

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

1. Purpose

- 1.1 The Defence Science and Technology Laboratories (Dstl) ('the Buyer') has previously and will continue to evolve the Governments Smart Working approach to how it operates it's estate by redesigning existing office space and purchasing and installing additional furniture and equipment as well as for new developments on its sites.

2. Background to the buyer

2.1

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3. Background to requirement/overview of requirement

- 3.1 The Buyer is required to deliver a legally and ergonomically compliant smart-worked estate, with greater variety of workplaces including task working and meeting spaces that encourage collaboration, creation and connection, whilst also providing appropriate welfare and well-being spaces.

- 3.2 Our smart working philosophy encourages our people to;

- focus on outcomes not process
- be empowered by technology
- work flexibly and cost-effectively
- collaborate more effectively with other teams internally and externally
- maximise productivity and innovation while reducing environmental impact.

3.3

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- 3.4 Key Features for the supply of furniture and associated services will be:

- Integration with Smart Working concept and DSTL colour palette.
- Durability for heavy use

- Lead-times and installation timescales to support individual project schedules

4. Definitions

Expression or Acronym	Definition
Smart Working	Smart Working means the principles included in BSI publication PAS3000: Smart Working code of practice, for modernizing workplaces.

5. Scope of requirement

5.1 Scope and boundaries of the requirement:

5.1.1

5.1.2

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5.2 The Supplier will provide the following furniture and services as per the RM6308 Framework Lot 1 specification descriptions;

- 5.2.1 **Government e-catalogues,**
- 5.2.2 **Site Survey,**
- 5.2.3 **Space Planning,**
- 5.2.4 **Ergonomic Workplace Assessments,**
- 5.2.5 **Move Management and Reconfiguration service,**
- 5.2.6 **Delivery and Packaging disposal,**
- 5.2.7 **Installation,**
- 5.2.8 **Training (where appropriate),**
- 5.2.9 **Marking and Labelling of Items, Certification,**
- 5.2.10 **Comprehensive instructions/ operation manual recommended cleaning methods, maintenance schedule for all furniture (digital copy),**

- 5.2.11 **Maintenance services and spare parts,**
- 5.2.12 **Refurbishment service,**
- 5.2.13 **End-of-life Sustainable disposal (if required),**
- 5.2.14 **Guarantee period.**

- 5.3 The Buyer requires the Supplier to create new designs for individual projects, if required.
- 5.4 The Buyer requires the Supplier to check any Buyer provided designs for legislative conformity, space management best practice, Smart Working principles, design fit against the Supplier's furniture offerings and to identify to the Buyer any wider cost saving opportunities, if there are any.
- 5.5 The Supplier shall adopt PAS 3000 Smart Working code of practice principles within the design and agree a concept which can be replicated for future projects.

5.6 **Redacted under FOI act, section 26: Defence**

5.7 **Redacted under FOI act, section 26: Defence**

5.8 **Constraints**

- 5.8.1 **Redacted under FOI act, section 26: Defence**
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Primary Colours;

01. Dstl Rose Red

Pantone – 7636 CMYK – 13. 96. 47. 3. RGB – 205. 36. 86. #CD2456

02. Dstl Midnight Purple

Pantone – 2695 CMYK – 100. 100. 44. 67. RGB – 20. 2. 46. #14022E

03. Dstl Titanium Grey

Pantone – Cool Grey 5 CMYK – 5. 0. 0. 40. RGB – 172. 175. 178. #ACAFB2

Secondary Colours;

04. Dstl Royal Purple

Pantone – 7676 CMYK – 61. 64. 3. 0. RGB – 123. 103. 168. #7B67A8

05. Dstl Sky Blue

Pantone – 298 CMYK – 67. 2. 0. 0. RGB – 54. 188. 238. #36BCEE

06. Dstl Aqua Green

Pantone – 7465 CMYK – 71. 0. 36. 0. RGB – 46. 181. 178. #2EB5B2

07. Dstl Lemon Yellow

Pantone – 114 CMYK – 3. 10. 82. 0. RGB – 253. 221. 62. #FDDD3E

08. Dstl Desert Orange

Pantone – 158 CMYK – 0. 63. 83. 0. RGB – 239. 120. 53. #EF7835

- 5.8.6 All furniture styles shall be available for the duration of the contract up to the year 2027 in order to ensure that the Buyer can achieve its desired corporate look across all of its future estate.

5.9 Assumptions

- 5.9.1 Supplier will provide all installation equipment and tools.

5.10 Dependencies

- 5.10.1 Redacted under FOI act, section 26: Defence

6. The requirement

6.1 General requirements:

- 6.1.1 All furniture and services shall comply with the whole life issues provisioned within the CCS RM6308 Framework Schedule 1 (Specification) for Lot 1 Office Furniture (Standard and corporate).
- 6.1.2 All furniture shall comply with the Safety, Environmental & Social Issues provisioned within CCS RM6308 Schedule 1

Specification v5 for Lot 1 Office Furniture (Standard and corporate).

- 6.1.3 Working from home furniture sent to staff homes would also have to comply with the SI: 1988 No. 1324, Consumer protection, The Furniture and Furnishing (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993).
- 6.1.4 All furniture shall meet the fire safety flammability test requirements for upholstered seating BS 7176: 2007 +A1:2011 or higher for both cover fabric and foam and fire safety flammability test requirements for non-upholstered seating BS 5852: 2006 – Clause 12 or higher for other materials.
- 6.1.5 The items are to be of a consistent standard, suitable for the intended use and free from defects and blemishes.
- 6.1.6 The Buyer requires all packaging is dealt with in accordance with the CCS RM6308 Framework Schedule 1 (Specification), section 5.21 Packaging.
- 6.1.7 For clarity, under the CCS RM6308 Framework Schedule 1 (Specification), 5.27.1.7 Item Marking, the Buyer does NOT require a Nato Stock Number for the purposes of this contract.
- 6.1.8 The Supplier shall provide a Draft Implementation Plan including floorplate design/s in line with the Buyer's requirement for joint finalisation at a mutually agreed date, 60 working days of commencement of work at site for those projects deemed requiring one.
- 6.1.9 The Supplier shall submit a Risk Assessment to the Buyer as part of any Implementation Plan.
- 6.1.10 The Buyer will require and will specify to the Supplier at time of invoking contract Options, when to submit a floorplate design and in what format. All floorplate design shall be approved by the Buyer Technical Authority/Project Manager prior to implementation.
- 6.1.11 The Buyer's and the Supplier's personnel jointly will inspect the Supplier's work areas immediately prior to works commencing, and immediately post completion to identify any damage and defects in the structure. The findings will be captured, recorded in writing. On completion, the same personnel for each party will re-inspect the working areas and compare findings within the original report.
- 6.1.12 In the event of any additional damage being identified, the Buyer's Account Manager will discuss it with the Supplier's Project Manager to determine the cause and make a final decision for liabilities.
- 6.1.13 Any damages caused by the Supplier to the building will be recorded and the cost of this will be off set from the Supplier's,

by way of a contract-charge and a formal contract amendment will be initiated by the Buyer's Account Manager and issued by the Buyer's Commercial Services

- 6.1.14 Supplier shall provide suitable protection to finished surfaces, if these are not already in place.
- 6.1.15 The works are to be completed as per Deliverables and agreed individual Implementation Plan. If the completion dates change, a formal contract amendment will be issued by the Buyer with not less than 3 weeks' notice from expected commencement date of installation.
- 6.1.16 The Supplier shall provide suitable Operational and After Sale Support Service in order to prolong the furniture and equipment life time as well as to maintain the Buyer's estates corporate standard look. These Services shall be in accordance with the CCS RM6308 Framework Schedule 1 (Specification).

6.2 Mandatory and Essential requirement

- 6.2.1 The Supplier must comply with the MOD Sustainable Procurement Policy which embeds the Government Buying Standards, including the Policy directives such as the Timber Procurement Policy, Energy Efficiency, and Modern Slavery Act.
- 6.2.2 Timber
 - 6.2.2.1 In addition to the provisions within 'Framework Schedule 1 (Specification v5)', the Supplier must;
 - (a) Only use timber fully certified by the Forestry Stewardship Council.
 - (b) Minimise the use of virgin timber and derived products.
- 6.2.3 The Supplier must offer fully accessible versions of its Goods.
- 6.2.4 Specific tasks for the contract:
 - 6.2.4.1 Supplier's ratification of the Buyer's in-house floorplate design (if supplied).
 - (a) The ratification process is to assess the designs for legislative conformity, space management best practice, Smart Working principles, design fit against the supplier's furniture offerings and to identify to the Buyer any wider cost saving opportunities, if it exists.
 - 6.2.4.2 For each individual project, the Buyer and the Supplier will agree a final design and Implementation Plan for

Phases in accordance with Smart Working principles, prior to provision of furniture and installation.

- 6.2.4.3 For any works on a Dstl site, the Supplier shall submit to the relevant Project Manager for review, approval and acceptance by the Buyer for the proposed works, prior to an agreed date for commencement of work at site;
 - (a) Risk Assessment and Method Statement for the works
 - (b) Names and Proof of Competency of staff
 - (c) Copy of their company's current Professional Indemnity and Employers Liability Insurance Certificates
- 6.2.4.4 The Supplier shall provide the same Personnel to inspect work areas prior to commencement and on the last day of completion of work.
- 6.2.4.5 The Supplier shall provide suitable Operational and After Sale Support Service in order to prolong the furniture and equipment life time as well as to maintain the Buyer's estates corporate standard look and feel.

6.3 End of life disposal

- 6.3.1 The supplier shall provide a service to uplift furniture and allocate for repair, refurbishment, re-use or breakdown the product appropriately for recycling or disposal (not to landfill).
- 6.3.2 The Supplier shall guarantee to take-back all packaging, and re-use it where at all possible. Where the packaging is no longer able to be re-used, it must be recycled or used for energy recovery (not sent to landfill).
- 6.3.3 The Supplier's waste management services must work to the waste hierarchy, and exclude sending waste under this contract with the Buyer to landfill.
- 6.3.4 The Supplier must not send any waste resulting from good or services under this contract with the Buyer to landfill.
- 6.3.5 Suppliers must consider all options before disposing of collected Goods. Wherever possible:
 - 6.3.5.1 Consider options for re-use, and implement where at all practicable
 - 6.3.5.2 Repair and refurbish the product for re-use
 - 6.3.5.3 Consider remanufacturing opportunities for the item for further lives, and implement where at all practicable
- 6.3.6 Where Goods or spare parts are unsuitable for use, the Supplier shall wherever possible, recycle or use for energy

recovery and assure that as much of the waste as possible will be recycled. No waste to be sent to landfill.

- 6.3.7 The Supplier shall take responsibility for management of their production waste. The Supplier shall work to the waste hierarchy and achieve zero waste to landfill, unless legally required to dispose of the waste in such a way.

6.4 Guarantee

- 6.4.1 The Supplier shall provide a minimum guarantee period of 2 years for all new products.

6.5 Lead times

- 6.5.1 The Supplier will supply goods and services within a maximum lead time of 6 weeks from order receipt or in accordance with specific Contracting Authority requirements unless agreed otherwise for bespoke items.

7. Management information and reporting

- 7.1 The Supplier shall appoint a dedicated Project Manager who will be responsible for all aspects of the overall delivery of the contract obligations and he will act as the Supplier's liaison personnel with the Buyer for management information and reporting.
- 7.2 In addition, the Supplier is to identify a site supervisor and designated deputy, who will be responsible for their activities on the Buyer's site. The supervisor is to report to the relevant Project Manager or Buyer's Account Manager and will be the contact on site for the Buyer's other third party providers.
- 7.3 Management information and reporting shall be in accordance with requirements given in Call-Off Schedules 15 (Call-Off Contract Management) and 25 (Reporting Deliverables).

8. Volumes

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9. Continuous improvement

- 9.1 The Supplier will continually improve the way in which the required Goods/Services are to be delivered throughout the Contract duration.
- 9.2 The Supplier should present new ways of working to the Authority during any monthly Contract review meetings.
- 9.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

10. Sustainability / social value

- 10.1 Social value shall be provided as per requirements of Framework Schedule 1 (Specification), Section 3, Social Value and Call-off Schedule 14 (Service Levels).
- 10.2 Sustainability considerations shall be as per requirements of Framework Schedule 1 (Specification), Section 4, Carbon Net Zero.
- 10.3 The Supplier must work towards achieving a suitable zero packaging solution, and in the meantime, minimize all packaging.
- 10.4 The Supplier shall work to minimise the use of raw materials in the performance of the Contract and within its Supply Chain.
- 10.5 The Supplier must not use single use plastic, including within its packaging.
- 10.6 The Supplier must work to continuously improve its use of recycled materials in its Goods.
- 10.7 Products shall be standardised in size and materials.
- 10.8 Products must not contain palm oil or its derivatives, including those marketed as sustainably sourced.
- 10.9 Suppliers shall place the necessary recycling information in the user manual or similar literature for ALL parts greater than 50g in weight.
- 10.10 Persistent Organic Pollutants (POPs) must not be present within any goods supplied.

11. Quality

- 11.1 The Supplier shall ensure that all Goods and Services supplied under this Framework are tested to the relevant minimum technical requirements set out within this schedule and Framework Schedule 1 (Specification).
- 11.2 The Supplier shall ensure that all Goods and Services supplied under the Framework are:
 - 11.2.1.1 Fit for purpose
 - 11.2.1.2 Of satisfactory quality
 - 11.2.1.3 Comply with the relevant specification
 - 11.2.1.4 Free from major and minor defects
 - 11.2.1.5 Safe and durable
 - 11.2.1.6 Have a finish, appearance and construction that is acceptable to CCS and the Buyer(s)
 - 11.2.1.7 Sustainable
- 11.3 The Supplier shall ensure that all materials are suitable for their intended use and shall conform to the latest relevant British and European Standards, mandatory Government Buying Standards (with consideration given to best practice Standards), Codes of Practice and current UK Statutory Regulations, six months prior to the date of supply.

- 11.4 Components and spare parts shall be made available by the Supplier for at least 10 years after sale to extend the product's lifetime through repair, as far as reasonably practical.
- 11.5 Plastic parts greater than 50g shall be marked for recycling according to ISO 11469 or equivalent and must not contain additions of other materials that may hinder recycling.
- 11.6 Suppliers may place the necessary recycling information in the user manual or similar literature for ALL parts greater than 50g in weight.
- 11.7 The Supplier shall ensure products supplied are designed to enable easy repair with standard, commonly available parts and tools.
- 11.8 The Supplier shall ensure products supplied can be easily disassembled for recycling and reuse, in part or whole.
- 11.9 The Supplier shall make available details of desk tops; this should be in the form of CAD diagrams that show the location of screw holes, and desk top sizes to facilitate the refurbishment of the desk top.
- 11.10 The Supplier shall ensure that all test certification details provided with their Tender submission are current and kept up to date.
- 11.11 The Authority will decline all Goods and Services that cannot be supported with required test certification.

12. Staff and Buyer service

- 12.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 12.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 12.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent Buyer service to the Authority throughout the duration of the Contract.
- 12.4 The Supplier shall appoint a dedicated Project Manager who will be responsible for all aspects of the overall delivery of the contract obligations and he will act as the Supplier's liaison personnel with the Buyer.
- 12.5 In addition, the Supplier is to identify a site supervisor and designated deputy for each individual project, who will be responsible for their activities on the Buyer's site. The supervisor is to report to the Buyer's associated Project Manager for the works and will be the contact on site for the Buyer's other third party providers.

13. Service levels and performance

- 13.1 The Buyer will measure the Supplier's performance in accordance with this schedule and Call-off Schedule 14 (Service Levels).

14. Security and confidentiality requirements

- 14.1 Redacted under FOI act, section 26: Defence

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15. Location

- 15.1 Redacted under FOI act, section 26: Defence

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- 26.1.2 Satellites currently include:

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