

FRAMEWORK SCHEDULE – FORM OF CONTRACT

FORM OF CONTRACT

This contract is made on the 15th day of January 2026

BETWEEN

Health Research Authority whose main registered office is at 2nd Floor, 2 Redman Place, Stratford, London E20 1JQ (the "Customer"); and

Posturite Ltd whose registered office is Unit 2, Ontario Drive, New Rossington, Doncaster, DN11 0BF whose company number is 2574809 (the "Supplier")

WHEREAS the Customer wishes to have provided the following goods and/or services namely Office Furniture pursuant to the ESPO Framework Agreement (reference 282_22).

NOW IT IS AGREED THAT

1. The Supplier will provide the goods and/or services in accordance with the terms of the call-off contract (reference number 282_22) and Contract Documents.
2. The Customer will pay the Supplier the amount due in accordance with the terms of the call off agreement and the Contract Documents.
3. The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:
 - This Form of Contract
 - The Master Contract Schedule
 - The documents as listed below:
 - Annex 1 – Specification
 - Annex 2 – Supplier Tender

IN WITNESS OF the hands of the Parties or their duly authorised representatives:

Signed for and on behalf of

Health Research Authority

Name: REDACTION, under FOIA Section 40 Personal Information

Position: Deputy Chief Executive and Director of Resources

Signature:

Date of signature:

Signed for and on behalf of

Posturite Ltd

Name: REDACTION, under FOIA Section 40 Personal Information

Position: UK Sales Director

Signature:

Date of signature:

This document relates to and forms part of the Call-Off Terms

MASTER CONTRACT SCHEDULE

(ESPO Framework Reference 282_22)

1. TERM
Commencement Date 15 January 2026
Expiry Date 14 January 2029
Extension Period 12 months The Buyer may extend the Contract for a period of up to twelve (12) Months by giving not less than 30 Working Days' notice in writing to the Supplier prior to the Expiry Date. The Conditions of the Contract shall apply throughout any such extended period. The maximum Total Contract Value detailed at Section 6 of this Order Form shall apply for the entire term, inclusive of the extended period.
2. GOODS AND/OR SERVICES REQUIREMENTS
Goods required The Goods are to be provided from the Supplier's catalogue, including, but not limited to: <ul style="list-style-type: none">• Chairs• Desks• Desk Platforms• Ancillary Items (keyboards, mice, document holders etc)• Assistive Technology Products
Services and Deliverables required The Services to be provided include, but are not limited to: <ul style="list-style-type: none">• Delivery of workstation furniture• Assembly and installation of workstation furniture• Disassembly of workstation furniture• Virtual display screen equipment assessments• Face to face display screen equipment assessments• Specialist Computer workstation assessments
Specification

The specification of the Deliverables is as set out below:

- Provision of workstation and display screen equipment assessments
- Provision of summary assessment reports
- Provision of workstation furniture (the Goods)
- Delivery, installation and/or disassembly of workstation furniture
- Provision of Management Information reports

Further information on the specification of the Goods, Services and Deliverables required is as set out in:

- The Customer's Further Competition Invitation to Tender as set out in Annex 1 – Specification
- The Supplier's tender response as set out in Annex 2 – Supplier Tender

Optional Services required

N/A

Performance/Delivery Location/Premises

Goods

The Goods are to be Delivered in accordance with the instructions provided to the Supplier as part of each individual Order placed by the Buyer, noting any specific delivery instructions included.

Services

The Services are to be performed at the locations specified to the Supplier as part of each individual Order placed by the Buyer, which may be physical locations or via virtual channels.

Standards

Quality Standards

The Supplier shall at all times comply with the Quality Standards as specified throughout the Framework Agreement, and detailed in clauses 4, 10, 15.

Technical Standards

The Supplier shall comply with the Quality Standards as specified throughout the Framework Agreement and detailed in clause 4.3.

Disaster Recovery and Business Continuity

The Supplier shall comply with the Disaster Recovery and Business Continuity Plan as specified throughout the Framework Agreement and detailed in clause 6.

3. SUPPLIER SOLUTION

Supplier Solution

The Supplier Solution is as set out in:

The Supplier's tender response as set out in Annex 2 – Supplier Tender

Key Personnel of the Supplier to be involved in the provision of the Goods, Services and Deliverables

REDACTION, under FOIA Section 40 Personal Information – Account Manager

REDACTION, under FOIA Section 40 Personal Information – Key Account Support

Supplier's inspection of the Premises and Infrastructure (where relevant)

N/A

4. PERFORMANCE OF THE GOODS AND/OR SERVICES AND DELIVERABLES

Implementation Plan and Milestones or e.g. delivery schedule (including dates for completion and/or delivery)

No implementation plan is required.

Delivery timescales

Stocked Seating Ranges – available on a lead time of 3-5 working days.

Stocked Desking Ranges – available on a lead time of 3-5 working days.

Stocked IT Accessories – available on a lead time of 3-5 working days.

Non-Stock Items – lead time of 4-6 weeks.

All lead times will be communicated at the point of order.

Critical Service Failure

Not applicable

Monitoring

The Supplier shall attend progress meetings with the Buyer ad-hoc as reasonably required and agreed between the parties.

Management Information

The Supplier shall provide the Buyer with progress reports ad-hoc as reasonably required and agreed between the parties.

5. CUSTOMER RESPONSIBILITIES
<p>Customer's Responsibilities (where appropriate)</p> <p>N/A</p>
<p>Customer's equipment (where appropriate)</p> <p>N/A</p>
6. CHARGES AND PAYMENT
<p>Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS))</p> <p>Total Contract Value and Charges</p> <p>The Charges for the Deliverables shall be as set out in:</p> <ul style="list-style-type: none"> • The Supplier's tender as set out in Annex 3 – Charges <p>The Total Contract Value applicable to this contract is £40,000 across the term, inclusive of the optional extension period.</p> <p>Payment Profile</p> <p>The payment profile for this Contract shall be in arrears, when and as orders are placed, and shall be subject to written agreement between the Customer and the Supplier. Entering into the Contract does not constitute a commitment from the Buyer to a minimum number, or value, of Orders to be placed under the Contract.</p> <p>Payment method and Invoice Details</p> <p>The payment method for this Contract is BACS.</p> <p>Payment of undisputed invoices will be made within 30 days of receipt of invoice, which must be submitted promptly by the Supplier. Invoices will be submitted six monthly in advance. All invoices must quote a valid Purchase Order Number (PO number), include any other relevant details and be addressed to:</p> <p>Health Research Authority T71 Payables F275 PO Box 312 Leeds LS11 1HP</p> <p>Our preference is for electronic invoices to be submitted. As our service is provided by NHS SBS the Supplier can contact NHS SBS for a Tradeshift account which will</p>

allow them to submit e-invoices to that account, but this needs to be established via NHS SBS. Further details can be found here: <https://www.sbs.nhs.uk/supplier-invoicing>

You may also send a PDF invoice by email to sbs.apinvoicing@nhs.net . There is strict guidance on the submission of PDF invoices to enable these to be processed, please refer to the details here: [Submitting Invoices | Supplier Information | NHS SBS](#)

Hardcopy invoices can also be sent by post to:
Health Research Authority
T71 Payables F275
PO Box 312
Leeds
LS11 1HP

7. CONFIDENTIAL INFORMATION

The following information shall be deemed Commercially Sensitive Information:

N/A

8. AGREED AMENDMENTS TO THE CALL-OFF TERMS

The following amendments shall be deemed to be made to the Call-Off Terms:

N/A

9. PROCESSING, PERSONAL DATA AND DATA SUBJECTS

INTRODUCTION

The Supplier shall comply with any further written instructions with respect to processing by the Customer.

Any such further instructions shall be incorporated into this section 9 of the Master Contract Schedule.

Description	Details
Identity of Controller and Processor / Independent Controllers / Joint Controllers for each category of Personal Data	<p>The Buyer is the Controller and the Supplier is the Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the Personal Data recorded below.</p>
Subject matter of the processing	<p>1. User Data:</p> <ul style="list-style-type: none"> -Email addresses -Home addresses -Telephone numbers -Employee images (e.g. photographs) -Employee disclosed health conditions or other medical information <p>2. Any Personal Data for effective communication between the Authority and the Supplier.</p> <p>3. Any Personal Data for maintaining full and accurate records of the Call-Off Contract.</p>
Duration of the processing	For the duration of the Contract term, including any optional extension term enacted.
Nature and purposes of the processing	The data types to be processed in relation to the legitimate interest of providing the goods and services which involves the processing of personal data for the benefit of the customer and to comply with legal obligations.
Type of Personal Data	<p>Personal Data of the HRA staff the Supplier will be working with such as, but not limited to:</p> <ul style="list-style-type: none"> • Names • Email addresses

	<ul style="list-style-type: none"> • Telephone number • Addresses • IP addresses • User ID and any identify data including but not limited to sex, gender, ethnicity
Categories of Data Subject	HRA Staff including volunteers, agents and temporary workers
Plan for return and destruction of the data once the processing is complete unless requirement under union or member state law to preserve that type of data.	Upon completion of the Agreement, or upon termination of the Agreement for any reason, the Supplier shall immediately cease all processing of HRA data and shall securely destroy or permanently delete any copies of HRA data in its possession or control.
Locations at which the Supplier and/or its Subcontractors process Personal Data under this Contract and International transfers and legal gateway	<p>Company: Microsoft AZURE (Reg'd in England Wales - 01624297) – VAT GB 724594615</p> <p>Address: Microsoft Limited, Thames Valley Park, Sonning, Reading, RG6 1WA,</p> <p>Purpose: Posturite Limited cloud processing & storage</p> <p>Data Residency: UK & EU (Dublin, Ireland & Amsterdam, Netherlands)</p> <p>Company: Cloud Employee (Reg'd in England Wales - 09039315) – VAT GB 2136360154</p> <p>Address: 77 New Cavendish St, London, W1W 6XB</p> <p>Purpose: DevOps</p> <p>Data Access: Philippines</p> <p>Company: TVS SCS IFM Limited (Reg'd in England Wales - 02869014) – VAT GB 728221818</p> <p>Address: Logistics House, Buckshaw Avenue, Chorley, Lancashire, PR6 7AJ</p> <p>Purpose: Order Fulfilment</p> <p>Data Types: Employee Name, Employment / Home Addresses, Employee Contact Telephone number, Order Line Items</p>

	<p>Data Residency: UK</p> <p>Company: MDK Office Seating (Reg'd in England Wales - 05908256) – VAT GB 669759163</p> <p>Address: 9-17 Tuxford Road, Hamilton Business Park, Leicester LE4 9TZ</p> <p>Purpose: Vendor Drop Shipment</p> <p>Data Types: Employee Name, Employment / Home Addresses, Employee Contact Telephone number, Order Line Items</p> <p>Data Residency: UK</p>
<p>Protective Measures that the Supplier and, where applicable, its Subcontractors have implemented to protect Personal Data processed under this Contract against a breach of security (insofar as that breach of security relates to data) or a Data Loss Event (noting that any Protective Measures are to be in accordance with Annex 6 (<i>Security Management</i>), if used)</p>	<p>Technical controls have been put in place to prevent unauthorised access as required by the UK Data Protection Act 2018 and UK GDPR. Controls include but are not limited to:</p> <ul style="list-style-type: none"> - Data storage within the UK (London/Cardiff) and EU (Dublin/Amsterdam) Whole disk data encryption (AES256) including when at rest. Pseudonymisation of data & use of logical access controls to maintain data separation. Data encryption (HTTPS, SMTP/TLS, SFTP, FTPS) when in transit Separate Multi-layer firewalls (Edge & Screening) Data Loss Prevention (DLP) systems on email and data storage systems Intrusion Detection Systems (IDS) on Edge Firewall Intrusion Protection Systems (IPS) on Edge Firewall Centrally managed Anti-Viral & Malware Systems with hourly updates Unique usernames & passwords – Username is not emailing address. Multi-Factor Authentication (MFA/2FA) on all user accounts

	<p>Role Based Access Controls (RBAC) of least privilege on all user accounts.</p> <p>Mobile Device Management (MDM) system deployed to all devices.</p> <p>VPN's and VLAN's in place to separate users from servers.</p> <p>Regular encrypted data backups to remote UK/EU location (Cardiff/Amsterdam)</p> <p>Event and Audit logging to the Microsoft AZ-URE Sentinel SIEM</p> <p>Logical Access Controls (LAC) to separate customer data.</p> <p>BPSS, PEP, Credit check and DBS screening of all employees</p> <p>ISO 27001 accreditation</p> <p>UK CyberEssentials Accreditation</p> <p>PCI-DSS Certification (via STRIPE)</p> <p>All Posturite Limited staff undergo the UK HMG Cabinet Office Baseline Personnel Security Standard (BPSS) screening including Disclosure and Barring Service (DBS), credit, regulatory sanctions, and PEP checks. All Posturite Limited staff have confidentiality clauses within their contract of employment, and this is enforced by disciplinary action in accordance with article 28.3(b) of the UK GDPR regulations and the UK Data Protection Act 2018. All Posturite Limited staff undergo induction training which includes security awareness and data protection training in addition to online e-learning and testing. This is repeated at regular intervals and is recorded in the employees HR records. Posturite Limited utilises a full Role Based Access Control (RBAC) model with least privilege that changes according to the joiners, movers and leavers processes that are in place as part of the organisations ISO 27001:2013/2022 certification.</p>
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1. Personal Data under the Joint Control of the Parties

The following section 10 applies to Personal Data under the Joint Control of the Parties as described in clause 16.8.15 of this Contract.

1. The [Parties] [Customer] [Supplier] shall be responsible for the provision of information to Data Subjects as detailed in GDPR Article 13 (Information to be provided where personal data are collected from the data subject).
2. The [Parties] [Customer] [Supplier] shall be responsible for the provision of information to Data Subjects as detailed in GDPR Article 14 (Information to be provided where personal data have not been obtained from the data subject).
3. The [Parties] [Customer] [Supplier] shall be responsible for responding to any request for information from a Data Subject under GDPR Article 15 (Right of access by the data subject).
4. The [Parties] [Customer] [Supplier] shall be responsible for responding to and rectifying any request for rectification from a Data Subject under GDPR Article 16 (Right to rectification).
5. The [Parties] [Customer] [Supplier] shall be responsible for responding to and erasing any request for the right to erasure from a Data Subject under GDPR Article 17 (Right to erasure (right to be forgotten)).
6. The [Parties] [Customer] [Supplier] shall be responsible for responding to and restricting any request for restriction of processing from a Data Subject under GDPR Article 18 (Right to restriction of processing).
7. The [Parties] [Customer] [Supplier] shall be responsible for notifying any rectification or erasure of personal data or restriction of processing carried out in accordance with GDPR Articles 16, 17 and 18 to each recipient to whom the personal data have been disclosed in accordance with GPR Article 19 (Notification obligation regarding rectification or erasure of personal data or restriction of processing).
8. The [Parties] [Customer] [Supplier] shall be responsible for responding to and porting any request for data portability from a Data Subject under GDPR Article 20 (Right to data portability).
9. The [Parties] [Customer] [Supplier] shall be responsible for responding to and complying with any objection from a Data Subject under GDPR Article 21 (Right to object).
10. The [Parties] [Customer] [Supplier] shall be responsible for ensuring a Data Subject is not subject to a decision based solely on automated processing, including profiling which causes legal effects or significant effects on the Data Subject and shall comply with GDPR Article 22 (Automated individual decision-making, including profiling).
11. The [Parties] [Customer] [Supplier] shall be responsible for notifying the supervisory authority (Information Commissioners Office) and the Data Subject of any personal data breach in accordance with GDPR Article 33 (Notification of a personal data breach to the supervisory authority) and Article 34 (Communication of a personal data breach to the data subject).
12. Each Party shall maintain a record of its processing activities under its responsibility in accordance with GDPR Article 30 (Records of processing activities).
13. [The [Parties] [Customer] [Supplier] shall be responsible for carrying out a data protection impact assessment in accordance with GDPR Article 35 (Data protection impact assessment) and Article 36 (Prior consultation).]

14. The Parties agree that the [Customer] [Supplier] shall be the point of contact for Data Subjects.

Annex 1 – Specification

The Customer's requirements are outlined in our Further Competition Invitation to Tender, attached as '251008_Further Competition Instructions & Requirements_FV1' and copied further below for ease of reference:



251008_Further
Competition Instructio

Further Competition Invitation to Tender for Workstation Assessments and Furniture

ESPO Office Furniture Framework (282_22)

Introduction to the Health Research Authority

The HRA's mission is to protect and promote the interests of patients and the public in health and social care research, working with partners across the UK. The HRA does this by providing expert advice and guidance to researchers and by reviewing research studies through 80 Research Ethics Committees across the UK (with the devolved administrations), the Confidentiality Advisory Group and undertaking specialist review and assurance of research on behalf of NHS organisations.

The HRA works across the whole of the UK's health and care system - reviewing around 6,000 new research studies each year, from multi-centre clinical trials of new medicines and advanced therapeutics, to observational studies using tissue banks or health data. The HRA also reviews 18,000 amendments to research studies each year.

The HRA provides a UK-wide research review system, coordinated across the regulators in the four nations, streamlining governance and promoting good practice across health and social care research. The HRA's staff enable collaboration to streamline the set-up and review of research, to provide specialist advice, guidance and learning and to support the HRA's committees and advisory groups.

The HRA manages the technology platforms for national health and social care research approval on behalf of its partners across the UK. This includes the Integrated Research Application System (IRAS) and the back-office systems that support the review of applications to enable researchers to apply for research approvals from a number of different regulators, committees, and review bodies.

Further information about the HRA is available on our website: www.hra.nhs.uk

Summary Requirement

The HRA requires a Supplier to provide, deliver, and install furniture and ancillary items from a catalogue of goods for HRA staff, and to carry out Display Screen Equipment (DSE) assessments, delivered both virtually and face to face.

The HRA SPOC for this Further Competition

The HRA Single Point of Contact (SPOC) for this Further Competition is:

Name: REDACTION, under FOIA Section 40 Personal Information
Position: Procurement and Commercial Lead

Contact Email Address: Commercial@hra.nhs.uk

All communications in respect of this Further Competition should be sent to the HRA SPOC, quoting reference number 250801.

Background & Objectives

Background

The HRA's current contract for Workstation Assessments and Furniture is coming to an end on 31st December 2025. There is an ongoing need for the goods and services, in order to support our staff, and therefore a Further Competition under ESPO's Office Furniture framework (reference 282_22) is being conducted in order to fulfil this requirement.

Objectives

We intend to award a contract to single supplier who can fulfil orders for furniture (such as desks and chairs etc) and ancillary items (such as keyboards and mice etc), whether arising from DSE assessments or ad-hoc requests, and who can also provide DSE assessments as required.

Specification

The Goods are to be provided from the Supplier's catalogue, including, but not limited to:

- Chairs
- Desks
- Desk Platforms
- Ancillary Items (keyboards, mice, document holders etc)
- Assistive Technology Products

The Goods are to be Delivered in accordance with the instructions provided to the Supplier as part of each individual Order placed by the Buyer, noting any specific delivery instructions included.

The Services to be provided include, but are not limited to:

- Delivery of workstation furniture
- Installation of workstation furniture
- Disassembly of workstation furniture
- Virtual display screen equipment assessments
- Face to face display screen equipment assessments
- Specialist Computer workstation assessments

The Services are to be performed at the locations specified to the Supplier as part of

each individual Order placed by the Buyer, which may be physical locations or via virtual channels.

Budget and Timeline

Our indicative budget for this contract is a maximum of £10,000 per annum. Order volumes are not guaranteed.

Further Competition Indicative Timetable

#	Activity	Responsibility	Indicative Date
1	Further Competition ITT issued	HRA	20 November 2025
2	Supplier clarification question period	Supplier	25 November 2025
3	HRA to respond to all supplier clarification questions	HRA	27 November 2025
4	Deadline for Suppliers to return response to ITT	Supplier	01 December 2025
5	- Evaluation of shortlisted supplier service offerings	HRA	w/c 01 December 2025 - 08 December 2025
6	Notification of Contract Award	HRA	w/c 15 December 2025
7	Contract Start Date	HRA & Supplier	15 January 2026

Please ensure all clarification questions are raised by 25th November. No clarification questions will be accepted after this deadline.

Further Competition Questions & Evaluation Criteria Weightings

Suppliers should provide responses to these Further Competition questions in their Proposal submission:

#	Question	Weighting (%)
1	<p>Please describe how you approach conducting Display Screen Equipment (DSE) assessments, with reference to both virtual and face-to-face delivery, including reference to the following:</p> <ul style="list-style-type: none"> - your process for requesting and scheduling DSE assessments - timescales and service levels used for delivering the assessments and any subsequent recommendations - any quality measures and/or process used to ensure quality DSE assessments are delivered accurately and effectively - the experience and expertise of the assessors used 	20%
2	<p>Please describe your approach to ordering and delivery of goods, including reference to the following:</p>	25%

	<ul style="list-style-type: none"> - your process for ordering goods - timescales and service levels used to monitor accurate and on-time delivery of goods - any methods and/or processes you use to improve sustainability in your ordering and delivery of goods 	
3	Please describe your approach to managing and mitigating the risks associated with combining DSE assessments and fulfilment within a single contract. In particular, explain how you would ensure that any equipment recommended is necessary, appropriate, and represent value for money.	5%
4	<p>Please describe how you manage costs and ensure value for money in relation to non-standard or highly specialist equipment, including:</p> <ul style="list-style-type: none"> - your sourcing approach for non-standard or highly specialist equipment - how you ensure the best possible pricing possible for such equipment - any discounts, 'value-add' initiatives, or other measures to support cost efficiency. 	10%
5	<p>Social Value</p> <p>Please describe your approach to delivering Social Value objectives via this contract, with reference to at least one of the following Social Value Model Theme areas:</p> <ol style="list-style-type: none"> 1. Covid-19 Recovery 2. Tackling Economic Inequality 3. Fighting Climate Change 4. Equal Opportunity 5. Wellbeing 	10%
6	<p>PRICE</p> <p>Completion of the basket of goods template, providing indicative unit costs for a list of common goods and services.</p>	30%
6	Confirm completion and return of the HRA New Supplier Questionnaire	N/a

Evaluation Methodology

Based upon technical approach (quality) 30% and price 70%

Quality and Social Value evaluation

Responses to this Further Competition questions 1 to 5, will be scored on a scale of 0 to 5 as follows:

Descriptor	Mark Awarded
The Supplier's Proposal provides either no information or information of such a poor standard as to provide no confidence that the requirements will be met.	0
The Supplier's Proposal provides little confidence that the service meets the requirements. The response shows many or all of the issues listed at mark 2.	1
<p>The Supplier's Proposal demonstrates some clear strengths but gives some concern, because some of the following apply:</p> <ul style="list-style-type: none"> • The approach described appears to only partially meet the requirement; and/or • The approach described appears unlikely to deliver expected levels of quality, performance, outcomes, usability, or other relevant characteristics; and/or • The approach does not reflect accepted good practice; and/or • The response is insufficiently specific; and/or • The supporting information is of insufficient quality, depth or relevance. 	2
The Supplier's Proposal demonstrates a degree of weakness, but the weakness does not cause fundamental concerns and is outweighed by the strengths.	3
<p>A good Proposal where the strengths clearly outweigh any minor weakness(es), and the majority of aspects below apply:</p> <ul style="list-style-type: none"> • The approach described fully meets the requirement • The approach reflects accepted good practice or industry standards • The response is well aligned with our organisational requirements and, where relevant, our specific context • The approach offers good levels of quality, performance, outcomes, usability, sustainability, or other relevant characteristics • The supporting information is of good quality, relevant and of sufficient depth. 	4
A robust and fully comprehensive Proposal with all relevant bullet points from a mark of 4 applying.	5

The scores will then be weighted using the following formula:

$$\text{Total score for Further Competition Question} \times \text{Weighting} = \text{Weighted Score}$$

For example, a score of 4 for Question 1 (with a weighting of 20%) would result in a weighted score of 8.0% (i.e. 20% (weighting) x 0.4 (score) = 8.0%)

Price evaluation

The Price weighting is 30%. Price will be scored using the following formula:

$$\frac{\text{Lowest Price Tender} * [0.3]}{\text{Tender price}}$$

For example:

- *Lowest submitted tender price: £7,000 GBP*
- *Tenderer A's price: £9,000 GBP*
- *Weighting: 0.3 (30%)*

Score for Tenderer A: (7,000 x 0.3) / 9,000 = 0.2333 or 23.33%

Contract Award

The contract will be awarded to the supplier solution achieving the highest combined score based on the evaluation criteria (quality and price).

Terms of Tendering

The HRA Standard Terms of Tendering shall apply. If you submit a proposal to the HRA, you will be deemed to have accepted these terms.

Contract Terms and Conditions

The Contract will be for a period of 3 Years, with the option to extend for a further 12 months.

We are issuing this Invitation to Tender as a Further Competition under Lot 1 of ESPOs' Office Furniture Framework (282_22). The Call-Off Terms and Conditions of this framework will apply.

Annex 2 – Supplier Tender

The Supplier's Tender responses to the Customer's requirements, attached as "251008_Quality Social Value Requirements Response Template_ Workstation Assessments and Furniture_FV1" and copied further below:



251008_Quality
Social Value Requirem

FURTHER COMPETITION TENDER RESPONSE TEMPLATE
for
WORKSTATION ASSESSMENTS AND FURNITURE
(Ref 251008)
for
HEALTH RESEARCH AUTHORITY

1. FURTHER COMPETITION TENDER RESPONSE TEMPLATE

This document sets out the questions that will be evaluated as part of the Quality and Social Value evaluation criteria of the Further Competition for Workstation Assessments and Furniture.

Please provide an answer to every question in the designated response sections below each question box and within the word count limits specified.

Suppliers must not alter the or amend the document in any way, other than providing responses in the allocated response sections.

COMPANY INFORMATION

Full Supplier Name:	Posturite Ltd
Supplier Contact's Name:	REDACTION, under FOIA Section 40 Personal Information
Supplier Contact's Email Address:	REDACTION, under FOIA Section 40 Personal Information
Supplier Contact's Telephone Number:	07825528171
Date of Confirmation:	27 November 2025

No.	Further Competition Scored Requirements and Weightings	Weighting (%)
1	<p>Please describe how you approach conducting Display Screen Equipment (DSE) assessments, with reference to both virtual and face-to-face delivery, including reference to the following:</p> <ul style="list-style-type: none"> - your process for requesting and scheduling DSE assessments - timescales and service levels used for delivering the assessments and any subsequent recommendations - any quality measures and/or process used to ensure quality DSE assessments are delivered accurately and effectively - the experience and expertise of the assessors used <p><i>Word count maximum: 1,000 words</i></p>	20%
<p>Posturite are currently the leading DSE assessment and ergonomic provider throughout the United Kingdom, and our nationwide team helps thousands of clients improve the health, happiness, and productivity of their employees through a range of solutions – including DSE assessments, ergonomic product provision, training, and consulting. Throughout 2024, Posturite have delivered around 20,000 assessments, with 75% of these Face-to-Face, and the remaining 25% virtual. These can be booked within a 24-48 hour lead time for a Virtual assessment and 5-6 working days for a Face-to-Face. Our team of 27 assessors provide us with nationwide coverage, to ensure all of your colleagues are comfortable whilst at work. Posturite also offer Specialist Computer Workstation assessors for more severe musculoskeletal issues or disabilities. These are conducted by an ergonomist or medical professional.</p> <p>Posturite provide a wide range of assessment services for employees with complex needs – musculoskeletal and neurodiverse. We have a bespoke referral link which can be configured to Health Research Authority’s requirements and is unique to you as a client. Referrals are sent in via this link and it allows you to select the type of assessment you require. An example of the current Health Research Authority referral form can be seen below.</p>		

<https://app.posturite.co.uk/booking-request/55T0PL>

Submitting referrals via this unique link ensures the assessment is mapped directly to the Health Research Authority account. Once the assessment referral is made on the correct account all the other processes established with Health Research Authority are automatically mapped.

As soon as the referral is submitted, the employee will receive a link to a calendar where they are able to select a date that is convenient to them. The portal shows the first available appointment, the greenest option, if we are already in the area, or the employee can select any other date to suit them.

All reports will be returned via our case manage system, Posturite One. On here you can access reports and quotes following an assessment and also track activity such as when a referral was sent in and when it was booked. You control who has access to each report on the referral form when you send in an assessment request. Depending on who is granted access to the report and quote on the referral form dictates who can see the report and the quote on the case management system following the assessment.

During an assessment, our team will get an understanding of the persons roles and responsibilities, assess the current workstation set up and use of that area through detailed questioning and then make recommendations to improve their comfort at work. All assessors are encouraged to adjust the current workstation and utilise existing equipment wherever possible. They will look at important areas of the workstation to see if adjustments can be made and then the advice given during the assessment will be recorded within the report. The assessors will discuss working practices, give advice around taking regular breaks, the importance of movement throughout the day and make adjustments to the individuals current equipment.

A report with recommendations will be provided to Health Research Authority within 48-72 hours. The report would outline any musculoskeletal issues causing pain or discomfort, any issues the employee is having with their setup, detail any advice given or adjustments made, and also advise on any products or adjustments that may need to be made in order to achieve a greater level of comfort. The report and quotation will be securely shared with the nominated Health Research Authority contact through the case management system. Posturite will ensure that all assessment information is presented to Health Research Authority in a clear, secure, and accessible format, tailored to your governance and reporting requirements. Reports will be delivered via Posturite's secure case management system, which provides Health Research Authority with its own dedicated space to store and access assessment reports in full compliance with GDPR and data protection standards. This enables authorised stakeholders to retrieve information quickly and easily, ensuring transparency and audit readiness.

Our assessment team is headed by our lead ergonomist, Katharine Metters (MCSP C.ErgHF MCIEHF CMIOSH CREE), who is always available to our customers and assessor staff. The national team of assessors is comprised of individuals with qualifications in ergonomics, physiotherapy, sports science, and other anatomy/physiology areas. Every assessor is provided with an extensive training program, including education on musculoskeletal issues, ergonomic solutions, and DSE in hybrid environments. This training is on-going throughout their career to ensure the assessors best practice. As an independent supplier, we ensure our assessors are fully training on a wide range of solutions to provide the most appropriate recommendations. We would aim to work closely with Health Research Authority to ensure a List of Recommended Items are all approved products and acceptable solutions for your users. The trust we build with our clients is paramount to the continued business and if there are ever any queries regarding recommendations, we encourage dialogue with assessors to explain full justification for their recommendations. Posturite can provide same gender assessments on request.

Whilst the speed of our service is vital as we are often dealing with people in pain we also track the quality of the service we provide with a view to constantly improving. Each assessment is followed with a questionnaire allowing the end user to feedback and raise anything they were not comfortable with. These responses are reviewed by our lead assessor, Danny Murray, and our lead ergonomist, Katharine Metters. Further to this, we have an assessment report review panel, which review randomised reports monthly. The panel comprises 8 people, and they review the reports thoroughly to ensure they are of the standard required, and any feedback is provided back to the assessor as well as their regional manager. This feedback loop ensures our assessors are delivering their DSE assessments accurately and effectively. Our lead assessor, Danny Murray, also monitors report turnaround times, to ensure they are meeting agreed SLA's, or if there are any delays, he ensures these have been communicated with the client.

I confirm that the total word count of this response is 998.

2	<p>Please describe your approach to ordering and delivery of goods, including reference to the following:</p> <ul style="list-style-type: none"> - your process for ordering goods - timescales and service levels used to monitor accurate and on-time delivery of goods - any methods and/or processes you use to improve sustainability in your ordering and delivery of goods <p><i>Word count maximum: 1,000 words</i></p>	25%
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Posturite hold a large number of stocked products (up to £4.5m) at our Warehouse to ensure that over 98% of our products can be delivered within 3-5 days. If products are ordered that fall outside of this delivery timescale, the customer is advised of a predicted delivery time. All orders receive a confirmation with an estimated delivery date and online 'track my order' web-link. The order confirmation email is sent to the employee as soon as the order is placed and provides them with live access to the status of their order.

Importantly Posturite are an independent provider of products so we have access to the majority of solutions on the market. This allows us to source the right solution for each individual. However, some clients establish a core list of products that can be recommended following any form of assessment.

Each Posturite assessment report is accompanied by a quotation for the recommended equipment, to make ordering simpler for Health Research Authority. The quote is supplied via the case management system and is valid for 30 days. Within the case management tool, Health Research Authority can then convert the quote to an order through the system. This quote to order function will allow items to be removed from the quote if they are no longer required upon review. The process will then allow any amendments to the quote such as an alternative delivery address or contact number, before proceeding to place the order. A PO number will then need to be provided upon completion of the order. This quote to order tool can help to simplify the ordering process following an assessment and help to make ordering as efficient as possible. Once processed, the order details will then be displayed with the case on the system, helping to provide a full audit for the user.

Quotes will be provided as standard with reports; however, should you have requirements for equipment without the need for an assessment, web logins will be provided to relevant Health Research Authority contacts. This allows the relevant representative to login to our website to view account pricing and places orders through the account.

Once an order has been placed, a confirmation email is sent to the end user to confirm the order number, contents of the orders and an option to track the orders lead time. This confirmation is also stored in the case management system. With our standard courier service, an email notification is sent to the end user when the product is dispatched with a tracking link. The end user also has the option to select a safe space or an alternative delivery date. This delivery will be attempted three times before the item is returned to our warehouse. Posturite offer a delivery and installation service with our chairs and desks. This includes the delivery, assembly, adjustment to the end user and removal of all packaging. With this service our logistics partner will send a booking email to the end user. This will allow the end user to access a calendar that will show all of the available dates for the delivery and installation. Once a date is booked, a confirmation email will be sent that will also allow the end user to reschedule should the initial date need to be changed.

Upon award of the contract Posturite would look to implement a catalogue of items that our assessors can recommend from. Posturite's phrase for this is the List of Recommended Items (LoRI). The LoRI is a list of products that are held in a high-level of stock and can be delivered quickly to improve the service to end users. Current lead times for the delivery of in stock items is 1.77 days. Stock management and forecasting is vital. We use stock forecasting software to ensure we keep as many items in stock as possible, which has led to a fill rate of 98% that has allowed Posturite to dispatch 98.1% of orders within 48 hours of the order being placed. The items on our LoRI should always be in stock, which is why most clients base their core list around our LoRI.

Ryan Loudon-Luff will be supported on the account by Daniella Phillips, a member of our Central Government team at Posturite. Daniella will be able to assist the account by providing customer service care, and importantly, will monitor all orders for Health Research Authority. This monitoring will ensure that all orders are achieving the expected lead time, and if there are any delays, these will be communicated to the relevant representative.

Posturite works with vendors to make our ordering process with them as sustainable as possible. EDI integrations through SFTP's are used to make transactions as efficient as possible and no physical documents are used. We ask suppliers to consolidate deliveries to our warehouse to make them as efficient as possible and request electric vehicles where possible for delivery. FSC accredited product is used where possible and Posturite are FSC accredited. We are working with vendors to remove all single use plastic from our packaging and have a minimum sustainability criteria for any new products. Posturite have a number of circular products in our range and actively work with our supply chain to make sure products can be reused.

For Posturite and our 3PL partner TVS, sustainability is a core focus across all operations. TVS are committed to reducing their carbon footprint through initiatives like using renewable energy, optimizing transportation routes, and implementing eco-friendly packaging solutions. They also work closely with Posturite to promote circular economy practices to help achieve their sustainability goals.

Sustainability is built into our sales process from the first conversation. We use digital tools to streamline enquiries, assessments and ordering, reducing paper transactions and enabling faster, more transparent decision-making. Our teams guide customers toward lower-impact options, including responsibly produced products, designs that can be repaired or upgraded, and services that extend product life through maintenance and responsible end-of-life management.

I confirm that the total word count of this response is 991 words.

3	<p>Please describe your approach to managing and mitigating the risks associated with combining DSE assessments and fulfilment within a single contract. In particular, explain how you would ensure that any equipment recommended is necessary, appropriate, and represents value for money.</p> <p>Word count maximum: 500 words</p>	5%
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Posturite value the responsibility of delivering assessment recommendations that demonstrate cost effective solutions and have done so for close to 35 years. Our expertise have enabled us to become the leading DSE and ergonomic provider throughout the United Kingdom and our nationwide teams helps thousands of clients improve their health, happiness, and productivity. Our assessors all have relevant qualifications with a musculoskeletal background and are provided with a thorough training program before being available to our clients. The assessors work independently from commercial teams and are measured solely on the quality and accuracy of their assessment – not on product sales or revenue. Assessors receive no commission or incentives linked to equipment recommendations, eliminating any conflict of interest and ensuring an impartial, best practice approach.

All DSE assessments follow a structured, documented framework based on HSE guidance and ergonomics best practice. Assessors are trained to identify the root causes of discomfort, risks, or non-compliance before considering equipment. Recommendations are made only when adjustments, user education, workstation optimisation, or existing equipment reconfiguration are insufficient. This ensures equipment is recommend as a last step, not a first step.

As mentioned previously, a further way to mitigate the risk is through having an agreed LoRI that our assessors can recommend from. This list of approved products will provide our assessors with a comprehensive selection, validated by the Health Research Authority for use with their clients. There will be occasions when an assessor needs to recommend a piece of equipment that is not on the core list, and these will be highlighted to the relevant Health Research Authority representative for review. Any changes to this list of equipment, such as discontinued items or new products will be communication to Health Research Authority before going live.

Upon award of the contract, Posturite would propose to hold a monthly account review call to ensure a smooth implementation and service provision. This can allow for frequent dialogue to review account spend, activity and any updates throughout the month. The frequent calls can also help to mitigate risk as any concerns can be raised with Ryan Loudon-Luff, who will then be able to liaise with the assessor lead Danny Murray to review. These can then be addressed so that there are no future occurrences. MI reports can also be scheduled to support the monthly review calls. These reports can be for spend, activity or any requirements that Health Research Authority may have.

Finally, our report review process helps to ensure that the recommendations made by our assessors are relevant and appropriate for the user. Our report panel of 8 members spot check reports by our assessors to ensure they are up to the standard required. The reports undergo quality checks and repeated or unusually high-cost recommendations trigger further review. The panel then meet to discuss the review and provide the feedback to the assessor and our lead assessor Danny Murray to review.

I confirm that the total word count of this response is 483 words.

4	<p>Please describe how you manage costs and ensure value for money in relation to non-standard or highly specialist equipment, including:</p> <ul style="list-style-type: none">- your sourcing approach for non-standard or highly specialist equipment- how you ensure the best possible pricing possible for such equipment- any discounts, 'value-add' initiatives, or other measures to support cost efficiency. <p>Word count maximum: 750 words</p>	10%
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Posturite are an independent supplier that can help to ensure we can provide our clients with the best possible pricing available. We source goods from a wide variety of suppliers, from large international organisations to specialist local suppliers. Each vendor goes through a stringent appraisal as part of their approval process before we start using them as a potential vendor. Our vendors are treated as partners, and we use a collaborative approach when working with them. We maintain a high number of partnerships with manufacturers in the ergonomic equipment market. This provides us with access to a wide range of ergonomic equipment to fulfil our clients' needs and offer the UK's largest range of ergonomic solutions to match both specification and budget. By leveraging our extensive supply chain and purchasing volume, Posturite attains preferential terms from suppliers, which translate into enhanced value for our clients.

When a new product enters the market that offers improved functionality or greater cost efficiency, Posturite work with their clients to evaluate it against a clients existing catalogue of items. Where appropriate, Posturite may recommend a product swap, ensuring clients benefit from the most effective and economical solutions available. This approach allows organisations to maintain ergonomic standards while taking advantage of innovations that deliver improved value.

Highly specialised, or bespoke chairs, are typically recommended following a DSE assessment conducted by a trained assessor. The assessor team at Posturite receive training from our suppliers, to ensure we are gathering the correct information for them to manufacture the chair. Their expertise ensures that a detailed specification is created to meet the individual's unique needs. We then collaborate closely with our vendors to manufacture bespoke chairs tailored to these specifications. This process involves taking numerous precise measurements to guarantee accuracy and deliver a solution that provides optimal comfort and support.

Should a request come through from a customer for a non-standard item, or a product not on the Posturite website, the Sales Team complete a form giving the details on the item, which is submitted to the Purchasing Team. The Purchasing Team will advise if this item already exists within our ERP and if so, send the SKU back to the Sales Team member. If the item doesn't exist, our Purchasing Team will offer an alternative approved product in our system, which will perform the same function as the product requested. If this item is not suitable, it will be raised with the Product Team, who will review the request. The Product Team is made up of our Lead Consultant, Sales Team members, the Product Manager, among others. If the request is successful, the item will be sourced and provided for the customer. If not, we will give reason for it not being supplied (I.e. we don't agree with the Ergonomic principles of the product and suggest another route to the solution).

Posturite is committed to supporting Central Government organisations by providing a dedicated discount structure. This discount structure applies uniformly to every organisation. These terms offer a high level of discount across our product and service portfolio, including ergonomic furniture and workplace assessments. Further to this, Posturite have a Central Government team who are on-hand to support our clients. Graham Ashton who has an MSc Ergonomics & Human Factors and is registered as Grad.CIEHF with The Chartered Institute of Ergonomics & Human Factors is available to our Central Government clients to provide product support and assistance with complex cases. Daniella Phillips, a Key Account Support Executive, is also part of the team to assist

our clients with any customer service related queries or proactive tasks such as monitoring order reports. This team helps to provide our clients with a high level of service to support their colleagues.

At Posturite, we deem the assembly of an ergonomic chair / desk as a vital part of the process. To ensure the end user is comfortable, fully aware of what the features and benefits are and how this relates to their workstation and tasks. Our delivery and installation service allows us to provide end users with the knowledge to adjust their equipment to a comfortable working position throughout the day. This service is nationwide and can support users in both home and office environments.

I confirm that the total word count of this response is 704 words.

5	Social Value Please describe your approach to delivering Social Value objectives via this contract, with reference to at least one of the following Social Value Model Theme areas: <ol style="list-style-type: none">1. Covid-19 Recovery2. Tackling Economic Inequality3. Fighting Climate Change4. Equal Opportunity5. Wellbeing Word count maximum: 750 words	10%
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Social Value Response – Posturite

Posturite’s purpose is to help people lead healthier, more productive working lives. Through this contract, we will deliver measurable benefits aligned to four Social Value Model themes: Tackling Economic Inequality, Fighting Climate Change, Equal Opportunity, and Wellbeing. Our approach is supported by strong governance, and designed to provide lasting benefits for the Authority, its staff, and the wider community.

1. Tackling Economic Inequality

Local employment and skills

As an accredited Living Wage employer, we guarantee fair pay, secure contracts, and ethical employment practices, including a commitment to never use exploitative zero-hours arrangements.

All line managers complete a structured management development programme, and every colleague participates in Values and Behaviours training covering objective setting, performance management, and inclusive communication. Many employees also pursue professional qualifications including project management, sustainability, CIPD and chartered management.

From 2026, Posturite will join the Community Futures Programme with East Sussex College and the County Council. This initiative provides work experience, internships, and career preparation for young people aged 18-24 with EHCPs or additional learning needs, helping to reduce barriers to employment and supporting progression for under-represented groups.

Community engagement and volunteering

Each employee receives one paid volunteering day annually. A team of eight Posturite staff regularly supports the Stroke Association’s Connect and Chat programme.

Ethical and socially responsible supply chain

We maintain a transparent and responsible procurement approach, prioritising suppliers with strong environmental, social, and labour standards. Our Supplier Code of Conduct defines expectations relating to labour rights, fair pay, environmental performance, and responsible sourcing. Overseas suppliers are subject to audits through specialist partners, helping to identify and mitigate modern slavery risks. Contracts include strict non-compliance clauses to ensure accountability.

2. Fighting Climate Change

Posturite operates a comprehensive sustainability roadmap built around carbon reduction and circularity. We are committed to achieving Net Zero for scopes 1 and 2 by 2035, and for scope 3 by 2050. We have reduced emissions by 18% (from 746 tCO₂e to 611 tCO₂e). In 2024, we expanded calculations to include all scope 3 categories and are preparing a new baseline to inform our future reduction plan.

Energy and estate improvements

Head office in Berwick East Sussex now operates fully on supplied renewable energy. In 2025, we installed 148 solar panels that generate surplus power for the local grid and further reduce dependence on purchased electricity.

Low-carbon logistics

We minimise transport emissions through route optimisation and consolidated deliveries to reduce mileage for assessments and installations. Where appropriate, virtual assessments are encouraged to lower carbon impact.

Circular economy and product lifecycle

Posturite diverts 100% of waste from landfill and integrates repair, reuse, and refurbishment across operations. A new returns and refurbishment process has established an on-site workshop at our Berwick head office accelerating circular practices. Refurbished desks and chairs will be added to our portfolio, providing lower-carbon product options.

Supplier requirements include:

- minimum 20% recycled content in products
- at least 50% recycled content in packaging and 90% recyclability
- mandatory end-of-life disposal guidance
- elimination of single-use plastic packaging by 2030

Environmental responsibility has been embedded since 2008 through ISO 14001 and FSC certification.

3. Equal Opportunity

Workplace adjustments and accessibility

Posturite supports equitable participation in work. We deliver expert assessments, tailored adjustment recommendations, assistive technology support, and clear implementation reports. This service helps reduce discrimination risks, improves retention and enables staff with disabilities or long-term health conditions to perform at their best.

Diversity and inclusion commitments

We promote and operate zero-tolerance for discrimination. Policies guarantee fair access to recruitment, development and promotion, and we provide flexible working arrangements alongside trained mental-health champions to ensure an inclusive working environment.

4. Wellbeing**Employee wellbeing support**

Wellbeing is central to Posturite's mission. We provide a digital wellbeing hub offering physical, mental, financial and lifestyle resources, supported by a 24-hour confidential helpline. Nineteen trained mental health first aiders provide early-intervention support, while local wellbeing champions deliver activities, workshops, and peer-support events.

Wellbeing delivered through the contract

Our DSE assessments and ergonomic interventions reduce musculoskeletal risk and improve comfort. We consider environmental, cognitive, sensory, and workload-related needs to provide holistic, evidence-based recommendations that enhance productivity and reduce sickness absence.

5. Measurement and Reporting

We will supply a Social Value Delivery Plan with KPIs covering local employment and apprenticeships, carbon reduction, sustainability performance, and wellbeing outcomes.

Progress will be reviewed at agreed intervals.

Conclusion

Through this contract, Posturite will deliver a comprehensive, measurable, and accountable programme of Social Value aligned to Four Social Value themes, Tackling Economic Inequality, Fighting Climate Change, Equal Opportunity, and Wellbeing.

I confirm that the total word count of this response is 749 words.

Annex 3 – Charges

The Supplier's pricing responses, attached as "251008_Pricing Template_ Workstation Assessments and Furniture_FV1" and copied further below:



251008_Pricing
Template_ Workstatio

The Charges will be in accordance with the Supplier's online catalogue (<https://www.posturite.co.uk/business>) and the Supplier's Framework Catalogue discounts under ESPO's framework Office Furniture Framework (282_22) Lot 1 will apply.

REDACTION, under FOIA Section 43 Commercial Interests