

# **BMO | Steelcase & Coalesse**

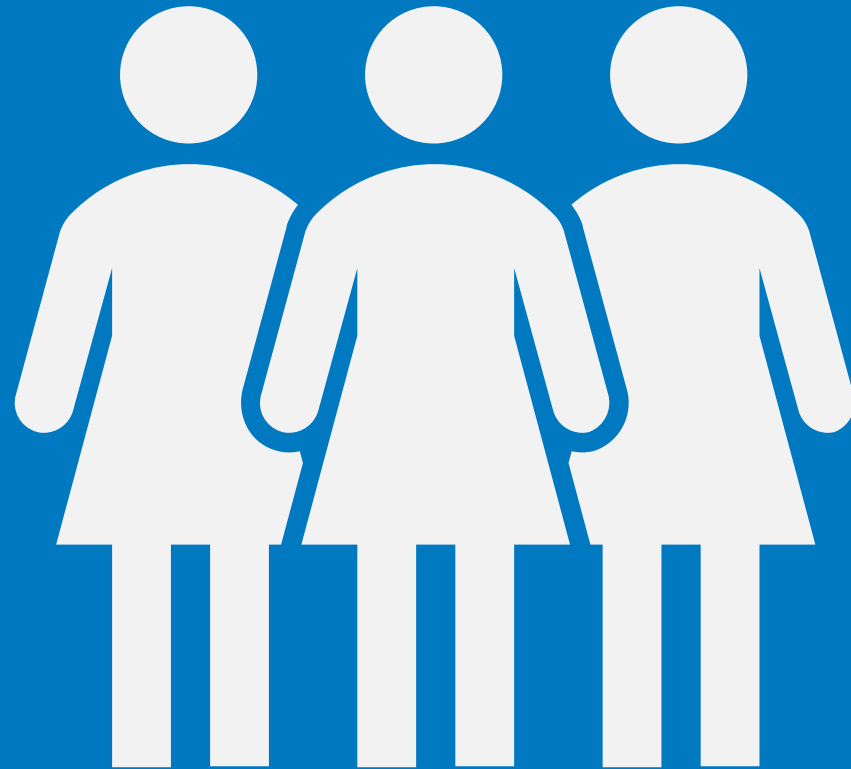
## **North American Process Guide**

**v2 June 2021**

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vendor  
teams



# steelcase | BMO account team

## Relationship Manager / Main Contact

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## Sales Leadership / Escalation

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### **Nick East**

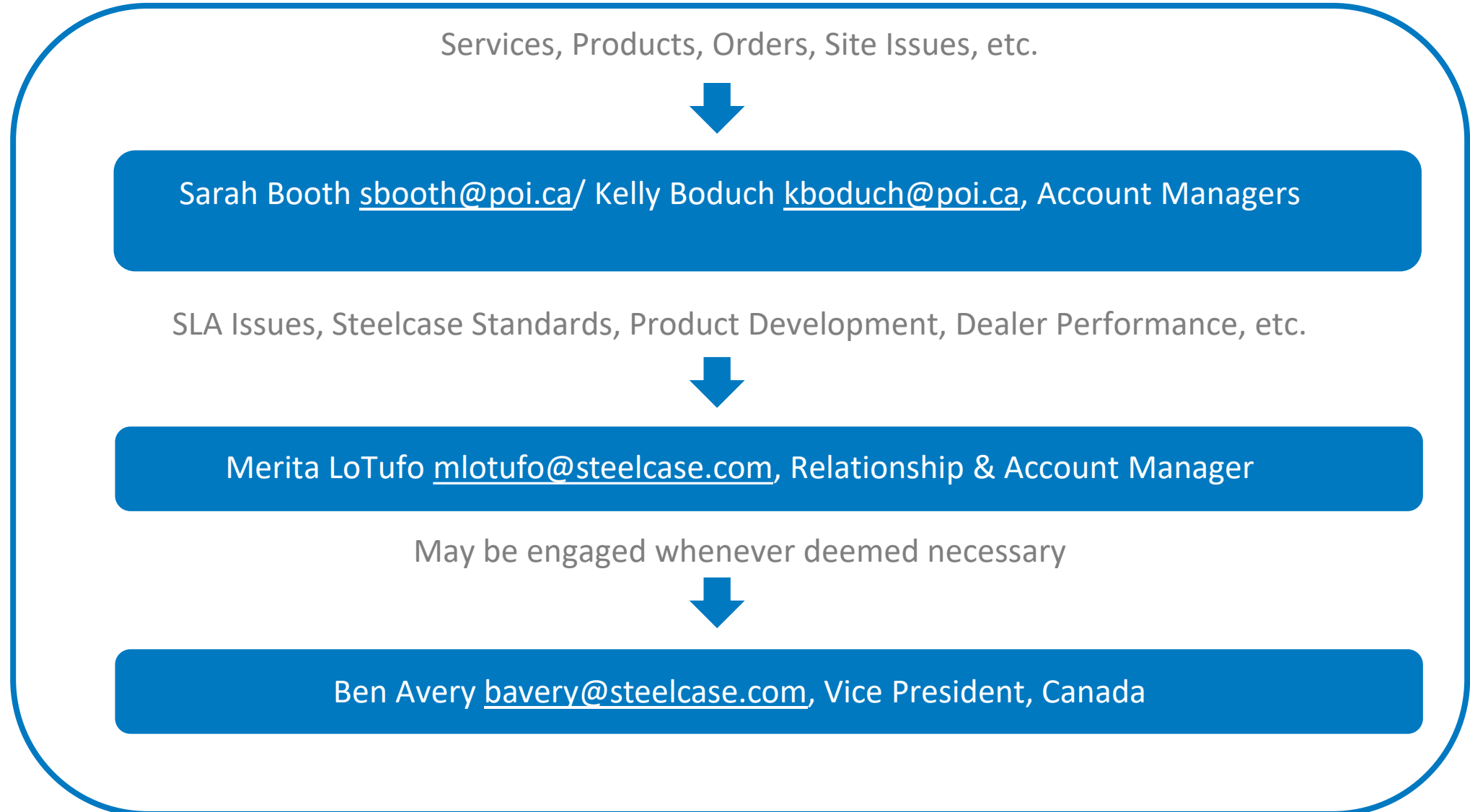
Architectural Consultant  
[neast@steelcase.com](mailto:neast@steelcase.com)



escalation  
process



# steelcase escalation process



service level  
agreement  
“SLA’s”



# service level agreement (steelcase)

Item	Timeframe (Business Days)	Comments
<b>SLA 1: Request Acknowledgement Response Time from POI Business Interiors</b>	24 hours	<b>Service Calculation:</b> From date request received by the Supplier (POI) to date receipt acknowledged to the Client. Based on receipt of a complete WRF.
<b>SLA 2: Quotation Preparation:</b> One-Off Standalone items such as standard chairs & filing. There is no site visit or change to layout.	48 hours	
Simple MAC Move, Add, change for up to 15 workstations	5 days	
Complex MAC/Project Move, Add, change for over 15 workstations	10 days	



# service level agreement (steelcase)

Item	Timeframe (Business Days)	Comments
<b>SLA 3: Product Lead Times</b>	To meet lead times outlined in Exhibit 3 – Section A	<b>Service Calculation:</b> From date of complete & clean order to ship date
<b>SLA 4: Project Installation Done on Time</b>	JIT	<b>Service Calculation:</b> As per agreed installation date between GC/Client & Dealer
<b>SLA 5: Deficiency Resolution (Products)</b>  A deficiency is defined as one of the following that prevents an installation from being 100% complete: <ul style="list-style-type: none"><li>- damaged product</li><li>- short shipment</li><li>- missing product</li><li>- incorrect product</li><li>- incorrect installation</li></ul>	Up to 45 days	<b>Service Calculation:</b> From date Supplier (POI) is notified of deficiency item(s) to ship date of replacement product

# service level agreement (steelcase)

Item	Timeframe (Business Days)	Comments
<b>SLA 6 : Service</b>		<b>Service Calculation:</b> Receipt of Client PO by Supplier (POI) to order completion
<b>Simple Scope MAC</b> (move, add or change) (For less than 15 workstations)	5 days	
<b>Complex Scope MAC</b> (more than 15 workstations)	10 days	
<b>Repairs</b> of product under valid warranty	10 days	
<b>SLA 7: Customer Service Satisfaction Survey</b>  Project: Scope of work that exceeds \$50,000	Upon Substantial Completion of project	<b>Service Calculation:</b> Based on % received from BMO PM or BMO Agent  % is calculated based on the average score using the scale of 1 to 5

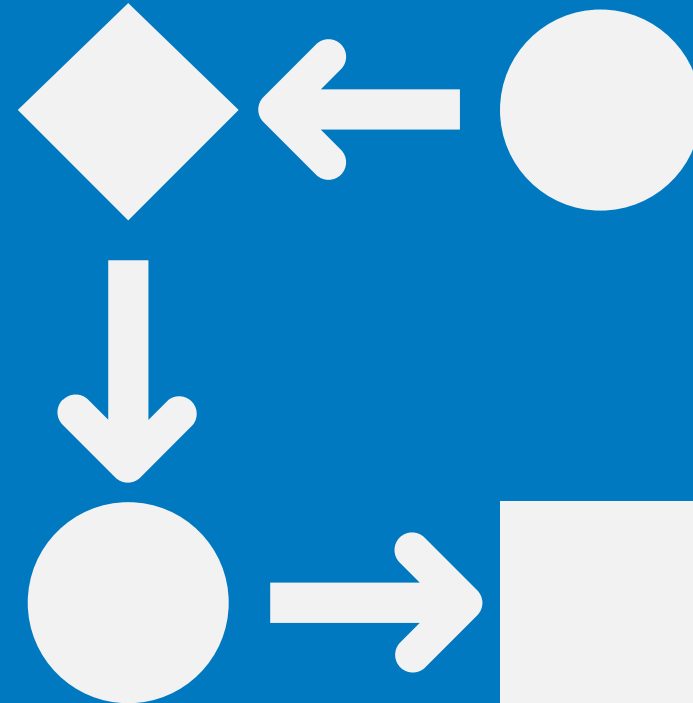
(PM – Project Manager | BMO Agent – GC, JLL, Design Firm)

# service level agreement (steelcase)

Item	Timeframe (Business Days)	Comments
<b>SLA 8 : Typical &amp; Custom Product Development – Development</b>  Develop the typical (drawings, renderings, bill of materials)	10 days 15 days for custom solutions	<b>Service Calculation:</b> From date of request to delivery of drawings, renderings, bill of materials
<b>SLA 9: Typical &amp; Custom Product Development Mock-up</b>  Manufacture mockup including delivery and installation	20 days	<b>Service Calculation:</b> From date of request (after drawings are approved), to installation complete

*(PM – Project Manager | BMO Agent – GC, JLL, Design Firm)*

work request  
process



# request initiation





- ➔ BMO PM or BMO Agent completes WRF (Work Request Form)
- ➔ All requests are to be submitted via the centralized inbox to appropriate vendor:
  - Teknion + Global + Divert Program: [cicrequest@teknion.com](mailto:cicrequest@teknion.com)
  - Steelcase+ Coalesse + 3<sup>rd</sup> Party Canada & United States: [bmowrf@steelcase.com](mailto:bmowrf@steelcase.com)
- ➔ Submissions must include the following information:
  - Complete Project Address
  - Auto-CAD Drawings / Furniture, Partition, Electrical Plans
  - Complete Scope of Work
  - Project Schedule
  - Furniture Schedule/ Finishes
- ➔ All Information and documents are stored in a centralized area by each vendor
- ➔ Centralized inbox allows for request tracking, monitoring and reporting to meet and measure specific Service Level Agreements (SLA's) for BMO
- ➔ Vendor contract compliance monitored through semi-annual reporting and CSAT survey

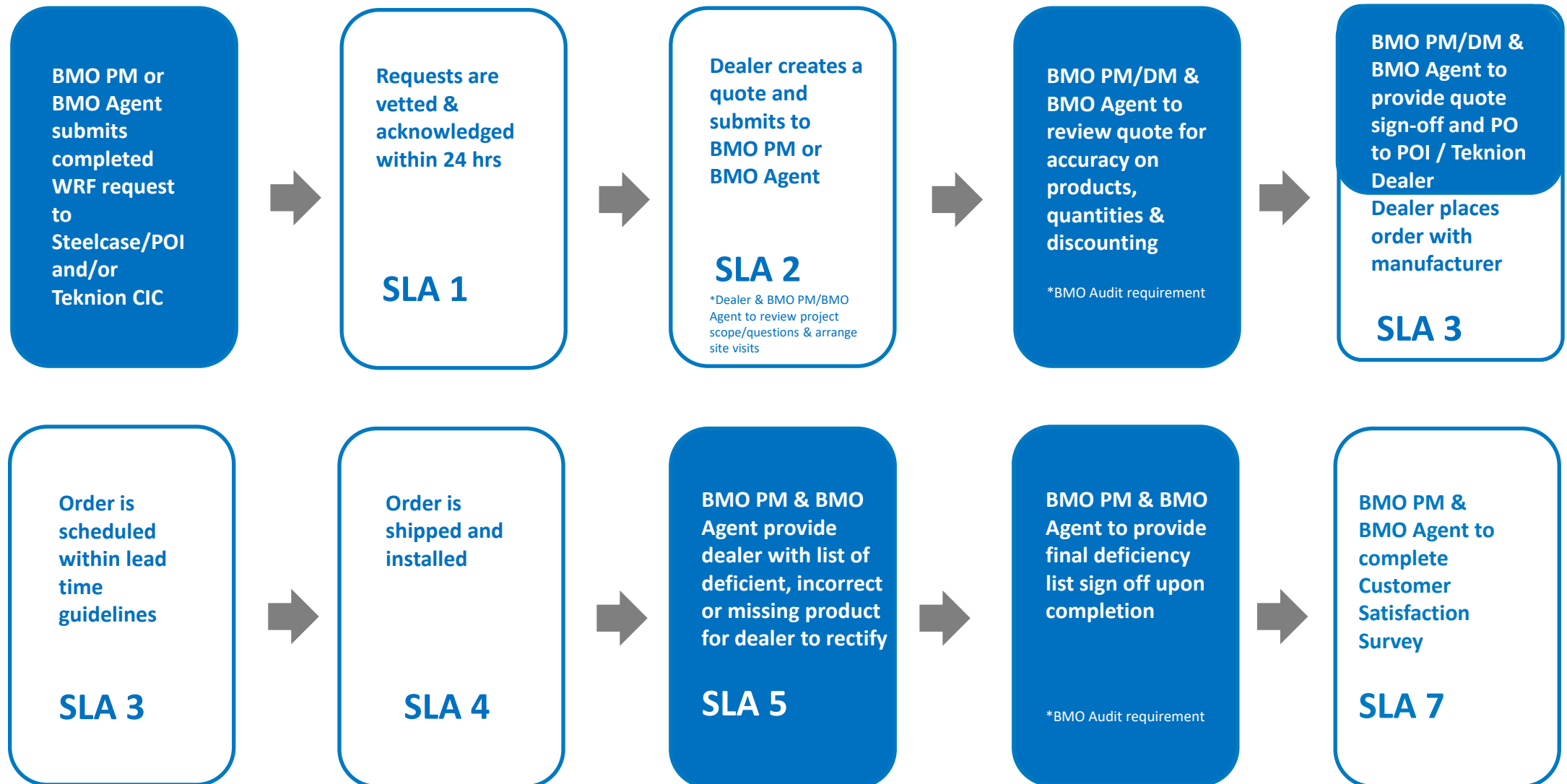
(PM – Project Manager | DM – Design Manager | BMO Agent – GC, JLL, Design Firm)

## Work Request Form Example

**Note:** Copy of Work Request Form (WRF) can be found with the REIL sharepoint site under Section 9 Templates.

# work request process

-  \* BMO activity
-  \* Furniture vendor activity



# steelcase product discounting

Canadian Price List 151 / US Price List 190 is in effect until December 31, 2021. Effective January 1, 2022, the then current price list will apply at time of order placement. Discounts will be in effect for the duration of the contract. The following partners are exempt from contract pricing, SLA's and leadtimes: Blu Dot, Viccarbe and Moooi as well as 3<sup>rd</sup> party products quoted through POI.

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discounts off List
	<b>\$1 - \$3,000,000 List</b>
462 Leap chair	67.98%
466 Reply	63.48%
490 Move	60.11%
Akira Tables	54.02%
alight	58.62%
Amia	61.80%
Answer	74.71%
Answer Fence	74.71%
Avenir	73.03%
B Free – Furniture	54.02%
B Free – Seating	54.02%
Balance of Coalesse Products	51.96%
Balance of Orangebox Other Products	51.15%
Balance of Turnstone Products	58.62%
Balance of West Elm Products	57.47%
Bivi	58.62%

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discounts off List
	<b>\$1 - \$3,000,000 List</b>
Bix Seating/Tables	51.95%
Bob Seating/Tables	51.95%
Brody Lounge Seating	53.45%
c:scape	56.32%
Campfire	58.62%
Carl Hansen Seating/Tables	51.95%
Circa Lounge/Tables	51.95%
Clipper	58.62%
cobi	60.11%
Computer Support Tools – Desk	56.90%
Currency	59.77%
Elective Elements	63.80%
Empath Recliner Seating	51.95%
E-Tables	51.95%
FitWork (Walkstation)	56.32%
Flex	61.49%
FrameOne	60.67%
Gesture chair	63.07%
Groupwork	59.77%
i2i	56.90%
Kathryn Seating	51.95%

# steelcase product discounting

Canadian Price List 151 / US Price List 190 is in effect until December 31, 2021. Effective January 1, 2022, the then current price list will apply at time of order placement. Discounts will be in effect for the duration of the contract. The following partners are exempt from contract pricing, SLA's and leadtimes: Blu Dot, Viccarbe and Moooi as well as 3<sup>rd</sup> party products quoted through POI.

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discounts off List
	<b>\$1 - \$3,000,000 List</b>
Kick	69.67%
Mackinac	57.50%
Max Stacker III	62.35%
Media:scape, media:scape Lounge	51.15%
Migration Desk	64.04%
Migration SE Bench	64.05%
Migration SE Desk	64.05%
Mitra Recliner & Sleeper	51.95%
Montara650	51.96%
New Exponents	51.95%
Ology Bench	62.36%
Ology Desk	62.36%
Orangebox Air Pods	49.43%
ORB Away From The Desk	50.00%
Payback	59.77%
Premium Whiteboards	56.90%
QT Pro Sound Masking	59.77%
Regard Lounge	50.86%
Sawyer	59.77%
Series 1 chair	60.11%
Series 2 chair	60.11%
Series 9000	73.03%
Sidewalk Seating/Casegoods	51.95%
SILQ Seating	57.87%

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discounts off List
	<b>\$1 - \$3,000,000 List</b>
Steelcase Think – Task	61.49%
Stella Keyboard Mechanism	56.90%
Sylvi Lounge	53.45%
Thread Floor Power System	53.45%
Together	51.95%
TS Fixed Pedestals	68.97%
TS Large Storage Cabinets	69.66%
TS Mobile Pedestals	69.66%
TS Worksurfaces	68.97%
Turnstone Jenny	58.62%
Turnstone Shortcut	58.62%
Umami Lounge	53.45%
Universal Bookcases	70.11%
Universal Lateral Files	73.59%
Universal Storage Accessories	69.10%
Universal Storage Laminate	73.60%
Universal System Worksurfaces	74.72%
Universal Tables	74.14%
Verlay	59.77%
Visalia	51.95%
West Elm Boardwalk	57.47%
West Elm Lucas	57.47%
West Elm Slope	57.47%
West Elm Sterling	57.47%
Wiesner Hager Nooi	54.02%



# steelcase partner product discounting

Partner Products are current Price List in effect at the time of order placement. Discounts will be in effect for the duration of the contract.  
The following partners are exempt from contract pricing, SLA's and leadtimes: Blu Dot, Viccarbe and Moooi as well as 3<sup>rd</sup> party products quoted through POI.

Partner Products	Price List / Order Size (in CAD/USD)
	Discounts off Partner MSRP
	<b>\$1 - \$3,000,000 Partner MSRP</b>
Bolia	25.00%
Extremis	33.33%
FLOS Lighting	16.09%
Mitchell Gold + Bob Williams	31.03%

# steelcase product discounting – five major projects

These discounts apply to the following projects – Chicago Tower, 33 Dundas, New York floors 29-33, CM restack FCP 3-6 and 8<sup>th</sup> Ave. Calgary floors 9,12,15. Canadian Price List 151 / US Price List 190 is in effect until December 31, 2021. Effective January 1, the then current price list will apply at time of order placement. Partner Products are current Price List in effect at the time of order placement. Discounts will be in effect for the duration of the contract. The following partners are exempt from contract pricing, SLA's and leadtimes: Blu Dot, Viccarbe and Moooi as well as 3<sup>rd</sup> party products quoted through POI.

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discount off List <u>Drop Ship</u>
	Any Size Order
490 Move	59.66%
Akira Tables	55.11%
Answer	74.43%
Avenir	73.03%
B Free - Furniture	55.52%
B Free - Seating	55.52%
Balance of Coalesce	53.04%
Balance of Orangebox	51.70%
Balance of Orangebox Pods	50.00%
Balance of Turnstone	59.55%
Balance of West Elm	58.52%
Brody Lounge Seating	53.98%
c:scape	56.82%
cobi	59.66%
Computer Support Tools-Desk	58.45%
Elective Elements	64.49%
Empath Recliner Seating	52.50%
E-Tables	53.04%
FitWork	57.86%
Groupwork	60.80%
Mackinac	61.93%
Max Stacker III	61.96%
media:scape	52.27%
media:scape Lounge	52.27%
Migration SE Bench	63.72%
Migration SE Desk	63.72%
Mitra Recliner & Sleeper	52.74%
New Exponents	53.04%
Ology Bench	62.55%
Ology Desk	62.55%
Payback	60.80%

Steelcase Product Description	Price List / Order Size (in CAD/USD) Discount off List <u>Drop Ship</u>
	Any Size Order
Premium Whiteboard	57.95%
Qt Pro	60.79%
Regard	51.96%
SILQ Seating	57.39%
Sylvi Lounge	53.77%
Thread Floor Power System	54.35%
TS Fixed Pedestals	69.32%
TS Large Storage Cabinets	69.32%
TS Mobile Pedestals	69.32%
TS Worksurfaces	69.89%
Umami	54.55%
Universal Bookcases	71.91%
Universal Lateral Files	73.30%
Universal Pedestals	74.25%
Universal Storage Accessories	69.57%
Universal System Worksurfaces	74.43%
Universal Tables	74.43%
V.I.A. LSG	57.28%
Verlay	60.80%

Partner Products	Discounts off Partner MSRP Price List / Order Size (in CAD/USD) Any Size Order
	<u>Drop Ship</u>
	Any Size Order
Bolia	22.99%
Mitchell Gold + Bob Williams	31.03%

# steelcase product discounting – leap seating, trade floors

Current Price List is in effect at time of order placement (currently PL 152/190) . Discounts will be in effect for the duration of the contract.

Steelcase Product Description Price List / Order Size (in CAD/USD)	Discounts off List Drop Ship
<b>Gesture</b>	
Any Size Order	63.07%
<b>462 Leap</b>	
Any Size Order	67.98%
<b>Style Number: 893300004SR   Coat Hook</b>	
Any Size Order	86.24%

# labour rates - canada

Rates for Delivery, installation and trucking costs for projects in Canada and the US will be communicated by supplier to BMO at the time of quotation based on project requirements. When project D&I information is not provided, supplier will account for D&I during regular business hours. Full breakdown calculations to be included for quotations and invoices.

The following maximum installation rates for non-project related work and Non-union manpower apply for each major city/province in Canada.

Canadian Pricing is in CAD	Non-Union			Union		
Province	Regular Business Hours Rate	After Business Hours Rate	Weekend & Holiday Hours Rate (24hrs)	Regular Business Hours Rate	After Business Hours Rate	Weekend & Holiday Hours Rate (24hrs)
	(M-F 8am-6pm)	(M-F 6pm-8am)		(M-F 8am-6pm)	(M-F 6pm-8am)	
ALBERTA	\$50	\$73	\$73	N/A	N/A	N/A
BRITISH COLUMBIA	\$55	\$75	\$75	N/A	N/A	N/A
MANITOBA	\$65	\$90	\$90	N/A	N/A	N/A
NEW BRUNSWICK	\$70	\$100	\$130	N/A	N/A	N/A
NEWFOUNDLAND and LABRADOR	\$70	\$100	\$130	N/A	N/A	N/A
NORTHWEST TERRITORIES	N/A	N/A	N/A	N/A	N/A	N/A
NOVA SCOTIA	\$70	\$100	\$130	N/A	N/A	N/A
NUNAVUT	N/A	N/A	N/A	N/A	N/A	N/A
ONTARIO	\$56	\$84	\$112	N/A	N/A	N/A
PRINCE EDWARD ISLAND	\$70	\$100	\$130	N/A	N/A	N/A
QUEBEC	\$56	\$84	\$112	N/A*	N/A*	N/A*
SASKATCHEWAN	\$70	\$105	\$140	N/A	N/A	N/A
YUKON	N/A	N/A	N/A	N/A	N/A	N/A

# labour rates – u.s.

Rates for Delivery, Installation and Trucking costs for projects in Canada and the US will be communicated by Supplier to BMO at the time of quotation based on project requirements. When project D&I information is not provided, Supplier will account for D&I during regular business hours. Full breakdown calculations to be included for quotations and invoices.

The following maximum installation rates for non-project related work and Non-union manpower apply for each major city/state in the US.


US Pricing is in USD

State	Non-Union			Union		
	Regular Business Hours Rate (M-F 8am-6pm)*	After Business Hours Rate (M-F 6pm-8am)*	Weekend & Holiday Hours Rate (24hrs)	Regular Business Hours Rate (M-F 8am-6pm)*	After Business Hours Rate (M-F 6pm-8am)*	Weekend & Holiday Hours Rate (24hrs)
Alabama	\$80	\$118	\$118	N/A	N/A	N/A
Alaska	\$70	\$103	\$110	N/A	N/A	N/A
Arizona	\$70	\$103	\$110	N/A	N/A	N/A
Arkansas	\$70	\$103	\$110	N/A	N/A	N/A
California	\$70	\$103	\$110	\$95	\$135	\$170
Colorado	\$70	\$103	\$110	N/A	N/A	N/A
Connecticut	\$70	\$103	\$110	N/A	N/A	N/A
Delaware	\$70	\$103	\$110	N/A	N/A	N/A
Florida	\$70	\$103	\$110	N/A	N/A	N/A
Georgia	\$70	\$103	\$110	N/A	N/A	N/A
Hawaii	\$70	\$103	\$110	N/A	N/A	N/A
Idaho	\$70	\$103	\$110	N/A	N/A	N/A
Illinois	\$70	\$103	\$110	\$120	\$180	\$195
Illinois - Chicago	\$70	\$103	\$110	\$120	\$180	\$195
Indiana	\$70	\$103	\$110	N/A	N/A	N/A
Indianapolis	\$70	\$103	\$110	\$120	\$180	\$195
Iowa	\$70	\$103	\$110	N/A	N/A	N/A
Kansas	\$70	\$103	\$110	N/A	N/A	N/A
Kentucky	\$70	\$103	\$110	N/A	N/A	N/A
Louisiana	\$70	\$103	\$110	N/A	N/A	N/A
Maine	\$70	\$103	\$110	N/A	N/A	N/A
Maryland	\$70	\$103	\$110	N/A	N/A	N/A
Massachusetts	\$70	\$103	\$110	N/A	N/A	N/A
Michigan	\$70	\$103	\$110	\$120	\$180	\$195
Minnesota	\$70	\$103	\$110	N/A	N/A	N/A

US Pricing is in USD

State	Non-Union			Union		
	Regular Business Hours Rate (M-F 8am-6pm)*	After Business Hours Rate (M-F 6pm-8am)*	Weekend & Holiday Hours Rate (24hrs)	Regular Business Hours Rate (M-F 8am-6pm)*	After Business Hours Rate (M-F 6pm-8am)*	Weekend & Holiday Hours Rate (24hrs)
Mississippi	\$70	\$103	\$110	N/A	N/A	N/A
Missouri	\$70	\$103	\$110	N/A	N/A	N/A
Montana	\$70	\$103	\$110	N/A	N/A	N/A
Nebraska	\$70	\$103	\$110	N/A	N/A	N/A
Nevada	\$70	\$103	\$110	N/A	N/A	N/A
New Hampshire	\$70	\$103	\$110	N/A	N/A	N/A
New Jersey	\$70	\$103	\$110	\$140	\$180	\$210
New Mexico	\$70	\$103	\$110	N/A	N/A	N/A
New York	\$130	\$165	\$192	\$140	\$180	\$210
North Carolina	\$70	\$103	\$110	N/A	N/A	N/A
North Dakota	\$70	\$103	\$110	N/A	N/A	N/A
Ohio	\$70	\$103	\$110	N/A	N/A	N/A
Oklahoma	\$70	\$103	\$110	N/A	N/A	N/A
Oregon	\$70	\$103	\$110	N/A	N/A	N/A
Pennsylvania	\$70	\$103	\$110	N/A	N/A	N/A
Rhode Island	\$70	\$103	\$110	N/A	N/A	N/A
South Carolina	\$70	\$103	\$110	N/A	N/A	N/A
South Dakota	\$70	\$103	\$110	N/A	N/A	N/A
Tennessee	\$70	\$103	\$110	N/A	N/A	N/A
Texas	\$70	\$103	\$110	N/A	N/A	N/A
Utah	\$70	\$103	\$110	N/A	N/A	N/A
Vermont	\$70	\$103	\$110	N/A	N/A	N/A
Virginia	\$70	\$103	\$110	N/A	N/A	N/A
Washington	\$70	\$103	\$110	N/A	N/A	N/A
West Virginia	\$70	\$103	\$110	N/A	N/A	N/A
Wisconsin	\$70	\$103	\$110	\$125	\$190	\$205
Wyoming	\$70	\$103	\$110	N/A	N/A	N/A

# sample quote review



POI Business Interiors LP

120 Valleywood Drive

Markham, Ontario L3R 6A7

Tel: 905 479 1123

888 256 9907

www.poi.ca

Quotation: 309846

Quote Date: 08/28/20

Customer: 002459

Terms: Net 30 Days

POI Contact(s): Booth / Hall

Quote To:

BMO BANK OF MONTREAL

CORPORATE REAL ESTATE

130 KING STREET WEST, 16TH FLOOR

Toronto ON M6X 2A2

Ship To:

Jakub Pisinski

Turner Construction

BMO Bank of Montreal

FCP 100 King Street

Toronto ON M4W 3N6

Phone: +1 416-529-4027

BMO FCP 3rd Sample

Thank you for the opportunity to quote.

This quote is provided to you on behalf of Steelcase by POI Business Interiors

PAYABLE IN CANADIAN FUNDS

Steelcase Price List 151

Description	Quantity	Unit Price	Extended Price
1 WEM70 - Nimbus Conference Chair COLOR: Platinum SKU: 9498225 Tag For WEM70 Guest Chair	1	920.00 381.62 58.52%	920.00
2 BTS1700 - Blic Table-Side, 17 dia, Round top, 23H MTL FIN: 4142 PLATINUM GLOSS Tag For 3P01 Reception	1	673.00 316.04 53.04%	673.00
3 COMCCHLBSTNT Massaud; Chair-Conference, Low back, Standard Upholstery, Integrated arm Color Scheme: Contrasting Seat Base Finish: Polished Aluminum 8040 - ALUMINUM MATTE POLISHED Seat Finish: Brisa BR01 - BLACK ONYX Inner Finish: Brisa BR09 - STERLING BLUE Outer Finish: Brisa BR09 - STERLING BLUE Base Type: 5 Star Base Sewn Upholstery Type: Sewn Caster or Glide Type: Hard Casters Fabric Backer: Backer Not Required Tag For 3P28 Breakout Area	1	2,398.00 1,126.10 53.04%	2,398.00

Accepted by \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

MARKHAM | BARRIE | SAULT STE. MARIE | WINDSOR | LONDON | WATERLOO


Line Number

Product quantity

Product list, sell & discounting

Catalogue Number

Full breakdown of additional charges



POI Business Interiors LP

120 Valleywood Drive

Markham, Ontario L3R 6A7

Tel: 905 479 1123

888 256 9907

www.poi.ca

Quotation: 309846

Page 3 / 4 (cont'd)

6 SCOPE - Scope of work:  
To Deliver the items noted below Afterhours and install during regular business hours

1 0.00  
746.00  
0.00%

(1) West Elm Nimbus Conference Chair  
(1) Blix Side Table  
(1) Massaud Conference Chair  
(1) Montara Chair  
(1) Montara Counter Stool

Including loading dock & elevator access  
Installation / Placement - unloading of furniture item, unpacking, assembling (if required), placing in the designated area as per plans & removing packaging from site  
(following best practices for recycling and disposing)

Standard rates based on Ontario province:  
Regular Business Hours Rate  
(M-F 8am-6pm)  
\$56/hour  
After Business Hours Rate  
(M-F 6pm-8am)  
\$84/hour  
Weekend Rate

Accepted by \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

MARKHAM | BARRIE | SAULT STE. MARIE | WINDSOR | LONDON | WATERLOO

Description	Quantity	Unit Price	Extended Price
6 \$112/hour			
After hours rate (2) hours x \$84 = \$168  Install daytime hours rate (4) hours x \$56 x 2 crew = \$448  Truck time costs Flat fee \$130			
7 SCOPE - FCP Loading Dock Cost	1	0.00 330.00 0.00%	0.00
Approx. 6 hours for offload product & garbage removal  Based on loading dock fee provided by Delmeide Construction			

quote cross reference to product discounting – cheat sheet

This summary will be included as the last page of each quote. It references the quote line-item number, the quote catalogue number and product description with a column that describes what Product Line it references from the discounting table.

Based on loading dock fee provided by Delmeade Construction				
3	<b>442A40 - Gesture; Chair, Wrapped back, Adjustable seat depth</b> <b>Upholstery Color Scheme: Non-Contrasting</b> <b>Back Finish: Elmosoft Leather L774 - OIL 91102</b> <b>Sewn Upholstery Type: Sewn</b> <b>Seat Finish: Elmosoft Leather L774 - OIL 91102</b> <b>Color Scheme: DarkLight:PlatinumMet/Merle</b> <b>Arms Finish: Plastic - PG1 6527 - MERLE</b> <b>Base Finish: Smooth Metallic 4799 - PLATINUM METALLIC</b> <b>Frame Finish: Smooth Metallic 4799 - PLATINUM METALLIC</b> <b>Shell Finish: Plastic - PG1 6527 - MERLE</b> <b>Arm Type: 360 Arm</b> <b>Arm Cap: Standard Position</b> <b>Lumbar Option: Lumbar</b> <b>Cylinder Type: Standard Range</b> <b>Base Type: Plastic Base</b> <b>Caster or Glide Type: Hard Casters</b> <b>Soil Retardant Option: No Soil Retardant</b> <b>Fire Code Type: No Fire Code</b> <b>Tag For EA Stations TC-1</b>	1	1,075.03 2,911.00 63.07%	1,075.03
4	<b>418A000S - SILQ; Chair, Sewn</b> <b>Upholstery Finish: Brisa BR33 - MOON</b> <b>Sewn Upholstery Type: Sewn</b> <b>Upper Back Shell Finish: Plastic - PG1 6053 - SEAGULL</b>	1	868.72 2,062.00 57.87%	868.72

Line No	Qty	Catalog No	Product Description	Product Line	Sell Discount
1	1	SCOPE	Delivery & Installation		0.00%
2	1	SCOPE	Loading Dock Cost		0.00%
3	1	442A40	Gesture; Chair, Wrapped back	Gesture	63.07%
4	1	418A000S	SILQ; Chair, Sewn	SILQ Seating	57.87%
5	1	COMCCHMBSTNT	Massaud; Chair-Conference, Mid back	Massaud Conference Collect	51.96%
6	1	COLAGTP	Lagunitas; Table-Personal	Lagunitas	51.95%
7	1	COMSL3	Millbrae, Lifestyle; Sofa-3 seat	Millbrae	51.94%

Steelcase Product Description	Price List / Order Size (in CAD/USD)	
	Discounts off List	
	Drop Ship	
	\$1 - \$3,000,000 List	\$3,000,001 List and above
Bix Seating/Tables	51.95%	Negotiate
Bob Seating/Tables	51.95%	Negotiate
Brody Lounge Seating	53.45%	Negotiate
c.scape	56.32%	Negotiate
Campfire	58.62%	Negotiate
Carl Hansen Seating/Tables	51.95%	Negotiate
Circa Lounge/Tables	51.95%	Negotiate
Clipper	58.62%	Negotiate
cobi	60.11%	Negotiate
Computer Support Tools – Desk	56.90%	Negotiate
Currency	59.77%	Negotiate
Elective Elements	63.80%	Negotiate
Empath Recliner Seating	51.95%	Negotiate
E-Tables	51.95%	Negotiate
FitWork (Walkstation)	56.32%	Negotiate
Flex	61.49%	Negotiate
FrameOne	60.67%	Negotiate
Gesture chair	63.07%	Negotiate
Groupwork	59.77%	Negotiate
izi	56.90%	Negotiate
Kathryn Seating	51.95%	Negotiate

Steelcase Product Description	Price List / Order Size (in CAD/USD)	
	Discounts off List	
	Drop Ship	
	\$1 - \$3,000,000 List	\$3,000,001 List and above
Kick	69.67%	Negotiate
Mackinac	57.50%	Negotiate
Max Stacker III	62.35%	Negotiate
Media /scape, media.scape Lounge	51.15%	Negotiate
Migration Desk	64.04%	Negotiate
Migration SE Bench	64.05%	Negotiate
Migration SE Desk	64.05%	Negotiate
Mitra Recliner & Sleeper	51.95%	Negotiate
Montara650	51.96%	Negotiate
New Exponents	51.95%	Negotiate
Ology Bench	62.36%	Negotiate
Ology Desk	62.36%	Negotiate
Orangebox Air Pods	49.43%	Negotiate
ORB Away From The Desk	50.00%	Negotiate
Payback	59.77%	Negotiate
Premium Whiteboards	56.90%	Negotiate
QT Pro Sound Masking	59.77%	Negotiate
Regard Lounge	50.86%	Negotiate
Sawyer	59.77%	Negotiate
Series 1 chair	60.11%	Negotiate
Series 2 chair	60.11%	Negotiate
Series 9000	73.03%	Negotiate
Sidewalk Seating/Casegoods	51.95%	Negotiate
SILQ Seating	57.87%	Negotiate

# change orders & invoicing

- ➔ If change orders are required after PO issuance, furniture dealer must provide updated quote to BMO PM/ BMO Agent for approval
- ➔ BMO PM/DM & BMO Agent to review any updated / additional quotes for accuracy on products, quantities & discounting and provide quote sign-off along with updated PO/Commitment back to Teknion CIC/POI prior to invoice being issued
- ➔ Dealer invoice submissions to include the following:
  - Quote number
  - Project #
  - Full breakdown of additional charges

*(PM – Project Manager | DM – Design Manager | BMO Agent – GC, JLL, Design Firm)*




# deficiency list example

BMO Project Manager and BMO Agent to provide Deficiency List sign-off upon completion and retain for project records. Signed off copy to be saved in project folder by BMO PM & Furniture Dealer as an Audit requirement.

Deficiency Report No. 01

Date: July 22, 2020

BMO



Financial Group

Prime Consultant:		General Contractor:	
Project Name:		Project No.:	
Date of Deficiency Walkthrough:		Date of Deficiency Completion:	
Date of Substantial Completion:		Date of Occupancy Permit:	

Architectural Deficiency					
Area Rm No.	Owner	Description	Start Date	Due Date	Status (open/closed)

M&E Deficiency					
Area Rm No.	Owner	Description	Start Date	Due Date	Status (open/closed)

FF&E Deficiency					
Area Rm No.	Owner	Description	Start Date	Due Date	Status (open/closed)

General Contractor:

Print Name

Signature

DD/MM/YEAR

Prime Consultant:

Print Name

Signature

DD/MM/YEAR

BMO Project Manager:

Print Name

Signature

DD/MM/YEAR

BMO Facility Manager:

Print Name

Signature

DD/MM/YEAR

*Note: Deficiency Report Template can be found withing the REIL sharepoint site under Section 9 Templates.*

warranty  
process



# warranty process

- ➡ BMO PM/ BMO Agent to submit warranty request via WRF (Work Request Form)
- ➡ Below is a checklist of items that will assist the furniture Dealer in expediting the request:
  - Original reference number or ack# (or picture of manufacturing label)
  - Original ship date (or picture of manufacturing label)
  - Picture of damaged item
  - Site contact
- ➡ If the Dealer determines that the request is not under warranty, the following steps will be taken:
  - Obtain client confirmation to proceed with a chargeable repair
  - If no, there will be no action taken.
  - If yes, dealer will submit a quote for BMO PM and BMO Agent's approval

*(PM – Project Manager | BMO Agent – GC, JLL, Design Firm)*

additional  
charges



# additional charges

The following charges may apply in addition to the Net Price to BMO:

- ➡ Products stored due to causes outside the control of supplier and Steelcase will incur additional charges.
- ➡ Site visit, Space Planning , CAD design and/or Inventory services for MAC to be quoted as an additional cost for BMO
- ➡ Deliveries & Installations that are more than 250km outside of urban area in Canada and the US may incur additional installation and delivery charges. These will be quoted on a per project basis and mutually agreed upon by BMO and Supplier.
- ➡ Use of union labor due to trade regulations

Thank You!