SPLC Case Study

Furniture Procurement in Nova Scotia

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Nova Scotia

- Population 940,000 - 60% rural
- 55,000 km² (2nd smallest province in Canada)

- Procurement Office purchases everything except infrastructure for:
  - 19 Departments,
  - all hospitals (as of 2015) and,
  - assists/supports other public sector.
Policy and Strategy Cycles

- Sustainable Procurement Policy 2009
- implemented by category
- strategy cycles 2-5 years to match tender cycle
- additional overarching strategies for:
  - key issues related to legislation and policy (e.g., SWRM legislation),
  - purchasing from social enterprises,
  - outreach (to greater public sector), and
  - extend internal HSE Program requirements to vendors and contractors.
Furniture Category

Office furniture spend - $4.3 million

- seating (task, side, boardroom, specialty)
- case goods
- systems furniture
- file cabinets
- school furniture*
- specialty health care furniture (next round of tenders) *

* Not included in spend
Process and Evaluation

Process
• research – best practices & survey for market availability
• establish “Tender Development Working Group”
• Create and post RFP

Evaluation
• evaluative criteria – 35 points (hurdle rate 23/35)
• price 65 points
• bid defense meeting with short listed bidders
• final award 3 + 1 + 1 years
Some Key Considerations

- Local vendor readiness to bid
- Award flexibility
- Volume pricing on core list of items
- Demand management (supports surplus sys.)

- Demand management
- Resource conservation (recycled and certified materials) & waste reduction (at shipping)
- Manufacturer EMS (consistent with BIFMA or ISO)

- Ergonomics
- Accessibility
- IAQ certifications
- User demo and education
Bidders Were Also Asked

- by credit, if product(s) may contribute points to LEED certification for a building.
- how the service component of the contract will be provided in a sustainable manner (e.g. considering greenhouse gas reduction, waste reduction, toxicity reduction, worker health and safety, and local economic
- if the products are designed for easy disassembly for recycling at end of useful life (asked about specific combination bonded materials)
- if recyclable or reusable shipping materials will be used
Demand Management

Tender Development Working Group

- Manager of Surplus – knowledge of durability, ability to repair, surplus and re-deployment
- Space Planner – knowledge of what works in older buildings (bad floors and/or walls), ability to re-configure, various service aspects of contract

Criteria added to tenders

- warranty
- durability & ability to repair (surface types and connections etc.)
- availability of parts including support for legacy lines
- can be re-configured easily (systems furniture)
Demand Management

Standardizing Selections:
Required a narrow range of core items and identified quick ship colors and styles

- increase volumes to achieve better pricing,
- encourage department clients to choose more consistent style, color and pattern,
- surplus furniture (and systems) can be easily matched from several users and locations.
Ergonomic Standard

• all task seating had to comply with CSA-Z412 Guideline on Office Ergonomics

• ensures that chair can be adjusted to fit approx. 90% of the population

• samples requested from short listed vendors and left in our main meeting room for staff evaluation feedback
Indoor Air Quality

• vendors required to identify which 3rd party indoor air quality (IAQ) certifications their products had and had to provide copies of the certification
• all seating on the seating standing offer is certified by SCS Indoor Advantage to be low-emitting.
• local manufacturer was awarded school furniture
  • able to meet our other environmental requirements but was not IAQ certified
  • encouraged to get certified and was successful in obtaining GreenGuard certification
Inclusion Considerations

Vendor(s) must be able to provide:

• bariatric seating options (280lbs-450/500lbs),
• custom ergonomic solutions as per recommendations from ergonomic assessment,
• accessible configurations for case goods and systems furniture.
Value Adds

Vendors were asked how they could help us assist and

• well marked understandable controls on chairs,
• videos, factsheets, guides that could go on our website,
• set up assistance at delivery,
• demo chairs to test for fit before ordering.
Lesson Learned

Core list is “mostly” working
• add more types of items to core list (e.g., boardroom seating)
• reduce ability for staff to “customize” core chairs (inc. costs)

Some service issues were encountered
• increase evaluative score and reduce price component to increase focus on delivery and service
• add more specific dos and don’ts esp. related to delivery

Need more control over custom and ergonomic seating
• custom and bariatric seating will be split out as a separate category for award – vendor can currently subcontract