

Executive Summary

Our Comprehensive plan for TQL's new building at Ivy Pointe Campus is designed to provide a new standard that creates a space reflective of your commitment to your employees, leverages your real estate investment and protects future costs.

The LOTH and Steelcase Team have been working with TQL's leadership on this project for over 6 months, all in effort to deliver an RFP response that reflects the interiors that are complementary to the tech-driven industry lead by TQL.

Our response to your RFP is a byproduct of the insight we have gathered through:

- A TQL associate survey [included in the RFP response]
- A Jet trip to Steelcase's Innovative Center.
- Work Shops with TQL Departmental Leaders and senior staff.
- Multiple budget tools and design reviews.

Our flexible applications provide choices that complement the dynamic growth of TQL, minimize initial and long-term cost and fit the aesthetic requirements of TQL's brand and image consistent with your new campus.

We have outlined a plan specific to your requirements and to create a transparent means of communicating our approach to your project:

1. Cost Management [TQL's Exhibit C Document]:

LOTH has completed the interactive pricing summary spreadsheet to provide a comprehensive means of delivering clarity and ease of use. We have utilized our breadth of solutions in over 400 manufacturers to provide choices in pricing. We have followed TQL's spreadsheet format that extends several pricing options to support your current budget.

Our Pricing options are extended in TQL's spreadsheet and include the following tabs:

- 1 tab for answers completed to TQL's questions.
- 4 tabs for typical workstation specifications and pricing, inclusive of delivery, installation and freight cost.
- 1 tab for task seating and mobile ped specifications and pricing.
- 3 tabs for ancillary non-workstation specifications and pricing, inclusive of delivery, installation and freight cost.
- 1 tab for Miscellaneous Specifications and Pricing.

A summation of our pricing is as follows:

- A. LOTH's most cost effective solution, including the workstations, task seating, and ancillary solutions is **\$1,099,601.11.**

- B. LOTH's all Steelcase solution including the workstations, task seating, and ancillary solutions is **\$1,371,046.11** [DOES NOT Include the rebate offer of 3% back to TQL]
- C. LOTH's total installation cost to receive, deliver and install 821 workstations with task chair and the ancillary products as show in the spreadsheet is a **total cost of \$178,906.25**. This cost assumes
- normal business hours
 - freight elevator usage
 - direct ship for workstations
 - warehouse delivery for all ancillary items
- D. Additional solutions for collaboration areas have been specified and priced for your review. These items have NOT been included in the overall pricing above and are incremental to your pricing spreadsheet. These items are shown on an additional tab noted as "Miscellaneous Specifications and Pricing".
- C. LOTH/Steelcase will extend an **additional rebate of 3 %** if TQL achieves \$1.4M in total sell of Steelcase products. This would include workstations, chairs, Architectural products, ancillary solutions, etc. This offer is specific to the Headquarters project at IVY Pointe Campus. This rebate is extended through December 31, 2021. [Example, TQL achieves \$1.4M in sell on Steelcase products, TQL would earn \$42,000 dollars in rebate dollars.]

***Pricing clarification note: LOTH has secured volumized discount structures from each manufacturer based on current product counts. LOTH has extended these discounts to TQL, contingent on current project size and scope. Any significant change in the volume may affect the discount for that manufacturer.*

2. Protecting your investment:

- **Steelcase's Non-Obsolesce Policy** is grounded thru smart design and integrated materials that promote function and aesthetic comparison for a minimal of 10 years. The product specified for workstations on the IVY Pointe Campus is Answer and has been manufactured by Steelcase for over 22 years with an estimated installation base of over 1,000,000 stations nationwide. We have included additional documentation in our RFP submission for your review.
- **Steelcase's Warranty** is 12 years on seating and Lifetime on Systems furniture. The warranty covers both parts and labor. Steelcase has the #1 warranty in the industry with the least number of warranty claims. We have included additional documentation in our RFP submission for your review.



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- LOTH will leverage its 65-year relationship and Premier Status with Steelcase to hold discount levels and **extend those discounts to TQL for the entire length of the project, and will extend those same discounts until 12/31/21**

3. Services and Trusted Advisors:

A dedicated team of Loth advisors that include a Project Manager, Designer, Lead Installer and an Account Executive, as the team facilitator, will be utilized to manage the new Ivy Pointe II facility. Your Account Executive, Andrea Berry will be supported by the

Project Manager, Tiffany Hixenbaugh, and a dedicated Designer, Jenny Garda. The team will be responsible for developing a joint project plan between LOTH and TQL and the TQL Project Team to ensure order accuracy, adhere to timelines and delivery requests, attend on-site project reviews and execute a seamless transition, while delivering a high level of end user satisfaction.

We will engage with the appropriate TQL project representative(s) to create/confirm the timelines and specifics in the 5 primary components to a project of this nature:

- 1.Pre-order planning
- 2.Order management
- 3.Pre-delivery planning
- 4.Delivery
- 5.Installation and post-installation

4. Risk Mitigation Offer:

- Stability in the business environment is directly related to the financial climate and the variables that impact that climate. Radical variables that occur are unforeseen, but creating a contingency plan to minimize the impact and control risk is what LOTH has been doing for almost 130 years. LOTH has customized our solutions to TQL with service applications that demonstrate our commitment to this new partnership and to mitigate risks associated with potential variables that effect your business climate. **LOTH will commit 5,000 square feet of warehouse space at our Sharonville HQ location at zero cost for up to 12 months.** This is a value of over \$42,000 dollars that we would absorb to ensure we order and take physical ownership of your furniture needs at our facility, so we are in control of the delivery and installation. We would have the product shipped to our warehouse to ensure shipment is confirmed, products are staged, delivered to TQL and installed within your committed schedule.

5.Value Incentives are offered to encourage the continued partnership with LOTH and TQL. If we are fortunate enough to earn your business for your new facility, we will extend the following initiatives:

- a. A Move-In Experience will include workstation and ergonomic training will be provided for all users in the first 30 days of installation by utilizing an open house, printed instructional booklets and one-on-one orientation. This will include any adjustments to the workstation.



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- b. Annual Audit will be completed of the entire installation base and warranty reports created for submitted by LOTH's Installation Technician. A copy of the report will be delivered to TQL. All warranty service work is covered by Steelcase's Lifetime Warranty.
- c. All design services and AutoCAD work for The Ivy Pointe II facility are **extended at no cost** to TQL.
- d. LOTH will **extend 5000 square feet of warehouse space for a period of 1 year at no additional cost** to manage, house and broker TQL's existing furniture products.

At Loth, we are beyond, hoping for your business. Our successes in projects of similar size and scope, our design strategy to promote your business objectives and our aligned plan to support the transition to a new business space acts as safeguard for your past and future investments. As your organization flourishes and evolves we remain committed to our aligned goals.

We greatly appreciate the opportunity to work with your organization. Thank you for considering our services and solutions to your new work environment.

Chris Keller

Vice President of Sales

Andrea Berry

Account Executive