to quality improvements such as less work in progress, better margins, shorter cycle times, and has created a safer work environment for these KI facilities.

### **Market-driven Quality System**

Employee teams set direction and monitor results for all elements of the KI Market-driven Quality System (MDQS). These teams review management's direction in the creation of clear, viable and quality values, including social responsibility. Information processes are examined and analyzed along with short- and long-term business plans. In addition, KI reviews the quality of suppliers, both internal and external, as compared to competitors to achieve the highest standards. Most importantly, KI continually surveys its customers' needs and develops key processes based on their feedback. The ISO 9001 certification process verifies the KI Market-Driven Quality System. Following are the teams which comprise the KI MDQ system:

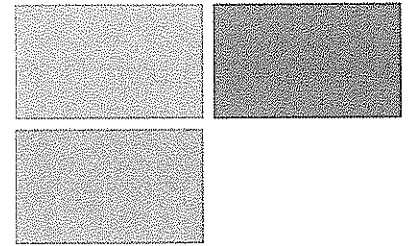
- Documentation Team -- reviews the ISO documentation system
- Quality Analysis Team -- focuses on long-term customer solutions
- Rapid Response Team -- responds to customer concerns within four hours
- Poke-a-Yoke -- eliminates mistakes and errors in engineering processes
- Scrap Team -- analyzes internal processes with the goal of reducing costs
- Environmental Team -- design, marketing and manufacturing evaluation of manufacturing processes, products, and vendors to provide sustainable product offering



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# Order Process

## TRACKABILITY



The process of ensuring timely project deliveries begins well before placing the order as KI project coordinators work with customers to prepare forecasts, generate budgets, develop specifications and create project timelines for furniture solutions. KI is ready to move upon receipt of the purchase order. Orders received via fax or mail are entered the same day.

KI receives the purchase order and verifies it through a five-step process:

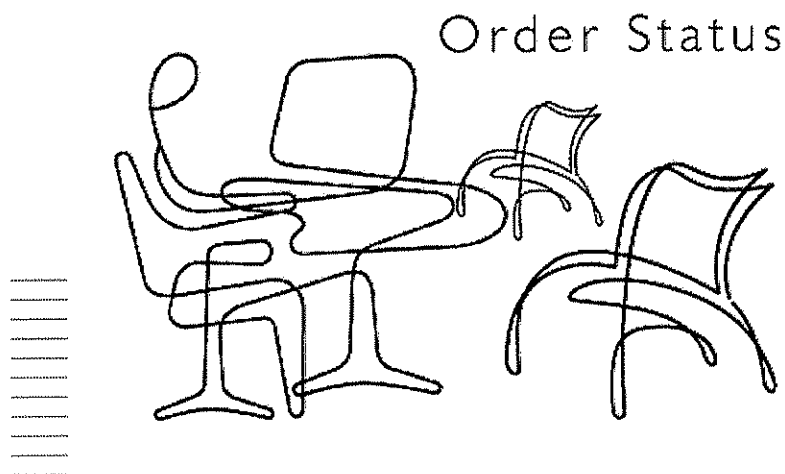
1. The internal project manager at KI checks colors, project size, quantities and shipping requirements.
2. The project manager then verifies with manufacturing the promise ship dates which may be standard lead-times or a special request.
3. The order is passed on to order entry where the order is edited twice for accuracy as well as reviewed through report tracking after entry.
4. The open order is returned to the project manager who verifies the accuracy of the order with a third check.
5. Lastly, the order becomes live and shows up on a special status report generated by the customer.

### Order Acknowledgment

KI can send an EDI acknowledgment or a customer's order. Paper acknowledgment by fax or mail is also available.

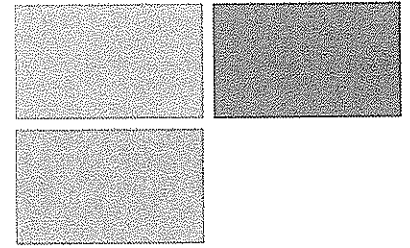
### Expedition

KI customer service representatives have all the information necessary to track and give status on an order. KI receives electronic transmissions from freight carriers which allows customer service representatives to track shipments after they leave KI docks.



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# AutoCAD/ DESIGN



KI has a computer-aided design (CAD) department based at the Green Bay headquarters. This team can supply a 24-hour turnaround on single drawings and provide spaceplanning and installation drawings. Using AutoCAD symbols, KI can also create a bill of materials (BOM) list for customers. Although the KI software currently does not feed the order entry system from AutoCAD, it is an objective to create this functionality.

# Technical SUPPORT

In addition to a dedicated project management team, KI designates a design engineer and a manufacturing engineer to lead and train the manufacturing cell. On the manufacturing floor, each KI team member is trained on customers and what their needs are based on the KI Go-To-Market strategy. Team members are empowered to call the project manager directly if they notice any discrepancies with a customer's order.

KI design and manufacturing engineers also provide technical assembly instructions and can assist with the installation process.

# Leasing OPTIONS

## Lease Types

KI offers leasing as a financing alternative to its customers. KI has partnered with IFC Credit Corporation, a premier provider of capital equipment leasing services, offering a broad program of leasing options. A lease plan is written to fit a company's financial needs, objectives, cash flow requirements and the life of the equipment. Special emphasis is placed on flexible lease structures that allow businesses to employ funds in the most productive and advantageous manner.

## Lease Terms

IFC works with companies to determine the lease that best matches specific needs. IFC offers several options at the termination of lease including: extension of lease program, equipment return program and equipment retention at fair market value. Payment plans are customized to fit individual preferences offering options such as fixed level payment leases, deferred and graduated leasing alternatives as well as adjustments for percentage down payments and accelerated paybacks.

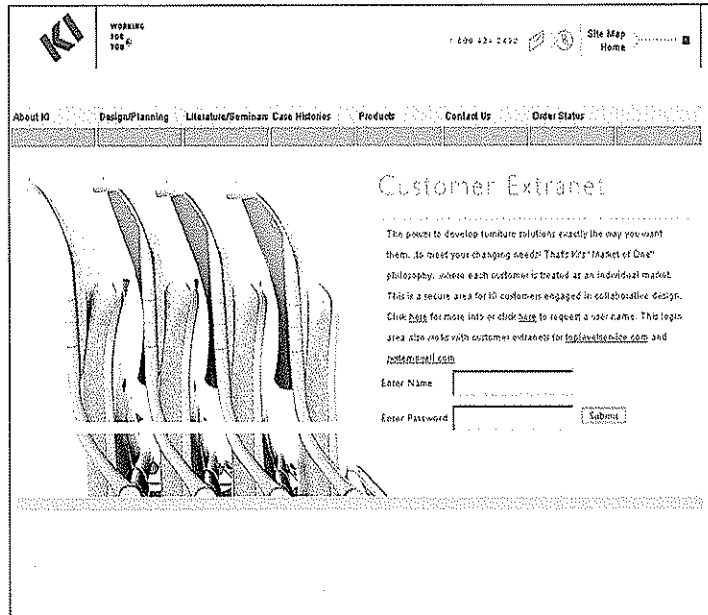


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# Advanced TECHNOLOGIES

## Extranet Sites

Client-specific extranet sites are one avenue KI utilizes to provide project information quickly to clients. The spirit of cooperation shines in KI's ability to create customer extranets for pre-sale and post-sale project management and procurement. As a willing partner looking to improve speed, efficiency and quality, KI currently manages more than 300 customer extranets that are tailored to the unique purchasing, collaborative design and project management needs of end-customers, dealers and the architectural design community. Extranet sites allow client access to drawings and quotations on-line. Clients can provide feedback and / or modifications in a reduced timeframe rather than having to express mail information back and forth.

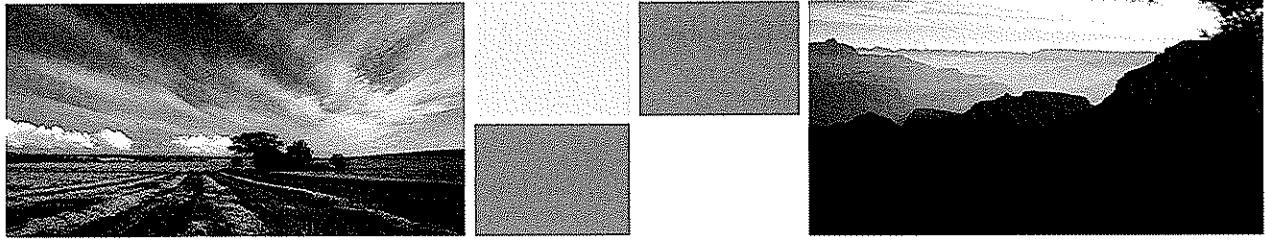


## Internet Based Inquiry System

KI's Internet-based order tracking system, IBIS, gives real-time order status information to clients over the Internet via a password. This method of order tracking allows customers to access up-to-the-minute status information day or night.

Order Line	Item Number	Item Description	Order Status	Quantity	Price/Unit	PSD
1	S7LTV261964-1	S7L362402D/SP2668/CP	Fully Shipped	65.000	217.440	06/3
3	S7LTV261964-33	S7L362402D/SP2668/CBW60/CP	Fully Shipped	3.000	258.680	06/3
4	S7LCU261964-4	S7L36240/CUSTOM BUILT/SP2668	Fully Shipped	1.000	407.770	06/3

Need Help? Call us at 1-800-426-2432 for assistance or for your orders to 1-800-405-7764



# Environmental Commitment

Headquartered in the heartland of the upper Midwest, KI takes responsibility to preserve the world's natural resources. KI's commitment to environmental preservation is a natural reflection of our corporate vision, "Working for You".

This commitment to the environment has grown from the early seeds of recycleability. Since then, the company continually updates its practices, keeping in step with advances in technology and new understandings in health and environmental science. These efforts have been recognized over the years through awards and recognition. KI and KI's leadership have invested time and money in the communities in which they work, with an emphasis on environmental stewardship.

## *LEED*

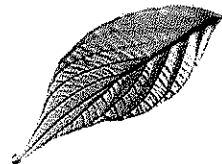
KI is in the process of exploring viable product solutions that will aid in the achievement of those principles upheld by the Leadership in Energy and Environmental Design (LEED) Green Building Rating System, a priority program of the U.S. Green Building Council. Representing the furniture manufacturing industry, KI will work in cooperation with environmental professionals to examine how the company's product offerings embrace such critical areas as Energy Efficiency; Human and Environmental Health; Durability, Performance and Maintenance; Embodied Energy and Pollution; Resource Limitation and Waste Management.



## *We're committed to:*

- **The Company:** From the company's perspective, resources that escape up a stack, flow down a sewer or accumulate in a landfill are lost resources and therefore, lost profits. Special permits, regulatory paperwork, waste removal costs plus wastewater and air emission assessments put additional drains on profits. KI significantly closes the valve to lost resources through careful process re-engineering, design innovation for new products and processes and equipment replacement.
- **The Customer:** Many KI customers demand to conduct business with environmentally conscious companies with proven track records. Therefore, a strong environmental ethic enhances the customers' perception of KI and has a positive impact on sales.
- **The Employee:** Employees enjoy a cleaner, safer work environment. They work with significantly fewer toxic and hazardous materials. In addition, internal environment hazards remain far below OSHA regulatory levels.
- **The Community:** Whether the community is the neighborhood, the city, the state, the country or the world, it benefits from KI efforts in preserving, protecting and revitalizing natural resources.

*KI...committed to preserving our world.*



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