

## FURNITURE - FAQ

### IS THERE A SPECIFIC BRAND OF FURNITURE THAT I MUST PURCHASE?

Iowa State University has a Contractual Agreement with Workspace Inc. to sell the Steelcase product lines along with some supplemental lines to ISU at substantial discounts. This is a mandatory contract for all new furniture unless there is a substantiated reason for utilizing another manufacturer, such as matching existing furniture or a need they cannot meet. This agreement was the result of a competitive process. This Agreement give us access to all of the Steelcase product lines at substantial discounts. Steelcase has several pricing levels of furniture and files to meet everyone's needs and budgets. Furniture can be designed/specified by the FPM Interior Designers, Rebecca Cantrall (4-0015), Judy Dugan (4-0010) Carrie Choudhury (4-7192) and Stephanie Hosier (4-4963). Any request for other than the Steelcase product regardless of the dollar amount will need a written justification that will be subject to approval.

### WHAT ARE THE BID LIMITS FOR FURNITURE?

- The University has entered into a Contractual Agreement with Workspace Inc. for the Steelcase line of furniture. This contract was competitively bid; therefore an order for any amount can be placed against it. This contract is mandatory for all office furniture unless there is a specific need to match another manufacturer and that requires a written justification.
- For Allsteel furniture that is required to match existing or integrate with existing Allsteel furniture will be ordered through All Makes Inc. No bids will be required provided an approved sole source justification for Allsteel is in the file.
- Orders for other office furniture, which are justified and cannot be purchased using one of the aforementioned contracts, must have a written justification that will be subject to approval or denial. In addition, requests that total over \$50,000 must be competitively bid. Request for Quotations will be issued on an acceptable alternate basis with various award criteria.

### I NEED TO ORDER SOME NEW OFFICE FURNITURE, HOW DO I PROCEED?

Submit a **Request for Services Form** <https://www.fpm.iastate.edu/famis360.asp> to FPM and request to have one of the interior designers assist you with the redesign. The FPM Interior Designers, Rebecca Cantrall (4-0015), Judy Dugan (4-0010) Carrie Choudhury (4-7192) and Stephanie Hosier (4-4963).

### CAN I PURCHASE FURNITURE FROM OFFICE MAX, STAPLES, SAM'S CLUB OR OTHER SIMILAR BUSINESSES?

Furniture from mail order catalogs, Office Depot (cyBUY), Staples, Sam's Club, and other similar businesses is not allowed. This type of furniture is lower quality and will not withstand extended use. In addition, most of these products do not have extended warranties and obtaining any warranty service is extremely difficult, if not impossible. Subsequently, the furniture becomes disposable. There is also a chance we can get the identical or similar product through Workspace Inc. at a similar price

### CAN I PURCHASE FURNITURE BE PURCHASED ON CYBUY?

No, all furniture purchases must be made on a requisition using contracts in place. In most cases we can obtain the identical item at equal or lower prices through our contracted furniture dealer, Workspace Inc..

### IS ANY FURNITURE STOCKED ON CAMPUS FOR SALE?

No furniture is stocked on campus. Some used furniture is available through Surplus.

## **HOW LONG WILL IT TAKE FOR ME TO RECEIVE MY FURNITURE AFTER I ORDER IT?**

Furniture is not manufactured in advance and stored in Warehouses. Manufacturers begin making your furniture upon receipt of the ISU Purchase order. Lead times depend on the product being ordered but can range from 2.5 – 8 weeks. Specials can take even longer.

## **DO I HAVE TO GO THROUGH THE PROCUREMENT SERVICES TO BUY MY FURNITURE?**

All purchases of furniture must be done through the Procurement Services using a Requisition. Furniture cannot be purchased on a procurement card. At no time should an employee purchase furniture and submit receipts for reimbursement.

## **ARE THERE SPECIFIC STYLES OF CHAIRS THAT I MUST ORDER?**

The Iowa State University Procurement Services has awarded contracts to specific vendors for the purchase of task chairs by the University. Procurement Services has contracts for eight (8) different chairs. Each chair went through an extensive evaluation procedure including ergonomic requirements, cost, features, comfort and construction. See the information in Contracts – Task Chairs.

## **WHERE SHOULD I HAVE MY ORDERS SHIPPED?**

Your requisition should accurately reflect your "Ship To" address. Departments need to be aware of several items when completing the "Ship To" information on the non-catalog requisition. First, freight companies will only deliver to a loading dock or from their tailgate, they will not bring items into the building. Second, deliveries usually are made via large semi trailer trucks, and you must have a dock with sufficient access for the truck to be able to deliver. Third, all boxes must be inspected for damage upon delivery to file an applicable claim for damages. Finally, if no one is available when they show up, they will go back to their terminal and the department will be charged for a second delivery.

All furniture not shipped directly to a department will ship to Workspace Inc.. Central Stores will only receive small orders for chairs. Workspace Inc. will charge a receiving, delivery and/or installation fee as applicable.

## **WHAT SHOULD I DO IF THE FURNITURE IS DELIVERED DAMAGED?**

You should never refuse a damaged shipment. At the time of delivery, receiving personnel need to inspect the product and should not sign any freight bill until inspection is completed. Claims for damages cannot be filed if there is damage to the box and it was not noted on the freight bill. Even the slightest dent or tear in a cardboard box can mean damage to a piece of furniture. If the product is shrink-wrapped, special care should be taken, as it can easily hide obvious damage. You have the right to ask the driver to open the box for inspection. If damage is found, you should note on the freight bill the items that are damaged and to what extent. Notify **Tisha Campbell (4-4542)** immediately after receiving damaged merchandise. You will need to send a copy of the freight bill to her and describe specifically where and how the unit is damaged. Procurement Services then will contact the freight company regarding an inspection. The item cannot be moved to a different location until the inspection has been made. Hold the merchandise and all packing material at the delivering site for the carrier's inspection. (If the damaged product is moved or the packing material discarded, the claim will be denied.) It could take up to six (6) months to receive approval for disposal the damaged merchandise. If you receive merchandise without visible damage and upon installation discover concealed damage, a claim may still be filed

provided it is within 15 days after receipt of the item. Again, notify **Tisha Campbell (4-4542)**, and follow the procedures noted.

### **THE ITEM I RECEIVED IS NOT WHAT I ORDERED, WHAT DO I DO?**

If you receive an item, but it is not what you ordered, contact **Tisha Campbell (4-4542)**. You will need to provide information on what is incorrect about the unit, a copy of the freight bill, and the packing list. Procurement Services will need to determine how the error happened and fault. If the vendor made the error, Procurement Services will work with them to have the item replaced. Product must be in its original packing material and unused. Replacing the item usually requires reordering the correct item and returning the incorrect item. New invoices will likely be issued and credits furnished after the incorrect product has been returned. It can take up to six months to receive these credits. If the error is ISU's fault, a new order will have to be placed and we will need to keep and pay for the incorrect item.

### **THE ITEM I ORDERED IS NOT WHAT I WANTED, WHAT CAN I DO?**

Most furniture companies do NOT have a return policy since they do not warehouse furniture. Neither of our Furniture Contracts allows for the return of product we ordered in error. You will have to keep what you ordered and reorder what you really wanted. You need to be sure of what you are ordering.

### **I WANT TO REARRANGE THE FURNITURE IN MY OFFICE, HOW DO I PROCEED?**

If you just want to move the existing furniture (a filing cabinet, desk etc.) around, then you can contact Central Stores and schedule the move. However, if additional furniture pieces are needed, you need to submit a **Request for Services** <https://www.fpm.iastate.edu/famis360.asp> to **FPM** and request to have one of the interior designers assist you with the redesign. FPM Interior Designers Rebecca Cantrall (4-0015), Judy Dugan (4-0010) Stephanie Hosier (4-4963) and Carrie Choudhury (4-7192).

### **HOW DO I GET FURNITURE REPAIRED?**

Contact **Tisha Campbell (4-4542)** and she will refer you to the appropriate dealer to make the repair. Any repairs done by a dealer will require a purchase order to be issued in advance of obtaining the service. For warranty repair info, see the link on the How to Buy – Furniture.