

Summary of Standards - Furniture VORs

Effective: August 2017 | Expiry July 30, 2020

Standard	Grand & Toy	Holmes & Brakel	Staples
Representation, Response Times, On-Site Visits and Support			
Response time from Area Representative to respond to a phone/email message	Within one (1) business day	Within three (3) business hours	Within same day or within 24 hours of request
Booking of a site visit or consultation with a Representative on campus	Within one (1) business day	Following business day from initial request	Respond the same day or within 24 hours of request to set up a date and time to meet
If provided, how soon will they be provided for a quote/project following an initial site visit?	Within three (3) business days for most; larger, will strive within a five (5) business days	Response time depends on size and scope of new project - for a 15 station or less, three (3) business days	Dependent on scope of request: within 24 hours for a chair; under 10 stations 3-5 days, 10-25 stations 4-7 days, more than 25 TBD
If provided, how soon will they be provided for a quote/project following a request or change?	Within three (3) business days for most; larger, will strive within a five (5) business days	Response time depends on request or change	Dependent on scope of request: within 24 hours for a chair; under 10 stations 3-5 days, 10-25 stations 4-7 days, more than 25 TBD
Quotations and Order Processing			
Quotes expiry standard	Sixty (60) days	Sixty (60) days from date of issue	Sixty (60) days from date of issue, unless pricing hold is no longer in place
Lead time for 90% of products	Four (4) weeks from receipt of PO	Standard - approx. 4-6 weeks; Wood products have an extended lead time of 8-10 weeks	Average 4-6 weeks

Standard	Grand & Toy	Holmes & Brakel	Staples
Delivery and Installation Requirements			
Onsite Project Management Services provide during furniture installation at N/C	Yes	Yes	Yes
Own installation team/sub-contracted; if sub-contractor, name and structure for concerns	Sub-contracted: IDP Group, Kingston	Sub-contracted: IDP Group, Kingston	Sub-contracted: COIS (Consolidated Office Installation Services)
Packing materials removed from site	Yes	Yes	Yes
Customer Service Issues and Escalation			
Customer service hours	8:30 am to 5:00 pm, Monday to Friday, except for statutory holidays; after hours, project manager or representative reachable via phone or email	8:30 am to 5:00 pm, Monday to Friday, except for statutory holidays; account executive reachable; coordinator on-call 24 hours per day	Customer Care team available 8:00 am to 5:00 pm, Monday to Friday

As of: August 21, 2017