





**Dear Bryan Clark and the Central Square Team,**

On behalf of the Storr team, thank you for the opportunity to respond to the Sioux Falls, SD project. We are thrilled to collaborate on this exciting project and deliver the optimal solution for your space and employees.

Storr is committed to helping you achieve your vision for the space by delivering the expertise, products, services, and solutions that meet your needs. We are confident that our team will provide the most cohesive, functional, and cost-effective solution.

We are grateful for the opportunity to support Central Square's mission to build safer, smarter communities. Please don't hesitate to call if you have any questions.

Sincerely,



**Sally Turner**  
*Account Executive*  
Storr Office Environments

This proposal is the proprietary work of Storr Office Environments and all information herein should be kept confidential.  
*Property of Storr Office Environments March 2021*





# Your Project Team







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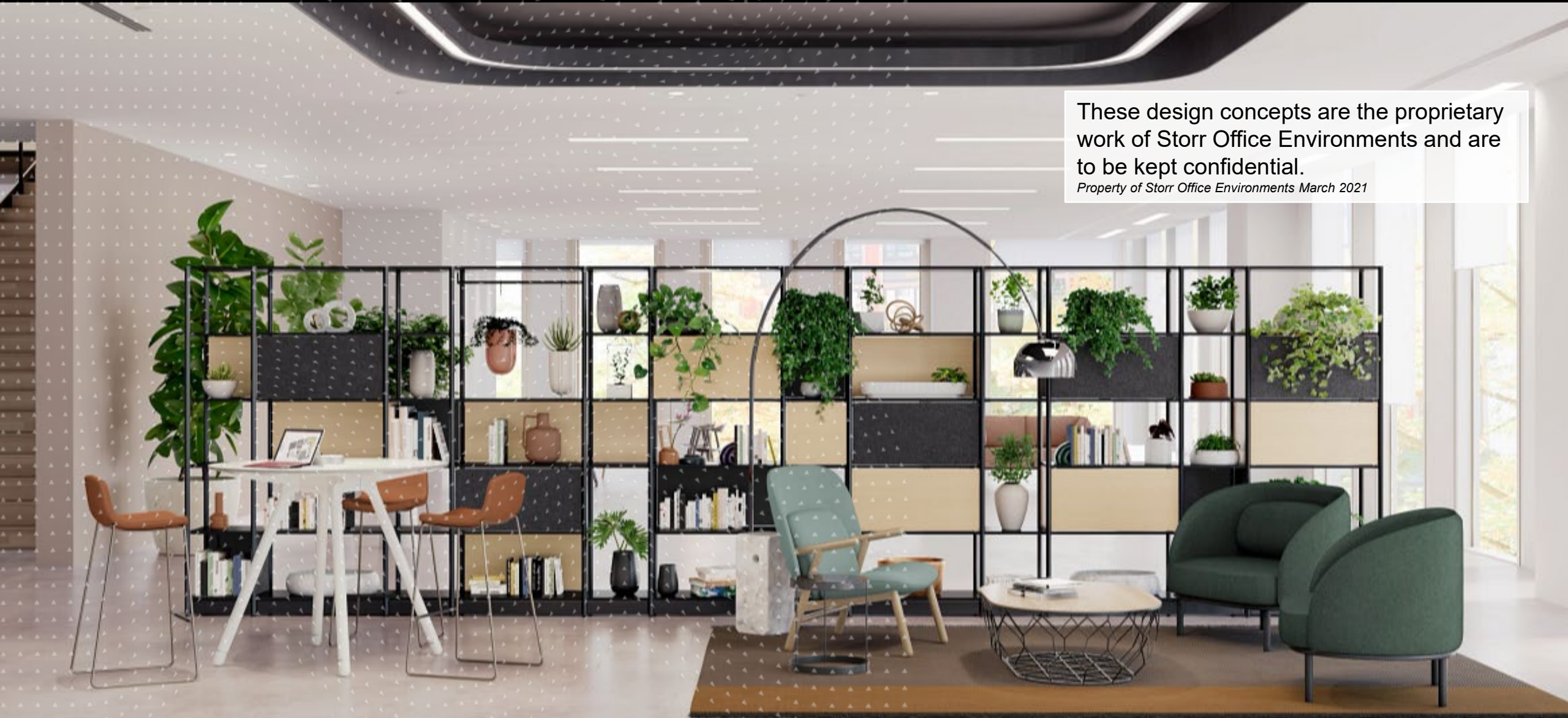
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# Design Concepts

These design concepts are the proprietary work of Storr Office Environments and are to be kept confidential.

*Property of Storr Office Environments March 2021*





# BEGIN WITH THE END IN MIND

## FLEXIBLE & VERSATILE |

- moveable kit of parts to bring self-serve versatility to your workplace
- support various styles of collaborative work

## AESTHETICS, COMFORT & WELLBEING |

- emotional wellbeing - create an inviting & inspiring space team members want to come to - attract & retain talent
- physical wellbeing - furnishings must be comfortable, ergonomic, offer a palette of posture
- cognitive wellbeing – a blend of owned focus space (various densities), shared collaborative & meeting spaces

## CONNECTED & CLEAN |

- power & technology access braided into meeting & collaborative settings
- desktop power access & wire management in workstations & private offices

## BUDGET |

- all concepts fall within budget and include bid essentials plus recommended enhancements
- can blend elements of concepts
- durable furniture with strong warranty - withstand the test of time physically & aesthetically



## WE ARE READY TO EXPLORE WITH YOU

The palettes we have established to support our three design concepts can be considered jumping off points for the aesthetic of the Sioux Falls office. As the selected partner Storr will deliver high quality visualizations of your office environment so final furniture & finish selections can be made with confidence that your project goals are met.







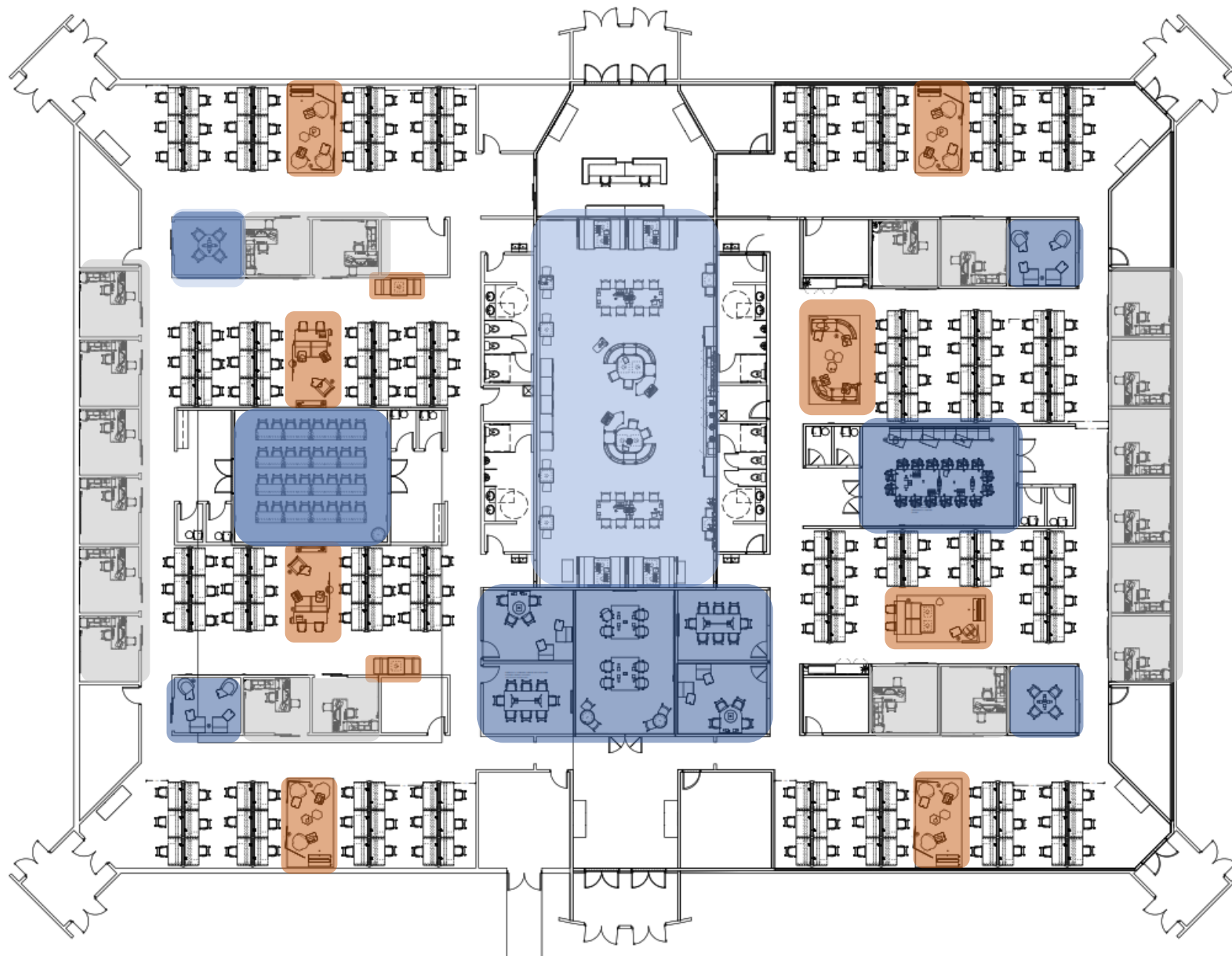
**INNOVATION** will lead CentralSquare Technologies forward in the pursuit of its goal to transform public service operations and build safer, smarter communities. CentralSquare's workplace is designed to support the focus and collaboration needed for innovative work.

This palette was inspired by the last glimmers of light at dusk as they spark anticipation for the day ahead. Imaginative steel blues mix with sunset tones on a foundation of rich textural greys to evoke a feeling of comfort of the known while dynamic patterns push to welcome bold new ideas.





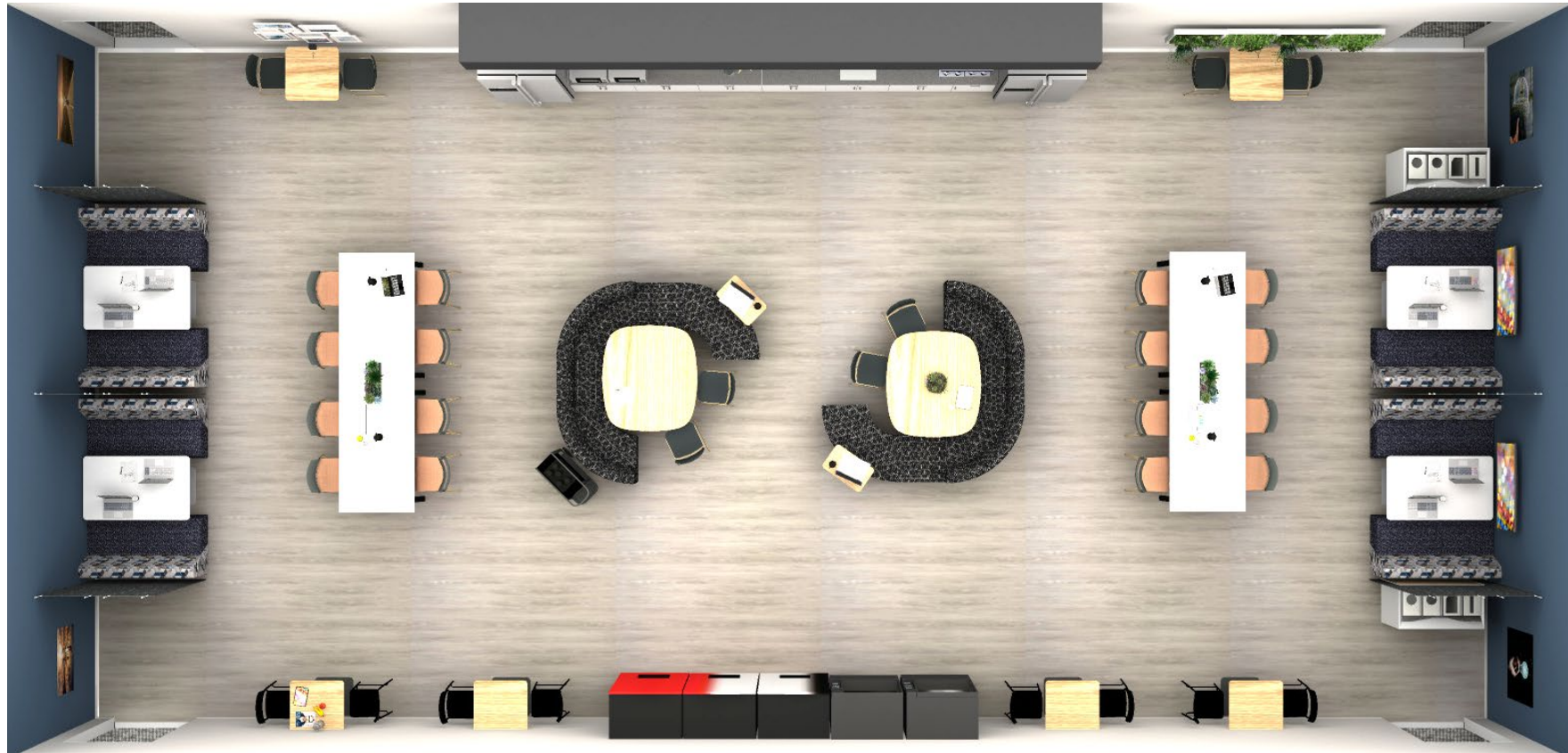




## INNOVATION

- Workstations | 192
  - Private Offices | 20
  - Collaborative | 10 areas
  - Work Café | 56 seats
- Highest Workstation Density





## INNOVATION

Capacity | 56 seats

### Design Features |

- Mix of lounge and table settings
- Mix of table heights
- Accommodates varied size groups
- Mix of fixed & portable power





**INNOVATION**





**INNOVATION**



## INNOVATION

- Adjustable height desk with modesty panel
- Laminate storage components
- Dual monitor arm
- Desktop & undersurface power module combo
- Wire management basket
- Task chair & guest chair







Amidst the uncertainty of these unprecedented times **NATURE** has continued to be a source of peace and restoration.

CentralSquare's workplace is designed to offer physical, cognitive and emotional comfort to its team members by bringing the outside in.

Woodland tones and textures, vibrant greens and blues and the warmth of soft yellows connect to the natural beauty of Sioux Falls.

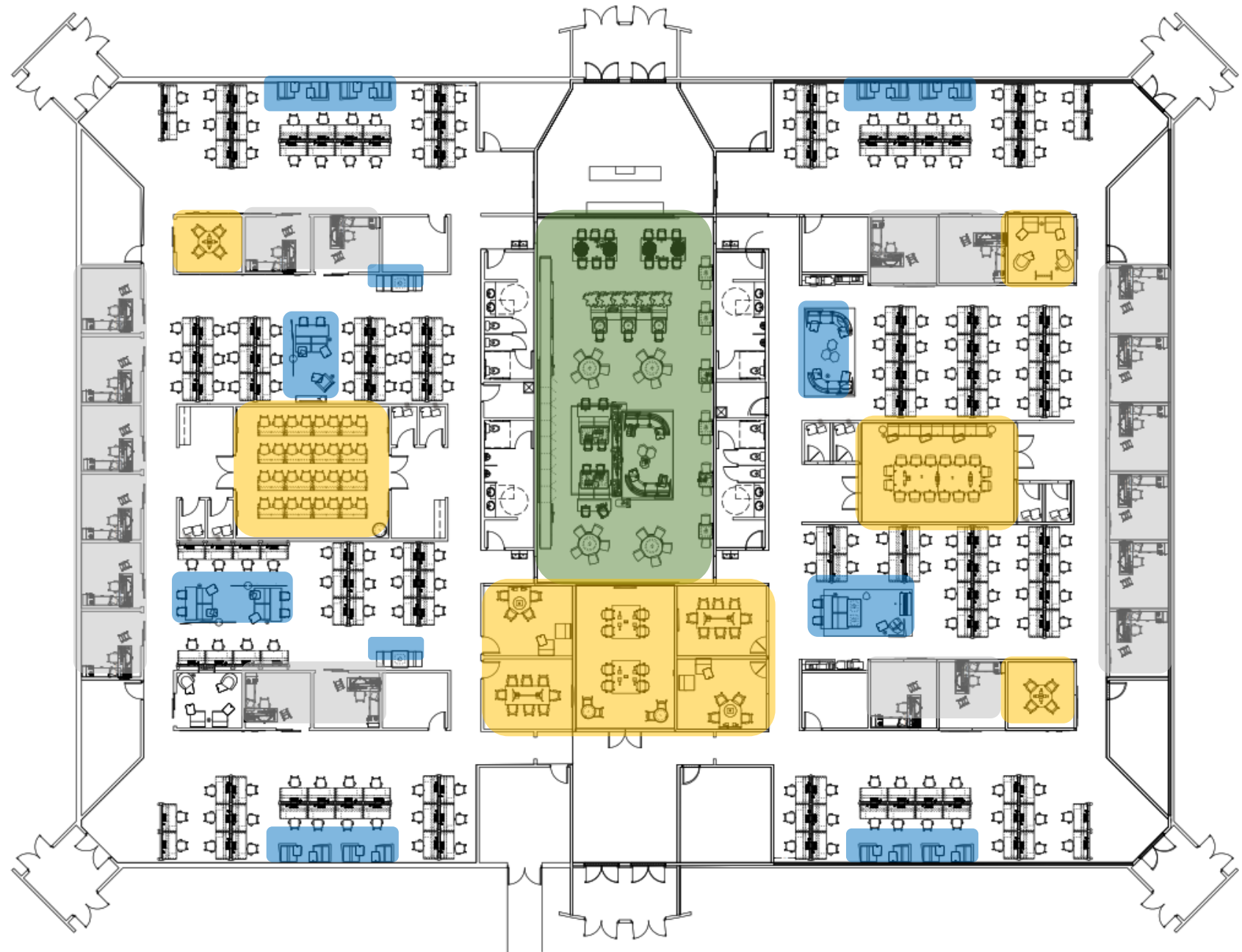
Green emerges in the spring representing growth and renewal. Calming blues symbolize wisdom and imagination, reminding us of the sky and rivers around us. This palette supports a workplace that is nurturing to the mind, body, and soul.





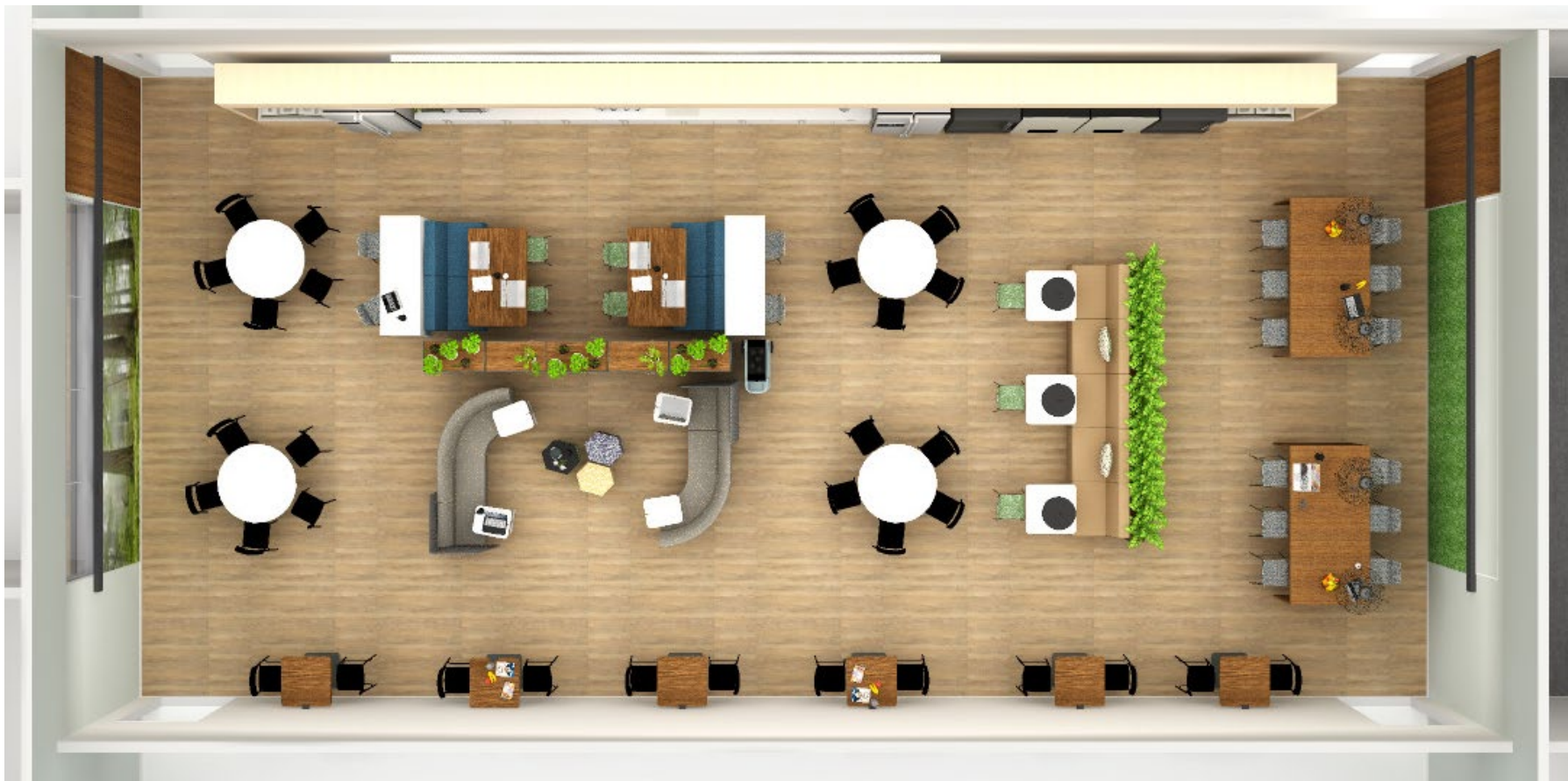






## NATURE

- Workstations | 180
- Private Offices | 20
- Collaborative | 10 areas
- Work Café | 70 seats



## NATURE

Capacity | 70 seats

### Design Features |

- Integration of biophilia
- Furniture as space division
- Mix of lounge and table settings
- Seated & bar height tables
- Accommodates varied size groups
- Mix of fixed & portable power





**NATURE**





NATURE





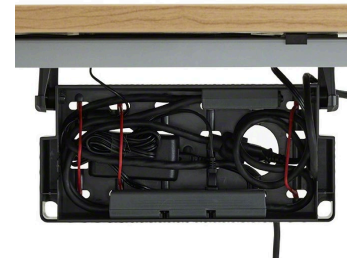
NATURE





## NATURE

- Adjustable height desk with modesty panel
- Laminate storage components
- Dual monitor arm
- Desktop power unit
- Wire management basket
- Task chair & guest chair







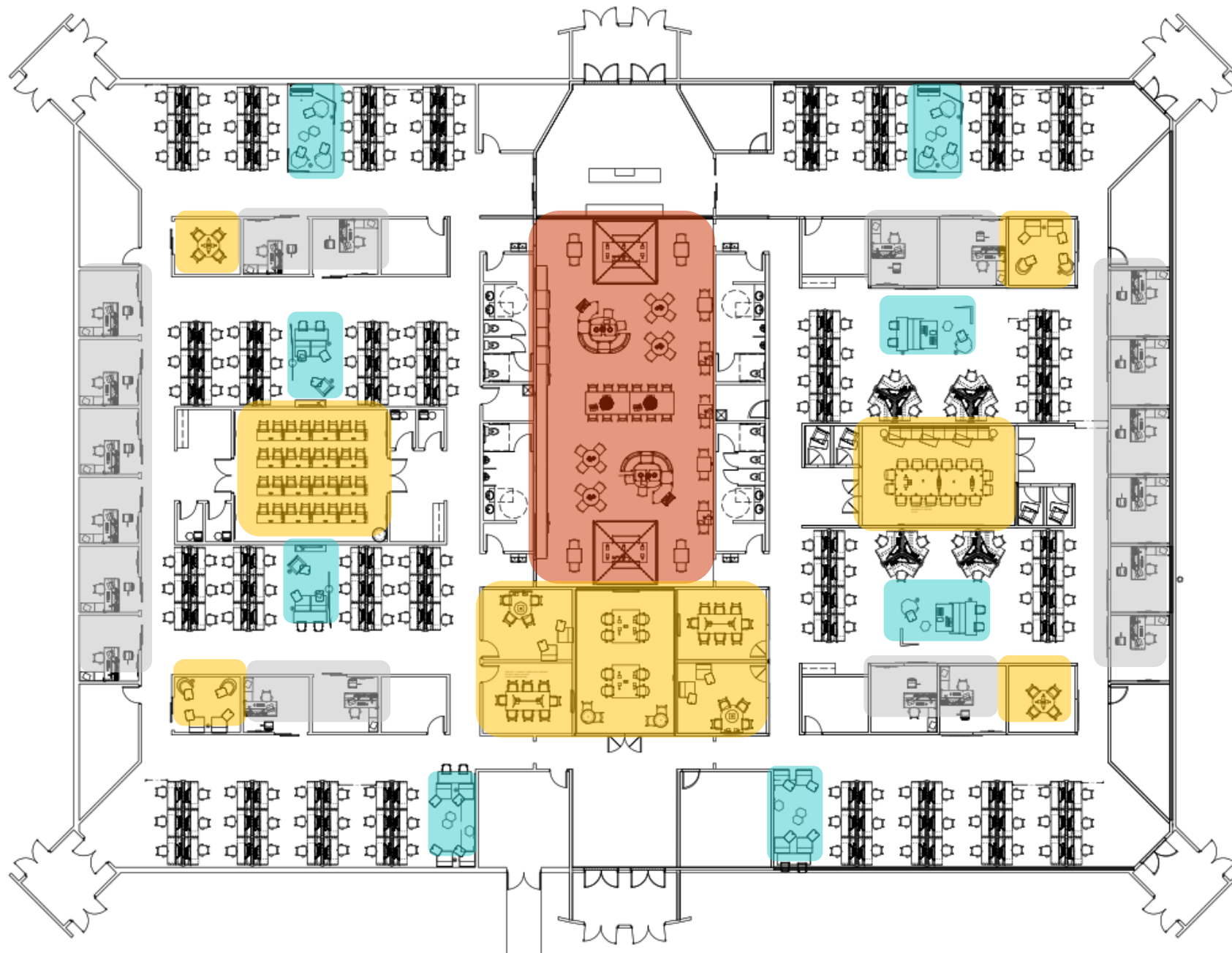
**COMMUNITY** connections are often made through interactions in coffee shops, downtown streets and local restaurants. In an office setting these main street interactions cultivate company culture.

This workplace is designed to foster belonging, inclusion and a sense of shared purpose. These foundations of community build trust and bolster the innovation of CentralSquare's blended workforce.

Comfortable greys, joyful yellows and colorful accents remind us of the energy and movement of a downtown sidewalk stroll.

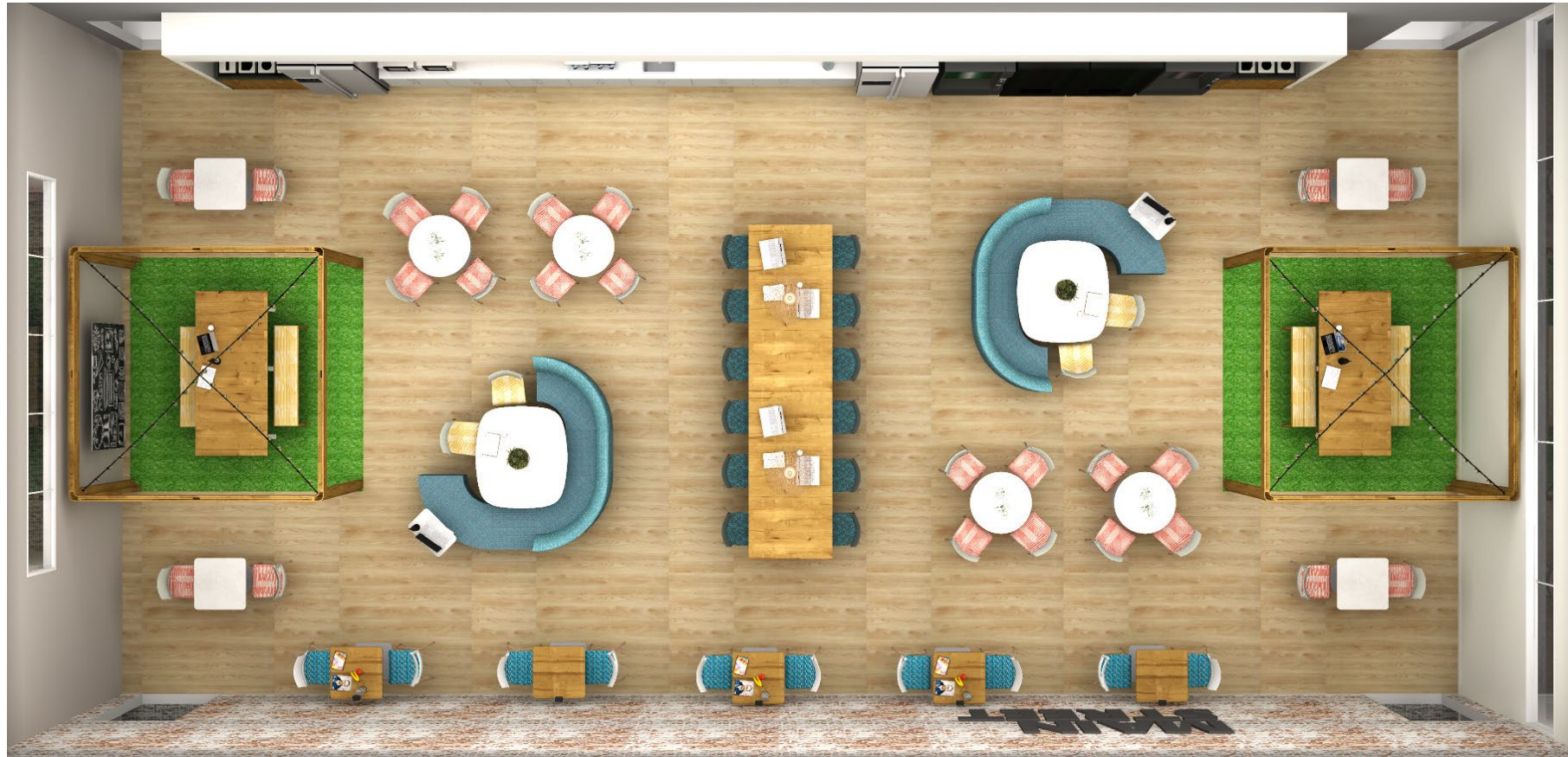






## COMMUNITY

- Workstations | 188
- Private Offices | 20
- Collaborative | 8 areas
- Work Café | 66 seats



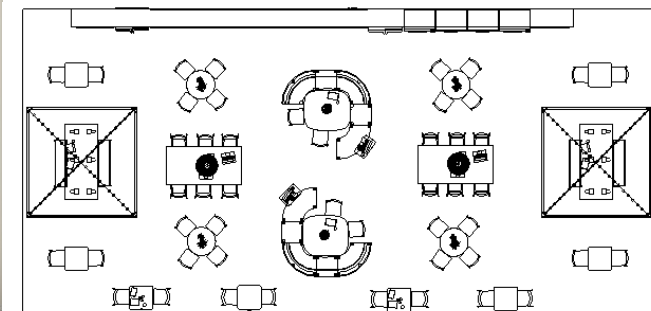
## COMMUNITY

Capacity | 66 seats

### Design Features |

- Casual café or brewery vibe
- Lighted Pergolas with picnic table
- Seated & bar height tables
- Lounge Settings
- Mix of fixed & portable power

Alternate Floor Plan Below







COMMUNITY



# COMMUNITY







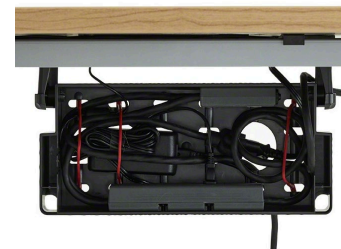
COMMUNITY





## COMMUNITY

- Adjustable height desk with modesty panel
- Metal storage unit
- Dual monitor arm
- Desktop power unit
- Wire management basket
- Task Chair & Guest Chair
- Coat rack





# Workstations



These design concepts are the proprietary work of Storr Office Environments and are to be kept confidential.

*Property of Storr Office Environments March 2021*





#### Workstation Components |

- 30"x60" adjustable height desk
- Freestanding power beam
- Undersurface storage cubby
- Task chair

#### Workstation Accessories |

- 18"H wrap around screens
- Dual monitor arm
- Desktop power unit
- Wire management basket









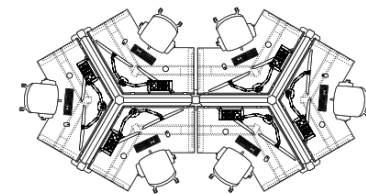
**Workstation Components |**

- 120 degree adjustable height desk
- Freestanding power beam
- Undersurface storage cubby
- Task chair

**Workstation Accessories |**

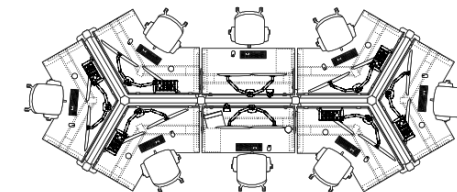
- 18”H straight screens
- Dual monitor arm
- Desktop power unit
- Wire management basket

Concept 3 incorporates 120-degree planning in 3-pack configurations as shown above.



6-Pack

Other 120-Degree Planning Ideas



8-Pack





AMQ | 3F U-Shape Screen



ESI | Eppa Dual Monitor Arm



ESI | Revi Undermount Storage

Steelcase | Universal Cable Management Kit

Included on all concepts for workstations & private offices



ESI | FlexCharge4CX

Included on Concept 1 workstations & private offices  
Allows for one cord out to power beam



ESI | FlexCharge4

Included on Concept 2 & 3 workstations & private offices



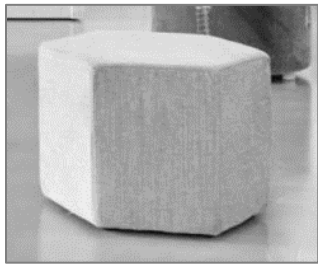
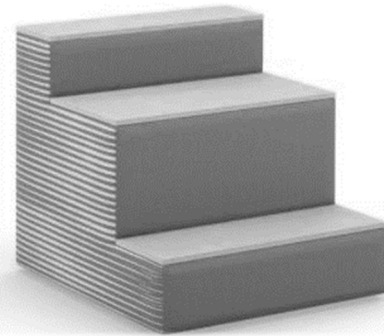


# Collaborative Areas



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FLEXIBLE  
VERSATILE  
COMFORTABLE  
CONNECTED  
DURABLE







Other fabrics & finishes available for all collaborative areas.



Other fabrics & finishes available for all collaborative areas.





Other fabrics & finishes available for all collaborative areas.

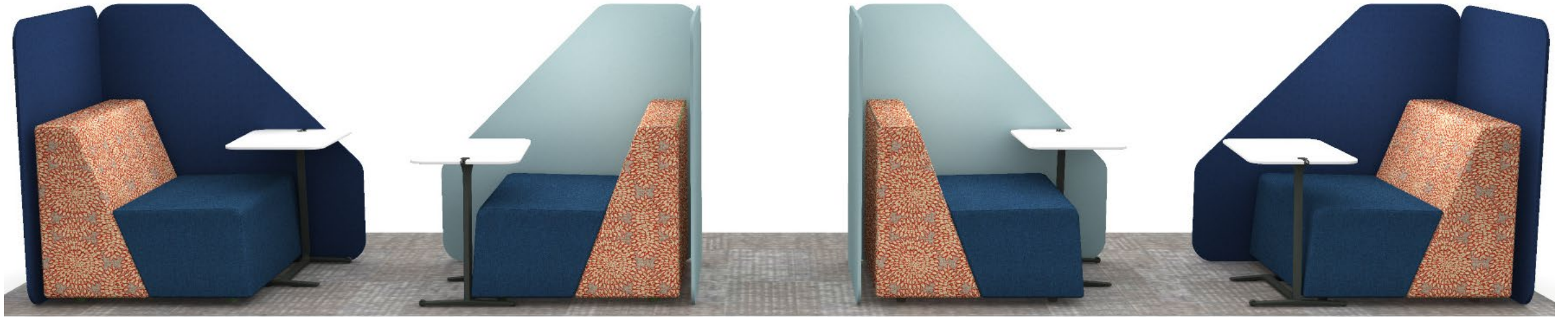


Other fabrics & finishes available for all collaborative areas.





Other fabrics & finishes available for all collaborative areas.



Other fabrics & finishes available for all collaborative areas.





Other fabrics & finishes available for all collaborative areas.



Alternate Collab Seating

Other fabrics & finishes available for all collaborative areas.



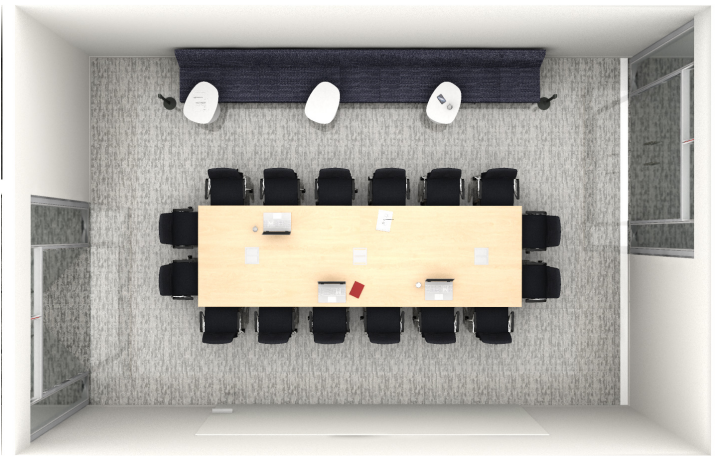
# Meeting Areas



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**Design Features|**

Seating for 16+ | Table with integrated power/data | Gallery seating area with laptop support & power access



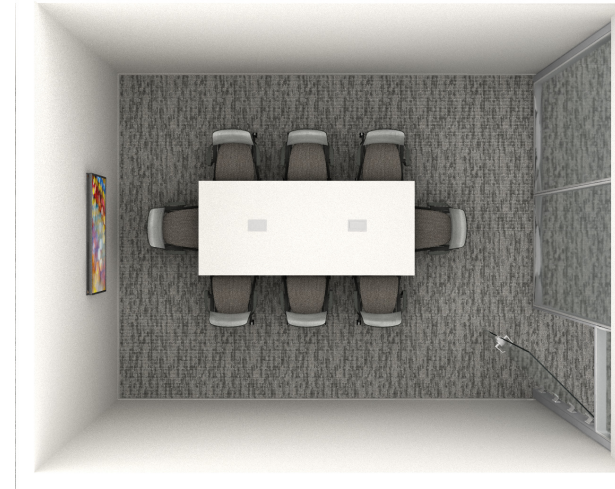


### Design Features|

- Seating for 12 | Split table groups each with integrated power/data
- Bar height gallery seating for additional capacity | Power support for gallery seating area



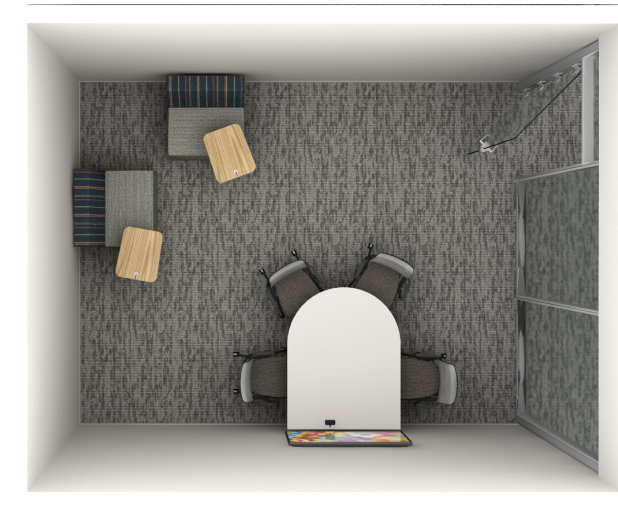
LAYOUT 1



**Design Features|**

- Seating for 8
- Table with integrated power/data

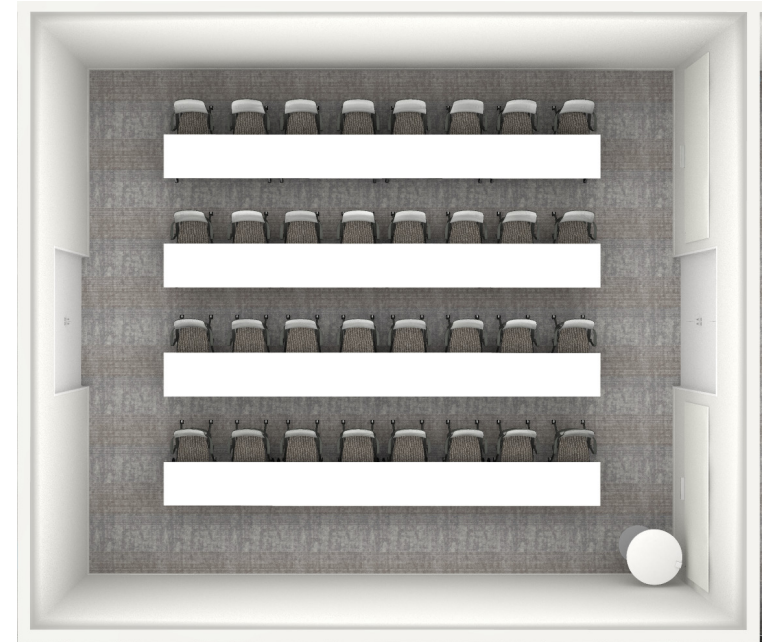
LAYOUT 2



**Design Features|**

- Seating for 6
- Table with power access
- Lounge seating with laptop support





**Design Option 1** | Mobile flip & nest tables with integrated daisy chain power



**Design Option 2** | Fixed tables with integrated daisy chain power



LAYOUT 1



**Design Features|**

- Seating for 4
- Lounge chairs with laptop support and power hubs

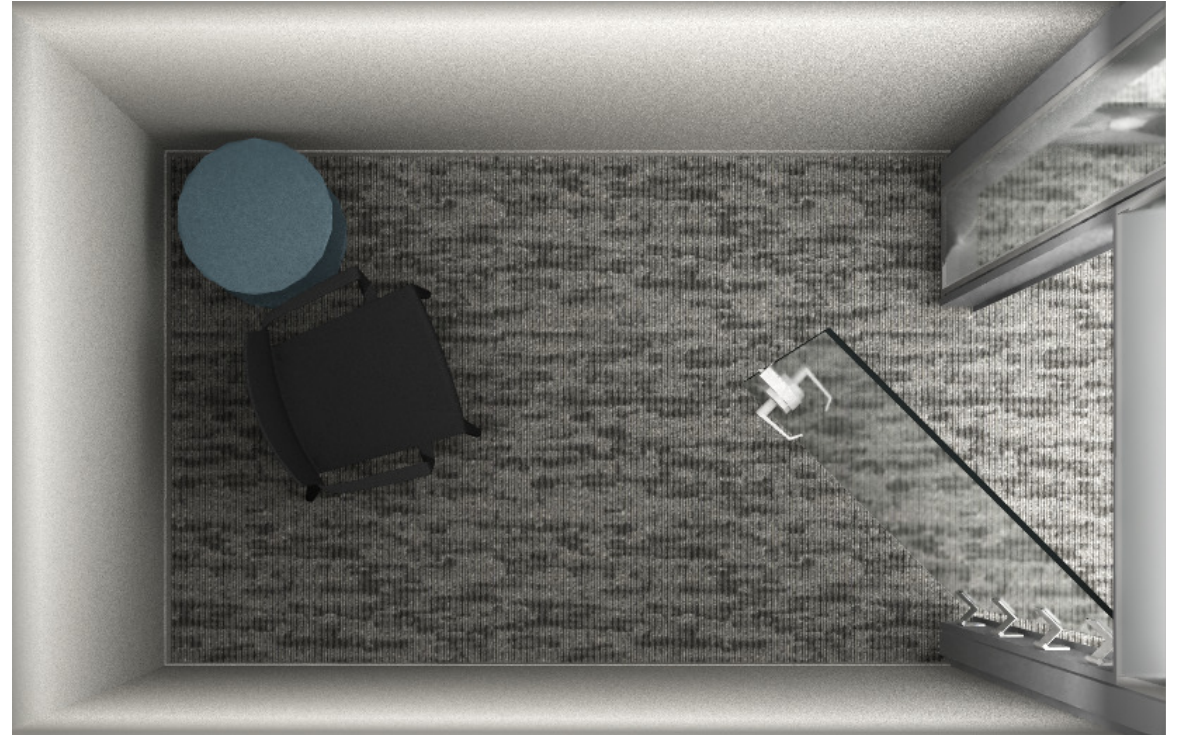
LAYOUT 2



**Design Features|**

- Seating for 4
- Table with integrated power/data





### Design Features|

- Simple kit of parts: side chairs & laptop table

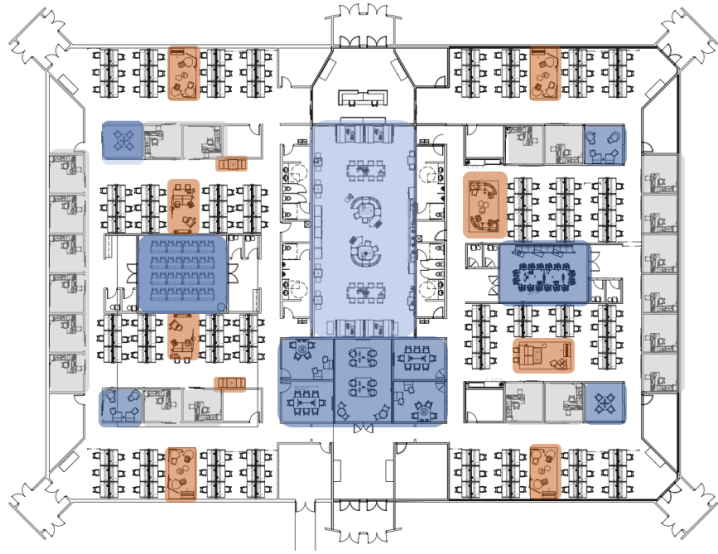
# Concept Reference



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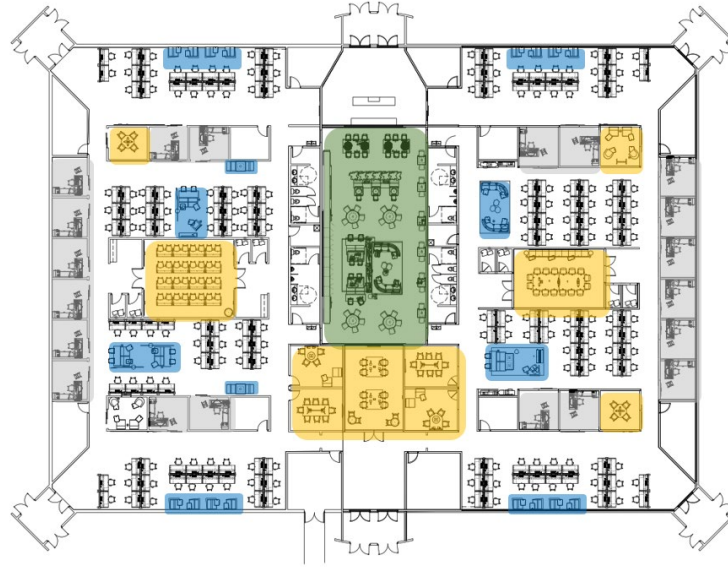


**INNOVATION**

- Workstations | 192
- Private Offices | 20
- Collaborative | 10 areas
- Work Café | 56 seats



\$633,597

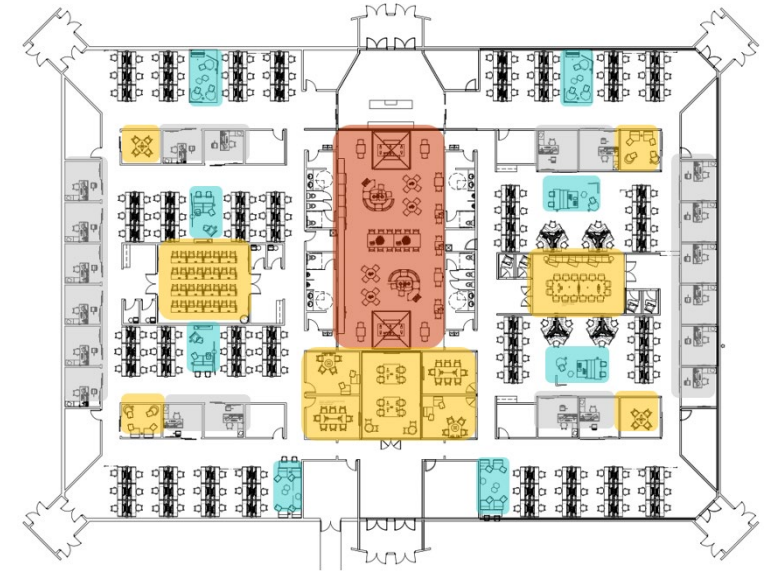


**NATURE**

- Workstations | 180
- Private Offices | 20
- Collaborative | 10 areas
- Work Café | 70 seats



\$603,726



**COMMUNITY**

- Workstations | 188
- Private Offices | 20
- Collaborative | 8 areas
- Work Café | 66 seats



\$621,146



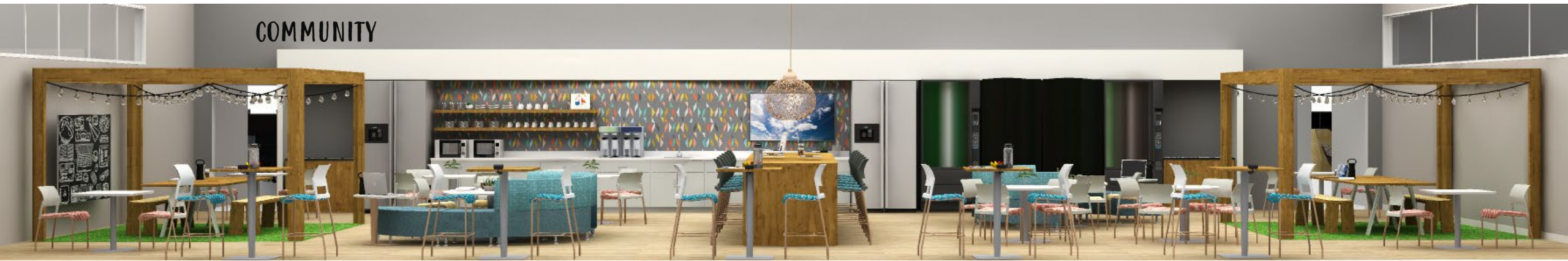
## INNOVATION



## NATURE



## COMMUNITY







## INNOVATION

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# About Us





# StorrOffice

ENVIRONMENTS

**100+**

Years in business

**\$68 million**

Annual revenue (fiscal 2020)

**Premier**

Steelcase Partner

**10,000+**

Spaces impacted a year

**300+**

Lines of furniture

**200+**

Team members

**1**

Single Source Solution





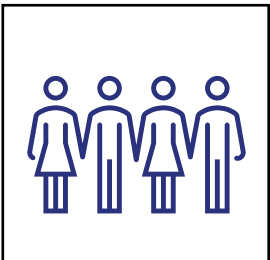
Creativity + Collaboration + Innovation

### Our Purpose |

Everyday...have a positive impact on our Customers, Team Members, and the Community.

### Our Culture + Values |

- Do what's right
- Do your best
- Treat others as you would like to be treated



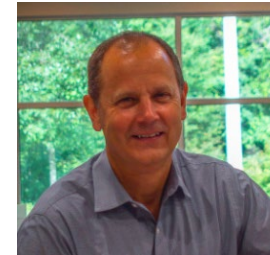
### Our History |

For over 100 years, Storr Office Environments has been distinguished in the Raleigh/Greensboro marketplace as the leading resource for your new and used office furniture needs.

Through future planning and market evaluation we add new products and services in direct response to our customers' needs.

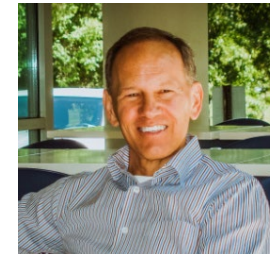
As an authorized Steelcase dealer, we focus on several different industries including corporate, healthcare, education, legal, small business, and government organizations.

### Our Leadership |



#### **TOM VANDE GUCHTE - CEO**

Tom is Storr's CEO and majority owner. His role is to ensure we are focused on providing great customer service and a positive working environment for our team



#### **BOB SCHANZ – PRESIDENT**

Bob is Storr's President and co-owner. In his role Bob works with the leadership teams to develop and achieve Storr's annual business objectives.



#### **BECCA HAND - COO**

Becca is Storr's Chief Operating Officer. She guides the team on optimal processes to ensure we exceed customers' goals and expectations



## We pride ourselves on our wide array of services

By providing these services, Storr can be your **single source solution** – saving you both time and money for this project its day 2 services requirements.

We can coordinate services with deliveries for streamlined and efficient project execution in Sioux Falls and in any future Central Square location.

The value-add that these services bring, is unmatched, as is our experience in implementing them.



**New Furniture**



**PreOwned Furniture**



**Delivery + Installation**



**VR and Mockup**



**Project Management**



**Storr Cleaning + Fogging**



**Architectural Solutions**



**Commercial Flooring**



**Move + Asset Mgmt.**



**Renewal + Refurbishment**



**Buybacks + Disposal**



**Records Management**



# Project Success





## Local + National Project Support

Storr supports large companies on projects across the US everyday using trusted installation partners and your local team to service and provide a one point of contact for all your locations.

As Central Square expands, Storr can leverage these partner and our network of 750 Steelcase dealers, allowing us to support future growth anywhere within the US and Canada.

**On averages 30% of our projects are completed outside of North Carolina each year.**



## Key Factors for Central Square's Project Success

- Maintaining Sally as dedicated main point of contact
- Confirming she will collaborate with your dedicated Storr team from project start to completion
- Establishing communication touchpoint frequency
- Commitment to communication including responses within 24 business hours
- Agreeing on decision-making processes and project goals
- Remaining on time and within budget throughout the project
- Ensuring all Central Square deadlines and lead-time requirements are met
- Participating in overall construction meetings and project alignment

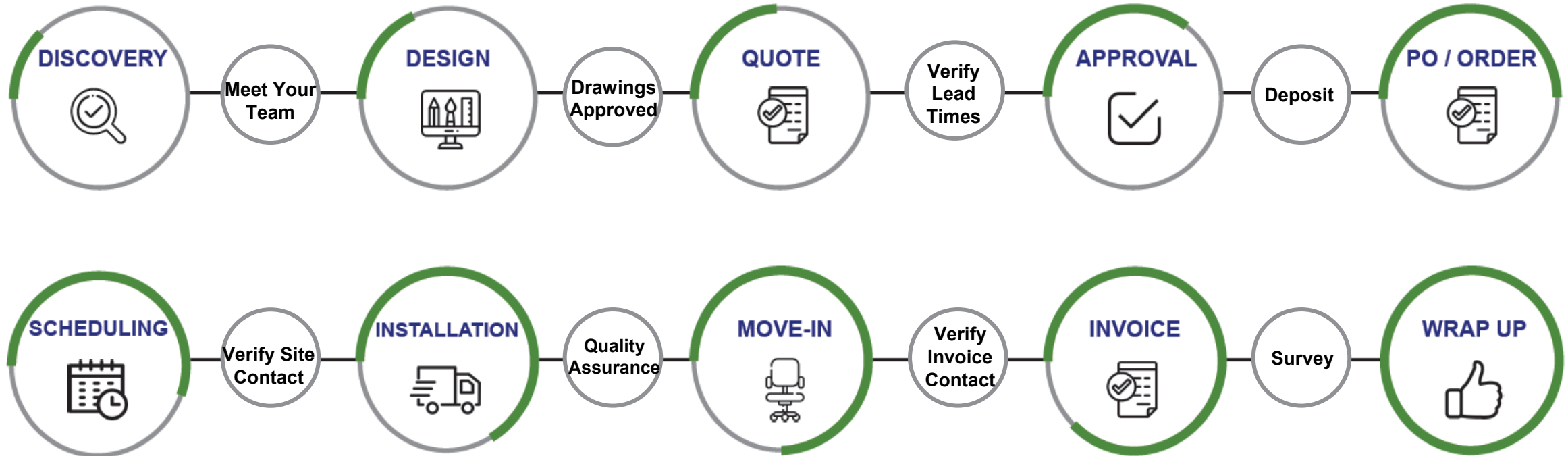




## Customer Journey + Partnership



At Storr we will leverage our expertise, proven operational processes, and technology to collaborate with Central Square in achieving the project goals as outlined in the [Customer Journey below](#):



## Project Management

### TEAM:

Storr's has the largest installation team in the market with close to 100 full time employees performing project management, warehousing, delivery, installation, and Day 2 services for our clients.

**Dedicated Storr Project Manager** work closely with the account manager to plan, schedule and execute the project

**Dedicated Storr Project Lead** who will be on site every day leading the team of experienced installers. Clients receive daily progress updates

**Storr Quality Assurance Manager:** we start the punch process on Day 1, inspecting and analyzing all material for minor defects or damages so additional parts can be ordered quickly and installed many times prior to completing the installation.

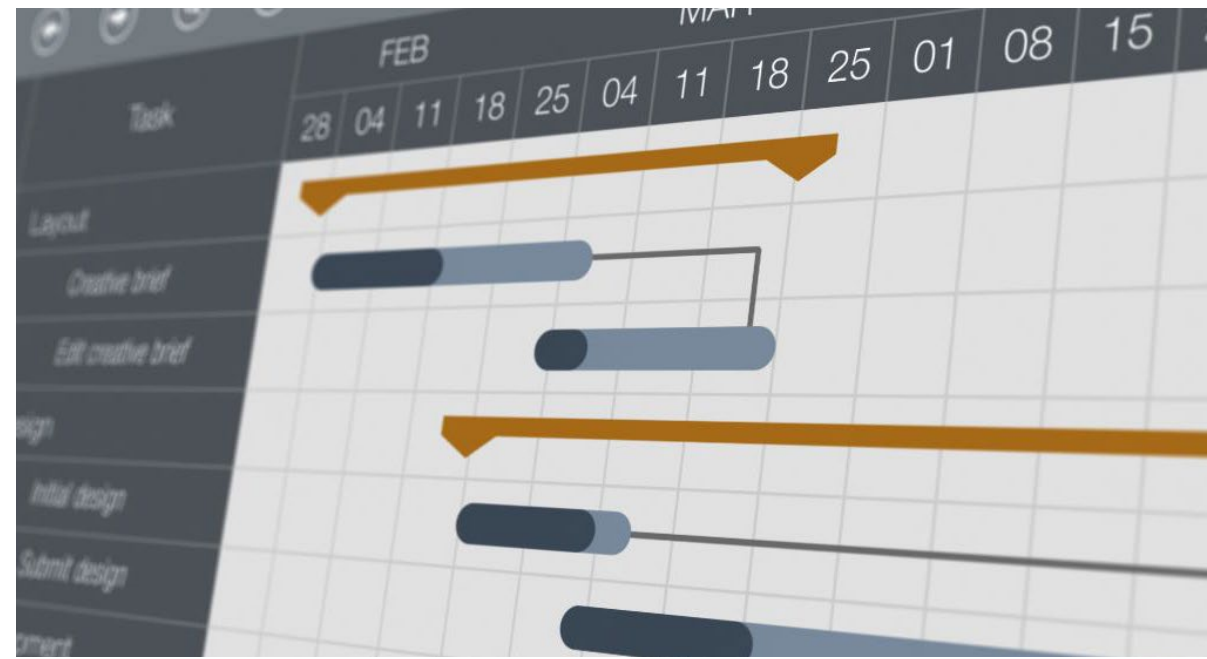
### TECHNOLOGY

**Procore** project management software program that sends real time, detailed progress updates to anyone associated with the project. It is a great communication tool that keeps all stakeholders informed and different trades working together efficiently.

In combination with Steelcase's software called **Hedberg**, we can automate the punch process from the first day on site, allowing us to stay ahead of any challenges during the installation, which reduces punch resolution time post install.

### RESULTS:

Year to date we have recorded spec errors of less than .1% on more than \$80 million in revenue.





## Objectives Of Storr Safety Program

- To protect people (employees, and others), property, and the environment from potential hazards
- To provide a flexible, uniform policy of safety management consistent with the requirements of the government safety, health, and environmental regulations
- To establish and maintain an effective Injury and Illness Prevention Program involving all levels of the organization including managers, supervisors, and employees
- To cooperate and assist clients, customers, and others involved in the work area to maintain a safe and healthy workplace
- To enforce strict COVID related protocols for the protection of our employees and customers
- **Storr's in-house installers have extensive experience with the Pfizer Sanford and Pfizer Rocky Mount safety protocols and trainings**

### STORR SAFETY COMMITTEE

- Nine dedicated team members
- Quarterly safety meetings
- Quarterly trainings and safety webinars

### PURPOSE OF SAFETY COMMITTEE

- Provide safe working environment for all employees
- Proactive approach to reducing workplace injuries
- Comply with OSHA regulations
- Reduction in cost associated with injuries
- Increase management and employee engagement in promoting a culture of safety



## Sustainability



### **StorrOffice** ENVIRONMENTS

Storr offers programs like existing furniture management, buy back offers for our PreOwned division, and furniture refurbishment options, preventing thousands of tons of furniture from filling up landfills.

From 2017 to present, Storr recycled an average of 35,000 pounds of metal per month.

By using a cardboard compactor, Storr recycles an average of 80 cubic yards of compacted cardboard each month, with another 120 cubic yards of loose cardboard recycled monthly.

Storr has business relationships with metal and cardboard recycling locations all throughout North Carolina which reduces the volume of material going into landfills from installations.

Storr sources move and records boxes from green suppliers, who replenish trees as they are harvested, eliminating the need for logging natural forests.



# Project Pricing + Savings Offers





See separate pricing spreadsheet attachment

## Proposed Additional Incentives

- **Low-Rate Financing** - allows you to create an inspiring workplace while conserving capital and bank lines-of-credit for the entire term. Storr will connect Central Square with our recommended leasing company that offers the competitive rates.
- **\$25,000 Performance Guarantee** - If you are not completely satisfied with any aspect of our products or services, Storr will credit your invoice up to that amount. We only require that you give us an opportunity to fix any issue before you exercise your rights under the guarantee.
- **25 Design Hours** - Storr will provide 25 hours of free design for the Sioux Falls project. Additional design scope and requests will be priced separately.
- **Complimentary Virtual Reality Experience** - If Storr is awarded the entire project, we will provide a complimentary VR Design session that allows you to experience the scale of your space in 3D format.
- **Free Virtual Ergonomic Training** - Our ergonomic team is trained in best practices that ensure productivity and comfort for your employees. We are offering a free virtual ergonomic video series if awarded this bid. **This represents a \$2,500 value.**





# Case Studies





## Project Examples



**CAPTRUST**

Project spread across multiple cities including:

- Raleigh (main HQ)
- Charlotte, NC
- Greensboro, NC
- Akron, OH
- Salt Lake City, UT
- Dallas, TX
- New Hyde Park, NY
- West Des Moines, IA
- Alpharetta, GA
- Doylestown, PA
- Clarksburg, MI
- Lynchburg, VA
- Lexington, VA
- Cincinnati, OH
- Birmingham, AL



- 1,750+ employees

Project spread across multiple cities including:

- Miami, FL
- San Jose, CA
- Washington, DC
- Oakmont, PA
- South Boston, VA
- Princeton, NJ
- Bloomfield, CT
- Mount Pleasant, PA
- Baton Rouge, LA
- Raleigh, NC
- Warminster, PA
- Danbury, CT
- Miramar, FL
- Beachwood, OH
- Mt. Pleasant, PA
- Irving, TX



**Red Hat**

- 1,500+ employees

Project spread across multiple cities including:

- Raleigh, NC
- Atlanta, GA
- Boston, MA
- Dallas, TX
- Mahwah, NJ
- Minneapolis, MN
- Mountain View, CA
- New York, NY
- Richmond, VA
- Tysons Corner, VA
- Westford, MA
- Chicago, IL
- Plano, TX
- San Francisco, CA



# Project Examples



**SCOPE OF WORK:**

- 2,500 employees
- Two buildings (400,000 sq ft total for both buildings)
- Eight phases total
- Raleigh, NC

**SINGLE SOURCE SOLUTION**

- Furniture Decommissioning
- Additional Storage Capacity (12 months)
- New Furniture (99% Steelcase)
- Delivery and Installation
- Move Coordination
- Commercial Flooring
- Project Management

**BUDGET:** \$9 Million total \$22.50 per square foot



**SCOPE OF WORK**

- 1600 employees
- Relocation in just 3 days
- We provided these services:
- Moved from 11 separate buildings to 2 new buildings

**SINGLE SOURCE SOLUTION**

- Facility Services
- Design + Space Planning
- Furniture Selection
- Project Management
- Delivery + Installation
- Move Coordination
- Change Management
- Help Desks
- Post-move Support

**BUDGET:** Ongoing ~\$4-5 million per year



# Trusted Partners





## Storr + Steelcase Manufacturers

Steelcase's Partner portfolio offer the [widest range of product choices for systems furniture ancillary and case goods](#) with the benefit of streamline distribution and volume discounting.

Steelcase  
 coalesse  
 turnstone  
 DESIGNTEX  
 PolyVision  
 Smith System  
 orangebox  
 AMQ

arzu  
 STUDIO HOPE

Bolia.com



emu

CARL HANSEN & SØN  
 PASSIONATE CRAFTSMANSHIP

extremis

FLOS

Mitchell Gold  
 +Bob Williams

sagegreenlife

viccarbe

Microsoft

SnapCab  
 Paraling Systems Simplified

west elm

u h u r u

nanimarquina

m o o o i

m o o o i carpets

## Storr Manufacturers

Storr partners with more than **150 manufacturing partners systems furniture ancillary and case goods** which allows us to meet all design intents and budgets for every customer.



NATIONAL<sup>®</sup>

logiflex



SitOnIt • Seating<sup>®</sup>



ENWORK

+ many more



# Steelcase Unsurpassed Warranty

Steelcase's Limited Lifetime Warranty is the strongest warranty in the industry—that you may never need.

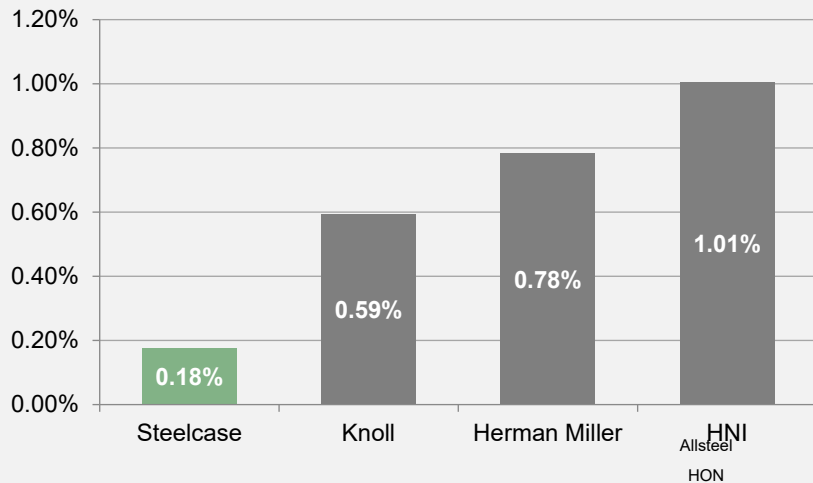
The quality and durability of our products is demonstrated in lower warranty expenses per sales dollar, compared to that of our competitors. Steelcase's warranty also covers both parts and labor.

In the graph below, you can see how our 2019 Global Warranty Ratio compares to those of our competitors.



For more information, please visit:  
[steelcase.com/warranty](https://steelcase.com/warranty)

2019 WARRANTY RATIO : GLOBAL



## ESI Ergo Warranty

15 Year limited warranty We guarantee our high-quality ergonomic work gear with an industry leading 15-year limited product warranty. All ESI products are covered under a 15-year limited warranty, except the components and products listed below:



### 10 YEAR LIMITED WARRANTY

- Eppa™ series monitor arm
- MP Mobile Storage

### 7 YEAR LIMITED WARRANTY

- Electric table components and motors
- Crank mechanisms
- Counterbalance mechanisms
- Railway™ series (electrical)
- Centro™ series

### 5 YEAR LIMITED WARRANTY

- Laminated worksurfaces
- S2S • FlexCharge™ series
- MP Mobile Storage Cushions
- Acrylic Protective Screens
- Motific pneumatic cylinder and worksurface
- Lotus™-RT
- Hana™ series

### 3 YEAR LIMITED WARRANTY

- Climb series 2 YEAR LIMITED WARRANTY
- Palm rests
- Mouse pads

### 1 YEAR LIMITED WARRANTY

- Pencil drawers
- LED transformers

## AMQ Warranty

### Warranty Overview

**10 years, including parts and approved labor\***

- ACTIV
- KINEX
- Seating

**10 years, parts only:**

- All other products



**See additional warranties attached separately**



Thank You

