

# OnSite

July 2003

Vol. 4 | Issue IV

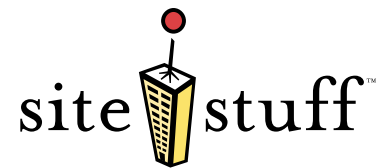


## product update

This month's updates in our product coverage include:

### Lighting - Philips Pricing Reductions

SiteStuff is pleased to announce price reductions on over 250 popular Philips lamps. SiteStuff carries a full-line of Philips lamps with distribution support. Check your Philips PSL or the SiteStuff catalog to see if the lamps you need have been reduced. If you have any questions about the new pricing or would like to schedule a visit with a SiteStuff Philips distributor, contact Customer Care.



[www.sitestuff.com](http://www.sitestuff.com)

**Training: Would you like to learn more about the SiteStuff website or how to navigate easier through the SiteStuff catalog?** Sign up for a "New User Training and Catalog Orientation" session at the following link:  
<http://training.sitestuff.com/trainingsignup/training.asp>

The training session covers purchasing on the SiteStuff website, building a SiteStuff Shopping List, using accounting codes, printing invoices and shortcuts on the SiteStuff website.

**Shopping Lists: A SiteStuff Shopping List is a mini catalog of the items you most frequently purchase.** For janitorial, lighting, and HVAC purchases, a SiteStuff distributor is available to build a Shopping List for you. By allowing the distributor to build the list or look over your existing list(s), the distributor can adjust their inventory levels to meet your stocking needs. They can also suggest more energy efficient or cost effective options that might be available. If you would like to schedule a visit with a distributor representative in any of these categories, please contact SiteStuff Customer Care.

### Helpful Tips from the SiteStuff Customer Care Team:

1. When calling for order status, to help expedite your call, please have the SiteStuff web order number available.
2. Remember to double check that you entered your own P.O. number at checkout before you submit your order. It's also a good idea to double check the quantities and units of measure on the final order before you hit "submit".
3. The SiteStuff Shipping Policy can be accessed from the SiteStuff Homepage under the "Help" link.
4. All invoices may accessed and printed from your homepage once you are logged into the SiteStuff website.

## project sourcing update

This month's updates in project sourcing include:

### HVAC projects

SiteStuff is now gathering property specific information for all of the HVAC projects scheduled for the fall of 2003.

Once the details are collected, we will coordinate projects by marketplace using a limited number of contractors to aggregate your demand and achieve lower pricing. Your property can participate in this larger opportunity, while enhancing your individual attention and service level needs.

Your property can benefit from our involvement by allowing us to:

- Manage the RFP bid process using best practices
- Manage the contractors during the bidding process
- Qualify the proposals and check pay-back estimates
- Provide a detailed proposal analysis
- Provide access to the SiteStuff vendor partners
- Reduce the RFP cycle time
- Allow for group bidding on projects across multiple portfolios

Don't delay. To submit your information go to: <http://www.sitestuff.com/hypertork/tab/projectSourcing>

# is your lighting program the best practice?

Do you have a facility lighting program or are you just keeping the lights burning so the tenants don't complain? If you currently have a program, congratulations! You are providing superior service to your owners and tenants while effectively managing your operating costs and delivering the best light possible to your tenants. If you are in the latter, watch out, you are more than likely overspending and under delivering value to the spaces that you manage.

Lighting is undersold, undervalued and under performs in much of today's commercial market. Consider how many times you find yourself squinting from either not enough light or too much glare from a poor lighting design. How about tenants calling to

complain about lights being out on a regular basis? Or have you ever wondered why there are different lamps colors throughout your facility? Different color, low light output and poor energy performance can be, pardon the pun, putting your facility in a "bad light". Be assured your tenants notice and feel all of these issues as well.



The good news is there is hope for even the most poorly lit or maintained facility. Commercial real estate can learn from some of the best practices in other industries and improve not only the way their facility looks, but also how it performs. Take the retail industry for example. They have more lighting per square foot than any other industry. Appearance, quantity of light, quality of light, reduced total cost and long life are paramount to their success and good business. Quality lighting systems that deliver consistent sparkling appearances attract customers, direct people to specific areas, enhance the colors and textures and operate more efficiently with minimal maintenance cost.

Just how do they do it? There are a few simple principles they employ that produce big results time and time again. First, they eagerly embrace the newest technology and study what options are best for their facility. They understand the cost of light and that approximately 88% is paid to a utility company. Quality lighting will deliver the most lumens for the least cost, time and time again. Second, they understand that you can over conserve energy and deliver a poor product. To avoid this, they look at the task performed and determine the quantity of light, quality of light and lamp color that best meets their customer needs. Third, they stick with the industry leaders for their products. The name brand manufacturers invest time, money and research to bring the very best products to market, and they deliver quality performance.

Another "best practice" that can benefit the commercial real estate market is "group relamping." It may sound expensive and foolish to discard lamps before they burn out, however trading a small increase in lamp cost for a large decrease in labor and interruption cost, as well as energy reductions, creates a financially attractive scenario. It also enables the utilization of mass production techniques that allow fixtures to be cleaned to maintain maximum efficiency and to match the right light source for your application. The frequency of replacement depends on the lamp rated life and the mortality curve, typically around 70% of rated life. Consistent light levels, improved color uniformity, reduced maintenance, fewer tenant complaints and more time for your maintenance staff to focus on other productive areas are all benefits of group relamping. Beyond that, a group relamp approach often allows you to take advantage of the newest technology at the time of relamp to insure you have the most efficient system in your ceiling.

Institutional facilities often employ "maintenance contracts" for their exterior and interior lighting. This allows them to fix their monthly cost, and insure that lighting in critical areas like parking lots and building entrance and exit areas are on when needed. Often times the start of maintenance contracts allows the facility to completely relamp all exterior fixtures with new products for the same low monthly maintenance cost. Getting a handle on the budget is just another benefit of maintenance contracts.

Design Lighting Services, DLS, part of the Facility Solutions Group family of companies is part of the SiteStuff National Service Provider network. DLS offers a comprehensive approach to helping you best manage any and every lighting system you have. Contact Richard Hormuth at [richardh@fsgconnect.com](mailto:richardh@fsgconnect.com) to find out how you can move into the "best light" today.

*Design Lighting Services is a National Service Provider at SiteStuff in the electrical/lighting and energy management categories. Find them in the Contract Services section of the SiteStuff website at [www.sitestuff.com/nsp.jsp](http://www.sitestuff.com/nsp.jsp).*

brought to you by:



# the impact of manufacturers warranty on vendor selection

Providing your employees with the proper furniture and equipment can do wonders to improve communication, productivity and morale. We recognize that a client's needs are paramount when new furniture is being delivered or when existing furniture needs to be reconfigured. Systems furniture specification and installation can range from simple to complex. Whether you need to install 1000's of new workstations for a new facility or just reconfigure a few cubes in an existing space, our nationwide, certified teams of planners, project managers and installers can quickly and efficiently do the job. Every manufacturer's brand of office furniture has unique installation techniques and required procedures.

We aim to make the delivery and installation process as smooth as possible by minimizing disruption to your business.

Systems furniture consists of panels and components that can be configured to the desired workspace also known as "cubicles" or "workstations". Workstations, new or pre-owned, are sold through a network of dealers; with each dealer typically representing a variety of manufacturers. Choosing which one you work with should not be solely based on price, but rather the service, commitments and warranties that are offered, therefore the "best-value".

Each manufacturer offers warranties on its furniture for the original owner of the product. For instance, one major manufacturer warranties its products as follows:

- Twelve year warranty on everything comprising standard office furniture, including electrical components, casters, cylinders, tilts and all moving mechanisms.
- Three shift warranty to allow for increased use of office furniture and the demands of continuous usage.
- Labor included warranty defined as the manufacturer paying for the service labor in addition to the parts.

Many times, you as a customer will be told that your warranty is in jeopardy if you do not use a certified dealer for the installation or reconfiguration. This is not always a correct statement. Most manufacturer warranties state that if the office furniture is installed per the manufacturer's specifications that warranty issues will be covered. Any reputable workplace services business enterprise will have insurances for commercial general liability and professional liability (errors and omissions) to cover issues. We encourage you to investigate this with your furniture manufacturer for confirmation of warranty statements or for additional information. We also recommend to always obtain the warranty in writing.

Graebel Commercial Services (GCS) has a number of employees that are factory trained and certified systems furniture installers to handle all of your systems furniture needs. Whoever the furniture manufacturer, Graebel has qualified planners, project managers and installers ready and able to handle everything from start to finish. Graebel can inventory, specify, transport, receive, layout, install and reconfigure any of your furniture products. To improve on project efficiencies Graebel can also perform your office move.

As the nation's largest workplace services specialist, Graebel Commercial Services (GCS) has handled more large scale, nationwide workplace relocations than any other company. GCS is a fully integrated service organization that offers a wide variety of workplace services including relocation, transportation and warehouse services, including but not limited to furniture services, storage, asset management, installation, reconfiguration, refurbishment, design services, space planning, CAFM, record retention and more!

For questions on GCS services, manufacturer's warranties or additional information, please contact Shandis Duarte at (303) 214.6593 or at [sduarte@graebel.com](mailto:sduarte@graebel.com).

*Graebel Commercial Services is a National Service Provider at SiteStuff in the moving and relocation category. Find them in the Contract Services section of the SiteStuff website at [www.sitestuff.com/nsf.jsp](http://www.sitestuff.com/nsf.jsp).*

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## bid management update

This month's updates in bid management include:

### **New RFP Categories**

As RFP activity increases, the need to include additional categories and subcategories within the SiteStuff Services directory has arisen. To accommodate the additional needs, we have created the following new categories/subcategories.

**Uniform Services** - Uniform Services

**Indoor Air Quality** - Indoor Air Quality

**Janitorial – Laundering Services**

**Janitorial – Air Freshener Services**

**Security and Safety – CCTV**

Please keep these new categories in mind when needing to submit a RFP.

### **\$100 American Express Cheque Offer – ending**

Thanks to everyone who has participated in this program. The response was wonderful and numerous sales have been made. Many of you have already received your \$100 American Express Gift Cheque; many others will be receiving them soon!

*If you have any questions regarding the status of your invites, feel free to email [Cathie.Sheridan@sitestuff.com](mailto:Cathie.Sheridan@sitestuff.com).*

### **Calling All Contracts**

Remember, when putting your contracts out to bid, our Request for Proposal (RFP) Tool and Bid Manager allows you to easily create, distribute, evaluate and award your bids online. Janitorial, Landscaping, Water Management and all other monthly building maintenance service contracts are ideal for this tool.

*Get trained today! Sign up at <http://training.sitestuff.com/trainingsignup/training.asp> for training and start saving time on your next bid project. For more information, call (800) 203-4301.*

