



# SPLC Case Study

Furniture Procurement in Nova Scotia

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[Lynda.Rankin@novascotia.ca](mailto:Lynda.Rankin@novascotia.ca)



# Nova Scotia

- Population 940,000 - 60% rural
- 55,000 km<sup>2</sup> (2<sup>nd</sup> 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

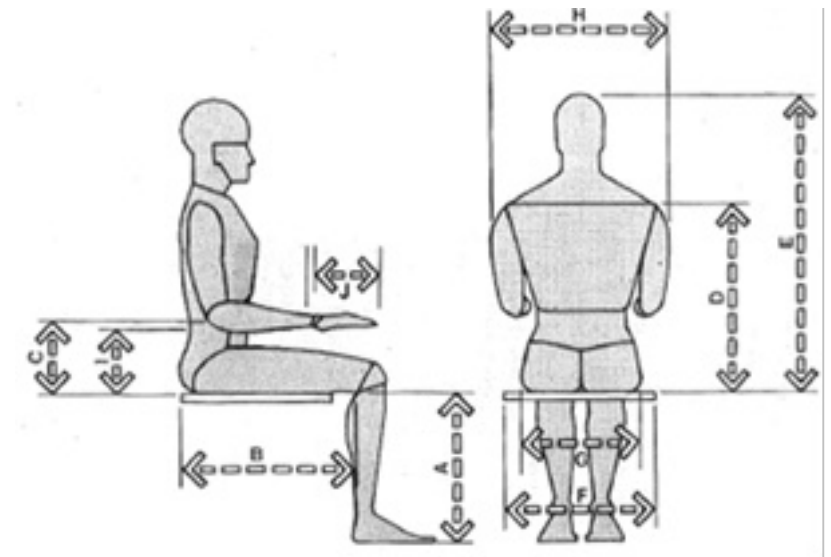
## Standardizing Selections:

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 3<sup>rd</sup> 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