

APPENDIX 3

FRAMEWORK AGREEMENT SPECIFICATION OFFICE AND OUTDOOR FURNITURE 2025

1. Introduction

1.1. The Framework Agreement is for the supply of office and outdoor furniture including general office furniture, lockers, racking, outdoor furniture, children's furniture, recycling and refurbished furniture.

1.2. The Framework Agreement is for the following Lots:

Lot Number	Lot Title
1	General Furniture
2	Lockers
3	Racking
4	Outdoor Furniture
5	Childrens Furniture
6	Sustainability

1.3. Full technical specifications of the product lines awarded to the Framework Agreement (each a "**Technical Specification**" and together the "**Technical Specifications**") must be made available to NHS Supply Chain on request during the term of the Framework Agreement.

1.3.1. Tenderers must notify NHS Supply Chain immediately about any proposed changes to the Technical Specifications throughout the term of the Framework Agreement.

1.3.2. If changes to the Technical Specification of any product line awarded to the Framework Agreement mean that the product line no longer meets the minimum requirements outlined in the Specification, NHS Supply Chain reserves the right to exclude that product line from the Framework Agreement.

1.3.3. NHS Supply Chain reserves the right to request evidence of compliance with the Specification throughout the term of the Framework Agreement.

1.4. This Framework Agreement Specification makes reference to a number of standards and legislation. The list of standards and legislation is not intended to be exhaustive and any relevant standards and legislation which applies to the Framework Agreement (even if not stated) must be complied with by Tenderers (together with those listed in this Framework Agreement Specification the "**Standards and Legislation**").

- 1.5. Product lines must comply with the Standards and Legislation (as amended, extended or re-enacted from time to time).
- 1.6. Evidence of compliance to the Standards and Legislation must be provided by Tenderers awarded to the Framework Agreement (“**Suppliers**”) to NHS Supply Chain on request during the term of the Framework Agreement; in the event that sufficient evidence is not provided by Suppliers NHS Supply Chain reserves the right to suspend product lines until such evidence is provided by Suppliers.

2. Criteria applicable across all product lines

2.1. Standards and Legislation

Service Management Standards:

- BS EN ISO 9001:2015 “Quality Management System” standard or equivalent.
- ISO 10007:2017 “Quality management systems – Guidelines for Configuration Management
- The Suppliers shall ensure their Quality Control System is externally reviewed and certified by a certification body in accordance with ISO/IEC 17021:2015 Conformity assessment - requirements for bodies providing audit and certification of management systems.

Environmental Standards:

- BS EN ISO 14001:2015 Environmental Management System standard or equivalent.
- Directive 2012/19/EU on Waste Electrical and Electronic Equipment (or equivalent) and Directive 2011/65/EU on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (or equivalent).
- The Supplier to ensure that the product meets mandatory technical specifications and award criteria for the Government Buying Standards for Furniture.

Information Security Management Standards:

- ISO 27001 Information Security Management standard or equivalent.
- Cyber Essentials Scheme

Security Policy Framework:

- Security Policy Framework or equivalent.

Occupational Health and Safety Management:

- a) ISO 45001 Occupational Health and Safety Management or equivalent

Structural Performance:

- BS 5459–2:2000+A2:2008 - Specification for performance requirements and tests for office furniture.
- b) BS EN 12521:2015 - Strength and stability of furniture.

- c) BS EN 16139:2013 - non-domestic furniture. Seating. Determination of stability.
- d) BS EN 12529 - Castors for furniture. Castors for swivel chairs.
- e) BS EN 12528 - Castors for furniture.
- f) BS EN 1023-2:2000- Office Furniture. Screens
- g) BS EN 16121:2013+A1:2017. Non-domestic storage furniture. Requirements for safety, strength, durability and stability.
- h) BS 4680:1996 - Specification for clothes lockers. Standard duty
- BS EN 14073-2:2004. Office furniture. Storage furniture. Safety requirements
- j) BS EN 14073-3:2004 - Office furniture. Storage furniture. Test methods for the determination 'of stability and strength of the structure'.
- k) BS EN 527-1:2016 +A1:2019 Office furniture. Worktables. Safety, strength and durability requirements
- l) BS EN 16139:2013 - Furniture. Strength, durability and safety. Requirements for non-domestic seating.
- m) BS EN 1335-2:2018 - Office Furniture. Office work chair. Safety requirements.

Flammability and Fire Tests:

- BS 476 - Fire tests on building material and structures.
- BS 5852:2006- Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources
- BS EN 1021-1 - Furniture. Assessment of the ignitability of upholstered furniture. Ignition source smouldering cigarette.
- BS EN 1021-2 - Furniture. Assessment of the ignitability of upholstered furniture. Ignition source match flame equivalent.

Dimensions and Ergonomics:

- BS EN ISO 9241 - Ergonomic requirements for office work with visual display terminals.
- BS EN 527-1 – Office Furniture. Worktables and Desks; Dimensions
- BS EN 1335-1 – Office furniture. Office work chair. Dimensions. Determination of dimensions.
- BS EN ISO 9241 – Ergonomics of human-system interaction. Usability: Definitions and concepts

Finishes and Substructures:

- BS 6261 – Method of evaluation the application of and interaction between components in upholstered furniture.
- BS EN 438-3:2016 - 'High-pressure decorative laminates (HPL). Sheets based on thermosetting resins (usually called laminates). Classification and specifications for laminates less than 2 mm thick intended for bonding to supporting substrates.
- BS EN 438-4:2016 - 'High-pressure decorative laminates (HPL). Sheets based on thermosetting resins (usually called laminates). Classification and specifications for compact laminates of thickness 2 mm and greater'.

- BS EN 438-9:2017 - 'High pressure decorative laminates (HPL). Sheets based on thermosetting resins (usually called laminates). Classification and specifications for alternative core laminates.

2.2.

STANDARD AND LEGISLATION	
<p>Where products are classed as Medical Devices as per the definition under Medical Devices Regulation 2017/745 the following will apply:</p> <p><u>Medical Devices Regulations 2002 (SI 2002 No 618, as amended) (UK MDR 2002)</u> All products must have their CE or UKCA marking evident on the product and/or packaging.</p> <p>Or</p> <p>Medical Devices Regulation 2017/745 All products must have their CE marking evident on the product and/or packaging.</p> <p>Equality Act 2010 The duty to make reasonable adjustments to remove barriers for disabled people</p> <p>Government Buying Standards Official Government Buying Standards (GBS) for office furniture, seating, dining room furniture etc: rules for refurbishment and reusability. For more information use below link: www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-furniture</p> <p>ISO 14001:2015 – Environmental Management Systems This specifies the requirements for an environmental management system that an organization can use to enhance its environmental performance. ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability</p> <p>Provision and Use of Work Equipment Regulations (PUWER) 1998 All work equipment, work equipment is any machinery, appliance, apparatus, tool or installation for use at work (whether exclusively or not), must meet the regulations set out in PUWER</p> <p>Machinery Directive 2006/42/EC This is the revised original Machinery Directive (98/37/EU), and it has been implemented in the HSE's (health & safety executive) the supply of machinery (safety) regulations 2008.</p>	

- 2.3. On request Tenderers must provide NHS Supply Chain with Safety Data Sheets (SDS) for all products that fall under REACH (Registration, Evaluation, Authorisation and restriction of Chemicals) 2007 –more specifically, an SDS must be provided if a substance or a mixture supplied is classified as hazardous under the CLP Regulation (EC) No 1272/2008.
- 2.4. Any product line classed as a cosmetic must meet the requirements of Regulation (EC) 1223/2009.
- 2.5. If a product line contains phthalates this must be indicated on the packaging of that product line in accordance with Directive 2007/47/EC (amending Directives 90/385/EEC and 93/42/EEC).
- 2.6. Electrical product lines must comply with the requirements of the Directive on waste electrical and electronic equipment (WEEE Directive 2012/19/EU) and the Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 2 Directive 2011/65/EU).
- 2.7. All product lines and packaging should be latex free where possible. If a product line or any packaging contains or does not contain latex this must be labelled on the product line or packaging (as applicable) to inform the user.
- 2.8. During the term of the Framework Agreement Tenderers must make NHS Supply Chain aware of any awarded product line that is classed by the MHRA as a Medicinal Product.
- 2.9. All product line(s) must be supplied with a minimum 5 year shelf life
- 2.10. All product lines must be delivered free of charge to a location as directed by either NHS Supply Chain or the customer and must include a free of charge warranty for a minimum of 12 months (including repair, parts, labour and servicing) from the date of acceptance by the customer.

3. Lot 1 – General office furniture and metal storage

- Bariatric and petite seating options
- Canteen and dining furniture
- Desking
- Desk and floor screens
- Tables
- Wooden storage
- Modular pods and breakout furniture
- Homeworking furniture
- Metal storage items
- Conference, lecture, and meeting room

Furniture

3.1. Standards and Legislation

STANDARD AND LEGISLATION

Where applicable all products must conform to:

BS EN 527-1: 2011 Office furniture. Worktables and desks. Dimensions.

BS EN 527-2: 2016 Office furniture. Worktables. Safety, strength and durability requirements.

BS EN 527-3: 2003 Office furniture. Worktables and desks. Methods of test for the determination of the stability and the mechanical strength of the structure.

BS EN ISO 9241-5: 1999 Ergonomic requirements for office work with visual display terminals (VDTs). Workstation layout and postural requirements.

BS EN 13722: 2004 Furniture assessment of the surface gloss. Measured using 60-degree geometry, (requirement <40 gloss units. Source BS EN ISO 9241-5).

BS 6396:2008+A1:2015 Electrical systems in office furniture and educational furniture. Specification.

BS EN 14074: 2004 Office furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.

BS EN 14073-2: 2004 Office furniture. Storage furniture. Safety requirements.

BS EN 14073-3: 2004 Office furniture. Storage furniture. Test methods for the determination of stability and strength of the structure.

BS EN 14074: 2004 Office furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.

BS 4438:1969 Specification for filing cabinets and suspended filing pockets.

BS 8474: 2013 Furniture. Chairs with electrically operated support surfaces. Requirements.

BS EN 1023-1: 1997 Office furniture. Screens. Dimensions.

BS EN 1023-2: 2000 Office furniture. Screens. Mechanical safety requirements.

BS EN 1023-3: 2000 Office furniture. Screens. Test methods.

BS EN 1335-1:2000 Office furniture. Office work chair. Dimensions. Determination of dimensions.

<p>BS EN 1335-2: 2009 Office furniture. Office work chair. Safety requirements.</p> <p>BS EN 1335-3: 2009 Office furniture. Office work chair. Safety test methods.</p> <p>BS 5459-2:2000+A2:2008 Specification for performance requirements and tests for office furniture. Office pedestal seating for use by persons weighing up to 150kg and for use up to 24 hours a day, including type-approval tests for individual components.</p> <p>BS EN 16139:2013 Office furniture. Visitors' chairs.</p> <p>BS EN 1729-1:2015 Furniture. Chairs and tables for educational institutions. Functional dimensions.</p> <p>BS 7176: 2007 Fire test to upholstered furniture for non-domestic seating. Resistant to ignition source: smoldering cigarette as specified in BS EN 1021-1:2006. Resistant to ignition source: match flame equivalent as specified in BS EN 1021-2:2006. Resistant to ignition source 5 for upholstery composites as specified in BS 5852:2006</p>
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4. Lot 2 – Lockers

- Nested lockers
- Clothing lockers
- Standalone lockers
- COSHH lockers

4.1. Standards and Legislation

STANDARD AND LEGISLATION
<p>Where applicable all products must conform to:</p> <p>BS 4680:1996 Specification for clothes lockers.</p>

- 4.2. Metal items manufactured from sheet steel, tube or square section shall be sound and fit for purpose with all folds and welds neatly and correctly executed.
- 4.3. Welds shall be free from distortion, oxidation arcing, splash, undercutting, blowholes, excessive build-up or any other defects.
- 4.4. Metalwork shall be completely free from rust/scale, properly degreased and phosphated prior to application of the final finish (stove enamel or epoxy-powder).
- 4.5. The surface finish shall be non-reflective, flat, smooth and free from imperfections with high durability and resistance to impact and abrasion.

5. Lot 3 – Racking

- Laundry storage
- Mobile shelving
- Racking
- Static shelving
- Ward and pharmacy storage
- X-Ray storage

5.1. Standards and Legislation

STANDARD AND LEGISLATION
<p>Where applicable all products must conform to:</p> <ul style="list-style-type: none"> • BS EN 14073-2: 2004 Office Furniture – Storage Furniture. Part 2: Safety Requirements • BS EN 14073-3: 2004 Office Furniture – Storage Furniture Part 3: Test methods for the determination of stability and strength of the structure • BS EN 14074:2004 Office Furniture - Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts

5.2. The Suppliers mobile racking solutions shall satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.

5.3. The Supplier shall offer a range of power operated mobile shelving, utilizing an electric power source to assist motion.

5.4. Mobile shelving shall be fitted with a top retention bracket solution to prevent forward tipping of the shelving unit.

5.5. The Supplier shall offer mobile racking solutions to satisfy various height, and width dimensions and finishes in accordance with the Buyer requirements.

5.6. Shelving solutions shall be offered with a variety of internal units, including but not limited to lateral filing rail, pull out suspension filing rail, adjustable shelves, and adjustable dividers.

5.7. The Suppliers mobile racking solutions shall be available with a locking mechanism.

5.8. Suppliers shall offer a range of static racking solutions which satisfy performance requirements for structural safety in accordance with BS EN 14073-2: 2004. Methods of testing are described in BS EN 14073-3: 2004.

5.9. Suppliers shall offer static racking solutions to satisfy various height, and width dimensions and finishes in accordance with any Customer requirements.

5.10. The Supplier shall ensure that static racking solutions are available with adjustable shelves.

5.11.

TEST REQUIREMENTS
<p>Where applicable test certification may be required/ requested by Customers looking to purchase products under this Lot. It is the Suppliers requirement to be able to provide, if requested, the following test certificates:</p>
<p>Steel bolted shelving:</p> <ul style="list-style-type: none">• BS 826:1978 Specification for steel single tier bolted shelving (angle upright type) Office Storage.• BS 4875 – 7:2006 Part 7: Domestic and contract storage furniture – Performance requirements. Minimum requirement Test Level 4;• BS 4875 – 8:1998 Part 8: Methods for determination of stability of non-domestic storage furniture.
<p>Power Operated Racking:</p> <ul style="list-style-type: none">• BS EN 15095:2007+A1:2008 Power-operated mobile racking and shelving, carousels and storage lifts. Safety requirements.
<p>Static and Mobile Racking:</p> <ul style="list-style-type: none">• BS EN 14073-2: 2004 Office Furniture – Storage Furniture. Part 2: Safety Requirements;• BS EN 14073-3: 2004 Office Furniture – Storage Furniture Part 3: Test methods for the determination of stability and strength of the structure;• BS EN 14074:2004 Office Furniture - Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.

6. Lot 4 – Outdoor Furniture

- External seating
- Picnic tables
- Wheelchair accessible tables
- Planters
- External signage and wayfinding
- Static external bins

6.1. Standards and Legislation

STANDARD AND LEGISLATION

Where applicable all products must conform to:

- **BS EN 581-1:2017** Outdoor furniture. Seating and tables for camping, domestic and contract use. General safety requirements.
- **BS EN 581-3:2017** Outdoor furniture. Seating and tables for camping, domestic and contract use. Mechanical safety requirements for tables.

6.2. Provision of outdoor furniture should be provided in materials that are all weatherproof 24/7, 365 days a year.

6.3. The furniture should have the ability to be securely fixed to the floor.

7. Lot 5 – Children’s and Play Furniture

- Seating
- Tables
- Wooden storage and bookcases
- Children’s indoor and outdoor activity furniture

7.1. Standards and Legislation

STANDARD AND LEGISLATION

Where applicable all products must conform to:

- **BS EN 1729-1:2012+A1:2015** ‘Furniture. Chairs and tables for educational institutions. Functional dimensions
- **BS EN 1729-2:2012+A1:2015** ‘Furniture. Chairs and tables for educational institutions. Safety requirements and test methods’
- **BS 6396:2008+A1:2015** Electrical systems in office furniture and educational furniture. Specification.
- **BS EN 14074: 2004** Office furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.
- **BS EN 14073-2: 2004** Office furniture. Storage furniture. Safety requirements.
- **BS EN 14073-3: 2004** Office furniture. Storage furniture. Test methods for the determination of stability and strength of the structure.
- **BS EN 14074: 2004** Office furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.

- **BS 7176: 2007** Fire test to upholstered furniture for non-domestic seating. Resistant to ignition source: smouldering cigarette as specified in BS EN 1021-1:2006. Resistant to ignition source: match flame equivalent as specified in BS EN 1021-2:2006. Resistant to ignition source 5 for upholstery composites as specified in BS 5852:2006.
- **BS EN 1176** Playground equipment and surfacing.
- **BS EN 1177** Impact attenuating playground surfacing determination of critical fall height.

7.2. Provision of any outdoor play furniture should be provided in materials that are all weatherproof 24/7, 365 days a year.

7.3. Any outdoor furniture should have the ability to be securely fixed to the floor.

8. Lot 6 – Sustainability

- Reuse
- Refurb
- Repurposing
- Asset grading

8.1. Standards and Legislation

8.2. The Supplier shall incorporate requirements of the latest legislation, particularly health & safety, in the process of repair and renovation.

8.3. All references made to British, European and International Standards shall be deemed to be the latest editions, it shall be the responsibility of the Supplier to ensure compliance with the latest standards and tests, manufacturing and product labelling criteria.

8.4. The Supplier shall ensure that all work is undertaken to the Customer(s) satisfaction. Any work undertaken deemed unsatisfactory by the Customer shall be reworked to the appropriate standard at the Supplier's expense.

8.5. The Supplier shall ensure that any items in the Supplier's custody are insured (at full replacement value) against all risks (including loss or damage to the item being repaired).

8.6. The Supplier shall monitor and track all items from initial item pick up to delivery of renovated products to Customer(s) premises.

8.7. The Supplier shall ensure all repair and renovation work undertaken (including Antique restoration) is undertaken by suitably qualified personnel.

8.8. Timber Renovation Requirements

8.9. The Supplier will be required to work with a range of timber materials including manufacturing boards, veneers, MFCs, solid timber and lippings.

8.10. The Supplier shall be required to use both traditional skills and modern methods the undertake:

- Repairing of loose joints
- Replacing of damaged or missing components
- Veneering and matching veneers and timbers
- Woodturning and Carving
- Repairing or replacing Desk Leather/Vinyl

8.11. All timber used in the renovation or repair of the products must be obtained from regions and countries that operate legal and documented long-term sustainability programmes.

8.12. Any particleboard used in the renovation or repair of these products shall comply with the following requirements:

- BS EN 312:2010 Particleboards Specifications Type P2 - Requirements for boards for interior fitments (including furniture) for use in dry conditions
- Class E1 formaldehyde release as specified in this standard.

8.13. Any MDF used in the repair and renovation of these products shall comply with the following requirements:

- BS EN 622-5:2009 'Fibreboards Specifications Part 5 - Requirements for dry process boards (MDF)
- Class E1 formaldehyde release as specified in BSEN 622-1:2003 Fibreboards Specifications Part 1 General requirements.

8.14. Repair to wood surfaces shall be, but not restricted to, the removal of scratches, dents, chips, watermarks and burns that can be undertaken to a professional standard.

8.15. Products with fractured components shall be considered for disposal if spare components are not available to make good the item.

8.16. "Beyond Economic Repair (BER)" products may be used to provide spare parts.

8.17. In preparation, all fabric and fillings shall be removed from the item.

8.18. Old lacquer finishes shall be thoroughly removed from show wood (external surfaces) provided internal surfaces are not damaged or scratched.

8.19. All carcass and framed joints shall be closely examined, those found to be open or loose, shall be dismantled, rebuilt and re-glued where appropriate to provide a sound framework.

8.20. Screw fixed joints shall be sound. Fixing holes may be repaired by filling with a suitable timber plug, firmly bonded into position. All fixing screws and bolts are to be of correct length and where appropriate, their threads must be sufficient to properly fill the nuts, tee-nuts or threaded inserts.

8.21. When the Buyer requests matching to an existing item, the Supplier may be expected to provide stained and finished boards so that approval can be provided in advance to any repair and renovation work.

8.22. All finished surfaces shall be smooth and free from extraneous material and crazing.

8.23. Fittings and components previously removed shall be cleaned and re-attached.

8.24. Those that no longer function shall be replaced with new.

9. Framework Management

9.1. NHS Supply Chain - Office Solutions will manage this contract through its dedicated Contract management team, who will handle all Contract Management activities for the duration of this contract.

9.2. The Supplier shall provide an appropriate level of account management which shall include but not be limited to:

9.2.1. Contract management and governance; to include monthly sales reporting, service monitoring, complaints reporting, performance levels, SLA's and KPI's;

9.2.2. Implementation activity and planning;

9.2.3. Industry Best Practice;

9.2.4. Opportunities for innovation; and

9.2.5. A clear escalation process - names, numbers, area of responsibility and who the primary, secondary, and final escalation points inclusive of out of hours contact provisions.

9.2.6. A dedicated email to receive sales enquiries.

9.2.7. Responsibility for all end of month sales reporting to be sent to NHS Supply Chain – Office Solutions Category Manager or a nominated NHS Supply Chain member no later than the 10th of the preceding month. This information to be sent on the sales reporting template provided only.

9.2.8. Sales reports should include as a minimum the following:

9.2..8.1. Total sales

9.2..8.2. Number of units sold

9.2..8.3. Unit description

9.2..8.4. Purchasing authority

9.2..8.5. Lot number

9.2..8.6. Discount given above standard rate

9.2..8.7. Management fee

9.3. The Account Manager shall attend all meetings with the NHS Supply Chain - Office Solutions to ensure delivery of a quality service is being achieved, cost savings are recognised, and continuous improvement is identified.

9.4. The Supplier shall detail the Account Management structure in order to foster and efficiently mobilise multiple demands from the NHS Supply Chain

9.5. The Supplier will be responsible for informing NHS Supply Chain – Office Solutions of any changes to product specifications, pricing or lead times.

9.6. The Supplier shall provide NHS Supply Chain – Office Solutions with a detailed plan of how the Supplier will manage issues i.e. SLA management and quality arising within the delivery of Provision of products.

13. Business Continuity

- 13.1 Business continuity and disaster recovery (BCDR) plans which align to a code of practise such as ISO 22301. The Supplier shall supply the contents of these plans to NHS Supply Chain – Office Solutions.
- 13.2 The Supplier shall test their business continuity arrangements no less than once per annum. Outcomes of these tests or exercises must be made available to NHS Supply Chain - Office Solutions in writing within 14 days of a request being made.
- 13.3 BCDR Plans shall consider subjects including but not limited to:
- 8.3.1 Inclement weather conditions
 - 8.3.2 Pandemic situations
 - 8.3.3 Electrical faults
 - 8.3.4 Server failure
 - 8.3.5 Cyber attack
 - 8.3.6 Flooding and other disaster
 - 8.3.7 Industrial action
- 13.4 The Suppliers BCDR Plan shall include but not be limited to:
- Approach to business continuity and disaster planning that addresses:
 - Loss of Sub-Contractor;
 - Emergency notification and escalation process;
 - Contact lists;
 - Staff training and awareness;
 - BCDR testing; and
 - Post implementation and review process.
- 13.5 NHS Supply Chain – Office Solutions reserves the right to request ad hoc reporting throughout the duration of this Framework Agreement.
- 13.6 Suppliers shall ensure that all additional reporting requests are issued to NHS Supply Chain – Office Solutions within 7 days.