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1. PURPOSE

The Disclosure and Barring Service (DBS) wishes to secure a supplier to provide Fixtures & Fittings (i.e. office furniture, soft furniture, etc) to support current and future business delivery.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority was formed on 1st December 2012 following the merger of the functions previously carried out by the Criminal Records Bureau and the Independent Safeguarding Authority and operates from sites located in Liverpool and Darlington.
- 2.2 The Authority enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, particularly work that involves children or vulnerable adults.
- 2.3 The Authority also assists in preventing unsuitable people from working with children and vulnerable adults in Regulated Activity.
- 2.4 For the Authority, the period of 2017-20 faces new challenges in a fast changing world and we must be ready to respond. Crime is different; child sexual exploitation, cyber-crime and extremism, are all relevant to the Authority and we have a part to play by using our information and making decisions that support safeguarding.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority employs approximately 900 staff at sites in Liverpool and Darlington.
- 3.2 Historically, DBS has made best use of old furniture stock, ensuring value for money by extending the lifecycle of all goods. As items reach end of life and new staff are recruited, the Authority will need to secure replacement items on an ad hoc basis.
- 3.3 In the last 12 months the Authority has procured various furniture items ranging from desks, chairs, pedestals, sofas for breakout areas and monitor arms.

DBS has also engaged in a bespoke Digital Hub project in 2016, creating new space in which to promote the concept of “smarter working” in DBS. This innovative project procured non-corporate desks, chairs, pedestals and soft furnishings to highlight the concept of the future Digital spaces DBS aims to create.

4. DEFINITIONS

Expression or Acronym	Definition
Authority	Disclosure and Barring Service
Smarter Working	Smarter working is about modernising the way in which the Authority works. It is an approach designed to enable people to be more flexible in terms of how, where and when they work.



FFF	Furniture, Fixtures and Fittings – Desking, Chairs, Pedestals, Cupboards, Notice Boards, Safes, etc.
Standard FFF	FFF available within the supplier catalogue as standard including those listed in Appendix E
Non Standard FFF	Items required that are not in the supplier catalogue or are modified to meet DBS requirements
Bespoke FFF	Bespoke FFF made to meet DBS specific requirements

5. SCOPE OF REQUIREMENT

5.1 The Authority is looking for a supplier to:

- 5.1.1 Supply and install office furniture, fixtures and fittings;
- 5.1.2 Provide a design and space planning service;
- 5.1.3 Option to purchase replacement parts for Standard FFF items
- 5.1.4 Removal and disposal of old FFF;

5.1.4.1 All disposals are to be environmentally friendly, with a certificate of disposal provided to DBS Facilities Team in the relevant Authority location of Liverpool or Darlington.

6. THE REQUIREMENT

6.1 **Furniture:**

- 6.1.1 The Supplier will be required to provide a range of office and soft furniture products to support the Authority's current and future delivery requirements.
- 6.1.2 The Authority has outlined a list of existing FFF - Appendix G on-site that is likely to be replaced during the term of this contract. The list is not exhaustive and the Authority may require additional furniture over the life of the contract.
- 6.1.3 The Supplier will be able to provide the same or similar FFF to that mentioned in Appendix G in order to ensure consistency of design and aesthetic value. The Supplier shall provide clear images of all similar furniture to ensure the Authority is content.
- 6.1.4 All prices provided shall include the delivery and installation of all FFF. The Supplier will need to accommodate out of hours installations to ensure minimum disruption to DBS business.
- 6.1.5 The Supplier shall provide the Authority with a catalogue of all FFF available for purchase. The Supplier shall be clear in the bid regarding the discount that will be offered against the catalogue price to the Authority for all furniture.

OFFICIAL



6.1.6 The Supplier shall provide removal and disposal of all old FFF, in accordance with the standards set out in this requirement, good industry practice and legislation.

6.2 Space Design

6.2.1 The Supplier shall offer a free of charge site survey service to view Authority premises to establish the extent of works required, address site accessibility and provide advice to the Authority regarding suitable furniture specifications as required.

6.2.2 The free of charge site survey shall comprise of filing survey, ergonomic assessment and environment impact assessment (when required by the Authority)

6.3 Space Planning

6.3.1 The Supplier shall offer a free of charge space planning service for contracted products offered as part of the supply, delivery and installation package, comprising of 2D space plans and expert guidance regarding making the best use of space.

6.3.2 Where appropriate, as a part of the Space Planning service, the supplier shall:

6.3.2.1 Provide a mood board for installations which can be used to illustrate the design to the Senior Management Team and staff taking account of corporate design and colours;

6.3.2.2 Develop and design a plan that makes innovative use of the available space and install at Shannon Court Liverpool and Stephenson House, Darlington;

7. KEY MILESTONES

7.1 The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Initial engagement meeting with DBS and Supplier	Within 1 month of Contract Award
2	Regular review with Supplier and DBS to discuss performance, spend and future plans.	Quarterly

8. AUTHORITY'S RESPONSIBILITIES

8.1 The Authority will be responsible for providing the relevant and accurate information/orders to the Supplier for any furniture procurement or refurbishment project.



8.2 The Authority will be responsible for making payments within 30 days following the receipt of full and accurate invoices by the Supplier.

9. REPORTING

9.1 The Supplier shall provide monthly reports detailing spend to date. This shall include a progress report for any on-going activities.

10. VOLUMES

10.1 For 2015/2016, the Authority has spent over £200K on furniture including the new Digital Hub. As existing furniture reaches end of life, it is anticipated that the Authority’s future spend may increase (during the life of the contract).

11. CONTINUOUS IMPROVEMENT

11.1 The Supplier should propose new and improved ways of working to the Authority during quarterly Contract review meetings.

11.2 Changes to the way in which the Services are to be delivered must be brought to the attention of the Authority and agreed prior to any changes being implemented.

12. SUSTAINABILITY

12.1 The UK Government has developed a timber procurement policy - Appendix H - which requires all Central Government departments, Executive Agencies and Non-Departmental Public Bodies (NDPBs) to buy timber from legal and sustainable sources.

12.2 The Authority requires all timber and wood derived products supplied or used in performing the Contract by the Supplier or approved subcontractors to be from:

- o Independently verified legal and sustainable sources, or
- o Forest Law Enforcement, Government and Trade (FLEGT) – licensed timber or equivalent sources; or
- o Recycled Timber.

13. QUALITY

13.1 All Goods supplied under the Contract must be fit for purpose and of a finish and construction acceptable to the Authority.

13.2 The Authority requires a minimum guarantee period for all new products supplied as listed within Table 1 Minimum Guarantees.

13.3 The Supplier’s warranty applies to all products supplied including component parts as per Table 1 below. This warranty shall, as a minimum, cover all manufacturing faults.

13.4 Table 1 - Minimum Guarantees

Product	Minimum Guarantee
Desking	7 years
Office Pedestal	7 years



Seating All Bands	7 years
Storage Office - Steel carcassed	7 years
Storage Office - Timber carcassed	5 years
Meeting room chairs	5 years
Meeting room tables	7 years

14. PRICE

- 14.1 Prices are to be submitted via the e-Sourcing Suite using Appendix E
- 14.2 Prices shall be inclusive of travel and subsistence.
- 14.3 Prices are to be quoted exclusive of VAT.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Furniture Contract in order to consistently deliver a quality service to the Authority.
- 15.2 Supplier staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Authority requires service level agreements to ensure the provider response within a reasonable time.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Provision of quote to DBS for required FFF	2 days from receipt of request from DBS	100%
2	Lead time for delivery/installation of off the shelf FFF from order date	Within 14 working days	100%
3	Lead time for delivery/install of bespoke furniture	Within 8 weeks of request by DBS	100%
4	Lead time for delivery of specialist designed furniture	Timescale is to be agreed as required. Supplier to meet agreed timescales.	100%
5	Disposal/recycling of end of life/surplus furniture	To be disposed of/recycled on the day of installation	100%



6	Supplier to provide the Authority with monthly expenditure report (in Excel -contract to date) and progress report on current projects	Monthly – actual date to be agreed	100%
7	Site Survey/Space design requests	Visit/survey within 48 hours of request by DBS	100%

17. SECURITY REQUIREMENTS

- 17.1 All Supplier staff who will be accessing DBS premises require a basic security clearance.
- 17.2 Supplier staff who are required to install out of hours will need to be Baseline Personnel Security Standard (BPSS) cleared before access can be permitted.
- 17.3 Photographs of any areas within DBS can only be taken with prior approval from the Facilities Manager

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 Not applicable.

19. PAYMENT

- 19.1 Payment can only be made following satisfactory delivery/installation of agreed products.
- 19.2 Payment will be via a Purchase Order in line with Government Procurement rules.
- 19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

20. ADDITIONAL INFORMATION

- 20.1 Not applicable.

21. LOCATION

- 21.1 All FFF will be delivered to the Authority offices:

Shannon Court, 10 Princes Parade, Liverpool, L3 1QY and

Stephenson House, Morton Palms Business Park, Alderman Best Way, Darlington, DL1 4WD.