**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

# Purpose

* 1. The purpose of this procurement is to let up to four contracts for an initial 1-year term, with a single one-year extension period (1+1), via the RM6119 Furniture and Associated Services framework, under Lot 8: Hubs furniture.
  2. The estimated total aggregate value of the call off contracts will be £8 million excluding VAT.
  3. Potential Bidders are advised that the awarded contracts will be call off contracts and as such the Contracting Authority cannot guarantee minimum volumes of work and spend.
  4. Work commissioned via the four contracts will be via a Taxi Rank system as described in Section 6 of this document.
  5. The purpose of this procurement activity is to purchase furniture for all GPA office programmes.
  6. Throughout the duration of this Call-Off, the Contracting Authority and their Clients will require FF&=E (Furniture, Fixtures & Equipment) at multiple locations throughout the UK.
  7. The GPA Hubs Programme will provide smarter working environments and will be fitted with both quality task and loose furnishings to provide suitable surroundings that achieve the “look and feel” of office buildings making the office a great place to work as set out in the Government Workplace Design Guide and supporting annexes.

# Background to the Contracting Authority

* 1. The Government Property Agency (GPA) delivers property and workplace solutions across government by managing central government property as a strategic asset.
  2. GPA is an executive agency, sponsored by the Cabinet Office.

# Background to Requirement/Overview of Requirement

* 1. The Authority requires a multi-supplier solution for the supply, delivery and installation of both task and loose furniture from the CCS Supply, Delivery and Installation of Furniture and Associated Services Framework (RM6119) Lot 8 – Hubs Furniture.
  2. The Supplier(s) will be required to work collaboratively with GPA and/or its Clients and will be expected when required to flex delivery and installation dates to align with ongoing construction; as with any construction project, timetables at times may be subject to change.
  3. The Government Property Agency Programme will provide a range of newly refurbished office space for up to 15,000 Civil Servants from a number of Government Departments at any one time as part of the programme delivery model.
  4. The spaces may, at times comprise multiple floors of office space, including but not limited to a ground floor level providing Reception space, possibly alongside recreational zones such as Cafes and/or other Building Amenities. Depending on the site, there may also be requirements for Public Facing Areas with separate public entrances.
  5. Details of further furniture sites expected to be awarded under this Call-Off agreement are included in Annex 5 - Pipeline. Information provided is provisional at the time of tender, projects are subject to change and the authority makes no commitment to any individual project. Details are for information only.
  6. There may also be instances where the authority is required to deliver additional FFE requirements for Client projects that have not been included in pipeline information previously shared. If there are instances of this nature, the Taxi-Ranked Suppliers will be notified as soon as possible. Any such requests received will also follow the Taxi Rank rotating model process whereby additional works will be assigned to the next ranked supplier, and included on the pipeline information sheet.
  7. In the event a Client of the authority may expressly state that they wish to award to their incumbent Supplier for continuity reasons at an additional site(s), the Supplier will be appointed via this agreement using a direct award function, which will not affect the rotation.

# Definitions

| Expression or Acronym | Definition |
| --- | --- |
| CCS | means Crown Commercial Services |
| GPA | means Government Property Agency |
| FFE | means Furniture, Fixtures & Equipment |
| CLOCS | means Construction Logistics and Community Safety |
| The Authority | means Government Property Agency |

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# Scope of Requirement

* 1. The deliverables scope of this contract will be the full scope of Lot 8 of the RM6119 framework. Suppliers must be able to provide all of the Lot Service Requirements.
  2. GPA requires the supply of task and loose furniture to GPA hubs and non-hub buildings. These items shall be delivered and installed at an address which is provided upon appointment. Delivery and installation dates for individual projects will be provided at the time of task order.
  3. Details of the requirement at Plot 2, Fletton Quays are included in this document as it is the first order expected to be made under this agreement, this appointment will be in accordance with plans provided as part of this bid pack.
  4. Suppliers will be required to supply both core framework items from Lot 8 and non-core furniture items.

# The Taxi Rank model

* 1. A rotating supplier operating model Taxi Rank will be used, which will initially order each supplier in a position in the Taxi Rank. For example, in the case of three suppliers awarded contracts, there will be 1 supplier starting in position 1, a second supplier starting in position 2 and so forth.
  2. Taxi Rank positions will be issued in order of the successful Bidder’s total procurement competition evaluation score (ranking position). The supplier with the highest evaluation score will receive Taxi Rank position 1, the second highest will receive Taxi Rank position 2, and so on. Please refer to Attachment 2 of the Bid Pack for the procurement’s evaluation scoring methodology.
  3. Task orders (projects) will then be issued on a rotational basis. The first Rotation will be known as Rotation 1. Rotation 1 will consist of task orders being offered to suppliers in Taxi Rank order. Once all suppliers have been allocated a task order, a new rotation will begin, this will be known as Rotation 2 and so on.
  4. The Taxi Rank order will be the same for each Rotation, and task orders will be issued in the following order:

Position 1 - supplier A

Position 2 - supplier B

Position 3 - supplier C

* 1. To encourage an equal distribution of works, GPA will operate two (2) separate Taxi Rank rotations concurrently. One will allocate projects that have a value of less than £500,000 (five hundred thousand pounds) and the second will be used for projects with a value above £500,001 + (five hundred thousand pounds plus). The supplier order will remain the same for both rotations.
  2. Once GPA has identified a suitable project (task order) in a Rotation, the supplier starting in Position 1 will be issued the Contracting Authority's order information (e.g. Furniture schedule, site information and installation plan) to develop and return the supplier’s work information to GPA and offer on a Fixed Lump Sum basis. The supplier shall use the rates provided at tender in developing their offer and if new rates are to be proposed, the supplier shall outline the reasons why they differ and provide justification for the increase.
  3. Items not priced at the time of tender will be subject to a market cost review.
  4. Following receipt of the supplier's offer, GPA will then carry out a cost analysis exercise to determine value for money. Once GPA has satisfied itself in the entirety of the offer, the supplier will then be able to commence delivery of the project.
  5. In the event that GPA does not consider the supplier’s offer to be value for money and is able to substantiate that assertion, GPA reserves the right to issue the project scope and specification and invite a Fixed Lump Sum offer to the next supplier in the Taxi Rank. In the event that GPA cannot reach an agreement with any of the suppliers in the Taxi Rank (or at any point in the process and at the sole discretion of GPA) GPA will procure the project through an alternative procurement method. GPA as such warrants no exclusivity to suppliers via this arrangement.
  6. In the event a supplier does not have capacity to deliver a project and is able to substantiate that assertion, the project invitation will then be issued to the supplier next in order under the Taxi Rank. For example, if supplier A declines the project commission due to capacity reasons, then supplier B will be ordered to the commission.
  7. If a supplier declines a commission in a Rotation, they will not be offered a commission until the following Rotation. For example; If supplier A declines their first commission under Rotation 1, they will next be offered a commission under Rotation 2. This approach is to ensure a consistent and objective approach to the Taxi Rank system.
  8. The authority will endeavour to provide 8 weeks from order to installation for projects on the lower value rotation and 12 weeks from order to installation for projects on the higher value rotation. This may not always be possible and the authority makes no commitment to a specific period.
  9. In the event a supplier states that they are unable to meet the installation deadline required for an individual project, and is able to substantiate that assertion, the project invitation will then be issued to the supplier next in order under the Taxi Rank. For example, if supplier A is unable to meet the project deadline, then supplier B will be allocated the commission.
  10. In the event that none of the suppliers on the agreement are able to meet the installation deadline, the authority reserves the right to seek alternative solutions outside of this agreement.

# The Requirement

* 1. **Furniture**

## Suppliers will be required to provide both core framework items from Lot 8 - Hubs furniture and non-core furniture items, described by GPA in Annex 1 - FFE Schedule. The prices for these non-core items will be set at the time of tender by supplier’s in their response to Attachment 4 - Pricing Schedule.

## There is some scope for flexibility and innovation on the non-core furniture items through-out the life of the contract. Changes may be made to better meet project specific “look and feel” aspirations, or standards included in Annex 6 - Government Workplace Inclusive Design Standards. Therefore, some FFE items may be subject to changes post contract award.

* 1. **The Peterborough Requirement**

## Provision of Furniture for the first project in this Call-Off agreement for Plot 2, Fletton Quays. The furniture required for Plot 2, Fletton Quays is detailed in Annex 1 - FFE Schedule.

## Please note there are a number of project specific items that are denoted in red text in Annex 1 - FFE Schedule. Please pay attention to these, as they denote changes to standard Framework products.

## Annex 1 - FFE Schedule corresponds to the General Arrangement Building Plans for Plot 2, Fletton Quays as per Annex 2 – Space, Types, Look & Feel.

## Due diligence checks will be carried out to ensure that all furniture included in your submissions meets the FFE specification/Furniture Schedules for this call off and framework standards required. We require images and specification details of the furniture being priced to allow us to check the items being provided against our requirements. This should be submitted in a separate document in a catalogue format.

## Post contract award, a “mock up” of selected furniture will need to be undertaken on site working with the IT and Fit Out suppliers to check the cable plan and power is understood and acceptable. Assembly shall be carried out on pre-arranged times, dates to be confirmed during the Mobilisation period see Annex 3 - Access Guide and Outline Delivery Dates.

## Delivery and Installation

## Suppliers should supply, deliver and install all furniture detailed in the FFE schedules for each project allocated to them via the Taxi Rank.

## A building access guide and outline for Plot 2, Fletton Quays delivery dates are as shown in Annex 3 - Access Guide and Outline Delivery Dates. Staggered delivery is required in line with project timelines.

## For other sites throughout the contract period, order details and project timelines will be shared with the Supplier in advance of delivery and installation.

## The authority will aim to provide at least 8 weeks between call-off order and installation for smaller projects and up to 12 weeks for larger projects, although this is subject to change.

## Provision of Cables and Connectivity and Equipment Install Services

## The supplier is required to provide electrical equipment installation services alongside furniture installation. Electrical installation, connection and testing will not be required for all projects and is to be requested by the authority at the time of individual call-off.

## Where the FFE scope is intended to include power sockets the supplier will supply appropriate and compliant power and data cables to enable the Authority to connect to its power/data outlets. They will also supply a range of appropriate grommets and floor boxes (to be confirmed and agreed post award).

## The client installation supervisor will be in attendance during the installation of furniture and will work with the supplier on the issue of equipment and any other installation and or logistic requirements.

## Once the supplier has built, connected and tested all power and data to the furniture they will record this on a QA tick sheet attached to the furniture indicating that the installation supervisor has checked all power and data is connected and working, monitors have been installed and arms balanced (if appropriate), date, time and name of supervisor.

## The Authority will then perform a 5% audit of the furniture following the completion and installation of the build of an item.

## In the unlikely event any client supplied equipment is faulty the supplier shall inform the client by way of keeping a log which will be reviewed on a daily basis by the client installation supervisor. The faulty items will then need to be repaired and/or replaced within the required timescales as detailed below, point 14. Service Level and Performance, point 2.2.

## Additional Requirements

## Operating and Maintenance documentation shall be made available for all items delivered. This should include instructions for operation and adjustment of all furniture.

## The supplier shall provide protection on their furniture until such time as the area is confirmed as cleared of all trades working in the area.

## After-care training sessions will be provided by the Supplier(s) with staff groups after completion, to include furniture demonstrations for task furniture to include task and meeting room chairs, desks and monitor arms. Dates shall be agreed with GPA.

## Asset Management will include BIM and asset lists, tagging etc. will be provided by the Supplier.

## Items supplied shall be subject to a warranty period, which the Supplier shall confirm in their tender response.

## The Supplier shall attend regular site meetings to report on progress and handle any risks or issues that may arise.

## The Supplier shall arrange disposal of all site waste generated in the provision of this requirement in line with current waste regulations.

# Key Milestones and Deliverables

* 1. The programme duration for Delivery and Installation at the first site included in this agreement will be at Plot 2, Fletton Quays, Peterborough. It is anticipated to take eight (8) weeks, and the following Contract milestones/deliverables shall apply:

| Milestone/ Deliverable | Description | Timeframe or Delivery Date |
| --- | --- | --- |
| 1 | Contract including Memorandum of Understanding signed | Within week 1 of Contract Award. |
| 2 | A physical validation of selected furniture will take place (likely to be at Suppliers Showroom) | Date to be confirmed after Contract Award. |
| 3 | Key Account Manager meeting to take place | Within week 1 of Contract Commencement |
| 4 | Delivery and installation commence | 3rd October 2022 |
| 5 | Delivery and installation completion | Date to be confirmed after Contract Award. |

# Management Information/Reporting

* 1. This section is not applicable due to the Contracting Authority not requesting any monthly reports aside from the Suppliers’ performance against the Milestones as mentioned in section 8.

# Volumes

* 1. Anticipated volumes for Plot 2, Fletton Quays are as per the schedule included in the bid pack **Annex 1 – FFE Schedule**.
  2. Anticipated Volumes for other sites in this agreement are to be shared ahead of any appointment with the next in line supplier under the Taxi Rank model tracker for projects less than £500,000 or projects more than £500,000.
  3. As noted at 5.1.1, there is scope to include flexibility and therefore may be subject to minor changes post contract award.

# Continuous Improvement

* 1. The Supplier will be expected to use best practice and continually improve the way in which the required Services are to be delivered throughout the Contract duration.

# Sustainability

* 1. Suppliers are required to remove their waste at regular intervals and not leave stored items within the working areas.
  2. Suppliers are required to adhere to the zero to landfill initiatives, and will be expected to recycle any furniture that is reported to be faulty.

# Quality

* 1. All outputs to be delivered to standards agreed within the CCS RM6119 framework and provide the “look and feel” set out in Annex 2a – Space, Types, Look & Feel and Annex 6 – Government Workplace Inclusive Design Standards.

## Items supplied shall be subject to a warranty period, which the Supplier shall confirm in their tender response

# Price

* 1. Prices are to be submitted via the e-Sourcing Suite, Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to installation and delivery.

# Staff and Customer Service

* 1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract(s) in order to consistently deliver a quality service.
  2. The Supplier’s staff assigned to the Contract(s) shall have the relevant qualifications and experience to deliver the Contract(s) to the required standard.
  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(s) Called-Off from this agreement.

# Service Levels and Performance

* 1. The Authority will measure the quality of the Supplier’s delivery against the following Key Performance Indicators:

| KPI/  SLA | Service Area | KPI/SLA description | Target |
| --- | --- | --- | --- |
| 1.1 | Supply and Vesting | Production and vesting  of furniture in preparation for the Installation as detailed in Annex 3 - Access Guide and Outline Delivery Dates | 100% at all times |
| 1.2 | Delivery and Installation | delivery and installation of all furniture within agreed timeframes as detailed in Annex 3 - Access Guide and Outline Delivery Dates | 100% at all times |
| 1.3 | Snagging | Supplier to resolve issues identified on the snagging report within 72 hours from acknowledgement for each phase. | 100% at all times |
| 2.1 | Complaints Acknowledgement | Supplier to acknowledge customer complaints/feedback within 1 working day of receipt. | 100% at all times |
| 2.2 | Defects Handling | Supplier to respond and resolve defects, including repairs;• Priority 1 - 24 hours• Priority 2 -Task Furniture = 3 working daysLoose Furniture = 5 working days • Project specific - Timeline to be agreed on a case by case basis. | At least 98% at all times |
| 2.3 | Warranty Handling | Supplier to respond and resolve warranty issues;1. First Response - 24 hours2. Site Visit - Within 2 working days 3. Resolution - Standard 5 working days | At least 98% at all times |
| 3.1 | Complaints Resolution | Resolution of complaints within agreed timeline as stipulated at KPI 4 or 5 (whichever is appropriate) | At least 98% at all times |

* 1. The Supplier shall report this data on a monthly basis, every 5th working day of the month.
  2. In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Authority shall meet with the Supplier to understand the root cause of the issue, and agree a performance improvement approach.
  3. Where continued poor performance constitutes a Contract Default, the appointed Supplier shall formulate a Rectification Plan to address these issues.
  4. Should the Contract Default not be corrected in line with the Rectification Plan which has been accepted by the Authority, the Authority has the right to immediately terminate the Contract.

# Security and Confidentiality Requirements

* 1. The Supplier must have CSCS accreditation certificates or another recognised form of proving competence.
  2. All suppliers should operate to the CLOCS National Standard.
  3. Via a nominated security procedure set by the property FM team/or equivalent during Fit-Out: to be confirmed on Contract award
  4. Access booking: to be confirmed on Contract award
  5. The use of illegal drugs, controlled substances and the consumption of alcohol on site are expressly prohibited. Any persons identified as being under the influence of any of these substances will be removed from the site immediately.
  6. The Supplier must have completed a risk assessment and method statement before delivery.

# Payment and Invoicing

* 1. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
  2. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
  3. Invoices should be submitted to:

## GPA Property Partner Accounts Team

## Montagu Evans LLP

## Exchange Tower

## 19 Canning Street

## Edinburgh

## EH3 8EG

* 1. Further information to be provided to successful bidder’s post contract award.

# Contract Management

* 1. The Supplier will be deemed to have allowed for attendance at ad-hoc meetings as requested and for co-ordinating their works with other client teams, suppliers and/or service providers.
  2. Contract Management meetings will be held monthly during active task orders.
  3. Attendance at any in-person Contract Management meetings shall be at the Supplier’s own expense.

# Location

* 1. The location of the Services that will be carried out at the first site is: Plot 2, Fletton Quays, Peterborough PE2 8ST.
  2. Additional site locations will be shared on appointment of the Supplier using the Taxi Rank. The supplier is expected to provide services for projects across the UK.
  3. Contract Management meetings will be held virtually unless one party requests on-site attendance.