



LABORATORY PLANNING AND PROCUREMENT

SUMMARY OF SERVICES

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OVERVIEW AND PHILOSOPHY

Webster & Associates, Inc. provides lab planning and equipment procurement services to life science and healthcare sectors, including biotechnology companies, universities, pharmaceutical companies, tissue and organ centers, blood and plasma centers, and physicians and clinics. Clients, architects, construction managers, and contractors may select from our portfolio of services, choosing those relevant to their project goals.

We offer project management and consulting to guide clients through the process of building or expanding into a new facility. In addition, we offer innovative logistics solutions and tailored purchasing programs to various healthcare and biotechnology sectors.

Our commitment is to provide quality products and services and to improve efficiencies by focusing on your specific needs.

Our philosophy is to work with experts in the field to deliver the most creative solutions to our clients.

SERVICES

From planning to the functional operation of your project, Webster & Associates coordinate each stage and assures that your goals are met and exceeded. We will involve you and the experts to carefully manage project details and deliver the best possible solution. The following services are included in our portfolio, and can be used in all or in part depending on the scope of the project.

Project Definition

Projects are often complex and involve many competing objectives. As an initial step, Webster & Associates guides a client toward identifying specific needs and overall objectives for a project.

Team Creation

The success of a project depends on the makeup and chemistry of the people involved. Webster & Associates creates team synergy by forming a group that works together starting at the very beginning of a new facility or expansion project. We bring together and manage a team of architects, construction managers and contractors with the relevant expertise to design, build and furnish laboratory and office space. With improved communication, our process minimizes oversights, change orders, delays and cost overruns.

Equipment Planning and Programming

Working closely with the people that use the equipment day-to-day, we assist with the identification of equipment that can continue to be used and determine what equipment needs to be purchased. Our process selects equipment that has optimum quality, cost, life expectancy and technological benefits.

Equipment Specifications

Once the objectives are defined and planning is complete, we identify and compare the specific equipment models and manufacturers that can meet the requirements. Different products are compared based on maximum value that considers life-cycle cost, quality, durability and maintainability. Throughout the process, we continually obtain customer feedback to confirm that the requirements are being met.

Office Planning

For office projects, we assist clients with the planning and identification of office furniture requirements including fixed furniture, open systems, work stations, conference room furniture, and seating. In addition, we provide planning services for computer systems, office equipment and office supplies.

Bidding and Analysis

Webster & Associates has perfected the process of product bidding and procurement. We manage every detail including development of Requests for Quotations, identification of qualified vendors, bid analysis to ensure that equivalents are being compared, agreement negotiation to obtain additional cost savings and recommendations to client. After award, we continue to be involved by monitoring vendor installation and performance.

Procurement

Webster & Associates frequently submits competitive bids on public and private projects for a variety of products including laboratory equipment, casework, controlled temperature rooms, computers and office furniture. Webster & Associates is a woman-owned small business that often assists clients with meeting M/W Business Enterprise requirements. Throughout the process and beyond owner turnover, we manage all components to insure architect, contractor and owner satisfaction.

Relocation Management

Moving people, furniture, materials and equipment is a major task. We can relieve the stress by identifying and coordinating the experts that are experienced in projects with the same requirements.

Project Control

Our goal is to insure that your project is delivered on time and within budget. Early involvement for all team members assures that responsibilities are well defined. We monitor all activities, schedules and budgets to insure that the project is staying on target. We are constantly anticipating any potential problems so that it can be addressed before it becomes a problem. Webster and Associates is the conduit to assure steady and effective communication between all team members.

Logistics

We have expertise in ground, ocean and air transport of frozen and refrigerated special requirement products such as pharmaceuticals. We arrange for the warehousing and distribution of these products as well.

PURCHASING PROGRAMS

As a complement to our lab planning and installation services, Webster & Associates provides group purchasing programs. Participation in a group purchasing program allows organizations to take advantage of combined buying power to realize significant cost savings. Our contracts with major national vendors provide valuable resources and value-added benefits.

Listed below are just a few of the products and services available through the Webster & Associates Purchasing Program:

Laboratory

- Laboratory casework
- Laboratory supplies
- Centrifuges
- Walk-in refrigerators and freezers
- Blast freezers
- Generators
- Fume hoods
- Biological safety cabinets
- Sterilizers / autoclaves
- Glassware washers
- Controlled environment rooms

Medical

- Medical supplies
- Pharmaceuticals and injectables
- Physical therapy equipment
- Radiology systems
- Mammography systems
- Surgical tables
- Exam tables
- Surgical/exam lights

Office

- Office furniture, seating and storage files
- Conference room furniture and seating
- Computers, printers, copiers and facsimile machines
- Leasing and financial services

Webster & Associates is a distributor for Fisher Scientific, VWR Scientific, General Injectables and Vaccines (GIV), and Henry Schein offering all products available through these distributors at discounted prices.

SELECTED PROJECTS

Project Management and Consulting Services

- Selected by the **Commonwealth of Virginia's Division of Consolidated Laboratory Services** to procure casework and laboratory equipment for a new 175,000 square feet facility in Richmond, VA. Approximately 70% of the total square footage is laboratory space.
- Awarded contract to provide a variety of laboratory equipment for **Duke University's** Center for Interdisciplinary Engineering, Medicine and Applied Sciences (CIEMAS) new building project. The project, to be completed in August 2004, will be Duke University's first LEED (green building) certified building.
- Selected to provide medical equipment for the new Support Services Building at **Maryland Correctional Institution for Women** in Jessup, MD. Products include general x-ray system, mammography system and various imaging related equipment. Completion is scheduled for Spring 2005.
- Selected by **Montgomery College** to provide physical therapy and medical equipment for the new Health Science Building on the Takoma Park Campus in Silver Spring, Maryland. The new 98,000 square foot building contains state-of-the-art classrooms and laboratories. The facility also includes a 5,000 square foot community health clinic and opened in early 2004.
- Provided project management services to **Acorda Therapeutics** located in Hawthorne, NY for a 10,000 square feet expansion. Webster & Associates coordinated contracts for architecture and construction manager services and oversaw operations during the expansion. In addition, Webster & Associates sourced and procured furniture and equipment.
- Selected by **American Red Cross Biomedical Services** to source, bid and manage specific agreements accomplishing the American Red Cross' goal to build, open and operate 13 National Testing Laboratories throughout the United States. These agreements included architectural design, furniture/casework products, and all equipment and supplies.

- Negotiated contract between **independent blood centers** and a manufacturer for the production of plasma-based pharmaceutical products. This included procedure and process for forecasting, procurement and shipping of unprocessed plasma to manufacturer, manufacturing services, coordination of finished product distribution, quality assurance/control and financial management. Webster & Associates' role included forecasting, plasma procurement, plasma and finished product distribution and coordination of production scheduling functions.
- Negotiated and administered the **plasma program for independent blood centers**. Functions included identifying plasma sources, forecasting plasma volumes, procurement, communicating specification/manufacturer requirements, resolving shipment discrepancies, coordinating unit withdrawals/recalls, invoicing manufacturers and reimbursing blood centers.
- Coordinated the contract negotiations for a successful response by a collective of **independent blood centers** to Tenet Healthcare bids for the distribution of blood products and services to Tenet hospitals in California and Texas. This was a precedent-setting process by bringing together a coalition of independent blood centers to respond to a corporate bid for blood products and services.

Purchasing Programs:

- Developed and administered group purchasing program for independent blood centers. For use by over 80 centers, the program grew from 5 to over 90 contracts for a variety of **blood bank supplies**, equipment and services over a six-year period representing nearly \$100 million in purchases and sales by participants.
- Established specific agreements for the purchase of **nucleic acid testing products** and equipment used by independent blood centers.
- Developed and manage **Physicians and Clinics Purchasing Program**. Our program was initially offered to the 9,200 physicians and providers of United Healthcare of North Carolina. It currently is being expanded nationwide. The program provides contracts for **medical supplies**, services and equipment used in physician offices and clinics.

- Implemented a purchasing program for the **plasma industry**. The program offers specialty contracts for a variety of equipment, services and medical supplies to over 400 plasma collection centers and plasma derivative manufacturers throughout the United States.
- Established and manage a purchasing program for use by over 80 **tissue banks and organ centers** located throughout the United States. The portfolio of products includes surgical supplies, protection barriers, laboratory supplies and many other items.

VALUE AND BENEFITS

Clients, architects, construction managers, and contractors enjoy many benefits of our involvement, including:

- A one-source, turn-key service
- Woman-owned, small business to assist clients with diversity goals. Certified by multiple government jurisdictions.
- Better communication and delegation of responsibility through our early involvement in the project
- Development and nurturing of team synergy
- Save clients valuable resources by monitoring and managing project details, which allows the team to focus on day-to-day operations and core skills
- Extensive network of experienced, reputable, and creative architects, construction managers, contractors and other professional services
- Existing network of vendor relationships and portfolio of contacts for casework, furniture, medical equipment, laboratory equipment, computers, laboratory and medical supplies and many other products and services
- Utilize *proven* state-of-the-art technologies to ensure owner satisfaction
- Negotiation of contracts for professional services and products to avoid time-consuming and costly process of competitive bidding
- Maintain project schedule and budget with the expectation that good team communication and a clear division of responsibility will allow us to finish under budget and ahead of schedule

COMPANY BACKGROUND



Deborah E. Webster, Owner and President, founded Webster & Associates, Inc. in 1991. Her goal is to provide services that meet and exceed the needs and expectations of both the facility's technical experts and management. Webster's philosophy is to utilize her experience from both the for-profit hospital corporation industry and the non-profit, community-based service providers to build programs that meet the goals of the customer.

Webster has over 20 years of experience in the healthcare arena. She began her career in the purchasing department of a Humana hospital. She was then promoted to Humana's corporate headquarters in Louisville, KY where she was Corporate Materials Manager for 23 hospitals in the mid-south region of the US and Mexico. She also was responsible for negotiating contracts used by all Humana hospitals nationwide.

Following her work at Humana, Webster was employed as Operations Manager with the American Red Cross, National Headquarters, Plasma Operations Division in Washington, DC for seven years. She managed the system-wide forecasting, procurement and shipping of unprocessed plasma to manufacturers, multiple contract manufacturer agreements, coordination of finished product distribution, quality assurance/control issues, financial management and customer service functions. She also consolidated the warehousing and transportation process for plasma derivative products resulting in a more efficient and cost-effective distribution system.

After founding Webster & Associates, Inc., Ms. Webster has continued to work in the healthcare industry with the American Red Cross, United Healthcare and other clients nationwide. She has developed industry-specific purchasing programs, established liaisons with major distributors and vendors and provided consulting services to corporate and non-profit organizations.

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