

FRAMEWORK SCHEDULE 2: GOODS, SERVICES AND KEY PERFORMANCE INDICATORS

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1. INTRODUCTION

Framework Schedule 2 details the overall requirements which the Supplier will need to address when submitting a Tender in relation to this procurement.

1.1 The structure of this Framework Schedule 2 is as follows:

- 1.1.1 Part A – General Requirements
- 1.1.2 Part B – Lot Specific Requirements
- 1.1.3 Part C – Key Performance Indicators

1.2 Part A details general requirements for all Lots under the Furniture Framework Agreement.

1.3 Part B details specific requirements for each of the five Lots:

- 1.3.1 Lot 1 - Government HUB Programme;
- 1.3.2 Lot 2 - Office Furniture;
- 1.3.3 Lot 3 - Residential Furniture;
- 1.3.4 Lot 4 - High Density Steel Storage; and
- 1.3.5 Lot 5 - Repair and Renovation

1.4 Part C sets out the Key Performance Indicators that Suppliers performance will be monitored against under this Framework Agreement. This is detailed in this Framework Schedule 2.

PART A – GENERAL REQUIREMENTS

1. SUMMARY

- 1.1 The purpose of Part A – General Requirements of Framework Schedule 2 is to lay down the characteristics of the Goods and Services that the Supplier will be required to make available to all Contracting Authorities under this Framework Agreement (including, if applicable, in each Lot) together with any specific Standards applicable to the Goods and Services.
- 1.2 The Goods and Services and any Standards set out in Core Requirements and procurement specific standards of Part A – General Requirements of Framework Schedule 2; and Part B - Lot Specific Requirements of Framework Schedule 2, may be refined by a Contracting Authority during a Further Competition Procedure, to reflect its Goods and Services Requirements for entering a particular Call Off Contract (to the extent permitted and set out in Framework Schedule 5: Call Off Procedure).
- 1.3 The Framework shall include the supply of a range of Goods and Services including, but not limited to space planning, site surveys, delivery, installation, desking, workstations, seating, office storage and shelving, reception, restaurant and training room furniture, bespoke solutions for courtrooms and council chambers, high density static and mobile steel storage, work place assessments, furniture renovation and furniture management Services.

2. CORE REQUIREMENTS

2.1 Introduction

- 2.1.1 The Core Requirements of Part A – General Requirements, Framework Schedule 2 specifies the requirements that the Supplier shall deliver for all Lots.
- 2.1.2 The requirements set out in the Core Requirements shall apply in every Call-Off Contract entered into under this Framework Agreement.
- 2.1.3 The Authority requires the Supplier to provide Goods and Services that facilitates the supply, delivery, installation, repair and renovation of furniture and associated products on a national basis as specified for each Lot.
- 2.1.4 The Supplier will be required to provide Services in relation to the supply of the Goods and Services to Contracting Authorities including but not limited to:
 - (a) Taking Orders for the Goods and Services from Contracting Authorities in respect of the relevant Lot(s);
 - (b) Undertaking physical delivery of the Goods or Services ordered by Contracting Authorities in respect of the relevant Lot(s);
 - (c) Conforming to the Charging Structure;
 - (d) Undertaking any billing requirements;
 - (e) Undertaking to meet all Contracting Authority requirements;
 - (f) Providing a support function to deal with Contracting Authority enquiries and issues;

- (g) Handling Contracting Authorities Complaints;
- (h) Complying with KPIs, service levels and any reporting requirements;
- (i) Providing a dedicated Framework Manager to manage the relationship between the Authority and the Supplier under this Framework Agreement, to resolve any issues arising from this Framework Agreement and to implement any improvements/innovations during the Framework Period;
- (j) Complying with the Authority's Management Information requirements.

2.2 Core List

- 2.2.1 All of the products listed in Framework Schedule 3: Framework Prices and Charing Structure; Annex 1 shall become the Core List for each of the Lots.
- 2.2.2 The Supplier shall ensure that all products in the Core List for each Lot are available from the Framework Commencement Date, and throughout the Framework Period.
- 2.2.3 The Supplier shall review the Core List for each Lot to ensure it continually reflects the highest volume items purchased by Contracting Authorities. Reviews will take place in line with the Supplier Action Plan in accordance with Framework Schedule 8: Framework Management.
- 2.2.4 The Supplier shall identify further opportunities to rationalise and standardise the products included in the Core List for each Lot.
- 2.2.5 The Supplier shall offer new, innovative and cost effective products to be considered for inclusion in the Core List as a result of developments in the furniture market.
- 2.2.6 The Supplier shall review the Core List to identify items that are no longer relevant to Contracting Authorities or the furniture market, and that should be considered for removal.
- 2.2.7 The Authority will approve or reject all proposed changes. If proposals are accepted, additions and removals to the Core List shall be made in accordance with Framework Schedule 19: Variation Form.

2.3 Non-Core Products

- 2.3.1 The Supplier shall make available to the Contracting Authorities, Goods and Services within their catalogues which are not included within the Core List. These products shall be known as Non-Core Products. The range of the Non-Core Products shall be adjusted over the lifetime of the Framework Agreement to reflect products which are consistently in high demand. Such products may be transferred from the range of Non-Core Products to the Core List as and when agreed with the Authority, in accordance with paragraph 2.2.
- 2.3.2 Non-Core Products are to be charged to the Contracting Authorities by:

- (a) Discount off catalogue price - Lot 1-4, as submitted in the non-evaluated worksheets within Framework Schedule 3: Framework Prices and Charing Structure; Annex 1, and
- (b) Open Book Costing – All Lots.

2.4 **Quality**

- 2.4.1 The Supplier shall ensure that all Goods and Services supplied under this Framework are tested to the relevant minimum technical requirements set out within this Framework Schedule 2.
- 2.4.2 The Supplier shall ensure that all Goods and Services supplied under the Framework are fit for purpose, comply with the relevant specification, and have a finish and construction that is acceptable to the Authority and Contracting Authority.
- 2.4.3 The Supplier shall ensure that all materials are suitable for their intended use and shall conform to the latest relevant British and European Standards, mandatory Government Buying Standards (with consideration given to best practice Standards), Codes of Practice and current UK Statutory Regulations, six Months prior to the date of supply.
- 2.4.4 Components and spare parts shall be made available by the Supplier for at least 10 years after sale to extend the product's lifetime through repair, as far as reasonably practical.
- 2.4.5 Plastic parts greater than 50g shall be marked for recycling according to ISO 11469 or equivalent and must not contain additions of other materials that may hinder recycling.
- 2.4.6 Suppliers may place the necessary recycling information in the user manual or similar literature for plastic parts greater than 50g in weight.
- 2.4.7 The Supplier shall ensure products supplied are designed to enable easy repair with standard, commonly available parts and tools.
- 2.4.8 The Supplier shall ensure products supplied can be easily disassembled for recycling and reuse, in part or whole.
- 2.4.9 The Supplier shall make available details of desk tops; this should be in the form of CAD diagrams that show the location of screw holes, and desk top sizes to facilitate the refurbishment of the desk top.
- 2.4.10 The Supplier shall ensure that all test certification details provided with their Tender submission are current and kept up to date.
- 2.4.11 The Authority will decline all Goods and Services that cannot be supported with required test certification.

2.5 **Account Management**

- 2.5.1 The Supplier shall identify and appoint a suitably qualified Supplier Framework Manager and account management team and shall use this resource to ensure the requirements of the

Framework Agreement and Call Off Contracts are successfully delivered.

- 2.5.2 The Supplier shall measure and record the performance of all of its Framework Manager and account management team throughout the duration of the Framework Agreement.
- 2.5.3 The Supplier shall identify and correct any poor performance among its account management team so that the account management provided is consistently of an acceptable standard to Contracting Authorities.
- 2.5.4 The account management team will be the point of contact for Contracting Authorities, and will be responsible for providing pre-sales and after sales support.
- 2.5.5 The Supplier shall communicate with Contracting Authorities, providing them with relevant, and timely information from initial contact through to the delivery and installation of Goods and Services, and shall provide a positive customer experience to all Contracting Authorities.
- 2.5.6 The Supplier will ensure the seamless co-ordination of processes including but not limited to; query resolution, ordering process, product supply, logistics, installation, returns, issue and Complaints resolution, product support and re-installation as required.
- 2.5.7 The Supplier shall establish and maintain a documented and clearly defined process, including an escalation process, to record, manage, and resolve complaints raised by Contracting Authorities.
- 2.5.8 The Supplier shall maintain active communications with the Contracting Authority and other delivery partners working with them to ensure that all parties are kept up to date with developments.
- 2.5.9 The Supplier may be required by the Contracting Authority to provide Management Information. Details of their requirements will be included in the Call Off Contract.
- 2.5.10 The Supplier shall provide the Contracting Authority with instructions in relation to its products and assist when necessary.
- 2.5.11 The Supplier shall work with the Contracting Authority to arrange face to face training if required.

2.6 Supply Chain Management

- 2.6.1 The Supplier is required to actively manage Sub-Contractors to ensure that all Goods and Services received meet the requirement of the Authority and Contracting Authority. Key aspects include but are not limited to:
 - (a) The Supplier shall have a robust selection process for the appointment of Sub-Contractors;
 - (b) When selecting and appointing Sub-Contractors, the Supplier shall verify that the sub-Contractors are suitably skilled and qualified to deliver Goods and Services to the required standard;

- (c) The Supplier shall manage and coordinate its Sub-Contractors and supply chain so that the requirements of all Contracting Authorities are met throughout the duration of the Framework Agreement, including during peaks in demand.
- (d) Protect the Contracting Authorities agreed contractual position, ensuring that risks are managed, and that value for money is achieved for the Call Off Contract;
- (e) The Supplier shall monitor and record the performance of its Sub-Contractors, so that it accurately measures, and has visibility of, the performance of its Sub-Contractors.
- (f) The Supplier shall establish and maintain appropriate records and information management systems to record and manage the performance of the Sub-Contractors;
- (g) The Supplier shall identify and correct any under-performance among its Sub-Contractors and within its supply chain so that the Goods and Services provided are consistently delivered to required quality.
- (h) Problem solving including a Dispute Resolution Procedure for when issues arise;
- (i) Auditing and inspecting the Sub-Contractors' work, ensuring that they comply with the contractual requirements on quality, environmental, security, Health and Safety, and relevant legislative requirements;
- (j) Receiving, checking and authorising invoices for payment for additional Services;
- (k) Monitoring Sub-Contractors' approach to rectifying defects and escalating as required to ensure effective and timely resolution of defects;
- (l) Managing communication between the Contracting Authority and the Sub-Contractors;
- (m) Suppliers shall warrant that all Sub-Contractors carry adequate insurance and that they are legally and professionally compliant in all activities. Suppliers shall demonstrate unequivocally the acceptance of these issues; and
- (n) Take and report on steps to remove barriers for businesses of all sizes within the Suppliers supply chain to allow competition for specific Services associated with Call Off Contracts, including SME's and VCSE's.

2.7 Continuous Improvement

- 2.7.1 In order to meet its obligations under Framework Schedule 12: Continuous Improvement and Benchmarking, the Supplier shall continuously improve its performance and the quality of its Goods and Services, and shall identify potential cost savings, throughout the duration of the Framework Agreement and during the delivery of Contracting Authorities' programmes and projects.

2.8 Value for Money, Social Value and Sustainability

- 2.8.1 The public sector wants the best possible outcomes from its procurements. This includes gaining relevant social, environmental and economic benefits from contracts in line with Social Value Legislation.
- 2.8.2 The Supplier shall deliver the required Services in a sustainable manner, including delivering any additional Social Value agreed with the Contracting Authority at Further Competition.
- 2.8.3 The Supplier shall work proactively with its supply chain to reduce the environmental impacts of the provision of the Goods and Services, and shall track and record the environmental benefits it achieves.
- 2.8.4 The Supplier shall support UK government in delivering the [Greening Government Commitments](#), including, but not limited to, the 'improving waste management' and 'buying greener products and services' commitments.
- 2.8.5 The Supplier shall track and record the benefits it delivers in support of the Greening Government Commitment and shall communicate these benefits to Contracting Authorities.
- 2.8.6 Suppliers may also be required to provide information and/ or evidence to support Contracting Authorities in relation to other relevant policy and legislative measures.
- 2.8.7 This includes (but is not limited to) measures associated with: [Digital Built Britain](#), the [Government Construction Strategy](#), the Equality Act, and the Public Sector Equality Duty in particular; the Modern Slavery Act; the Armed Forces Covenant (under the Armed Forces Act 2011); the [Timber Procurement Policy](#) and [Procurement Policy Notes](#).
- 2.8.8 In order to achieve Social Value benefits, the Supplier shall engage with SME's and encourage them to form part of its supply chain.
- 2.8.9 At Framework level we have summarised the following key aspects associated with Framework delivery :
- (a) Growth
- (i) Training and Apprenticeships; particularly in repair / renovation and manufacturing;
 - (ii) Improvements in environmental management in the furnishings sector;
 - (iii) Sector capacity to offer repair, refurbishment and redeployment;
 - (iv) Promotion of diversity, specifically availability of accessible products and accessible web based information;
 - (v) Promoting the opportunity for SME and VCSE's to form a part of the supply chain, including flow down of prompt payment.
- (b) Equality, diversity and inclusion

- (i) Availability of adaptable furniture which can meet disabled users' needs and support for ergonomic workplace assessment;
 - (ii) Accessibility of eCatalogue and other digital service elements
- (c) Modern Slavery and Supply Chain Labour Standards
- (i) Compliance with the reporting requirements of the Modern Slavery Act (where relevant)
- (d) Sustainable Production and Consumption
- (i) All timber products to be legal and sustainable, as per the Government Timber Procurement Policy as referenced in 2.9 within Part A Framework Schedule 2.
 - (ii) Furniture to comply with the relevant elements of the Government Buying Standard for Furniture;
 - (iii) Minimisation of waste and reducing the amount of waste sent to landfill as referenced in 2.13 within Part A of Framework Schedule 2.
 - (iv) Packaging material to be recyclable where possible as referenced in 2.21 within Part A of Framework Schedule 2.

2.8.10 Contracting Authorities may have specific Social Value priorities, relating to the area in which the Goods and/or Services are being delivered, which they will make clear as part of their Further Competition.

2.8.11 Contracting Authorities have flexibility at Further Competition to vary the percentage of the award allocated for Social Value benefits, provided it stays within the Further Competition Award Criteria.

2.8.12 Suppliers may be required to identify Social Value benefits they believe are relevant and proportionate to the Contracting Authorities requirement, and work with the Contracting Authorities to deliver those benefits.

2.9 Timber Requirements

2.9.1 The Supplier shall procure and ensure that all timber and wood derived products originate from an independently verifiable legal and sustainable source in line with the Governments [Timber Procurement Policy](#) which can include:

- (a) Independently verified legal and sustainable sources; or
- (b) Forest Law Enforcement, Governance and Trade (FLEGT);
or
- (c) Recycled timber.

2.9.2 The Supplier may be required to provide evidence that timber products meet the requirements of 2.9 at any time. The Supplier shall retain appropriate documentation from any of the three categories below, to provide as evidence when requested:

- (a) Category A - Certification under a scheme recognised by the UK Government as meeting the criteria set out in the document entitled UK Government Timber Procurement Policy: Criteria for evaluating Certification Schemes (Category A evidence). The edition current on the day of the Framework Commencement Date shall apply.
- (b) Category B - Documentary evidence that provides assurance that the source is sustainable. This may include independent audits and declarations by the Supplier or its subcontractors. Where Category B evidence is to be relied on, the Supplier is required to notify the Authority of the sources of all virgin Timber and wood-derived products supplied. Source in this context means the forest or plantation where the trees were grown and all subsequent places of delivery through the supply chain prior to receipt of the Timber or wood derived product by the Authority. The Supplier shall separately identify virgin Timber and wood-derived products supplied from forests and plantations that are claimed to be subject to sustainable timber production and shall submit to the Authority documentation in respect of such wood to confirm that the criteria for sustainable timber production set out in this specification have been met. If mixing is unavoidable within the supply chain then sources can still be accepted provided that there are adequate controls in place and at least 70% (by volume or weight) is from a Legal and Sustainable source with the balance from a legal source.
- (c) FLEGT - Evidence of timber and wood derived products being exported from a timber producing country that has signed bilateral FLEGT Voluntary Partnership Agreement (VPA) with European Union and which have been licenced for export by the producing country's requirements for a FLEGT licence, where a VPA has been entered into but FLEGT licencing system is not fully operational. Equivalent evidence from a country that has not entered into a VPA which demonstrates that all of the requirements equivalent to FLEGT licenced timber has been met.

2.9.3 Equivalent evidence from countries that have not entered into a VPA but which demonstrates compliance with the Definition of Legal and Sustainable (where equivalent to FLEGT-licensed can be evidence of meeting the definition of 'sustainable') will be acceptable (as with all Category B evidence).

2.10 Recycled Materials

2.10.1 The Supplier shall ensure that Goods supplied contain a high proportion of recycled content where available and appropriate.

2.11 Hazardous Materials

2.11.1 The Supplier shall avoid the use of hazardous substances including, but not limited to, substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.

- 2.11.2 On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) Regulations and all relevant legislation.
- 2.11.3 The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.
- 2.11.4 The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- 2.11.5 The Supplier shall prohibit the use of lead-based paints and primers.

2.12 End of Life Disposal

- 2.12.1 The Supplier shall offer a waste management service to uplift furniture and allocate for repair, refurbishment, re-use or breakdown the product appropriately for recycling or disposal in an environmentally friendly manner.
- 2.12.2 The Supplier shall provide the Contracting Authority with appropriate evidence that the product has been disposed of in accordance with the requirements of the duty of care for waste as set out in the [Waste Duty of Care Code of Practice 2016](#), or its successor.
- 2.12.3 Waste materials deposited into landfill sites shall be in accordance with the Environment Agency Landfill Directive.
- 2.12.4 The Supplier may offer alternative end of life disposal routes and may offer a disposal and/or reuse service through a third Party.

2.13 Waste Prevention and Management

- 2.13.1 The Supplier shall take responsibility for waste management and work with the Contracting Authority to ensure they meet external and internal targets for the reduction of waste. They are to develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.
- 2.13.2 The Supplier shall provide information to the Contracting Authority on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Contracting Authority). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.

2.14 Government Catalogue

- 2.14.1 The Government Catalogue provides a list of Goods which will be required by Contracting Authorities during the Framework Period. The products are listed in Framework Schedule 3: Framework Prices and Charing Structure; Annex 1.
- 2.14.2 The Supplier shall produce a catalogue for Lot 1, Lot 2 and Lot 3 only. This is not applicable for Lot 4 and Lot 5. The catalogues

shall include all of the individual products specified in the Core List detailed in Framework Schedule 3: Framework Prices and Charing Structure; Annex 1.

- 2.14.3 The Supplier shall provide the catalogue in an electronic on-line format (P2P or equivalent, Contracting Authorities Intranet site, and the Authority's website via the internet). There may be a requirement for some Contracting Authorities to receive the catalogue in hard copy. Contracting Authorities specific requirements will be detailed in their individual Call Off Contract.
- 2.14.4 The catalogue structure shall comprise of a limited menu and content pages, managed as an MS Front-page web. The catalogue will be available to any public sector organisations to access.
- 2.14.5 The following information, as a minimum, shall be included in the catalogue:
- (a) A generic index covering all Goods;
 - (b) The telephone and email address of the Supplier Account Management Team;
 - (c) An example of the form to be used for placing an Order;
 - (d) In respect of the individual product items:
 - (i) A photographic image or other appropriate representation where required;
 - (ii) A short to long description;
 - (iii) The name of the manufacturer (where appropriate);
 - (iv) Contract reference;
 - (v) Key word;
 - (vi) Lead time;
 - (vii) Name;
 - (viii) Unit of measure;
 - (ix) Unit of purchase quantity
 - (x) The product code number
 - (xi) The denomination of quantity
 - (xii) Minimum Order quantity
 - (xiii) UNSPSC
 - (xiv) The price of the product excluding VAT
 - (xv) NATO Stock Code
- 2.14.6 The Authority uses version 8.1201 of UNSPSC (Universal standard Product and Services Classification) to classify ordered items for Management Information purposes. The Supplier will be required to code their Goods and in Product Grouping 1 and Product Grouping 2 to version 8.1201 of UNSPSC. Further information can be obtained <http://www.unspsc.org>.

- 2.14.7 The catalogue structure for the Government eMarketplace shall require the completion of a catalogue builder file by the Supplier and in the required format – <http://www.procservice.com/documents/procservicecataloguebuilder>. This will be the master copy file which will include all products and prices etc.
- 2.14.8 The validation parameters for the catalogue builder are as follows:
- (a) All mandatory fields are populated;
 - (b) The price expiry date is after the price effective date;
 - (c) The transaction type for any changes to catalogue content is correct (e.g. NEW = ADD, etc.);
 - (d) There are no duplicate lines;
 - (e) The UNSPSC codes are valid; a UNSPSC code (as detailed in paragraph 2.14.6) will need to be provided for each product within the catalogue.
 - (f) The aspect fields are correct i.e. if value is populated, that name is populated (e.g. aspect name is 'colour', aspect value is 'red' etc.)
- 2.14.9 The Supplier shall be responsible for the provision and support of the necessary infrastructure required to implement the on-line solution for the Authority and Contracting Authority and for any associated running costs throughout the Framework Period.
- 2.14.10 The Government Catalogue will contain the highest volume Goods purchased by Contracting Authorities. The Supplier will be required to provide a consistent level of availability for products on the Government Catalogue.
- 2.14.11 The Authority will agree at the Supplier Review Meeting(s), as described in Framework Schedule 8: Framework Management, the inclusion of any additional products the Supplier has identified as referenced in paragraph 2.2 and 2.3 within Part A of Framework Schedule 2.
- 2.14.12 The pricing of Goods and/or Services outlined in Framework Schedule 3: Framework Prices and Charging Structure, Annex 1 will be used in the Government Catalogue.
- 2.14.13 Suppliers may be required to provide a catalogue specific to an individual Contracting Authority. Details of this will be included within the Contracting Authorities Call Off Contract.

2.15 **HM Government Baseline Personnel Security Standard**

- 2.15.1 The Authority requires that all Supplier staff employed, whether permanent or temporary, on the provision of Framework Services are subject to the requirements of the [HM Government Baseline Personnel Security Standard](#). Copies of the current HM Government Baseline Personnel Security Standard can be obtained from the Authority.

2.16 **Data Security – OFFICIAL SENSITIVE**

- 2.16.1 The Supplier shall implement and comply with industry Standards and best practice security controls as detailed here:
<https://www.gov.uk/government/publications/security-policy-framework>
- 2.16.2 The Supplier shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the first Call Off Contract. Requirements can be located at:
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>
- 2.16.3 The Supplier shall ensure that prior to the start of the first Call Off Contract and annually thereafter that they will undertake CHECK Assurance with a CESG approved provider. Further information on CESG Penetration Testing can be found at:
<https://www.cesg.gov.uk/articles/using-check-provider>
<https://www.cesg.gov.uk/scheme/penetration-testing>
- 2.16.4 The Supplier shall ensure that Contracting Authorities information and data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/or in line with the Contracting Authorities' requirements.
- 2.16.5 The Supplier shall, where required, have the capability to employ encryption to information / data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Contracting Authorities requirements.
- 2.16.6 The Supplier shall ensure that any suspected or actual security breaches are reported to Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in Monthly/quarterly performance reporting to the Authority.
- 2.16.7 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

2.17 **Business Continuity and Disaster Recovery (BCDR) Plan**

- 2.17.1 The Supplier shall have its own BCDR Plan to ensure that it can continue to deliver the Goods and Services.
- 2.17.2 The Supplier shall notify the Authority and the Contracting Authority as soon as it becomes aware of a disaster event or a likely disaster event. The Supplier shall collaborate with the Contracting Authority to ensure that the BCDR Plan interface's seamlessly in supporting the business without disruption.
- 2.17.3 The Supplier shall liaise with the Contracting Authority to ensure that appropriate communication lines are maintained.

2.17.4 At the request of the Contracting Authority, the Supplier shall assist in testing their BCDR Plan at intervals to be agreed by the Parties. The Suppliers BCDR Plan shall detail the processes and arrangements which the Supplier shall implement and the procedures which the Supplier shall follow in respect of the Goods and Services throughout the duration of the Call Off Contract.

2.17.5 The Suppliers BCDR Plan shall include but not be limited to:

(a) Approach to business continuity and disaster planning that addresses:

- (i) Loss of Sub-Contractor;
- (ii) Emergency notification and escalation process;
- (iii) Contact lists;
- (iv) Staff training and awareness;
- (v) BCDR testing; and
- (vi) Post implementation and review process.

2.17.6 The Supplier shall coordinate the BCDR Plan with the Contracting Authority.

2.18 Space Planning

2.18.1 The Supplier may be required to provide a space planning service to the Contracting Authority. If this is required, the Supplier shall:

(a) View the Contracting Authorities premises and provide advice on suitable furniture specifications as required for lots 2, 3 and 4.

(b) Offer 3D space plans and 3D animated virtual walkthroughs.

2.19 Site Survey

2.19.1 The Supplier, if required, will provide a free of charge site survey service to view Contracting Authorities premises to establish the extent of work required, address site accessibility and provide advice to the Contracting Authority regarding suitable furniture specifications as required.

2.19.2 The site survey shall comprise of a filing survey, ergonomic assessment and environmental impact assessment (when required by the Contracting Authority).

2.19.3 The Supplier shall undertake a site survey for their own needs to ascertain access/egress, parking, lift availability.

2.20 Ergonomic Workplace Assessment

2.20.1 Suppliers shall provide pre-sales support in terms of ergonomic needs assessment and show understanding and competence of relevant Health and Safety Regulations, European Standards and other guidance. Suppliers shall provide post-sales support in terms of the delivery and set up of furniture with adjustments, and on-going support and maintenance where required.

2.21 Packaging

- 2.21.1 The Authority requires all packaging used in performing the Contract to conform to the Packaging Directive 94/62/EC and the Department for Business, Enterprise & Regulatory Reform (BERR) Packaging (Essential Requirements) Regulations 2008 or the current packaging legislation throughout the life of the Framework.
- 2.21.2 The Essential Requirements are, in summary:
- (a) Packaging volume and weight must be the minimum amount to maintain the necessary levels of safety, hygiene and acceptance for the packed product and for the Contracting Authority.
 - (b) Packaging must be manufactured so as to permit reuse or recovery in accordance with specific requirements referenced in the Call Off Contract.
 - (c) Noxious or hazardous substances in packaging must be minimised in emissions, ash or leachate from incineration or landfill.
- 2.21.3 Aggregate heavy metal limits apply to cadmium, mercury, lead and hexavalent chromium in packaging or packaging components subject to some exemptions (for glass and plastic crates/pallets). The total by weight of such metals should not exceed 100 ppm as per [The Packaging \(Essential Requirements\) Regulations 2015](#).
- 2.21.4 Packaging must be sufficiently robust to ensure the Goods are securely contained and protected and must consist of readily recyclable material, and/or materials taken from renewable resources, or be a multi-use system, i.e. reusable.
- 2.21.5 All packaging materials shall be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, paper, plastic, textile).
- 2.21.6 Upholstery shall be covered in polythene wrap or similar sealed packaging to provide protection from water and dirt. Additional packaging shall be used to protect vulnerable product parts e.g. timber legs.
- 2.21.7 Packaging shall be of sufficient strength to allow the Contracting Authority to place the Goods in storage and under reasonable conditions maintain adequate protection over the storage period.
- 2.21.8 All packaging shall be labelled in accordance with 2.30 Product Labels. Items supplied in cartons shall be marked with statutory hazard marking and handling markings.

2.22 Delivery

- 2.22.1 The Supplier shall provide a UK national delivery service, including Northern Ireland and offshore Islands, and be able to facilitate limited overseas requirements when required.
- 2.22.2 The Supplier shall deliver products in accordance with the Contracting Authorities implementation plan.
- 2.22.3 The Supplier shall provide the Contracting Authority with a method statement for delivery and ensure products are delivered

as per the agreed implementation plan. It is the Suppliers responsibility to obtain the correct delivery details, including address and access details.

2.22.4 Part delivery will not be acceptable, unless prior agreements have been made with the Contracting Authority.

2.22.5 Framework Prices are inclusive of all Costs and expenses relating to the delivery of the Goods and Services, and the Suppliers performance of its obligations under each Call Off Contract, including all Costs relating to travel, subsistence and lodging of Supplier Personnel.

2.22.6 The Supplier may only apply additional transportation costs for those items shipped outside the UK mainland. However, the Contracting Authority must be made aware of any supplementary shipping or transportation Costs at the time the Order is placed.

2.23 Installation

2.23.1 The Supplier shall install products in accordance with the Contracting Authorities specified requirements.

2.23.2 The Supplier shall provide and agree with the Contracting Authority a programme and method statement for the installation and ensure Goods and Services are delivered as per the agreed implementation plan.

2.23.3 The Supplier is responsible for off-loading and portage of products to the Contracting Authorities point of use. All packages must be securely marked to allow for easy identification.

2.23.4 The Supplier shall be responsible for the conduct of its staff attending the site. Staff attending the Contracting Authorities premises must comply with any reasonable request made by the Contracting Authority or the Authority. Failure to comply with these requirements may result in the exclusion of staff from the site.

2.23.5 The Suppliers shall fully assemble all Goods as part of the installation.

2.23.6 The Supplier is responsible for the security of its tools and equipment used to complete the installation.

2.23.7 The Supplier shall remove all packaging materials, and any associated waste, from the site and ensure the site is left in a clean and tidy condition upon completion.

2.23.8 The Supplier shall take adequate measures to protect the building and its contents and will be responsible for any damage caused by the negligence of the Supplier Personnel.

2.23.9 The Supplier may apply additional installation costs for items installed outside of standard working hours of 08:00-18:00 or at weekends and bank holidays, however, the Supplier must ensure that the Contracting Authority is provided full transparency of any supplementary installation costs which are agreed at the time of ordering.

2.24 Operating Instructions

- 2.24.1 The Supplier shall provide operating instructions for each product supplied, and where appropriate electronic versions.
- 2.24.2 The Supplier shall provide free of charge on-site assistance and product training for Orders requiring installation to ensure the Contracting Authority is aware of the features and functions available, so that the Contracting Authority operates the installed Goods within Health & Safety guidelines.

2.25 Performance

- 2.25.1 Product testing shall be undertaken by a UKAS accredited test house or equivalent, accredited test house and/or in-house test house to prove conformity.
- 2.25.2 The Supplier shall be permitted to provide in-house testing from laboratories holding independent accreditation in accordance with ISO/IEC 17025:2005; general requirements for the competence of testing and calibration laboratories. The Suppliers unique reference number must be included in the certification document.
- 2.25.3 If requested the Supplier shall provide copies of conformity certificates and test reports indicated within the Suppliers Tender submission to undertake compliance checks.
- 2.25.4 All copies of certificates and test reports supplied to the Authority must indicate the standard to which the product has been tested.
- 2.25.5 All copies of certificates and test reports supplied to the Authority must be written or translated into English as appropriate.

2.26 Maintenance

- 2.26.1 The Supplier shall ensure accessibility to service and spares for a minimum period of 10 years at an agreed cost to the Supplier and Contracting Authority.

2.27 Move Management and Re-Configuration

- 2.27.1 The Supplier shall offer a move management service to uplift the Contracting Authorities existing furniture and store and/or transfer to a new location as required in accordance with the agreed delivery plan.
- 2.27.2 The Supplier shall provide and agree with the Contracting Authority a programme and method statement for the move management and re-configuration and ensure items are installed as per the agreed programme.
- 2.27.3 Prices shall be provided on application, and must cover the uplift, storage and reinstallation of existing furniture if required.
- 2.27.4 The Supplier shall be responsible for the security of all Suppliers tools and equipment used to complete the reinstallation in a workmanlike manner.
- 2.27.5 The Supplier shall take adequate measures to protect the building and its contents and will be responsible for any damage caused by the negligence of staff.
- 2.27.6 The Supplier shall offer a furniture reconfiguration service for Framework products, including reconfiguration of mobile and

static storage installations and desk conversion service at a cost agreed by both parties.

2.28 Guarantee

2.28.1 The Supplier shall provide the following minimum guarantee period for all new products as listed in the Table below:

Product	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5
Pedestal Seating All Bands	8 Years	7 Years			
Workstation Chair	8 years	5 years			
Workstation Specialist User Chair	8 years	5 years			
Desking	8 years	7 years			
All Bedroom Storage			5 years		
Dining Room Table			5 years		
Dining Room Chair			5 years		
Lockers			5 Years		
Storage Office - Steel carcased	8 years	7 years		7 years	
Storage Office-Timber carcased	8 years	5 years		5 years	
Static Storage	8 years	7 years		7 years	
Electronically operated storage	8 years	7 years		7 years	
Mobile Storage	8 years	7 years		7 years	
Seating re-upholstery					2 years
Epoxy Powder re-spraying					2 years
General Timber repair					2 years

2.29 Item Marking

2.29.1 Items shall be marked to comply with the Product Liability legislation and include the following:

- (a) Supplier Name;
- (b) Date of Supply;
- (c) Guarantee Period;
- (d) Order Number;
- (e) Batch Number;
- (f) Chain of Custody details (where appropriate);
- (g) Nato Stock Code (The requirement to identify the Nato Stock Code within the item label is only applicable to Ministry of Defence Orders);
- (h) Asset Bar Code (The requirement to identify the Asset Bar Code within the item label is only applicable to Lot 1).
- (i) Item Number (The requirement to identify the Item Number within the label is only applicable to Lot 1)

2.29.2 For high risk installations specific testing and appropriate labelling shall be required relative to the foam and fabric specifications.

2.29.3 Additional Marking for Contract Seating:

- (a) Seating shall be marked in accordance with clause 6 of BS 7176:2007+A1:2011: "Complies with BS 7176: 2007 +A1:2011 direct test medium hazard areas (not recommended for use in higher hazard areas)". The Supplier shall amend the label appropriately should there be a requirement for a higher or lower hazard area.

2.30 Product Labels

2.30.1 Each pack shall be labelled with the following:

- (a) Item Description
- (b) Package Quantity
- (c) Weight of Package (kg)
- (d) Suppliers Name
- (e) Contract Number
- (f) Order Number
- (g) Contracting Authority Reference
- (h) Date of Supply
- (i) Chain of Custody Number (if applicable)
- (j) Nato Stock Code (The requirement to identify the Nato Stock Code within the item label is only applicable to Ministry of Defence Orders);
- (k) Asset Bar Code (The requirement to identify the Asset Bar Code within the item label is only applicable to Lot 1).

(l) Item Number (The requirement to identify the Item Number within the label is only applicable to Lot 1)

2.30.2 The Supplier shall attach dispatch notes to the carton where applicable.

2.31 Order Cancellation Policy

2.31.1 The Supplier to provide a free of charge cancellation policy for all trade pattern items cancelled by the Contracting Authority within an agreed date included in the Call Off Contract.

2.31.2 The free of charge cancellation period shall apply to all trade pattern

Orders which have not been dispatched. The Suppliers standard cancellation policy terms and conditions will apply if Goods have already been dispatched to the Contracting Authority within the period agreed within the programme plan.

2.32 Lead Times

2.32.1 The Supplier shall supply Goods and Services within a maximum lead time of 4 weeks from Order receipt or in accordance with specific Contracting Authority requirements.

2.33 Quality Control

2.33.1 The Supplier shall operate a system of quality control in accordance with paragraph 3 Procurement Specific Standards.

2.33.2 The Authority reserves the right to inspect the Suppliers manufacturing locations or site installations at any time during the Framework Period.

2.33.3 The Supplier shall provide the Contracting Authorities representatives access to manufacturing locations to enable inspection of Goods supplied through the Framework.

2.34 Construction

2.34.1 The Supplier shall ensure that solid and veneer timber is trimmed to exclude sapwood.

2.34.2 The Supplier shall ensure that veneer and laminate surfaces are fully bonded to the substrate with an appropriate intermediate layer of equal strength.

2.34.3 The product design should enable the easy replacement of component parts if required.

2.35 Substrates

2.35.1 All wood particleboard used in the construction of the items shall comply with the requirements specified in BS EN 312:2010 Particleboards Specifications Type P2 Requirements for boards for interior fitments (including furniture) for use in dry conditions.

2.35.2 Any MDF used in the construction of the Goods shall comply with the Type MDF.LA requirements specified in BS EN 622-5:2009 Fibreboards Specifications Part 5 Requirements for dry process boards (MDF).

2.35.3 Particleboard and MDF shall meet requirements for Class E1 formaldehyde release as specified in BS EN 622-1:2003 Fibreboards.

2.36 Timber Finish

2.36.1 The Supplier shall ensure that solid timber is of prime quality and conditioned to moisture content of 10% +/- 2%.

2.36.2 Solid timber finish shall have straight grain and, where appropriate, match veneer selected for mild figure, straight grain and uniformity of colour.

2.37 Finish

2.37.1 The Supplier shall ensure that all finishing material is suitable for the base materials used and where appropriate, have good anti-corrosive protection.

2.37.2 Finish shall be smooth, free from runs, orange peel, extraneous matter or any other imperfections.

2.37.3 All fixtures and fittings shall have an anti-corrosive finish.

3. PROCUREMENT SPECIFIC STANDARDS

3.1 The Supplier shall at all times during the Framework Period and the term of any Call Off Contract comply with the Standards including but not limited to the following:

3.1.1 Service Management Standards:

(a) BS EN ISO 9001 "Quality Management System" standard or equivalent;

(b) ISO 10007 "Quality management systems – Guidelines for configuration management";

(c) BS25999-1:2006 "Code of Practice for Business Continuity Management" and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans;

(d) The Suppliers shall ensure their Quality Control System is externally reviewed and certified by a certification body in accordance with ISO/IEC 17021:2006 Conformity assessment - requirements for bodies providing audit and certification of management systems.

3.1.2 Environmental Standards:

(a) BS EN ISO 14001 Environmental Management System standard or equivalent;

(b) Directive 2002/96/EC on Waste Electrical and Electronic Equipment (or equivalent) and Directive 2002/95/EC on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (or equivalent);

(c) The Supplier to ensure that the product meets mandatory technical specifications and award criteria for the Government Buying Standards for Office.

3.1.3 Information Security Management Standards:

- (a) ISO 27001 Information Security Management standard or equivalent;
- (b) Cyber Essentials Scheme.

3.1.4 Manual of Protective Security Standards:

- (a) Manual of Protective Security (MPS) or equivalent.

3.1.5 Occupational Health and Safety Management System Standards:

- (a) OHSAS 18001 Occupational Health and Safety Management System or equivalent.

3.2 Performance Standards

3.2.1 Structural Performance:

- (a) BS 5459 – 2 - Specification for performance requirements and tests for office furniture;
- (b) BS 4875 - Strength and stability of furniture;
- (c) BS 7945 - Non-domestic furniture. Seating. Determination of stability;
- (d) BS EN 12529 - Castors for furniture. Castors for swivel chairs;
- (e) BS EN 12528 - Castors for furniture;
- (f) BS EN 1023 - Office Furniture. Screens;
- (g) BS 1335-2 - Office Furniture. Office work chair. Safety requirements;
- (h) BS 1335-3 – Office Furniture. Office Work Chair. Safety Test Methods.

3.2.2 Flammability and Fire Tests:

- (a) BS 476 - Fire tests on building material and structures;
- (b) BS 5852 - Method of testing for assessment of the ignitability of upholstered furniture;
- (c) BS EN 1021 - Furniture. Assessment of the ignitability of upholstered furniture;

3.2.3 Dimensions and Ergonomics:

- (a) BS EN ISO 9241 - Ergonomic requirements for office work with visual display terminals;
- (b) BS EN 527-1 – Office Furniture. Worktables and Desks;
- (c) BS EN 1335-1 – Office Furniture. Office Work Chair. Dimensions;
- (d) BS EN ISO 9241 – Ergonomic requirements for office work with visual display terminals.

3.2.4 Electrical Systems / Lighting:

- (a) BS 6396 – Electrical systems in office furniture and office screens;
- (b) BS 6261 – Method of evaluation for the application of and interaction between components in upholstered furniture;

- (c) BS 4533 – Luminaires;
- (d) BS EN 60598 – Luminaires.

3.2.5 Finishes and Substructures:

- (a) BS 6261 – Method of evaluation the application of and interaction between components in upholstered furniture.

PART B – LOT SPECIFIC REQUIREMENTS

1. LOT 1 – GPU HUB PROGRAMME

1.1 Introduction

- 1.1.1 GPU in consultation with HMRC are leading on the Government Hub Programmes, which have been initiated to respond to the changing requirements of Government Departments and to create a more efficient property portfolio across the UK.
- 1.1.2 New hubs will be created, and will be based in strategic locations with great public transport connectivity, local amenities and a modern working environment, including technology that supports smart working. They will be shared spaces where departments can collaborate effectively together.
- 1.1.3 The government's estates vision is to create an efficient, fit-for-purpose and sustainable estate. As part of that vision, the supply, delivery, and installation of furniture will be one part of a wider programme of the hub fit-out.

1.2 Scope

- 1.2.1 The Goods and Services requirements for Lot 1 GPU Hub Programme can be found in the following attachments and should be read in conjunction with Part A of Framework Schedule 2:
 - (a) **Schedule 2a - HMRC Regional Centre FFE Guide - Lot 1.** This Schedule outlines the baseline of finishes, systems and loose furniture.
 - (b) **Schedule 2a.1 - Specification Requirements - Lot 1.** This Schedule outlines the preliminary items, design performance requirements and detailed specification requirements.
 - (c) **Schedule 2a.2 - Finishes Specification - Lot 1.** This Schedule outlines the furniture specification Standards.

1.3 Critical Success Factors

- 1.3.1 The Supplier will be required to provide Services in relation to the supply of the Goods and Services to Contracting Authorities.
- 1.3.2 Suppliers are to deliver against critical success factors that will address the Contracting Authority's requirements. These include but are not limited to:
 - (a) Working with the Contracting Authority to deliver the vision of the GPU Hub Programme as referenced in the requirements within Schedules 2a; 2a.1 and 2a.2 (referenced in Part B paragraph 1.2.1);
 - (b) Ensure the right furniture is delivered to the right location at the right time;
 - (c) Quality is met by compliance to the requirements within Schedules 2a; 2a.1 and 2a.2 (referenced in Part B paragraph 1.2.1) and Part A of Framework Schedule 2;

- (d) Agreed timescales are met as detailed in the Call Off Contract;
- (e) Value for Money is achieved from aggregating demand and the application of value engineering;
- (f) Suppliers adopt collaborative behaviours when working with the Contracting Authority and their other delivery partners throughout the delivery of the Call Off Contract, to achieve smooth, efficient and effective delivery and installation.

1.4 Agile Working

- 1.4.1 Throughout the delivery of the GPU Hub Programme, the Contracting Authority will be managing the works of other delivery partners who will provide complimenting services to the overall delivery of the hub fit-out.
- 1.4.2 The Supplier will be required to adopt agile and flexible ways of working to ensure they can meet changes in requirements and shifts in demand throughout the programme, Call Off Contract and the overall hub fit-out. This includes but is not limited:
 - (a) Ability to be agile and work with the Contracting Authority during times when there are short notice programme changes;
 - (b) Ability to delivery and install during and outside of standard working hours.
 - (c) Ability to provide storage facilities if required, as driven by the programme.

1.5 Collaboration

- 1.5.1 The Supplier shall work closely with the Contracting Authority, and develop collaborative relationships to ensure successful delivery of the programme and Call Off Contract.
- 1.5.2 The Supplier shall adopt collaborative behaviours when working with the Contracting Authority and other delivery partners.
- 1.5.3 Suppliers shall share lessons learnt with the Contracting Authority and their delivery partners to encourage performance improvements as referenced in paragraph 2.7 within Part A of Framework Schedule 2.
- 1.5.4 The Supplier shall maintain active communications with the Contracting Authority and other delivery partners working with the Contracting Authority to ensure all parties are kept up to date with developments.

2. LOT 2 – OFFICE FURNITURE

GENERAL REQUIREMENTS

2.1 Scope

- 2.1.1 The Goods and Service requirements for Lot 2 Office Furniture have been set out below and should be read in conjunction with Part A of Framework Schedule 2.
- 2.1.2 Additional requirements for the supply of office furniture to the MOD can be found in the following attachments and should be read in conjunction with Part A of Framework Schedule 2.
 - (a) **Schedule 2b - MOD Technical Specification - Lot 2**
 - (b) **Schedule 2b.1 - MOD Statement of Requirements - Lot 2**
 - (c) **Schedule 2f - MOD Annexes**
- 2.1.3 Band Guidance can be found in the following Annex's at the end of paragraph 2, within Part B of Schedule:
 - (a) Annex 1 – Band Guidance – Pedestal Operator Seating
 - (b) Annex 2 – Band Guidance – Desks and Workstations
- 2.1.4 This should be read in conjunction with Annex 1: Band Guidance - Pedestal Operator Seating and Annex 2 Band Guidance - Desk and Workstations.

OFFICE SEATING REQUIREMENTS

2.2 Introduction

- 2.2.1 This section details the Authority's technical requirements for a range of trade pattern office seating, including pedestal seating, visitor seating, meeting room chairs, beam seating, learning and training seating and restaurant seating.

2.3 Performance Standards

- 2.3.1 The Supplier shall provide evidence of test certificates showing conformity with the Standards listed below for all Lot 2 seating products:
 - (a) Office Pedestal Seating:
 - (i) BS5459-2:2000+A2 2008 Specification for performance requirements and tests for Office furniture Part 2: Office pedestal seating for use by persons weighing up to 150kg and for use up to 24 hours a day, including type approval test for individual components;
 - (ii) BS EN 1335-1: 2000 Office furniture – Office work chair. Determination of dimensions;
 - (iii) BS EN ISO 9241-5:1999 Ergonomic requirements for office work with visual display terminals (VDT's) Part 5: Workstation layout and postural requirements;
 - (iv) FIRA Standard 0055: 2005 Office work chairs - Performance requirements for office pedestal seating.

- (b) Office Visitor/ Conference/Restaurant Seating:
 - (i) BS EN 15373:2007 Furniture. Strength, durability and safety. Requirements for non-domestic seating - minimum Test Level 2 (General);
 - (ii) BS EN 13761:2002 Office Furniture. Visitor's chairs.
- (c) Auditorium Seating:
 - (i) BS EN 12727:2000 Furniture. Ranked seating. Test Methods and requirements for strength and durability - Minimum test level 3.
- (d) Learning and Training Seating:
 - (i) BS EN 1729-1: 2006 Furniture. Chairs and tables for educational institutions. Functional dimensions;
 - (ii) BS EN 1729-2: 2006 Furniture. Chairs and tables for educational institutions. Safety requirements and test methods.
- (e) Flammability test requirements for upholstered seating:
 - (i) BS 7176: 2007 + A1: 2011 Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites – minimum hazard level Medium Hazard.
- (f) Flammability test requirements for non-upholstered seating:
 - (i) BS 5852: 2006 - Clause 12 Method of testing for assessment for the ignitability of upholstered seating by smouldering and flaming ignition sources.

2.4 Pedestal Operator Seating

- 2.4.1 The Supplier shall supply pedestal operator chairs to satisfy four specification bands. Please see Annex 1 for general guidance on the product bands required.
- 2.4.2 The Supplier shall offer a range of pedestal operator chairs which satisfy performance requirements and test methods for structural safety and stability for 24 hours use for individuals up to 150kg in accordance with BS 5459- 2:2008.
- 2.4.3 The Supplier shall ensure that chair dimensions are in accordance with BS EN 1335 –1:2000.
- 2.4.4 The Supplier shall ensure that all pedestal operator chairs comply with BS EN ISO 9241-5:1999 Ergonomic requirements for office work with visual display terminals (VDT's).
- 2.4.5 The Supplier shall ensure that all castors are replaceable and comply with BS EN 12529:1999.
- 2.4.6 The Supplier shall ensure that chair height and back adjustments are possible from an upright seated position.
- 2.4.7 Suppliers may offer a range of trade pattern pedestal operator chairs with upholstered or mesh seat and back.
- 2.4.8 The Supplier shall ensure that component parts are easily replaceable.

2.4.9 The Supplier shall ensure that Fabric and Ignition Source requirements comply with paragraph 2.12 Fabric and Ignition Source.

2.5 **Conference Seating**

2.5.1 The Supplier shall offer a range of trade pattern timber and/or steel tube conference seating with a variety of frame options including but not limited to cantilever, four post and sled frames.

2.5.2 The Supplier shall ensure that timber frames are rigid and true and shall be of prime quality and conditioned to a moisture content of 10% +/- 2%.

2.5.3 The Supplier shall offer a range of trade pattern conference seating with upholstered, polypropylene or mesh seat and back.

2.5.4 The Supplier shall offer stackable conference seating with timber or steel tube frame options.

2.5.5 Seating may be supplied with or without arms and shall be ergonomically designed for comfort.

2.5.6 The Supplier shall ensure that component parts are easily replaceable

2.6 **Restaurant Seating**

2.6.1 The Supplier shall offer their trade range of products that can be manufactured in timber or steel tube to meet the performance requirements specified.

2.6.2 The Supplier shall ensure that decorative laminated plastics and veneered boards shall comply with BS 4965:1999 and or BS EN 438: 2005 where appropriate.

2.6.3 The Supplier shall ensure that solid timber is straight grain, and where appropriate match veneer which shall be selected for mild figure to ensure straight grain and uniformity of colour.

2.6.4 The Supplier shall ensure that seating and stools satisfy BS EN 15373 to test level 2 or BS EN 13761:2002.

2.6.5 Fabric and Ignition Source requirements shall comply with paragraph 2.12 Fabric and Ignition Source.

2.6.6 The Supplier shall ensure that component parts are easily replaceable.

2.7 **Learning and training seating**

2.7.1 The Supplier shall ensure that the seating satisfies BS EN 1729-1: 2006 and BS EN 1729-2: 2006.

2.7.2 The Supplier shall ensure that seating is available over Size Marks 0 – 7.

2.7.3 The Supplier shall ensure that component parts are easily replaceable.

2.7.4 The Supplier shall ensure that fittings are of appropriate quality to ensure their function is consistent with the performance required.

2.8 **Auditorium Seating**

- 2.8.1 The Supplier shall offer a range of fixed beam seating for use in waiting rooms, auditoriums, public galleries, concourses.
- 2.8.2 The Supplier shall ensure that all auditorium and beam seating satisfies the requirements of BS EN 12727 2000 to Test level 3 (General).
- 2.8.3 For non-upholstered chairs fire retardancy in line with Clause 12 of BS 5852: 2006: Method of testing for assessment for the ignitability of upholstered seating by smouldering and flaming ignition sources will apply.

2.9 Construction

- 2.9.1 This section should be read in accordance with paragraph 2.34 within Part A of Framework Schedule 2.
- 2.9.2 Beam seating shall be designed as permanently fixed beam seating for use in auditoriums, public galleries, concourses etc.

2.10 Metalwork

- 2.10.1 The Supplier shall ensure that metal items manufactured from sheet steel, tube or square section are fit for purpose.
- 2.10.2 The Supplier shall ensure that all welding is neatly and correctly executed with full penetration.
- 2.10.3 The Supplier shall ensure that all welding is free from distortion, oxidation arcing, blowholes or any other similar defects.
- 2.10.4 The Supplier shall ensure that the size of weld is appropriate to the thickness of the work piece and strength for application.
- 2.10.5 The Supplier shall ensure that all weld grinding and dressing is undertaken in a workmanlike manner to avoid impairment of the weld strength.
- 2.10.6 The Supplier shall ensure that all notching is fitted accurately with mating components.
- 2.10.7 The Supplier shall ensure that all flanges are smooth and free from any imperfections.
- 2.10.8 The Supplier shall ensure that all burrs and sharp edges are removed.

2.11 Upholstery

- 2.11.1 The Supplier shall ensure that textile products comply with the Government Buying Standards mandatory criteria for textiles. The Government Buying Standards for textiles can be found at:
- 2.11.2 <http://sd.defra.gov.uk/advice/public/buying/products/textiles/>
- 2.11.3 The Supplier shall ensure that all upholstery is accurately and neatly fitted with staples spaced correctly.
- 2.11.4 The underside of each chair or seat platform shall be covered.
- 2.11.5 No sharp edges shall be felt through the fire resistant top cover fabric.
- 2.11.6 Products shall be free from loose threads and material protrusions or fastenings which may cause discomfort.

2.12 Fabric and Ignition Source

- 2.12.1 The Supplier shall ensure that upholstered furniture of a fabric and foam composite satisfies BS 7176: 2007 + A1: 2011 to Medium Hazard.
- 2.12.2 The Supplier shall ensure that all fillings meet the ignition resistant requirements of the Furnishing (Fire Safety) Regulations 1988 or Annex A to E of BS 7176:2007+ A1: 2011.
- 2.12.3 The Supplier shall ensure that all fabric conforms to BS 2543:2004 Section 4 grading designation SC Severe Contract; however Suppliers may offer contract quality fabrics of a lower designation to meet Contracting Authorities specific requirements where appropriate.
- 2.12.4 The Supplier shall ensure that fabrics have a permanent fire retardant treatment that will be durable in use for the expected life of the fabric.
- 2.12.5 Combustion modified foam filling materials shall meet the requirements detailed in BS 3379:2005 + A1:2011 Class V for seats and Class S for backs.
- 2.12.6 Foam densities shall be appropriate to the intended use.
- 2.12.7 The Supplier shall offer seating for office use to satisfy Low Hazard level where appropriate.
- 2.12.8 Seating manufactured with a mesh fabric or plastic seat and back shall satisfy Clause 12 of BS 5852:2006 sources 0, 1 and 5.
- 2.12.9 Seating supplied into windowless accommodation (MOD requirement), shall satisfy ignition sources 0, 1 and 7 of Clause 12 of BS 5852:2006. Methods of testing are described in BS EN 1021-1:2006, BS EN 1021-2:2006 and BS 5852:2006. It should be noted that in section 4 of BS 5852:2006 materials used for upholstery are tested as a composite.
- 2.12.10 Suppliers must provide test certificates for each filling and fabric composite offered.
- 2.12.11 PLEASE NOTE: All foam must be combustion modified as detailed in the following link:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/148478/HTM_05-03_Part_C.pdf

2.13 Metal Finish

- 2.13.1 The Supplier shall ensure that all metalwork is smooth and free from runs, orange peel, extraneous matter or any other imperfections.
- 2.13.2 Pigmented finishes shall satisfy the requirements of BS 3900 to comply with the following test Standards:
 - (a) Scratch test: BS EN 1518:2011 The finished panel shall withstand a needle weight of 3000g without penetration to the substrate;
 - (b) Cross cut test: BS EN ISO 2409:2007, BS 3900, Part E6: 2007. The spacing of the cuts in each direction shall be 2mm. An adhesive tape, similar to sellotape, adhered to the surface by a

firm even pressure and removed with a smooth action, manually or mechanically, at a rate 20mm/s to 50mm/s. The test panel shall meet classification "0";

- (c) Impact test BS 3900, Part E3: 1973. Indentation to a depth of 2.5mm, coated surface uppermost, and no damage to the finish shall be seen;
- (d) Bend test: BS EN ISO 6860:2006, BS 3900, Part E11:2006 (conical mandrel). No loss of adhesion or cracking beyond 25mm from apex cone.

OFFICE DESKING AND TABLE REQUIREMENTS

2.14 Introduction

2.14.1 This section details the Authority's technical requirements for a range of trade pattern office desking, conference/meeting tables, training tables, desk screens, monitor arms and desk accessories.

2.15 Performance Standards

2.15.1 The Supplier shall provide evidence of test certificates showing conformity with the Standards listed below for all Lot 2 desk and table products:

(a) Desks / Workstations:

- (i) BS EN ISO 9241-5:1999 Ergonomic requirements for office work with visual terminals (VDT's) Part 5: Workstation layout and postural requirements;
- (ii) BS EN 527- 1: 2011 Office Furniture – Work tables and desks Part 1: Dimensions. BS EN 527- 2: 2002;
- (iii) BS EN 527- 3:2003 Office Furniture – Work tables and desks Part 2: Mechanical safety requirements. Office Furniture – Work tables and desks. Part 3: Method of testing for the determination of the stability and mechanical strength of the structure;
- (iv) BS 6396:2008 Electrical systems in office furniture and office screens. Specification.

(b) Desk Screens:

- (i) BS EN 1023-1:1997 Office furniture screens. Part 1 Dimensions;
- (ii) BS EN 1023-2:2000 Office furniture screens. Part 2 Mechanical safety requirements;
- (iii) BS EN 1023-3:2000 Office furniture screens. Part 3 Test methods;
- (iv) BS 476-7:1997 Fire tests on building materials and structures. Method of test to determine the classification of the surface spread of flame of products.

(c) Conference/Meeting Room/Restaurant Tables:

- (i) BS EN 15372: 2008 Furniture. Strength, durability and safety. Requirements for non-domestic tables. Level 2 General use.
- (d) Learning and Training Tables:
 - (i) BS EN 1729-1: 2006 Furniture. Chairs and tables for educational institutions. Functional dimensions.
 - (ii) BS EN 1729-2: 2006 Furniture. Chairs and tables for educational institutions. Safety requirements and test methods.

2.16 **Desks and Workstations**

- 2.16.1 The Supplier shall supply a range of desks and workstations to satisfy five specification bands. Please see Annex 2 for general guidance on the product bands required.
- 2.16.2 Suppliers shall offer height settable desks and workstations that satisfy performance requirements specified in Section 2.15 above. The Supplier shall ensure the desk height is set by qualified personnel on installation.
- 2.16.3 The Supplier shall offer manual height adjustable desks and workstations.
- 2.16.4 The Supplier may offer electrically operated sit stand height adjustable desks and workstations. Electrically operated sit stand adjustable desking shall satisfy the Electrical Equipment (Safety) Regulations 1994 and be CE marked where appropriate.
- 2.16.5 The Supplier shall offer desking in a range of finishes and dimensions in accordance with the requirements of the Contracting Authority.
- 2.16.6 Cable management shall satisfy BS 6396: 2008.

2.17 **Learning and Training Tables**

- 2.17.1 The Supplier shall offer a range of student desking that satisfies the requirements of BS EN 1729-1:2006 and BS EN 1729-2:2006.
- 2.17.2 The Supplier shall ensure that seating is available over a variety of mark sizes.

2.18 **Conference Room Tables**

- 2.18.1 The Supplier shall offer a range of trade pattern conference / meeting tables, occasional tables and training room furniture which satisfy performance requirements in accordance with BS EN 15372:2008.Level 2 (General).
- 2.18.2 The Supplier shall offer a range of conference / meeting tables, occasional tables and training room furniture in various dimensions and finishes (MFC/Veneer etc.) to suite with desk ranges offered.
- 2.18.3 The Supplier shall offer trade pattern ranges including but not limited to square, rectangular, trapezoidal and circular designs in various dimensions.

- 2.18.4 The Supplier shall offer a choice of MFC or equivalent top finishes including but not limited to oak, beech and maple.
- 2.18.5 The Supplier shall offer a choice of veneered top finishes including but not limited to oak, beech and maple.
- 2.18.6 The under-frame design shall be complementary to the desks and workstations and shall be approximately 740mm ± 20 mm high.
- 2.18.7 A table linking system shall be included within the design allowing for the tables to be connected to form larger conference areas. The linking system shall be easy to use without the need for specialist tools.
- 2.18.8 Suppliers may offer a range of mobile tilting top tables and accessories to allow for various configurations.
- 2.18.9 The under-frame shall be manufactured from fabricated steel or alloy (cast) sections and fitted with lockable castors complying with BS EN 12529:1999
- 2.18.10 The mobile tilting top table range shall be designed to allow the table tops to be tilted to a vertical position to allow for efficient storage when not in use.

2.19 **Reception Counters**

- 2.19.1 Suppliers may offer a range of reception counters compliant with the Disability Discrimination Act 1995 (Amendment) Regulations 2003 in both modular and bespoke designs.
- 2.19.2 The Supplier shall offer products in various timber finishes that satisfy relevant British or European Standards where appropriate.

2.20 **Desk Screens**

- 2.20.1 The Supplier shall offer a range of trade pattern desk attached/mounted and freestanding office screens (with or without cable management), complete with screen accessories.
- 2.20.2 The Supplier shall ensure that all screens satisfy the requirements of BS EN 1023-1:1997 and BS EN 1023-2: 2000.
- 2.20.3 Screen fabrics and substrate shall satisfy ignition source requirements in accordance with BS 7176:2007+ A1: 2011 to Medium Hazard.
- 2.20.4 Screen fabrics shall conform to BS 476-7:1997 to a minimum level of Class 1.
- 2.20.5 Suppliers may offer a range of stackable straight and curved screens including restaurant screens.
- 2.20.6 Cable managed screens shall satisfy the requirements of BS 6396:2008.

2.21 **Monitor Arms**

- 2.21.1 The Supplier may offer a range of monitor arms for flat screen use.
- 2.21.2 Suppliers trade pattern monitor arms shall satisfy the approximate dimensions of the products detailed below:

- (a) Desk mounted single arm allowing full rotation and swivel of the monitor screen with height adjustment within a range of 210mm. Suitable for use with monitors weighing up to 8kg;
- (b) Screen mounted single arm allowing full rotation and swivel of the monitor screen with height adjustment within a range of 210mm. Suitable for use with monitors weighing up to 8kg;
- (c) Desk mounted articulated arm design, allowing full rotation and swivel of the monitor screen with height adjustment within a range of 210mm. Suitable for use with monitors weighing up to 8kg;
- (d) Desk mounted gas powered arm, allowing full rotation and swivel of the monitor screen with height adjustment within a minimum range of 210mm. Suitable for use with monitors weighing up to 10kg.

2.22 **Construction**

- 2.22.1 This section should be read in accordance with paragraph 2.34 within Part A Framework Schedule 2.
- 2.22.2 The product design should enable the easy replacement of component parts if required.
- 2.22.3 Solid timber shall be of prime quality, conditioned to moisture content of 10% +/- 2%.
- 2.22.4 Table edges shall be robust and repairable.
- 2.22.5 The Contracting Authority will only accept desk/table products with lipping's of solid timber, PVC, polypropylene, ABS or moulded MDF edges.
- 2.22.6 All welds shall be neatly and correctly executed, have full penetration and be free of spatter or any other defects. The size shall be appropriate to the thickness of work piece and strength required for the application. Any weld dressing shall be neatly carried out to avoid impairment of the weld strength.
- 2.22.7 Cables should be laid-in to allow for routing of power and data cabling, without the need for threading or special tools. There shall be a generous dump facility for cables that can be easily accessed and shall conform to BS 6396: 2008.
- 2.22.8 The Supplier shall provide a range of desks and workstation product options, including but not limited to straight edge, single wave, double wave and left/right hand radial.
- 2.22.9 All fittings shall be of appropriate quality to ensure their function is consistent with the performance required for their intended use.

2.23 **Timber Finish**

- 2.23.1 This section should be read in conjunction with paragraph 2.36 within Part A of Framework Schedule 2.
- 2.23.2 The Supplier shall offer various top finishes including but not limited to MFC or equivalent, chipboard with Continuous or High pressure laminate finish and MDF with veneer finish.

- 2.23.3 Decorative laminated plastics sheet and veneered boards shall comply with BS 4965:1999 and or BS EN 438: 2005 where appropriate.
- 2.23.4 Surface finishes on wood based sheet materials or other substrates, plastic laminates, paper and PVC foil shall satisfy severe use requirements specified in FIRA Standard 6250:2005 Specification Materials.
- 2.23.5 Horizontal and other surfaces subject to wear shall be finished with a minimum of a sealer, basecoat and two top coats.
- 2.23.6 All top surfaces shall have low reflectance light values.
- 2.23.7 All vertical surfaces shall have reflectance light values appropriate to the intended use.
- 2.23.8 Suppliers offering furniture with a veneer finish may offer either real veneer or a reconstituted timber veneer
- 2.23.9 Adhesion of surface and edging materials shall satisfy the requirements of FIRA standard 6250:2005 Severe rating.

2.24 **Metal finish**

- 2.24.1 The requirements for metal finish shall be in accordance with paragraph 2.13 within Part B of Framework Schedule 2.

OFFICE STORAGE

2.25 **Introduction**

- 2.25.1 This section details the Authority's technical requirements for a range of trade pattern office storage including lockers, filing cabinets, cupboards and other office accessories.

2.26 **Performance Standards**

- 2.26.1 The Supplier shall provide evidence of test certificates showing conformity with the Standards listed below for all Lot 2 office storage products:
 - (a) Storage Furniture:
 - (i) BS EN 14073-2:2004 Office Furniture – Storage Furniture Part 2: Safety Requirements;
 - (ii) BS EN 14073-3:2004 Office Furniture – Storage Furniture Part 3: Test methods for the determination of stability and strength of the structure;
 - (iii) BS EN 14074:2004 Office Furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts, or;
 - (iv) BS 4875 – 7:2006 Strength and stability of furniture Part 7: Domestic and contract storage furniture – Performance requirements. Minimum requirement Test Level 4;
 - (v) BS 4875 – 8:1998 Incorporating Amendment No 1.

(b) Lockers:

(i) BS 4680: 1996 Specification for clothes lockers.

2.27 Storage Requirements

2.27.1 The Supplier shall offer trade pattern ranges of storage solutions that satisfy performance requirements specified in paragraph 2.26 above.

2.27.2 Suppliers shall offer trade pattern ranges of storage including a range of timber or steel storage to suite with offered desking and steel storage including but not limited to mobile and fixed desk pedestals, side filers, door fronted storage, tambour fronted storage, drawer lateral filing units, combination units, vertical filing cabinets and steel lockers.

2.27.3 The Supplier shall offer storage options which are available in a variety of RAL colour options to satisfy the requirements of the Contracting Authority. Standard colour options shall be specified within your Tender.

2.27.4 The Supplier shall provide details of available internal components for use with the ranges offered. The Supplier shall offer timber library shelving and storage wall units to suite with desking.

2.27.5 The Supplier shall ensure a safety loading label is supplied with the product to provide users with the necessary safety information for the appropriate use.

2.28 Construction

2.28.1 This section should be read in accordance with paragraph 2.34 within Part A of Framework Schedule 2.

2.28.2 Drawer runners shall be the full extension to allow full use of the drawers.

2.28.3 Master keys and barrel change keys shall be available to the Contracting Authority when requested.

2.29 Metalwork

2.29.1 Metal items manufactured from sheet steel shall be sound and fit for purpose.

2.29.2 The Supplier shall ensure that all welding is neatly and correctly executed with full penetration.

2.29.3 The Supplier shall ensure that all welding is free from distortion, oxidation arcing, blowholes or any other similar defects.

2.29.4 The Supplier shall ensure that the size of weld is appropriate to the thickness of the work piece and strength for application.

2.29.5 The Supplier shall ensure that all weld grinding and dressing is undertaken in a workmanlike manner to avoid impairment of the weld strength.

2.29.6 The Supplier shall ensure that all notching is fitted accurately with mating components.

2.29.7 The Supplier shall ensure that all flanges are smooth and free from any imperfections.

2.29.8 The Supplier shall ensure that all burrs and sharp edges are removed.

2.30 **Metal Finish**

2.30.1 The requirements for metal finish shall be in accordance with paragraph 2.13 within Part B of Framework Schedule 2.

2.31 **Accessories**

2.31.1 The Supplier shall offer a range of desktop and workstation accessories including but not limited to, monitor risers, coat stands, foot rests, wall clocks and whiteboards.

Annex 1

Band Guidance - Pedestal Operator Seating

1. PEDESTAL OPERATOR SEATING

1.1 Pedestal operator seating shall satisfy the performance requirements of the following Standards:

- 1.1.1 BS 5459-2: 2008 Specification for performance requirements and tests for office furniture. Office pedestal seating for use by persons weighing up to 150 kg and for use up to 24 hours a day, including type-approval tests for individual components.
- 1.1.2 BS EN 1335-1: 2000 Office furniture. Office work chair. Dimensions. Determination of dimensions.
- 1.1.3 BS 7176: 2007 + A1: 2011 Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites – minimum hazard level Medium Hazard, or;
- 1.1.4 BS 5852: 2006 - Clause 12 Method of testing for assessment for the ignitability of upholstered seating by smouldering and flaming ignition sources.
- 1.1.5 BS EN ISO 9241-5: 1999 Ergonomic requirements for office work with visual display terminals (VDTs). Workstation layout and postural requirements.

2. BAND SPECIFICATIONS

2.1 The following guidelines should be used by Suppliers to group products offered within your Tender under a standard product group. Products shall satisfy all mandatory requirements specified in Table 1 below:

TABLE 1 - BAND 1 ENTRY LEVEL	
Mandatory	Optional
Fully upholstered with an attached plastic shell or mesh construction	Medium or high back
Manual back height and rake adjustment	Seat tilt mechanism
Height adjustable swivel seat (gas lift)	Synchronized movement
Fixed height arms	
Plastic base	
Band 2 - Entry level with additional ergonomic features	
Mandatory	Optional
Fully upholstered with an attached plastic shell or mesh construction	Medium or high back

Manual back height and rake adjustment	Independent seat and back adjustment
Height adjustable swivel seat (gas lift)	
Seat slide mechanism	Adjustable lumbar support
Adjustable arms (height and width) e.g. T – bar soft cap arms, fixed polypropylene ring arms etc.	
Plastic base	
Band 3 - Mid level with extended range of ergonomic features	
Mandatory	Optional
Fully upholstered with an attached plastic shell or mesh construction	Independent seat tilt option and body weight tension adjustment.
Manual back height and rake adjustment	
Height adjustable swivel seat (gas lift)	Medium or high back
Seat slide mechanism	
Adjustable arms (height and width) e.g. T – bar soft cap arms, fixed polypropylene ring arms etc.	Upholstered arm pads
Seat and back tension adjustment	
Seat and back independent adjustment or free float mechanism	Polished or painted aluminium base
Plastic base	
Band 4 - High level chair with a greater choice of functions and finishes	
Mandatory	Optional
High back Chair, fully upholstered or with an attached plastic shell or mesh construction	Medium Back
Manual back height and rake adjustment	
Seat slide mechanism	Upholstered Arm Pads
Height adjustable swivel seat (gas lift)	
Adjustable arms (height, width, depth and angle) e.g. T – bar soft cap arms, fixed polypropylene ring arms etc.	Polished or painted aluminium base

Seat and back tension adjustment	
Seat and back independent adjustment or free float mechanism	
Adjustable lumbar support for the lower region of the back rest	Headrest

ANNEX 2

Band Guidance – Desks and Workstations

1. BAND SPECIFICATIONS

1.1. The following guidelines should be used by Suppliers to group products offered within your Tender under a standard product group. Products shall satisfy all mandatory requirements specified in Table 2 below:

TABLE 2- STANDARD STAND ALONE DESK	
Mandatory	Optional
Stand-alone desk with a panel end, cantilever leg frame in square or rectangular tube or an individual leg frame design	Cable tidy Desk based screen facility
Screen attachment facility	
MFC or equivalent, or a veneered top	
Fixed Height	
Levelling feet	
Band 2 – Standard Stand-alone Desk with Cable Management	
Mandatory	Optional
Desk with a panel end, cantilever leg frame in square or rectangular tube, individual leg frame or beam construction	Desk based screen facility
MFC or equivalent, or a veneered top 24 Facility to link with other desks / tables	
Cable management facility	
Height settable	
Screen attachment facility	
Band 3 – Systems Desking	
Design led under-frame construction with shared components	
MFC or equivalent, timber veneered, or HPL / CPL laminate in various finishes	
Desk based screen facility suitable for a wide range of accessories	
Height settable	

Cable management facility
Band 4 – Systems Desking with manual height adjustment
Design led under-frame construction with shared components
MFC or equivalent, timber veneered, or HPL / CPL laminate in various finishes
Desk based screen facility suitable for a wide range of accessories
Manual height adjustment
Cable management facility
Band 5 – Electrically Operated Sit Stand Desks
Design led under-frame construction with shared components
Top ranges shall be MDF or Particleboard veneered with a solid timber profiled or solid laminate edge
Desk based screen facility suitable for a wide range of accessories
Manual height adjustment
Cable management facility

PLEASE NOTE: All desk ranges offered shall be supported with a variety of top options, screen options and associated desk height and under desk height storage, manufactured from timber based materials or fabricated sheet steel or a combination of both material types.

3. LOT 3 - RESIDENTIAL FURNITURE

GENERAL REQUIREMENTS

3.1 Scope

- 3.1.1 The Goods and Service requirements for Lot 3 Residential Furniture have been set out below and should be read in conjunction with Part A of Framework Schedule 2.
- 3.1.2 Additional requirements for the supply of Residential furniture to the MoD can be found in the following schedules and attachments and should be read in conjunction with Framework Schedule 2:
 - (a) **Schedule 2c - MOD Technical Specification – Lot 3**
 - (b) **Schedule 2c.1 - MOD Statement of Requirements – Lot 3**
 - (c) **Schedule 2c.2 - MOD SFA Drawings Part 1 - Lot 3**
 - (d) **Schedule 2c.3 - MOD SFA Drawings Part 2 - Lot 3**
 - (e) **Schedule 2c.4 - MOD SFA Drawings Part 3 - Lot 3**
 - (f) **Schedule 2c.5 - MOD SLA Drawings Part 1 - Lot 3**
 - (g) **Schedule 2c.6 - MOD SLA Drawings Part 2 - Lot 3**
 - (h) **Schedule 2c.7 - MOD SLA Drawings Part 3 - Lot 3**
 - (i) **Schedule 2c.8 - MOD SLA Drawings Part 4 - Lot 3**
 - (j) **Schedule 2c.9 - MOD SLA Drawings Part 5 - Lot 3**
 - (k) **Schedule 2c.10 - MOD SLA Drawings Part 6 - Lot 3**
 - (l) **Schedule 2f - MOD Annexes**

LIVING FURNITURE PRODUCT REQUIREMENTS

3.2 Introduction

- 3.2.1 This section details the Authority's technical requirements for a range of trade pattern residential furniture including living and dining furniture.

3.3 Performance Standards

- 3.3.1 The Supplier shall provide evidence of test certificates showing conformity with the Standards listed below for all Lot 3 seating products.
 - (a) Residential Seating:
 - (i) BS EN 15373:2007 Furniture. Strength, durability and safety. Requirements for non-domestic seating Test Level 3 (Severe);

- (ii) BS EN 1022:2005 Domestic furniture. Seating. Determination of stability.
- (b) Flammability test requirements for upholstered seating:
 - (i) BS 7176:2007 + A1:2011 Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites – minimum hazard level Medium Hazard.
- (c) Bariatric Chairs:
 - (i) FIRA FS 056: 2009 Contract seating. Performance requirements for seating for use by persons weighing up to 200kg.
- (d) Flammability test requirements for non-upholstered seating:
 - (i) BS 5852: 2006 - Clause 12 Method of testing for assessment for the ignitability of upholstered seating by smouldering and flaming ignition sources.
- (e) Domestic Tables:
 - (i) BS EN 15372:2008 Furniture. Strength, durability and safety. Requirements for non-domestic tables Test Level 2 (General).

PRODUCT REQUIREMENTS

3.4 General Seating

- 3.4.1 The Supplier shall offer a range of trade pattern residential seating to satisfy performance requirements for structural safety and durability in accordance with BS EN 15373:2007 Test Level 3 Severe.
- 3.4.2 The Supplier shall ensure that seating ranges satisfy stability performance requirements in accordance with BS EN 1022:2005.
- 3.4.3 The Supplier shall offer a range of timber and/or steel tube seating with a variety of frame options including but not limited to cantilever, with and without arms.
- 3.4.4 The Supplier shall offer seating to satisfy a variety of style options in accordance with Contracting Authorities requirements, including but not limited to tub seating, single seater armchairs/lounge chairs, multi-seater sofas and module seating.
- 3.4.5 The Supplier shall offer rigid and true timber frames of prime quality and conditioned to a moisture content of 10% +/- 2%.
- 3.4.6 Suppliers may offer ranges with fully upholstered or mesh and/or plastic seat and back.
- 3.4.7 The Supplier shall offer component parts that are replaceable.
- 3.4.8 Suppliers may offer ranges of bariatric seating satisfying performance requirements of FIRA Standard FIRA FS 056: 2009 for seating for use by persons weighing up to 200kg.

- 3.4.9 Seating may be supplied with or without arms in accordance with the Contracting Authorities requirements and shall be ergonomically designed for comfort.

3.5 Dining Room Seating

- 3.5.1 The Supplier shall offer a range of trade pattern dining room seating to satisfy performance requirements and test methods for structural safety and durability with BS EN 15373:2007 Test level 3 Severe and BS EN 1022:2005.
- 3.5.2 The Supplier shall offer their trade range of products that can be manufactured in a timber or steel tube to meet the performance requirements specified.
- 3.5.3 The Supplier shall provide decorative laminated plastics and veneered boards that comply with BS 4965:1999 and or BS EN 438: 2005 where appropriate.
- 3.5.4 Solid timber shall be straight grain, and where appropriate match veneer which shall be selected for mild figure to ensure straight grain and uniformity of colour.
- 3.5.5 Seating may be supplied with or without arms in accordance with Contracting Authority requirements.
- 3.5.6 Fabric and Ignition Source requirements shall comply with paragraph 3.11 Fabric and Ignition Source within Part B of Framework Schedule 2.

3.6 Lounge/Soft seating

- 3.6.1 The Supplier shall offer a range of trade pattern lounge/soft seating to satisfy performance requirements and test methods for structural safety and durability with BS EN 15373:2007 Test level 3 Severe and BS EN 1022:2005 7
- 3.6.2 Seating supplied shall be fully upholstered and comply with paragraph 3.11 Fabric and Ignition Source within Part B of Framework Schedule 2.
- 3.6.3 Test methods for strength and durability shall be in accordance with BS EN 1728:2001.
- 3.6.4 Combustion modified foam filling materials shall meet the requirements detailed in BS 3379:2005 + A1:2011 Class V for seats and Class S for backs. Foam densities shall be appropriate to the intended use.

3.7 Domestic Tables

- 3.7.1 The Supplier shall offer a range of trade pattern dining tables and coffee tables to satisfy performance requirements and test methods for structural safety and durability with BS EN 15372:2008 Test level 2 General.
- 3.7.2 The Supplier shall offer range of dining tables and coffee tables in various dimensions and finishes (MFC/Veneer etc.).
- 3.7.3 Suppliers shall offer a choice of MFC or equivalent top finishes including but not limited to oak, beech and maple.
- 3.7.4 Suppliers shall offer a choice of veneered top finishes including but not limited to oak, beech and maple.

3.8 Metalwork

- 3.8.1 The Supplier shall ensure that metal items manufactured from sheet steel, tube or square section are sound and fit for purpose.
- 3.8.2 The Supplier shall ensure that all welding is neatly and correctly executed with full penetration.
- 3.8.3 The Supplier shall ensure that all welding is free from distortion, oxidation arcing, blowholes or any other similar defects.
- 3.8.4 The Supplier shall ensure that the size of weld is appropriate to the thickness of the work piece and strength for application.
- 3.8.5 The Supplier shall ensure that all weld grinding and dressing is undertaken in a workmanlike manner to avoid impairment of the weld strength.
- 3.8.6 The Supplier shall ensure that all notching is fitted accurately with mating components.
- 3.8.7 The Supplier shall ensure that all flanges are smooth and free from any imperfections.
- 3.8.8 The Supplier shall ensure that all burrs and sharp edges are removed.

3.9 Timber Frames

- 3.9.1 Timber frames shall be sound and fit for purpose and be either jointed or doweled construction.
- 3.9.2 All frame joints shall be neatly and accurately cut, fully closed and fixed with component parts.
- 3.9.3 Solid and veneer timber shall be trimmed to exclude sapwood.
- 3.9.4 Veneer and laminate surfaces shall be fully bonded to the substrate with an appropriate intermediate layer of equal strength.

3.10 Upholstery

- 3.10.1 The Supplier shall ensure that textile products comply with the Government Buying Standards mandatory criteria for textiles. The Government Buying Standards for textiles can be found at: <http://sd.defra.gov.uk/advice/public/buying/products/textiles/>
- 3.10.2 The Supplier shall ensure that all upholstery is accurately and neatly fitted with staples spaced correctly.
- 3.10.3 The underside of each chair or seat platform shall be covered.
- 3.10.4 No sharp edges shall be felt through the FR Top Cover fabric.
- 3.10.5 Products shall be free from loose threads and material protrusions or fastenings which may cause discomfort.

3.11 Fabric and Ignition Source

- 3.11.1 The Supplier shall ensure that upholstered furniture of a fabric and foam composite satisfies BS 7176: 2007 + A1: 2011 to Medium Hazard.

- 3.11.2 The Supplier shall ensure that all fillings must meet the ignition resistant requirements of the Furnishing (Fire Safety) Regulations 1988 or Annex A to E of BS 7176:2007+ A1: 2011.
- 3.11.3 The Supplier shall ensure that all fabric conforms to BS 2543:2004 Section 4 grading designation SC Severe Contract; however Suppliers may offer contract quality fabrics of a lower designation to meet Contracting Authorities specific requirements where appropriate.
- 3.11.4 PVC and PU coated fabrics shall conform to ISO 7617 Part1:2001 Specification for PVC-coated knitted fabrics, Part 2:2003 Specification for PVC coated woven fabrics, and Part 3:1998 specification for polyurethane coated woven fabrics.
- 3.11.5 The Supplier shall ensure that fabrics have a permanent fire retardant treatment that will be durable in use for the expected life of the fabric.
- 3.11.6 Combustion modified foam filling materials shall meet the requirements detailed in BS 3379:2005 + A1:2011 Class V. Foam densities shall be appropriate to the intended use.
- 3.11.7 Seating manufactured with a mesh fabric or plastic seat and back shall satisfy Clause 12 of BS 5852:2006 sources 0, 1 and 5.
- 3.11.8 Suppliers must provide test certificates for each filling and fabric composite offered.
- 3.11.9 Suppliers shall provide details of the fabrics offered including compostable, recyclable and carbon neutral or similar materials.

PLEASE NOTE: All foam must be combustion modified to statutory Instrument: 1988 No. 1324, Consumer protection, The Furniture and Furnishing (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993) All product supplied to NHS Trusts and healthcare premises shall satisfy: Firecode - Fire safety in the NHS. The Health Technical Memorandum – HTM 05-03 Part C: Textiles and furnishings; 2007 The Executive summary of this document can be found at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/148478/HTM_05-03_Part_C.pdf

3.12 **Timber Finish**

- 3.12.1 This section should be read in conjunction with paragraph 2.36 within Part A of Framework Schedule 2.
- 3.12.2 Timber surfaces shall be finished and/or stained in a clear water based lacquer.

3.13 **Metal Finish**

- 3.13.1 The requirements for metal finish shall be in accordance with paragraph 2.13 within Part B of Framework Schedule 2.

BEDROOM FURNITURE AND ASSOCIATED PRODUCTS

3.14 **Introduction**

3.14.1 This section details the Authority's technical requirements for a range of trade pattern bedroom storage, including but not limited to drawers, cupboard, beds and bedside cabinets.

3.15 **Performance Standards**

3.15.1 The Supplier is required to provide evidence of test certificates showing conformity with the Standards listed below for all Lot 3 bedroom storage products:

(a) Bedroom Storage:

- (i) BS 4875-7:2006 Part 7: Domestic and contract storage furniture – Performance requirements. Minimum requirement Test Level 4;
- (ii) BS 4875-8:1998 Part 8: Strength and stability of furniture. Methods for determination of stability of non-domestic storage 11 furniture.

(b) Bed Bases / Mattresses:

- (i) BS EN 1725: 1998 Domestic furniture. Beds and mattresses. Safety requirements and test methods;
- (ii) BS EN 1957: 2000 Domestic furniture. Beds and mattresses. Test methods for the determination of functional characteristics.

(c) NHS Residential Storage and associated products:

- (i) BS 1765-1: 1990 Hospital bedside lockers. Specification for general purpose bedside lockers for patients;
- (ii) BS 1765-2: 1976 Specification for hospital bedside lockers. General purpose lockers of wooden construction with facilities for hanging day clothes;
- (iii) BS 2483: 1977 Specification for over bed tables.

(d) Flammability test requirements for Mattresses:

- (i) BS 7177:2008 Specification for the resistance to ignition of mattresses, mattress.

3.16 **General Bedroom Requirements**

3.16.1 The Supplier shall offer a range of trade pattern bedroom units satisfying strength and durability performance requirements of BS 4875-7:2006 Test level 4 and BS 4875-8: 1998.

3.16.2 All beside lockers for use in hospitals shall satisfy BS 1765-1:1990 and/or BS 1756-2: 1976 as appropriate.

3.16.3 Surface finish and adhesion of surface edging materials performance requirement shall satisfy FIRA Standard 6250:2005 for severe use.

3.17 **Bedroom Storage**

3.17.1 The Supplier shall offer solid timber that is of prime quality, conditioned to moisture content of 10% +/- 2%, be selected for straight grain and, where appropriate, match veneer which shall be selected for mild figure, straight grain and uniformity of colour.

- 3.17.2 Ranges supplied shall be free standing and provide lockable options in accordance with Contracting Authorities requirements.
- 3.17.3 Decorative laminated plastics sheet and veneered boards shall comply with BS 4965:1999 and/or BS EN 438:2005 where appropriate.
- 3.17.4 The Supplier shall provide details of available internal components for use with the ranges offered.

3.18 **Bed Bases**

- 3.18.1 The Supplier shall offer a range of bed bases in accordance with the Contracting Authority requirements, which satisfy performance and structural safety requirements in accordance with BS EN 1725:1998.
- 3.18.2 The Supplier shall ensure that bed bases/divans conform to ignition source requirements in accordance with BS 7177:2008 Medium Hazard.
- 3.18.3 Supplier bed base ranges shall be offered with an optional fitted headboard in accordance with Contracting Authority requirements.
- 3.18.4 Supplier bed base ranges shall be offered with optional storage drawers in accordance with Contracting Authority requirements.
- 3.18.5 The Supplier shall offer bed bases that are mobile and fitted with castors suitable for heavy duty use.
- 3.18.6 Please Note: The Contracting Authorities requirement is in accordance with domestic Standards and is not suitable for bed bases supplied for hospital use.

3.19 **Over bed Tables**

- 3.19.1 The Supplier shall ensure that all over bed tables suitable for use in a hospital environment satisfy BS 2483: 1977.
- 3.19.2 The Supplier shall ensure that tables are manually height adjustable and offer a top tilt mechanism.
- 3.19.3 Tables shall be designed with a cantilever frame or similar
- 3.19.4 Table tops shall be designed with moulded edges and shall be free of any sharp edges.
- 3.19.5 Tables shall be mobile and fitted with lockable castors complying with BS EN 12529:1999.

3.20 **Mattresses**

- 3.20.1 The Supplier shall offer a range of mattresses to suite with bed bases in accordance with Contracting Authority requirements, which satisfy performance and structural safety requirements in accordance with BS EN 1957: 2000.
- 3.20.2 The Supplier shall offer mattresses and mattress fillings that conform to ignition source requirements in accordance with BS 7177:2008 Medium Hazard. **Please Note:** The Contracting Authorities requirement is in accordance with domestic

Standards and is not suitable for mattresses supplied for hospital use.

3.20.3 The Supplier shall provide evidence that confirms product compliance of mattresses offered with the following performance requirements where appropriate:

- (a) BS EN 12953:2001 Feather and down. Hygiene and cleanliness requirements;
- (b) BS EN 14976:2005 Textiles. Mattress ticking, specification and test methods;
- (c) BS 1425:1991 Cleanliness of fillings and stuffing for bedding, upholstery and other domestic articles. Specification for fillings and stuffing other than feather and/or down;
- (d) BS 3173:1996 Specification for spring units for mattresses.

3.21 **Construction**

3.21.1 This section should be read in accordance with paragraph 2.34 of Part A, Framework Schedule.

3.21.2 Edges shall be robust and repairable and shall be manufactured with a solid timber, PVC, ABS, polypropylene, or melamine lipping.

3.21.3 Solid and veneer timber shall be trimmed to exclude sapwood.

3.21.4 Veneer and laminate surfaces shall be fully bonded to the substrate with an appropriate intermediate layer of equal strength.

3.21.5 All fittings shall be of appropriate quality to ensure their function is consistent with the performance required for their intended use.

3.21.6 All drawer runners shall provide full extension of the drawer shelf.

3.21.7 Adhesion of surface and edging materials shall satisfy the requirements of FIRA standard 6250:2005 Severe rating.

3.21.8 Timber frames shall be sound and fit for purpose and be either jointed or doweled construction.

3.21.9 All frame joints shall be neatly and accurately cut, fully closed and fixed with component parts.

3.22 **Timber Finish**

3.22.1 Suppliers shall offer various finishes including but not limited to MFC or equivalent, MDF with veneer finish.

3.22.2 Decorative laminated plastics sheet and veneered boards shall comply with BS 4965:1999 and or BS EN 438: 2005 where appropriate.

3.22.3 Surface finishes on wood based sheet materials or other substrates, plastic laminates, paper and PVC foil shall satisfy 'Severe' use requirements specified in FIRA Standard 6250:2005 Specification Materials.

- 3.22.4 Horizontal and other surfaces subject to wear shall be finished with a minimum of a sealer, basecoat and two top coats.
- 3.22.5 Surfaces shall have reflectance light values appropriate to the intended use.
- 3.22.6 Suppliers offering furniture with a veneer finish may offer either real veneer or a reconstituted timber veneer.
- 3.22.7 Adhesion of surface and edging materials shall satisfy the requirements of FIRA standard 6250:2005 Severe rating.

4. LOT 4 - HIGH DENSITY STEEL STORAGE

GENERAL REQUIREMENTS

4.1 Scope

- 4.1.1 The Goods and Service requirements for Lot 4 High Density Steel Storage Furniture have been set out below and should be read in conjunction with Core Requirements within Part A of Framework Schedule 2.

TECHNICAL REQUIREMENTS

4.2 Performance Standards

- 4.2.1 This section details the Authority's technical requirements for ranges of trade pattern static and mobile storage systems.
- 4.2.2 The Supplier shall provide evidence of test certificates showing conformity with the Standards listed for all products in Lot 4.

4.3 Test Requirements

- 4.3.1 Steel bolted shelving:
 - (a) BS 826:1978 Specification for steel single tier bolted shelving (angle upright type) Office Storage;
 - (b) BS 4875 – 7:2006 Part 7: Domestic and contract storage furniture – Performance requirements. Minimum requirement Test Level 4;
 - (c) BS 4875 – 8:1998 Part 8: Methods for determination of stability of non-domestic storage furniture.
- 4.3.2 Power Operated Racking:
 - (a) BS EN 15095:2007+A1:2008 Power-operated mobile racking and shelving, carousels and storage lifts. Safety requirements.
- 4.3.3 Static and Mobile Racking:
 - (a) BS EN 14073-2: 2004 Office Furniture – Storage Furniture. Part 2: Safety Requirements;
 - (b) BS EN 14073-3: 2004 Office Furniture – Storage Furniture Part 3: Test methods for the determination of stability and strength of the structure;
 - (c) BS EN 14074:2004 Office Furniture - Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.

4.4 Product Standards

- 4.4.1 The Supplier shall ensure that its products conform to the recommendations of BS 5454:2012.
- 4.4.2 The Supplier shall ensure that the product satisfies The Machinery Directive 2006/42/EC and the Supply of Machinery (Safety) Regulations 2008.

- 4.4.3 Suppliers offering electrically operated systems shall ensure all products are CE marked and comply with the Low Voltage Directive 2006/95/EEC and Electrical Equipment (Safety) Regulations 1994.
- 4.4.4 Suppliers should apply principles addressed within the SEMA (Storage Equipment Manufacturers Association) code of practice or similar to the design of mobile shelving systems.
- 4.4.5 Suppliers shall offer a range of shelving systems which satisfy performance requirements and test methods for structural safety and stability as specified within paragraph 4.3 Test Requirements
- 4.4.6 Prior to purchase the Supplier shall ensure that the Contracting Authority is provided with the appropriate information with regard to weights, loading, rolling point loads etc., to allow the Contracting Authority to obtain structural clearance for the building.
- 4.4.7 Suppliers shall offer a storage filing survey for the repositioning or reconfiguration of new or existing storage in accordance with the Contracting Authorities requirements.

4.5 High Density Static Racking

- 4.5.1 Suppliers shall offer a range of static racking solutions which satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.
- 4.5.2 Suppliers shall offer static racking solutions to satisfy various height and width dimensions and finishes in accordance with Contracting Authority requirements.
- 4.5.3 The Supplier shall ensure that static racking solutions are available with adjustable shelves.

4.6 High Density Mobile Shelving

- 4.6.1 The Supplier shall offer a range of manually operated mobile shelving.
- 4.6.2 The maximum depth shall be three units deep.
- 4.6.3 The Supplier shall offer a range of mechanically assisted mobile shelving utilizing a manual load linkage system to transmit an assisting force to the base. All chain drives shall be fully enclosed to prevent injury to the user.
- 4.6.4 Mechanically assisted mobile shelving shall utilize a hand crank mechanism or similar.
- 4.6.5 The Suppliers mobile racking solutions shall satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.
- 4.6.6 The Supplier shall offer a range of power operated mobile shelving, utilizing an electric power source to assist motion.

- 4.6.7 The Supplier shall offer electronically operated mobile shelving that satisfies structural safety requirements in accordance with BS EN 15095:2007+A1:2008.
- 4.6.8 Mobile shelving shall be fitted with a top retention bracket solution to prevent forward tipping of the shelving unit.
- 4.6.9 The Supplier shall offer mobile racking solutions to satisfy various height and width dimensions and finishes in accordance with the Contracting Authorities requirements.
- 4.6.10 Shelving solutions shall be offered with a variety of internal units, including but not limited to lateral filing rail, pull out suspension filing rail, adjustable shelves, and adjustable dividers.
- 4.6.11 The Suppliers mobile racking solutions shall be available with a locking mechanism.
- 4.6.12 The Suppliers mobile racking solution shall utilize surface mounted rails and/or flush mounted rails in accordance with the Contracting Authorities requirement.

4.7 Rotary Storage

- 4.7.1 The Supplier may offer a range of rotary shelving which satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.
- 4.7.2 Rotary units shall be mounted on a heavy duty rotary base and feature double sided shelving bays.
- 4.7.3 The Suppliers rotary shelving solutions shall be available with adjustable shelves.

4.8 Gondola Shelving

- 4.8.1 The Supplier shall offer a range of gondola shelving which satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.
- 4.8.2 The Supplier shall offer static racking solutions to satisfy various height and width dimensions and finishes in accordance with Contracting Authorities requirements.

4.9 Accessories

- 4.9.1 The Supplier shall offer a range of accessories, including but not limited to file pockets, folders, and cardholders.

4.10 Quality

- 4.10.1 The Supplier shall ensure that all materials are suitable for their intended use and shall conform to the British and European Standards set out in paragraph 4.4 Test Requirements, Codes of Practice and current UK Statutory Regulations six Months prior to the date of supply.
- 4.10.2 Suppliers who offer products tested to other equivalent performance Standards from those listed in paragraph 4.3 Test Requirements shall provide test certificates and details on how the standard offered compares to the British / European Standard listed.

- 4.10.3 Components and spare parts will be made available by the Supplier for at least 10 years after sale to extend the product's lifetime through repair, as far as reasonably practical.
- 4.10.4 Plastic parts greater than 50g shall be marked for recycling according to ISO 11469 or equivalent and must not contain additions of other materials that may hinder recycling.
- 4.10.5 Suppliers may place the necessary recycling information in the user manual or similar literature for plastic parts greater than 50g in weight that would be adversely affected by a marking, such as for products aesthetics.
- 4.10.6 The Supplier shall ensure products supplied are eco-designed to enable easy repair.
- 4.10.7 The Supplier should ensure products supplied can be easily disassembled for recycling and, preferably, for reuse, in part or whole.
- 4.10.8 All test certification details provided with your Tender submission must be current.
- 4.10.9 The Authority will decline all product ranges that cannot be supported with required test certification.

4.11 **Materials**

- 4.11.1 The Supplier shall ensure that all materials are suitable for the purpose and shall conform to the British and European Standards, as outlined in paragraph 4.3 Test Requirements.
- 4.11.2 Products shall be manufactured from materials suitable for their intended use to ensure the finished product is durable, fit for the purpose and aesthetically pleasing.
- 4.11.3 The Supplier shall ensure that all fixtures and fittings have an anti-corrosive finish and shall be of an appropriate quality to ensure their function is consistent with the performance required.
- 4.11.4 All glass used in the furniture design shall satisfy requirements of the fragmentation test Clause 8.3 of BS EN 12150-1:2000.
- 4.11.5 All file pockets and folders shall be manufactured from legal and sustainable timber sources in accordance with UK Government Timber Procurement Policy and/or manufactured from 100% recycled timber.

4.12 **Construction**

- 4.12.1 This section should be read in accordance with paragraph 2.34 within Part A of Framework Schedule 2.
- 4.12.2 All welding shall be free from distortion, oxidation arcing, blowholes or any other similar defects.
- 4.12.3 The size of weld shall be appropriate to the thickness of the work piece and strength for application.
- 4.12.4 All weld grinding and dressing shall be undertaken in a workmanlike manner to avoid impairment of the weld strength.
- 4.12.5 All notching shall fit accurately with mating components.
- 4.12.6 All flanges shall be smooth and free from any imperfections.

- 4.12.7 All burrs and sharp edges shall be removed from the finished product.
- 4.12.8 Shelving shall be manufactured from mild steel of appropriate gauge thickness for the weight loading offered.
- 4.12.9 Shelving bays shall to be constructed with 2 sidewalls, bolted back sheets and clipped adjustable shelves providing differing usable levels between the top and base and shall be secured using bolts of appropriate durability.
- 4.12.10 Mobile shelving bases shall be rigid and be sufficient to carry the load without deflection.
- 4.12.11 Mobile shelving products shall have a ground clearance of no more than 12mm between the mobile base underside and floor.
- 4.12.12 Each shelf should have a minimum uniform distribution load weight load capacity of 80kgs.
- 4.12.13 Mobile shelving bases shall be fitted with guidance wheels to maintain their position squarely on the rails. The wheel units and guide wheels shall not require maintenance over the expected product life.
- 4.12.14 Control hand wheels should be of a three spoke or similar design with central locking mechanism. The central locking mechanism shall incorporate a key locking facility to restrict access in accordance with the Contracting Authorities requirements.
- 4.12.15 All nuts and bolts used in the product construction shall be secured with either nyloc nuts, a thread locking compound or anti-vibration washers.
- 4.12.16 The product design shall incorporate buffers between each rack unit.
- 4.12.17 All electrical installations on site shall be carried out by an Electrician qualified to IEE Regulations 17th Edition standard.

4.13 **Finish**

- 4.13.1 This section should be read in conjunction with paragraph 2.37 within Part A of Framework Schedule 2.
- 4.13.2 Pigmented finishes shall satisfy the requirements of BS 3900 to comply with the following test Standards:
 - (a) Scratch test:
 - (i) BS EN 1518:2011 The finished panel shall withstand a needle weight of 3000g without penetration to the substrate.
 - (b) Cross cut test:
 - (i) BS EN ISO 2409:2007, BS 3900, Part E6: 2007. The spacing of the cuts in each direction shall be 2mm. An adhesive tape, similar to sellotape, adhered to the surface by a firm even pressure and removed with a smooth action, manually or mechanically, at a rate 20mm/s to 50mm/s. The test panel shall meet classification "0".

- (c) Impact test:
 - (i) BS 3900, Part E3: 1973. Indentation to a depth of 2.5mm, coated surface uppermost, and no damage to the finish shall be seen.
- (d) Bend test:
 - (i) BS EN ISO 6860:2006, BS 3900, Part E11:2006 (conical mandrel). No loss of adhesion or cracking beyond 25mm from apex cone.

5. LOT 5 - REPAIR AND RENOVATION

GENERAL REQUIREMENTS

5.1 Scope

- 5.1.1 The Goods and Service requirements for Lot 5 Furniture Repair and Renovation have been set out below and should be read in conjunction with Part A of Framework Schedule 2.
- 5.1.2 Additional requirements for the supply of Furniture Repair and Renovation to the MoD can be found in the following schedules and attachments and should be read in conjunction with Part A of Framework Schedule 2:
 - (a) **Schedule 2e - MOD Technical Specification – Lot 5**
 - (b) **Schedule 2e.1 - MOD Statement of Requirements – Lot 5**
 - (c) **Schedule 2f - MOD Annexes**

5.2 Service Requirements

- 5.2.1 The Supplier shall monitor, track, and be able to trace, Contracting Authority items when they are in the Supplier's custody, from collection to return, and shall have full visibility of the whereabouts of each item at all times.
- 5.2.2 The Supplier shall monitor, track, and be able to trace, Contracting Authority items if the repair and renovations are required to be delivered within the Supplier's supply chain (i.e. when the items are not in the Supplier's custody), and have full visibility of the whereabouts of each item at all times.
- 5.2.3 Deliveries made by the Supplier to Contracting Authorities shall be complete and on schedule, in accordance with the timescales agreed with each Contracting Authority.
- 5.2.4 The Supplier shall correct any issues arising from incomplete deliveries.
- 5.2.5 The Service will include the collection and delivery of Goods, to and from Contracting Authorities premises.

5.3 Desk/Table Conversion

- 5.3.1 The Supplier shall offer a desk/table conversion service to uplift existing desks/workstations and re-size the desk top in accordance with Contracting Authority requirements.
- 5.3.2 The Supplier shall ensure, where possible, to reuse the existing desk top by cutting down and reshaping in accordance with Contracting Authorities requirements.
- 5.3.3 Suppliers shall re-edge the desk top with a new lipping of solid timber, PVC, polypropylene, ABS edges in accordance with Contracting Authorities requirements.
- 5.3.4 Adhesion of surface and edging materials shall satisfy the requirements of FIRA standard 6250:2005 Severe rating.
- 5.3.5 Suppliers supplying a new top shall ensure drill holes are accurately positioned to allow for desk top remounting.

- 5.3.6 Disposal of surplus material shall be in accordance with paragraph 2.12 within Part A of Framework Schedule 2.
- 5.3.7 Suppliers shall reuse the desk under frame and inspect desk mechanisms and fittings prior to top remounting.
- 5.3.8 The Supplier shall re-spray the desk steel under-frames in an epoxy powder coated paint finish in accordance with Contracting Authority requirements. Performance requirements for the preparation of the steel under frame shall be in accordance with paragraph 4 - Metal Product Renovation of Schedule 2e - MOD Technical Specification – Lot 5.

5.4 Re-upholstery

- 5.4.1 Suppliers shall offer a re-upholstery service for office and residential seating including but not limited to operator pedestal chairs, meeting room chairs, settees, armchairs and dining room chairs.
- 5.4.2 Performance requirements for the re-upholstery of seating shall be in accordance with paragraph 5 - Upholstered Renovation of Schedule 2e - MOD Technical Specification – Lot 5.
- 5.4.3 Finished product shall be conditioned with anti-static protection prior to supply.
- 5.4.4 All replacement fillings must meet the ignition resistant requirements of the Furnishing Fire Safety Regulations 1988 or Annex A to E of BS 7176:2007+ A1: 2011.
- 5.4.5 Fabric shall conform to BS 2543:2004 Section 4 grading designation SC Severe Contract; however Suppliers may offer contract quality fabrics of a lower designation to meet Contracting Authorities specific requirements where appropriate.
- 5.4.6 Fabrics shall have a permanent fire retardant treatment that will be durable in use for the expected life of the fabric.
- 5.4.7 Combustion modified foam filling materials shall meet the requirements detailed in BS 3379:2005 + A1:2011 Class V for seats and Class S for backs. Foam densities shall be appropriate to the intended use.
- 5.4.8 Re-upholstered seating supplied into windowless accommodation (MOD requirement), shall satisfy ignition sources 0, 1 and 7 of Clause 12 of BS 5852:2006. Methods of testing are described in BS EN 1021-1:2006, BS EN 1021-2:2006 and BS 5852:2006. It should be noted that in section 4 of BS 5852:2006 materials used for upholstery are tested as a composite.
- 5.4.9 Suppliers must provide test certificates for each filling and fabric composite offered.
- 5.4.10 All foam must be combustion modified as defined in:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/148478/HTM_05-03_Part_C.pdf
- 5.4.11 All product supplied to NHS Trusts and healthcare premises shall satisfy:

- (a) Firecode - Fire safety in the NHS. The Health Technical Memorandum – HTM 05-03 Part C: Textiles and furnishings; 2007 The Executive summary of this document can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/148478/HTM_05-03_Part_C.pdf

5.5 Re-spraying of metalwork

- 5.5.1 The Supplier shall offer a re-spraying service for office and residential metal products including but not limited to office storage, lockers and desk/table under frames.
- 5.5.2 Performance requirements for the preparation of metalwork shall be in accordance with paragraph 4 - Metal Product Renovation of Schedule 2e - MOD Technical Specification – Lot 5.
- 5.5.3 All finishing material shall be suitable for the base materials used and where appropriate, have good anti-corrosive protection.
- 5.5.4 Finish shall be smooth, free from runs, orange peel, extraneous matter or any other imperfections.
- 5.5.5 All re-sprayed metalwork shall be smooth, free from runs, orange peel, extraneous matter or any other imperfections.
- 5.5.6 Pigmented finishes shall satisfy the requirements of BS 3900 to comply with the following test Standards:
- (a) Scratch test:
- (i) BS EN 1518:2011 The finished panel shall withstand a needle weight of 3000g without penetration to the substrate.
- (b) Cross cut test:
- (i) BS EN ISO 2409:2007, BS 3900, Part E6: 2007. The spacing of the cuts in each direction shall be 2mm. An adhesive tape, similar to sellotape, adhered to the surface by a firm even pressure and removed with a smooth action, manually or mechanically, at a rate 20mm/s to 50mm/s. The test panel shall meet classification "0".
- (c) Impact test:
- (i) BS 3900, Part E3: 1973. Indentation to a depth of 2.5mm, coated surface uppermost, and no damage to the finish shall be seen.
- (d) Bend test:
- (i) BS EN ISO 6860:2006, BS 3900, Part E11:2006 (conical mandrel). No loss of adhesion or cracking beyond 25mm from apex cone.

5.6 General Repair

5.6.1 Timber Products

- (a) The Supplier shall repair to wood surfaces in accordance with paragraph 3 - Timber Product Renovation of the Schedule 2e - MOD Technical Specification – Lot 5.

5.6.2 Metal Products

- (a) The Supplier shall repair to metalwork in accordance with paragraph 4 - Metal Product Renovation of Schedule 2e - MOD Technical Specification – Lot 5.

5.6.3 Upholstery

- (a) The Supplier shall repair upholstery in accordance with paragraph 5 – Upholstered Product Renovation of Schedule 2e - MOD Technical Specification – Lot 5.

5.6.4 Asset management

- (a) The Supplier may offer an asset management service to manage furniture assets across the Contracting Authorities estate.
- (b) The Service shall include the establishment of an asset register, identifying asset description, location, warranty term, condition and required repairs.