

RETURN BIDS TO:
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Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St./11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Furniture Division/Division des produits de
l'ameublement
11 Laurier St. / 11, rue Laurier
6B1, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet Office Furniture National Strategy		
Solicitation No. - N° de l'invitation E60PQ-110002/A		Date 2012-03-21
Client Reference No. - N° de référence du client E60PQ-110002		GETS Ref. No. - N° de réf. de SEAG PW-\$\$PQ-433-60126
File No. - N° de dossier pq433.E60PQ-110002	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-18		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Ruiter, Kris		Buyer Id - Id de l'acheteur pq433
Telephone No. - N° de téléphone (819) 956-3897 ()		FAX No. - N° de FAX (819) 956-5706
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: PWGSC - Furniture Division Place du Portage, Phase III 6B3 11 rue Laurier, Gatineau, QE K1A 0S5		

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation

E60PQ-110002/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

pq433

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

E60PQ-110002

pq433E60PQ-110002

Please refer to attached draft National Procurement Strategy for Office Furniture documents available for download through MERX™.



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



Draft National Procurement Strategy Office Furniture

March 2012

Shaping procurement together



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Executive Summary

Introduction

Public Works and Government Services Canada (PWGSC) has undertaken a review of how office furniture is procured for government departments, agencies and crown corporations (government departments) with the objective of developing a National Procurement Strategy.

Fundamental to this review has been the engagement of government departments and industry to assess how current PWGSC procurement practices are addressing their concerns while meeting the requirements of government departments. The resulting draft National Procurement Strategy is being published to seek further input that will help PWGSC refine the procurement strategy that will be approved and implemented over a period of five years.

The objective of this draft National Procurement Strategy is to provide a uniform and consistent national approach that when implemented, will improve the efficiency and effectiveness of the procurement process for government departments, suppliers and Canadians.

Definition

The Treasury Board Secretariat of Canada has designated furniture as a mandatory commodity (category) requiring government departments to use PWGSC procurement instruments for all values and transaction types¹. Should no PWGSC procurement instrument exist, government departments may procure office furniture if it falls within their departmental authority limit (normally up to \$25,000 for goods and \$2 million for services), or ask PWGSC to conduct the procurement.

The draft National Procurement Strategy for the Government of Canada (GC) office furniture category includes the following eight sub-categories of goods and related services: Interconnecting Panels and Supported Components; Freestanding Office Desk Products and Components ("Freestanding"); Metal Filing and Storage Cabinets; Office Seating; Desking Systems; High Density Mobile Shelving; Local Area Network (LAN) Rack Furniture and Remanufactured Interconnecting Panels and Supported Components.


Office furniture purchased from CORCAN² is exempt from the Treasury Board contracting policy and the procurement trade agreements and is subject to a process different from the government contract regulations. For these reasons, the purchase of CORCAN products is not part of the National Procurement Strategy.

Background

GC expenditure reports covering a three-year period (Fiscal Year (FY) 07/08- FY 09/10) reveal the total annual value of the GC's office furniture purchases is approximately

¹ Reference PWGSC Supply Manual for exception process Section 3.5.1 Mandatory Standing Offers and Supply Arrangements.

² <http://www.csc-scc.gc.ca/corcan-catalogue/index-eng.shtml>
Draft National Procurement Strategy – Office Furniture



\$100M³. From Fiscal Year 05/06 to 09/10 there were a total of 44,040 call-ups issued in the eight sub-categories in the scope of this draft National Procurement Strategy. Ninety-five percent of call-ups are issued with values up to \$25,000.00 and account for 51% of the total spend⁴.

Revenues in the Canadian office furniture industry amounted to \$6.4 billion in 2006 (Wille, 2008). The economic downturn impacted this industry with the demand declining significantly, resulting in a higher unemployment rate and the closure of many small and medium-sized businesses (IBISWorld, 2010).

PWGSC employs a national approach to manage office furniture requirements. Contracts, master standing offers and supply arrangements are in place for suppliers that can meet technical, financial and administrative criteria, as well as have the ability to supply and install their products nationally. Holders are permitted to use authorized distributors/dealers regionally to meet delivery, installation and other service requirements. Additionally, to support the Procurement Strategy for Aboriginal Businesses (PSAB), master standing offers and supply arrangements are issued and do not require the national supply capability.

Suppliers must be able to supply all of the commercial items included in a pre-defined list of products known as a 'Basket of Goods' in order to qualify for a procurement instrument. Technical criteria for office furniture are in line with industry and government standards. To be considered for purchase, office furniture products must pass detailed tests outlined in the solicitation documents.

PWGSC has been implementing the provisions of the GC Policy on Green Procurement. As a result, suppliers are required to meet environmental standards prior to being able to sell office furniture to the GC.

PWGSC has implemented a continuous improvement process for the procurement of office furniture that entails periodic reviews of existing procurement processes. As a result of this review and other inputs, improvements have been made with respect to increasing competition, removing barriers to suppliers, and providing government departments with better service.

Findings and Recommendations

During the analysis, it was identified that, while existing procurement processes are generally effective, opportunities exist for improvement with respect to how office furniture is procured and managed.

It is recommended that PWGSC continue with the development of a strategic approach that will enable government departments to conduct more individual procurements while increasing its availability to assist the government departments with more complex requirements.

³ Source: Spend Cube based on 3-year average FY07/08 to FY09/10. The Spend Cube currently contains approximately 85% of all Government of Canada expenditures. This information represents departmental data provided by departmental financial systems.

⁴ PWGSC Standing Offer Management System Database – data derived from invoices submitted by standing offer holders

The following chart provides a high level summary of key findings and recommendations resulting from PWGSC's review of office furniture. Additional details are provided in the draft National Procurement Strategy.

Key Findings	Recommendations
<p>Barriers to Entry to the Government of Canada Marketplace:</p> <ul style="list-style-type: none"> • Duration of the closed-period procurement instruments • Requirement for national delivery and installation • Costly solicitation and test verification methods • Confusion exists about the sub-category definitions 	<p>A Standardized Approach for the Procurement Office Furniture (Section 5.1)</p> <ul style="list-style-type: none"> • Adopt open qualification supply arrangements with standardized business rules and templates • Eliminate Standing Offer methodology • Assess opportunities to: <ul style="list-style-type: none"> ◦ Establish regional supply arrangements; ◦ Simplify test verification methods; ◦ Bundle requirements that include products from multiple sub-categories; ◦ Removal of bid interdependence; ◦ Reduce the number of products available under the SAs; ◦ Address Canadian Content applicability; and ◦ Implement price support. • Validate sub-category definition and groupings
<p>Lowest Cost versus Value-Added Considerations:</p> <ul style="list-style-type: none"> • Too focused on price and inadvertently discouraging value-added service and innovation 	<p>Enhancing Value Added (Sections 5.1 and 5.2)</p> <ul style="list-style-type: none"> • Establish methodology to use value added selection criteria, as appropriate • Enhance existing processes to permit solutions-based procurement that would entail a comprehensive planning cycle (e.g. providing the opportunity for suppliers to propose innovative and value-added solutions)

<p>Opportunity for Suppliers to Provide Integrated Solutions:</p> <ul style="list-style-type: none"> Government departments have requested turnkey procurement approaches consisting of design, installation and post-installation phases that would not require separate contracting processes. 	<p>Introduction of Solutions-Based Procurement (Section 5.2)</p> <ul style="list-style-type: none"> The solutions-based solicitation may provide functional detail and performance standards. The solicitation will seek bids from suppliers capable of performing all three phases and award one or more contracts to the winning bidder, bringing administrative efficiencies.
<p>Inventory and Information Management:</p> <ul style="list-style-type: none"> Majority of departments do not formally track office furniture as assets There is no mechanism in place that allows accurate analysis of future purchasing trends 	<p>Inventory and Information Management (Section 5.3)</p> <ul style="list-style-type: none"> Work with departments and industry to improve inventory and information management to support procurement planning, acquisition, use and disposal decisions that take into account past usage, product performance and maintenance
<p>Environmental Considerations:</p> <ul style="list-style-type: none"> GC criteria and BIFMA Furniture Sustainability Standard E3-2008 is used as basis for environmental criteria There are limited opportunities for suppliers to add green products Environmental impacts of national versus regional procurement model have not been assessed Opportunities for increased use of surplus furniture have not been fully explored 	<p>Encouraging Use of Green Products and Considerations (Section 5.4)</p> <ul style="list-style-type: none"> Continue using current approach to establish environmental criteria taking into account industry capacity Enhance opportunities to add green products Investigate merits of regional supply arrangements (as stated above) Assess opportunities to: <ul style="list-style-type: none"> Reduce and redeploy surplus office furniture Develop a procurement instrument for refurbishing Develop buy back and trade-in methods
<p>“Basket of Goods” Not Representative of Demands:</p> <ul style="list-style-type: none"> Defined requirements are based on past purchases and may not adequately reflect the government’s future direction Basket of Goods is perceived as too restrictive and inflexible to respond to changing requirements 	<p>Enhanced Opportunity to Manage Product Offerings (Section 5.5)</p> <ul style="list-style-type: none"> Establish regular reviews of relevance of the products in the Basket of Goods and update as appropriate Allow suppliers to submit optional items for consideration

<p>Communication and Training:</p> <ul style="list-style-type: none"> • Government departments would like more frequent and simpler communication with PWGSC to improve their understanding of how to use the electronic tools and procurement instruments • Suppliers also expressed that increased and simpler communication between PWGSC and industry would be of benefit 	<p>Communication and Training (Section 5.6)</p> <ul style="list-style-type: none"> • Ensure that suppliers and departments are informed about new processes • Provide training on use of new solicitation and response process templates • Consolidate communications tools to facilitate understanding of available procurement instruments • Increase awareness of potential upcoming large office furniture opportunities • Use communication tools and training more effectively in order to educate about the proposed processes for office furniture
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Next Steps

The draft National Procurement Strategy will be posted for a period of no less than four weeks using Government Electronic Tendering Service (GETS) currently MERX™, and through Buyandsell.gc.ca, to solicit written feedback from suppliers and government departments.



1 Purpose

Public Works and Government Services Canada (PWGSC) has undertaken a detailed review of how it procures office furniture on behalf of Government of Canada (GC) departments, agencies and Crown corporations (government departments). Areas of opportunity have been identified that, if leveraged, will benefit government departments, suppliers and Canadians.

The strategic direction for office furniture is described in this draft National Procurement Strategy. It is based on findings from government departments, suppliers, and PWGSC daily operations. Government departments and suppliers are encouraged to review the draft National Procurement Strategy and provide comments. All comments will be taken into consideration when finalizing the National Procurement Strategy for office furniture.

2 Scope

The management of the procurement of commercial office furniture within the GC is examined in the draft National Procurement Strategy.

2.1 Definition

To increase opportunities to gain access to the GC marketplace, PWGSC has divided the office furniture category into sub-categories and has structured the procurement to permit awards to manufacturers and authorized distributors/dealers.


The focus of the draft National Procurement Strategy is on the eight sub-categories that fall within an "office furniture" environment rather than "furniture" as a whole because supplier offerings and government department needs differ between these two categories.

The resulting draft National Procurement Strategy consists of the following eight sub-categories of goods and related services: Interconnecting Panels and Supported Components; Freestanding Office Desk Products and Components ("Freestanding"); Metal Filing and Storage Cabinets; Office Seating; Desking Systems; High Density Mobile Shelving; Local Area Network (LAN) Rack Furniture and Remanufactured Interconnecting Panels and Supported Components. Details on the sub-categories are provided in Appendix "A" – Breakdown of Office Furniture Sub-Categories.

Excluded from the Definition

The draft National Procurement Strategy does not include the following:

- Household Furnishings and Appliances (domestic appliances and supplies (washer, dryer, fridge, stove, etc.) and household furnishings (couches, beds (including mattresses), mirrors, etc.);
- Other Furniture, Furnishings and Fixtures: Including facility furniture (e.g. hospital

- 
- furniture), lighting equipment, industrial furniture (e.g. workshop furniture), water coolers and merchandising furniture and accessories;
- Office furniture purchased from CORCAN⁵ is exempt from the Treasury Board contracting policy and the procurement trade agreements and is subject to a different process. GC can purchase from CORCAN without tendering or going through the competitive process by issuing Stores Transfer Orders. For these reasons, the purchase of CORCAN products is not part of the draft National Procurement Strategy. See <http://www.csc-scc.gc.ca/corcan-catalogue/index-eng.shtml> for more information.
 - Safes;
 - Vaults;
 - Secure filing cabinets;
 - Lock boxes; and
 - Mailboxes

The procurement of these excluded categories, with the exception of CORCAN as noted above, is done via separate procurement instruments and is not governed by the National Procurement Strategy for office furniture. In addition, these products should not be combined or bundled with “included” products/services that are governed by the National Procurement Strategy. For more information on how excluded categories are purchased, suppliers and government departments can contact the category manager by searching the Procurement Allocations Directory⁶.

3 Background

To govern the creation of this draft National Procurement Strategy; seven overarching principles guide the process:

- Government Department Operational Requirements;
- Competitive Procurement;
- Access for Businesses;
- Accountability;
- National Objectives;
- Standardized and Simplified Procurement; and
- Reasoned and Rational (Justifiable / Defensible).

For a more detailed description of these guiding principles as well as additional information on Goods and Services Management⁷, please refer to the ‘Introduction to Goods and Services Management’ document, which is presented as a separate document in this package.

⁵ <http://www.csc-scc.gc.ca/corcan-catalogue/1-eng.shtml>

⁶ <http://pad.contractscanada.gc.ca/index-eng.cfm?af=ZnVzZWJjdGlvdj1pbmZvLmludHJvJmlkPTI=&lang=eng>

⁷ Category Management was previously referred to as Commodity Management.
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Key items documented in 'Introduction to Goods and Services Management' document are:

- Methodology;
- Guiding Principles;
- Category Management; and
- Regulatory and Policy Framework.

3.1 Canadian Industry

Demand for office furniture is concentrated primarily within the provinces of Ontario and Quebec (Wille, 2008). In 2005, there were approximately 1,700 companies registered in that industry; the majority of them are small and medium firms (Wille, 2008). As a whole, this industry employed approximately 100,000 people across Canada in 2005 (Wille, 2008).

Competition in this industry is quite strong due to the lack of product differentiation and the low brand loyalty (SBI, 2008). These elements enhance the purchasing power of larger clients such as governments and large businesses. The high level of competition and the need to establish distribution networks, amongst other things, are factors that new players need to consider when entering this industry (IBISWorld, 2010).

3.2 Government of Canada Spend Analysis⁸

According to the Spend Cube data, the GC spent on average approximately \$100 million annually on office furniture over the period Fiscal Year (FY) 07/08 to FY09/10.

Table #1. Average Annual Spend on Office Furniture

Fiscal Year	Total
FY07-08	\$106,445,008
FY08-09	\$93,985,966
FY09-10	\$99,736,091
3-Year Average	\$100,055,689

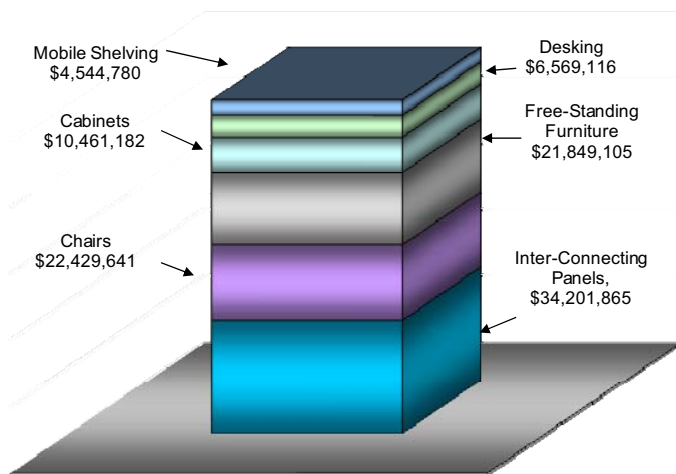
Source: Spend Cube Data based on a 3-year average. Spend Cube Data: FY 07/08 to FY 09/10.

Notes:

- Spend data represents invoices that have been paid.
- The sub-categories Household Furnishings and Appliances and Other Furniture, Furnishings, and Fixtures were excluded.
- For the "Other Furniture, Furnishings, and Fixtures" sub-category, 25% of its spend was redistributed into the other six sub-categories.
- See notes for Figure #1 below

Figure #1. Average Spend on Office Furniture

⁸ Source: Spend Cube based on 3-year average FY07/08 to FY09/10. The Spend Cube currently contains approximately 85% of all Government of Canada expenditures. This information represents departmental data provided by departmental financial systems.



Note:

- The sub-categories Household Furnishings and Appliances and Other Furniture, Furnishings, and Fixtures were excluded.
- There is a slightly different category terminology in use by Spend Cube. The sub-categories highlighted above adhere to the National Procurement Strategy sub-categories as follows:
 Inter-Connecting Panels = Interconnecting Panels and Supported Components and Remanufactured Interconnecting Panels and Supported Components; Free-Standing Furniture = Freestanding Office Desk Products and Components; Cabinets = Metal Filing and Storage Cabinets; Chairs = Office Seating; Desking = Desking Systems; Shelving = High Density Mobile Shelving and LAN Rack Furniture;


The “Inter-Connecting Panels” sub-category represented the largest portion of GC spend over that period, i.e. 34%; “Chairs” and “Free-Standing Furniture” each covered approximately 22% of the spend, over the same period.

According to the Spend Cube, 63% of the office furniture spend occurred during the fourth fiscal quarter.

3.3 PWGSC Contract Activity⁹

According to the Acquisition Information System, over a five-year period (FY 2005/06 – FY 2009/10), the total annual average value awarded by PWGSC for office furniture is approximately \$114 million.

⁹ Source: AIS contains contractual data for contracts and standing offers awarded by PWGSC only. Contractual data for contracts and standing offers awarded by government departments directly is not included.



The top three government departments are PWGSC (mainly Real Property Branch as project manager on behalf of other government departments), Correctional Service of Canada, and the Department of National Defence that account for 93% of the total average contract value awarded and 80% of the total transaction volume.

See Annex A: 'National Category Review', Section A1, PWGSC Contract Activity Analysis for more information.

3.4 Overview of Procurement Process

The Treasury Board Secretariat of Canada has designated furniture as a mandatory commodity (category) requiring government departments to use PWGSC procurement instruments for all values and transaction types¹⁰. Should no PWGSC procurement instrument exist, government departments may procure this category if it falls within their departmental authority limit (normally up to \$25,000 for goods and \$2 million for services), or ask PWGSC to conduct the procurement.

PWGSC employs a national approach to manage office furniture requirements. Contracts, master standing offers and supply arrangements are in place for suppliers that can meet technical, financial and administrative criteria, as well as have the ability to supply and install their products nationally. Holders are permitted to use authorized distributors/dealers regionally to meet delivery, installation and other service requirements. Additionally, to support the Procurement Strategy for Aboriginal Businesses (PSAB), regional master standing offers and supply arrangements are issued and do not require the national supply capability.

Contracts, purchase orders and national/regional individual standing offers address one-time requirements for individual government departments that either exceed the maximum call-up limitation associated with the national/regional master standing offer or contain products that are not included in the standing offer/supply arrangement.

4 Summary of Analyses

The following issues and opportunities have been identified during the review.

- **Barriers to Entry to the Government of Canada Marketplace:**
 - *National Delivery Requirement Acts As a Barrier to the GC Marketplace:* Suppliers requested that PWGSC evaluate a regional approach to supply office furniture (other than for PSAB suppliers).
 - *Duration of the Procurement Instruments:* Concerns were raised about the duration of the procurement instruments. Once instruments are awarded, new entrants are effectively prohibited from entering the GC marketplace for the period of the procurement instrument. Suppliers were concerned whether the initial award period of two years provided sufficient time for suppliers to pay back their initial investment to participate in the procurement process.

¹⁰ Reference PWGSC Supply Manual for exception process Section 3.5.1 Mandatory Standing Offers and Supply Arrangements.

- *Procurement Process*: There were comments concerning the complexity of the procurement process. Bidding on GC requirements is found to be cumbersome and costly.
- *Testing and Verification*: The application of the Technical Requirements¹¹ ensures the availability of quality products, however, concerns were raised that the standards in use do not conform to the direction that either the industry or the GC is moving in.
- *Sub Category Groupings*: There appears to be some confusion on the part of industry and government departments as to how PWGSC has structured certain sub-categories within the furniture category. This confusion can lead to delays in the procurement process.
- **Lowest Cost versus Value-Added Considerations**: Suppliers expressed concerns that the GC is too focused on price and inadvertently discourages value-added service and innovation. Some comments highlighted the perceived inability of suppliers to differentiate themselves along the lines of value-added service from their competition. The inability to compete outside of price makes it difficult for some suppliers to perform value-added services that may be requested by government departments, which potentially could lead to general delays, frustrations and missed opportunity in the process.
- **Opportunity for Suppliers to Provide Integrated Solutions**: Often government departments need turnkey approaches consisting of design; installation and post-installation activities that require separate contracting processes.
- **Inventory and Information Management**: Improvements in how the GC tracks its office furniture would assist in the overall management of the category.
- **Environmental Considerations**: While PWGSC has been proactive in establishing environmental considerations in solicitations, the refinement of the strategic roadmap as to how the GC plans to incorporate additional environmental considerations within this category would assist industry in aligning to government requirements (e.g. effective management of surplus office furniture, regional supply arrangements and additional green products).
- **Basket of Goods Not Representative of Demands**: There is a perception that PWGSC takes a retroactive approach in determining potential demand based on what has been purchased in the past and does not consider the direction that the GC is moving. Further, there exists a view that the Basket of Goods is too restrictive, lacking flexibility to respond to changing requirements or requests to add new products.
- **Communication and Training**: Although government departments and suppliers are generally satisfied with the communication flow, opportunities for improvement have been identified including raising awareness of potential requirements, development and consistent use of solicitation templates, and a review of which methods to use to communicate with government departments and suppliers.

¹¹ Standards and/or specifications
Draft National Procurement Strategy – Office Furniture

5 Recommendations

The basis of the recommendations is a continuous improvement strategy. Details on the recommendations associated with each strategic element are provided in the following sub-sections.

5.1 A Standardized Approach for the Procurement of Office Furniture

Recommendation

It is recommended that a uniform approach of Supply Arrangements be utilized for requirements up to \$10M across all sub-categories of office furniture. As each current Standing Offer expires, they will be replaced by Supply Arrangements (with the possible exceptions noted below). These Supply Arrangements are designed to benefit both the industry and Canada by increasing access to the Government of Canada marketplace through a simplified and standardized procurement methodology.


The two possible exceptions are:

- The sub-category "Mobile Shelving" is a potential exception from the proposal for supply arrangements as the method of supply. The demand for customization is believed to be high relative to the other sub-categories. The purchase of a sub-category item requiring this potential degree of customization may be better accommodated by a procurement instrument other than a supply arrangement. PWGSC is developing the supply arrangement approach for this sub-category; however, it is important to identify now that PWGSC may need to develop a different procurement instrument. The alternate instrument will, nevertheless, be aligned with the Commodity Management Framework.
- For the sub-category "Interconnecting Panels and Supported Components", PWGSC currently has a procurement strategy in place enabling directed procurements ("sole- source") for interconnecting additional panels to existing panels. This program is identified as "Installed Base Interconnecting Panels Systems". If this program is continued, supply arrangements will not be issued. Instead, other procurement instruments that are appropriate for directed procurements would be used. Suppliers will be informed of the opportunity for holding these procurement instruments.

The implementation of supply arrangements is the cornerstone of the draft National Procurement Strategy for office furniture. While the implementation of this approach is expected to address most current issues, PWGSC must ensure appropriate methods of supply will continue to be available to meet all government department office furniture requirements (e.g. larger-scale projects).

The implementation of supply arrangements will:

- Increase standardization and reduce complexity of procurement processes;
- Improve access to the GC market;
- Allow opportunities to modify the type and price of the available items; and

- 
- Permit “Real-time competitive pricing”.

Specifically, the supply arrangement process, upon implementation, will incorporate the following elements:

- A tiered approach resulting in a standardized method to effect all transactions values including low-dollar value items (under \$25K which account for approximately 95% of all purchases);
- A two-phased qualification methodology resulting in a pool of pre-qualified suppliers, thus reducing the time required later for establishing terms and conditions;
- A continuously open qualification process that will provide suppliers with the opportunity to qualify for a supply arrangement, thus reducing pressure on suppliers, testing laboratories, and PWGSC as the open qualification process will move away from closed-period procurement instruments;
- Standardized templates that will simplify the procurement process for government departments and suppliers;
- Real-time competitive pricing in response to the actual requirements; and
- Periodic price refreshes (at least every two years).

Further, PWGSC will assess the feasibility of modifying elements of the supply arrangement process, such as:

- Establishing regional supply arrangements;
- Simplifying the testing verification process;
- Validating sub-category groupings;
- Combining supply arrangements for holders who can supply more than one sub-category into single supply arrangements, thus providing the opportunity to government departments to bundle requirements and reduce administrative overhead; and
- Investigating the establishment of value-added selection criteria, thus offering an alternative to strictly lowest price.

As government departments begin to process their own requirements using this method, PWGSC will be enabled to provide more strategic support services to government departments and reduce transaction processing on their behalf.

Context

Tiers

A tiered approach (see Table #2) will be implemented. This approach standardizes the procurement process for all sub-categories.

Table #2 – Supply Arrangement Tiers

Tier 1 Up to \$25,000.00	Tier 2 \$25,000.01 to \$400,000.00	Tier 3 \$400,000.01 and up
Basket of Goods/Optional Items ¹² Government departments to use e-purchasing Directed purchases (limits may vary based on the sub-category and will be indicated in each individual supply arrangement) Competitive purchases (at government departments' discretion) Government departments use pre-determined templates	Basket of Goods/Optional Items Competitive Government departments or PWGSC use templates, post on Government Electronic Tendering Service (GETS) currently MERX™	Basket of Goods/Optional Items Competitive PWGSC uses templates, posts on GETS/MERX™

Phases

The supply arrangement and contract award process consist of two main phases.

Phase I will be solely managed by PWGSC during which a pool of pre-qualified suppliers for all tiers is established. During Phase II, government departments will meet their specific requirements by using the supply arrangements established by PWGSC in Phase I.

The method selected (Tier 1, 2, or 3 (see Table #4 below)) for bid solicitations must be in line with the overall estimated dollar value of the government departments' requirement (including options and services).

Phase 1:

Establishing a Pool of Supply Arrangement Holders

During Phase I, Requests for Supply Arrangements for identified sub-categories will be posted on GETS/MERX™. Descriptions of all evaluation criteria and relevant terms and

¹² Reference Section 5.5 for an explanation of Basket of Goods/Optional Items
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conditions are provided in these documents. Suppliers have to qualify against administrative, technical and financial criteria, as well as submit ceiling pricing that will be used for determining which tier will govern the subsequent procurement process. Suppliers submitting compliant arrangement bids will be issued a supply arrangement.

All Basket of Goods products, optional items and pricing information will be entered into the internal PWGSC e-Purchasing Tool and/or the PWGSC Furniture Website.

The methodology used in selecting supply arrangement holders is provided in Table #3.

Table #3: Phase I - Establishing the Pool of Supply Arrangement Holders

Requirement	Key Mandatory Criteria	Supply Arrangement Holder Selection Method
Basket of Goods &/or Optional Items for Tier 1, 2 & 3	<p>Technical Criteria: Technical Requirements (performance and other specifications¹³, environmental criteria), delivery and service capacity</p> <p>Financial Criteria¹⁴: Pricing and terms, transportation cost extra</p> <p>Administrative Criteria: Government required certifications (such as Federal Government Contractors Program), and other requirements.</p>	Supply arrangements to be issued to all bidders responsive to the mandatory criteria requirements

All Phase I requirements relate to Basket of Goods and optional items ("standard requirements"). Non-standard requirements (not the Basket of Goods and optional items) or requirements exceeding \$10M will continue to be competed as separate requirements.

Phase II:

Individual Bid Requirements

The second phase will involve government departments and/or PWGSC.

For Tier 1 requirements, government departments will be able to:

- Issue competitive bid solicitations directly to a minimum of two supply arrangement holders for the particular sub-category in question; or

¹³ Includes technical evaluation against specifications undertaken by the PWGSC Technical Group.

¹⁴ Financial criteria consist of financial terms and ceiling prices, but a total bid price will not be used to select the holders. The prices bid will be used in Phase II to determine the estimated value for the purpose of determining the applicable tier and the corresponding business rules to use.

- Direct the requirement to a single supply arrangement holder (sole-source). The threshold for the sole-source may be set lower than \$25,000, depending on the circumstances for each sub-category and will be detailed in the supply arrangement. Clients will be responsible for justifying the selection of the SA holder and for obtaining price support using a prescribed PWGSC method.

For requirements that fall under Tier 2 and Tier 3, government departments and/or PWGSC will post bid solicitations on GETS/MERX™. Contracts will be awarded to supply arrangement holders. Non-supply arrangement holders must be allowed to compete for these requirements over \$25,000, but in order to receive a contract, must first qualify to become supply arrangement holders, time permitting.

At all times, government departments will use the ceiling prices listed in e-Purchasing to establish the estimated value of their requirement. This estimation will determine the applicable tier and its associated business rules that are to be followed (see Table #4 below). Different business rules could be included in the final request for supply arrangement.

Table #4: Phase II - Individual Bid Requirements

Requirement	Authority	Sourcing Method and Period to Advertise Opportunity	Bid Solicitation & Evaluation Method (includes Key Mandatory criteria)	Supplier Selection
Tier 1 – Option A – Sole-source (up to defined limit within \$25K) Basket of Goods & Optional Items from supply arrangement holders	Government department - responsible for internally justifying the directed contract and the supply arrangement holder chosen	Government department to use: <ul style="list-style-type: none"> • e-Purchasing to select a supplier • Solicitation template No requirement to advertise on GETS/MERX™ Minimum 1 business day for bidding	Includes list of products, services Solicitation requests a quote for firm prices for all items and service charges, requests delivery & installation dates No technical evaluation criteria Evaluate compliance with terms requested in solicitation Government department responsible for ensuring that the firm prices are fair and reasonable	Compliant bid to the government departments' requirements in solicitation, prices are fair and reasonable
Tier 1- Option B – Competitive (Up to \$25K) Basket of Goods & Optional Items from supply arrangement holders	Government department responsible for justifying internally, a selection process that may not include all supply arrangement holders	Government department to use: <ul style="list-style-type: none"> • e-Purchasing to select suppliers • Solicitation template No requirement to advertise on GETS/MERX™	Includes list of products, services Solicitation requests a quote for firm prices for all items and services, requests delivery & installation dates No technical evaluation criteria Evaluate compliance with terms requested in solicitation	<ul style="list-style-type: none"> • Lowest Priced compliant bid • Compliant to government departments' requirements in solicitation.

Requirement	Authority	Sourcing Method and Period to Advertise Opportunity	Bid Solicitation & Evaluation Method (includes Key Mandatory criteria)	Supplier Selection
		Minimum 2 business days for bidding		
Tier 2 Range: Above \$25K to \$400K Basket of Goods & Optional Items from supply arrangement holders	Government department or PWGSC	Notice of Planned Procurement (NPP) Minimum 10 business days for bidding Use NPP, solicitation and contract templates in supply arrangement GETS/MERX™ publication	Includes list of products, services Solicitation requests a quote for firm prices for all items and services, requests delivery & installation dates No technical evaluation criteria Evaluate compliance with terms requested in solicitation	<ul style="list-style-type: none"> • Lowest Priced compliant bid • Compliant to government departments' requirements in solicitation.
Tier 3 Range: Greater than \$400K Basket of Goods & Optional Items from the supply arrangement holders	Government department to send funded requisition to PWGSC	Same as Tier 2	Same as Tier 2	Same as Tier 2


Templates

Individual bid requirements relating to the supply arrangements will include templates that will facilitate a common and simplified bid preparation process for the government department and supplier response/submission. A common look and feel to all documents will facilitate consistency of documentation published as well as bids received and should serve to minimize confusion and facilitate the process.

Bid Solicitations – Evaluation Criteria and Supplier Selection Methodology

As part of the supply arrangement approach and the National Procurement Strategy, PWGSC will examine the feasibility of incorporating methods of supplier selection for contract awards that are not strictly based on lowest price, (i.e. best value). Best value may be defined as value-added elements that address specific government department needs.

PWGSC will consult with government departments on value-added elements to be incorporated into supply arrangements with an assessment of their overall benefit. Value-added criteria will be developed by PWGSC for inclusion into supply arrangements for use by all government departments. Government departments will



then determine what value-added elements to incorporate into their specific requirement at time of bid solicitation.

Examples of best value methods that may be used in determining supplier selection may include:

- Mandatory value-added elements;
- Point rated value-added elements factored against overall cost (cost-per-point); or
- Lowest cost combined with a minimum score on point rated value-added elements.

Price Refresh

The ceiling prices identified in the supply arrangement will be used by government departments to estimate the total price of their requirement. For low-dollar value contracts (Tier 1 – Option A), government departments may use the ceiling prices to decide which supplier will receive the directed contract. It is important that ceiling prices are competitive and price refreshes will take place to facilitate the competitiveness of directed contracts. PWGSC recommends allowing all supply arrangement holders to refresh their pricing for their particular sub-category approximately every 24 months from the issuance of the original supply arrangement.

When responding to all tier requirements, supply arrangement holders cannot exceed the ceiling prices that are listed in the supply arrangement.


Future Assessments

Regional Management

Currently, a condition of holding a national procurement instrument (outside of the Procurement Strategy for Aboriginal Business (PSAB)) is the requirement for a supplier to supply and have ability to install products in all regions in Canada. As part of the draft National Procurement Strategy, PWGSC will assess the overall value to Canada of allowing suppliers to compete to hold a supply arrangement on a regional basis. During the assessment, PWGSC will examine how best to approach regional delivery in supply arrangements - whether to award suppliers one supply arrangement that includes regional delivery, or whether to award suppliers regional supply arrangements. Until this assessment is complete, PWGSC will continue to require suppliers to provide goods and services nationally, except in the case of PSAB suppliers.

Validation of Sub Category Groupings

PWGSC studies industry specifications, historical purchasing data and conducts consultations to ensure that sub-category groupings are relevant and respect government department requirements. In an attempt to increase opportunities to gain access to the GC marketplace, PWGSC has divided the furniture category into sub-categories, with awards being made to both manufacturers and distributors/resellers that may include Aboriginal firms. Current sub-category groupings are listed in Appendix A - Breakdown of Office Furniture Sub-Categories. PWGSC will collaborate with industry and government departments to validate and, if necessary, refine sub-category definition and groupings.



Testing and Verification

In order to expedite the process of qualifying the products for the Basket of Goods and Optional Items available for purchase by government departments, PWGSC will assess methods of simplifying the verification of the results associated with the office furniture testing performed by laboratories.

Bid Interdependence

In the existing procurement methodology there are two streams in which suppliers may bid their products to be sold to the GC. The general stream is for all suppliers, while the PSAB stream supports the Procurement Strategy for Aboriginal businesses. Most PSAB stream suppliers are distributors of general stream manufacturers.

Currently, there is a link between the two bid streams for office furniture. The suppliers who qualify for the PSAB stream are only allowed to bid on an individual procurement if the manufacturer of the general stream they represent also bids. They also can only submit product that has been submitted, and approved by the GC, by the general stream manufacturer. However, the PSAB suppliers are allowed to represent an unlimited number of manufacturers.

As part of the strategy the GC will assess the bid stream relationship and determine if it is in the best interest of the GC and industry to eliminate such interdependence.

Reducing the Number of Products Available under Procurement Instruments

The procurement instruments currently in use allow all bidders, regardless of bid stream, to submit a limited number of series per sub-category. However, the supplier is allowed to submit an unlimited number of models/components per series and an unlimited number of options. This has created very large Baskets of Goods and listing of Optional Items for the GC to manage.

As part of the strategy, the GC will assess the need for the current structure and determine if efficiencies can be gained through a streamlined Basket of Goods and Optional Offerings structure while maintaining a sufficient supply base for the GC.

Canadian Content

Canadian Content is a PWGSC policy that can be applied to PWGSC procurements that are not subject to the international trade agreements (e.g. NAFTA, WTO-AGP). Currently the policy is applied to solicitations for the PSAB stream.

As part of the strategy, the GC will assess the benefits of the Canadian Content policy for both industry and the GC.

Price Support

In addition to the price support indicated at Recommendation 5.1 for Tier 1 requirements, PWGSC is considering implementing a price certification requirement in the future procurement instruments. If implemented, government departments will be required to obtain price certification from the SA holder for sole source contracts. These certifications will be auditable at the GC's discretion and thus will provide the opportunity for better pricing for government departments.

Implementation Plan

PWGSC will implement this recommendation as follows:

Activity	Timeframe
Implementing supply arrangements and their associated standardized business processes, templates and rules as principal method of supply for office furniture requirements	Implement upon feedback results and as current procurement instruments expire
As appropriate, incorporating value-added criteria to evaluate submitted bids to facilitate GC demand	Analysis to commence with feedback from formal consultation period
Assessing the costs and benefits of removing the condition to deliver and install nationally in order to become a supply arrangement holder	Analysis to commence with feedback from formal consultation period
Validate and refine if necessary, with industry and government departments sub-category definition and groupings	Analysis to commence with feedback from formal consultation period
Assessing the costs and benefits associated with Bid Interdependence, reducing the number of products available for the SA, continued application of Canadian Content, and implementing Price Support.	Ongoing
Assess methods of simplifying the testing and verification process	Ongoing

5.2 Introduction of Solutions-Based Procurement

Recommendation

It is recommended that PWGSC enhance its procurement tools and processes to allow government departments and industry to meet and manage solutions-based requirements more effectively and efficiently. This entails moving from emphasis on the individual procurement (e.g. lowest cost for a chair and/or strict adherence to specific pre-determined product dimensions) to a wider overall focus on category management (e.g. outfitting an entire floor and/or a building) and value-added solutions.

Solutions-based procurement entails a turnkey approach consisting of three key phases:

- Design;
- Supply and installation; and
- Post-installation activities.

The solutions-based solicitation will provide a requirement concept and definition along with required standards. The competitive solicitation will seek bids from suppliers capable of performing all three phases and one or more contracts would be issued to the winning bidder. Collaboration between the contractor, the government department and the procurement authority would be significant during the design phase.

The principal benefits of a solutions-based approach are:

- Increasing government administrative efficiencies: government departments define their requirements once for procurement purposes; one procurement is conducted for all three phases;
- Facilitating government departments' need for flexibility and innovative solutions;
- Achieving a competitive price and value for Canada while acquiring flexibility and innovation;

- Allowing suppliers to offer their solutions as opposed to responding to pre-determined and limited designs;
- Providing the opportunity for winning suppliers to provide design and strategic solutions for consideration;
- Facilitating an approach where solutions may incorporate elements from across multiple sub-categories and suppliers (e.g. outfitting a floor providing free standing furniture and panels); and
- Providing the opportunity for winning suppliers to have better ability to respond to large-scale requirements.

Context

PWGSC is currently developing a solutions-based approach to test this concept. Once completed, a risk and management assessment including a cost/benefit analysis will be performed in order to determine the feasibility of implementing this approach on a GC-wide basis. The approach and its elements may be modified as a result of the assessment.

Some of the aspects currently being assessed for this approach include:

- Government technical authority/advisor roles and responsibilities at the pre-solicitation and subsequent procurement phases;
- Supplier qualification requirements, as well as a fair evaluation and selection plan;
- Risks and costs to both the GC and suppliers associated with having a single supplier perform all three phases;
- Capacity of the industry to perform all three phases via a single contract with a phased approach; and
- Impact on the small and medium enterprises.

As PWGSC moves forward with a solutions-based approach, the next decision will be with respect to the appropriate procurement instrument. Supply arrangements are ideal provided there is a fair basis for pre-qualifying suppliers while also simplifying the procurement process for both the GC and suppliers. Alternately, the procurement instrument would be stand-alone solicitations and contracts.

Each supplier, during the bidding process for stand-alone requirements, will have the liberty of structuring its capacity to meet solicitation requirements, which may include joint ventures and subcontracting.

Implementation Plan

PWGSC will implement this recommendation as follows:

Activity	Timeframe
Assessing industry capacity to provide solutions-based approach as well as potential risks and benefits to government departments	Analysis to commence with feedback from formal consultation period
Finalizing the design of the initial approach	2012
Perform cost benefit analysis and review of feedback received to determine best approach to move forward	2012
Identifying potential government projects to participate in pilots	Within six months of the approval of the

	finalized National Procurement Strategy
Beginning to conduct pilots	In Year 1
Reviewing results and applying lessons learned to additional projects as required	In Year 3

5.3 Inventory and Information Management

Recommendation

It is recommended that PWGSC work with government departments and industry to establish an improved inventory and information management approach for office furniture that will lead to improved life cycle management and inventory control.

Included in this would be the determination of the type of information to be tracked per item (e.g. model number, warranty information, contact information, technical information) as well as methods to provide the information to the GC.

Administrative and financial economies of scale can often be realized when organizations begin to implement more effective office furniture inventory and information tracking processes. Potential benefits of adopting such an approach within the GC for office furniture include:

- Improved records keeping and performance measurement for both the government department as well as an ability for PWGSC to collect pertinent information as identified above;
- Improved ability for management to analyze costs and outcomes; and
- Improved replacement and lifecycle management.

Context

Currently, the majority of government departments do not formally track their office furniture as assets.

Suppliers and government departments commented that the GC doesn't have a mechanism in place where it can accurately project office furniture needs and that PWGSC relies on supplier reports for the information. Through the implementation of electronic inventory tracking processes such as Radio Frequency Identification (RFID)¹⁵ technology, the GC could receive not only the product, but also pre-determined information at delivery that would facilitate the ability to proactively manage inventory and understand purchasing trends.

Further, the availability of this information would allow PWGSC to be more proactive in the management of the Basket of Goods. Detailed information on what is actually being purchased as well as the performance of the items would be readily available and PWGSC would be in a position to manage the product offerings under the procurement instruments more effectively.

¹⁵ Radio-frequency identification (RFID) is a technology that uses radio waves to transfer data from an electronic tag, called RFID tag or label, attached to an object, through a reader for the purpose of identifying and tracking the object.

Technologies such as RFID provide an excellent opportunity for government departments to identify and manage their furniture. PWGSC is proposing that over the life of this National Procurement Strategy, suppliers will begin to attach identification tags to products. Information contained on the tag could include: name of the supplier that provided the product, warranty details, contract number, and the date it was accepted. In addition to the tag, suppliers would be required to provide with the product delivery an electronic form that contains the required information that can be used by the government department and shared with PWGSC.

Additionally, inventory management could assist the GC in managing its inventory of surplus equipment. Through the collection of this information, it would be possible to develop a repository of product information that would serve to connect individuals who are looking for products with those who have surplus for product reuse and/or exchange.

Implementation Plan

PWGSC will implement these recommendations as follows:

Activity	Timeframe
Investigating industry capability to provide RFID tagged products or similar solutions	Analysis to commence with feedback from formal consultation period
Determining level of interest from government departments with respect to adopting this technology	Analysis to commence with feedback from formal consultation period
Develop work plans	2012

5.4 Encouraging use of Green Products and Considerations

Recommendation

PWGSC will continue to support emerging environmental technologies and demonstrate environmental leadership throughout the office furniture product lifecycle. PWGSC will strive to attain an optimal balance between influencing suppliers and government departments to use environmentally preferable goods, services and processes while ensuring value to Canadians.

The movement towards supply arrangements will continue to facilitate a mechanism by which the GC can work towards achieving Green Procurement targets by providing government departments the flexibility to incorporate additional greening requirements into specific solicitations.

PWGSC is recommending:

- Continuing the GC environmental criteria as well as the BIFMA Furniture Sustainability Standard E3-2008 as the basis for the mandatory and optional environmental criteria for office furniture (For specific details relating to the sub-categories in this review, visit <http://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/paer-cgpp-eng.html> for the office furniture Green Procurement Plans and the BIFMA criteria are outlined at the following website <http://www.bifma.org/public/SusFurnStdArchive/Draft/2009-02-20%20e3.pdf>);
- Enhancing opportunities for suppliers to add green products. The green product must be compliant with all mandatory technical requirements;

- Investigating the merits of allowing suppliers who only have regional delivery capacity to hold supply arrangements - a regional focus may serve to improve environmental factors relating to transportation considerations; and
- Developing a process to enable the management of surplus office furniture, specifically:
 - Reducing and redeploying surplus inventory within the GC through greater inventory management and control, and
 - Working together with industry and government departments to develop ways to facilitate trade-in and buy back of surplus furniture.

Context

The intent of the National Procurement Strategy is to raise the awareness of environmental issues and demonstrate that the GC is advancing its implementation of the *Policy on Green Procurement*. The strategic plan for greening considerations and subsequent incorporation of appropriate and consistent environmental criteria simplifies the process and is a contributing factor in helping government departments meet their stated targets.

These plans represent a measured approach to introduce green products and considerations. Moving too aggressively could have a detrimental impact on the supply base, which in turn will affect government departments.

With the adoption of an improved inventory management process, the GC would be in a position to facilitate the redeployment of surplus office furniture inventory. Included in this process will be the identification of the actual surplus furniture as well as devising processes by which the products can be reallocated for further use, thereby extending the economic life of the original purchase.

Implementation Plan


PWGSC will implement this recommendation as follows:

Activity	Timeframe
Continuing to support emerging environmental technologies and demonstrating environmental leadership by influencing suppliers and government departments to use environmentally preferable goods, services and processes through discretionary and ultimately mandatory environmental criteria in the solicitations	On-going
Assessing the costs and benefits of removing the condition to deliver and install nationally in order to become a supply arrangement holder as reflected in Recommendation 5.1	Analysis to commence with feedback from formal consultation period
Continuing to explore and develop supplier trade-in and buyback methods in consultation with industry and government departments (where possible)	Ongoing
Reviewing annually progress against stated environmental targets and establishment of objectives for coming year	Bi-annually

5.5 Enhanced Opportunity to Manage Product Offerings

Recommendation

It is recommended that PWGSC ensure that the products offered (Basket of Goods and Optional items) are representative of government department needs and have the ability



to adapt with the GC's evolving office furniture needs. This will be accomplished as follows:

- Product Offering Review:
 - PWGSC will review the product offerings at a minimum of every 24 months to ensure they align with government department demand,
- Ability to modify the Basket of Goods:
 - Products can be added to or deleted from the Basket of Goods as GC needs evolve,
 - The qualification process would be required only for the new Basket of Goods items; and
- Ability to include optional items:
 - Optional items will be requested with the request for supply arrangement; however, suppliers are not required to include these items in their initial supply arrangement bid. With the on-going qualification process, existing supply arrangement holders may submit subsequent supply arrangement bids that include optional items that will be subject to evaluation against the terms of the request for supply arrangement,
 - In order to have competition, PWGSC will not make the optional items available for government department selection unless at least two suppliers have submitted comparable compliant items. PWGSC will maintain a list of the items submitted for consideration.

PWGSC will reserve the right to limit goods and/or quantities for the Basket of Goods and/or the Optional Items if low client demand exists.

Context

The Basket of Goods represents commercial office furniture commonly purchased by the GC for each of the sub-categories. The Basket of Goods will consist of common products and will typically be defined by dimensions and technical requirements that are generic in nature to encourage competition.

Optional items correspond with the products in the Basket of Goods and are defined as products that enhance the function of the office furniture by having structural relationships and/or like construction to the products in the Basket of Goods. Optional items are subject to technical and other requirements in order to be accepted by PWGSC.

Each supply arrangement will be limited to a pre-determined number of commercially available products. Some sub-categories may be divided into two or more groups of products and each will have its own Basket of Goods. Suppliers will have the option of choosing to supply one or more sub-categories, but they must be able to supply all Basket of Goods products for the selected sub-category.

The office furniture products to be included in the procurement instruments will accommodate Workplace 2.0¹⁶. Workplace 2.0 ("W2.0") is a new government-wide initiative led by PWGSC that aims to modernize how the public service works. In the office furniture context, W2.0 is about modernizing the physical aspects of the workspace and providing new technologies that allow public servants to connect, collaborate and communicate across government and with Canadians.

Technical Requirements

As a matter of policy and practice, PWGSC procurements reference recognized standards and/or specifications ("technical requirements").

Technical requirements play a major role in determining what products are to be included in the supply arrangement. The detailed technical requirements, including the results of the product testing performed by test laboratories, provide PWGSC with the ability to ensure that products acquired for use adhere to the standards for performance, environment, health and safety, ergonomics, and quality within the office environment. All required testing, as well as the technical requirements, will be included in the Request for Supply Arrangement.

A summary of the technical requirements that PWGSC has, and will continue to employ, as appropriate for each sub-category is provided in Appendix "B".

The proposed movement towards an ongoing qualification process should serve to reduce the impact on suppliers hoping to be a supply arrangement holder. Suppliers will be empowered to best determine how they would like to manage costs with respect to product testing.

Implementation Plan

PWGSC will implement these recommendations as follows:

Activity	Timeframe
Developing the product offerings for the sub-category in question for posting to GETS/MERX™	Ongoing
Reviewing and updating existing product offerings in consideration of corresponding government department demand for products in each sub-category	At a minimum, every 24 months after the issuance of the initial supply arrangements
Incorporating additional optional items, as appropriate	Approximately every 8 months after the issuance of the initial supply arrangements
Consulting with industry to determine other potential best practices with respect to satisfying technical requirements for product offerings	Analysis to commence with feedback from formal consultation period

¹⁶ <http://www.tpsgc-pwgsc.gc.ca/mt-wp/index-eng.html>

5.6 Communication and Training

Recommendation

Communication and training are critical factors in the transition to any new process. PWGSC will work closely with government departments and industry to ensure that both groups are informed about the new processes relating to procuring office furniture. This includes training on the use of templates that are designed to simplify and facilitate the bid solicitation, response and contract process.

Over the life of this draft National Procurement Strategy, PWGSC will seek to improve and consolidate communication tools for the office furniture category to improve service delivery and understanding of available procurement processes.

Included in this approach may be the development of processes that will aim to provide early notice to industry regarding potential major furniture procurements within the GC (e.g. notification of the GC's intent to relocate to a new building designed to house 500 employees within a two-year period). This awareness is not intended to replace the formal bid opportunity that is to be placed on GETS/ MERX™ and industry will have to wait until the requirement is formally published in order to receive the precise information (e.g. colour, standards, specifications etc.). PWGSC is proposing to use Buyandsell.gc.ca to publish this information.

Context

While initial feedback from government departments reflected a general appreciation of the current communication tools in place, there was a desire to enhance (more frequent and simpler) communication with PWGSC to improve their understanding of how to use the procurement processes available.

Through the publication of this draft National Procurement Strategy, PWGSC is clarifying its direction with respect to office furniture by outlining the processes and decision points that have led to this approach.

The use of accessible, relevant and user-friendly electronic tools and process templates (reference section 5.1), as well as implementing methods to raise general awareness of potential office furniture opportunities will improve communication.

Implementation Plan

PWGSC will implement this recommendation as follows:

Activity	Timeframe
Reviewing communication needs with government departments and industry	Analysis to commence with feedback from formal consultation period
Developing and implementing training relating to bid solicitation, response and contract templates to support government departments and suppliers with the new process	Within 6 months of the approval of the finalized National Procurement Strategy



Activity	Timeframe
Assess the need to share information relating to potential major procurement opportunities and anticipated demand requirements	In Year 1

6 Next Steps

The National Procurement Strategy will incorporate consultation feedback as appropriate, be finalized and then be approved. Suppliers and government departments should anticipate that the National Procurement Strategy for office furniture would come into effect during Fiscal Year 2012/2013.



Appendix A - Breakdown of Office Furniture Sub-Categories

To facilitate access to the GC marketplace, PWGSC has divided the office furniture category into sub-categories and structured the procurement to permit awards to manufacturers and authorized distributors/dealers.

Delivery and installation services must be available for all government departments across Canada and can be provided by manufacturers or authorized distributors/dealers. Delivery and installation services will be detailed and included in the Request for Supply Arrangement.

The following is the GC breakdown of the office furniture sub-categories.

Interconnecting Panels and Supported Components: Panel systems and supported components (in a panel system the work surfaces are supported by the panels), including screens, partitions, etc. (storage, organization, work surfaces, lighting and electrical components):

- Monolithic Panel - is comprised of a one-piece frame, which encompasses the entire panel. Each side of the panel is one finish;
- Segmented Panel – is comprised of a one-piece frame, which encompasses the entire panel. Each side of the panel is comprised of two or more segments/modules which allows the user to insert difference fabrics, finishes etc; and
- Stackable Panel – is comprised of a one-piece base frame of at least desk height and is capable of increasing and decreasing from desk height and above, in multiple load bearing segments.

Freestanding Office Desk Products and Components: Freestanding office desk products and components with adjustable height work surfaces and/or fixed height work surfaces for general office use by GC employees. (example: Mobile Pedestal, Freestanding Pedestal, Hutch, Lateral Filing Cabinet, and Integrated Keyboard/Mouse Support Surface. Freestanding furniture has been divided into four sub-categories:

- Executive (veneer);
- General (lamine) with laminate base;
- General with metal base; and
- General with height adjustability.

Metal Filing and Storage Cabinets: Applies to various types of metal filing and storage cabinets for use by GC employees, intended for normal office environments and shall be manufactured from steel. Filing and Storage cabinets shall be available in one or more of the following types:

- Lateral Filing Cabinet: A file cabinet whose width is greater than its depth;

- **Vertical Filing Cabinet:** A file cabinet whose depth is greater than or equal to its width;
- **Storage Cabinet:** A cabinet with doors and adjustable shelves, whose width is greater than its depth; and
- **Personal Storage Cabinet:** A storage cabinet, which is not limited to one type of storage i.e. shelves, drawers etc., but provides storage for personal items and day-to-day filing for an individual's workstation.

Office Seating: Chairs and other seating (including task seating, guest seating, executive seating, etc.) and enhanced features (including back rests, seat pivots, chair seats, etc.)

Desking Systems: Individually connected work tables, panels, storage and shelving components and accessories which receive their primary support from the work tables and which when connected form complete workstation with electrical capability.

High Density Mobile Shelving: Mobile-shelving systems must be available in one of the following types: Mechanical Assist and Manual, including rack systems, bin handlers, storage racks or shelves, automated storage or retrieval systems, glass shelving, case goods and non-modular shelving. Accommodate storage for a wide variety of materials such as microfiche, legal/letter filing, books, and binders.

Local Area Network (LAN) Rack Furniture: LAN Rack Furniture is available in one or all of the following categories;

- **Category 1: Network Equipment Enclosure Tower and Rack Mount Units:** These units can be open or closed metal upright support structures and shall provide shelves with adjustment capability, weight load capacity, air control, electrical and cable management;
- **Category 2: Computer Workbenches:** A stand-alone workstation structure which shall be made up of metal upright supports with mounting system that supports a work surface, overhead storage components and provides electrical and wire management capability. The system shall also provide pedestal and accessories; and
- **Category 3: Multi-Monitor Viewing Station:** A high-density technology and security furniture system, the work surface and accessories are attached to a metallic structure that can withstand heavy weight equipment. The user shall have the flexibility to work at a work surface with height adjustability. The storage of Network Equipment shall be secure but accessible to the user by being integrated below the work surfaces.

Remanufactured Interconnecting Panel and Supported Products: Remanufactured panels and supported components shall meet all of the requirements of AN/CGSB-44.229 for Interconnecting Panels and Supported Components, and meet the options and additional technical requirements detailed in the respective solicitation.



Appendix B – Technical Requirements

PWGSC develops technical documents to describe the essential characteristics and expected performance of office furniture products for GC use. The Technical Group of the Furniture Division within PWGSC develops these documents. The documents include purchase descriptions, mandatory dimensional standards of the CGSB¹⁷ and performance standards and environment requirements of ANSI/BIFMA¹⁸. In some instances, the CGSB standards reference the ANSI/BIFMA standards.

ANSI/BIFMA standards are intended to provide manufacturers, specifiers, and users with a common basis for evaluating safety, durability and the structural adequacy of the specified furniture, independent of construction materials. The standard defines specific tests, laboratory equipment to be used, the conditions of the tests and the minimum acceptance levels to be used in evaluating these products.

Canadian Standards Association (CSA): The CSA is a not-for-profit membership-based association serving business, industry, government and consumers in Canada and the global marketplace.


They set higher-level standards that drive how the industry can operate. For instance, they drafted the Canadian Electrical Code Handbook that drives how wiring can occur through office set-ups is incorporated into PD-6; Interconnecting Panels and Supported Components.

Purchase Descriptions (PD) and Government Purchase Descriptions (GPD) are written technical specifications used and/or created by PWGSC -Technical Group of the Furniture Division. These descriptions represent mandatory office furniture categories and describe the minimum required features (performance and dimensional criteria) and components (listings of types of products) that are acceptable under CAN/ CGSB Standards (where one exists), whereas GPDs make reference to CAN/CGSB Standards that can be applicable for use within the sub-category. Purchase Descriptions available:

- PD-1 - Purchase Description to accompany CAN/CGSB 44.227 (Freestanding - General Office)
- PD-3 - Purchase Description to accompany CAN/CGSB 44.227 (Freestanding - Executive Office)
- PD-4 - Purchase Description to accompany CAN/CGSB 44.229 (Interconnecting Panels and Supported Components)

¹⁷ CGSB: Canadian General Standards Board

¹⁸ ANSI/BIFMA: American National Standards Institute (ANSI), Business and Institutional Furniture manufacturers Association (BIFMA)



Government Purchase Descriptions available:

- GPD-2 - Desking System
- GPD-6 - Side Chairs with Metal Frame
- GPD-9 - High Density Mobile Shelving
- GPD-10 - Metal Filing and Storage Cabinets
- GPD-13 - Fully Upholstered Lounge Seating with Tablet Arm

CAN/CGSB standards provide manufacturers, specifiers and users with a common basis for evaluating quality and performance. Within the Office Furniture CAN/CGSB Standards, ANSI/BIFMA compliancy is mandated for performance. Other criteria such as finish testing requirements and dimensional requirements (ergonomic related) are included in these Standards.



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PD-1
PURCHASE DESCRIPTION TO ACCOMPANY
CAN/CGSB 44.227
FREESTANDING OFFICE DESK PRODUCTS AND COMPONENTS
GENERAL OFFICE FURNITURE

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1. SCOPE

- 1.1 This purchase description applies to general office desk product components available with adjustable height work surfaces and/or fixed height work surfaces for use by Federal Government employees.

General office desk product components meeting this purchase description shall meet all of the mandatory requirements of the latest version of CAN/CGSB-44.227 "Canadian General Standards Board Freestanding Office Desk Products and Components", as well as the mandatory options and features detailed herein.

The requirements contained in this purchase description are the minimum required features and components to be accepted under this solicitation. Manufacturers may offer additional products, which are designed to enhance the function of the furniture system. Acceptance of products not specified herein is at the contracting officers option.

2. TERMINOLOGY

For the purposes of this purchase description the following definitions shall apply.

- 2.1 Pedestal – Freestanding – A pedestal, which is a stand-alone unit, with the top and all four sides, finished. The pedestal does not have casters and cannot be moved easily by the user.
- 2.2 Pedestal – Suspended – A pedestal, which is attached to the underside of the work surface. There is an open space between the bottom of the pedestal and the floor.
- 2.3 Pedestal – Mobile – A pedestal, which is on casters and can be moved easily by the user. The top and all four sides are finished.
- 2.4 Pedestal – Work surface Supporting – A pedestal without a top, which is used to support a work surface. The four sides are finished.
- 2.5 Pedestal with Seated Surfaces - A pedestal, which is on casters and can be moved easily by the user and is intended for occasional guest seating.

3. GENERAL REQUIREMENTS

- 3.1 Finish of Horizontal Work Surfaces - horizontal work surfaces shall be laminated.
- 3.2 Finish of Other Surfaces - all other surfaces shall be laminated or painted.
- 3.3 Cord and Cable Management - work surfaces shall be capable of providing wire managers to accommodate cords and cables. When grommets are used, reusable covers shall be provided.

When grommets are located over pedestals, the resultant wires shall not interfere with the operation of the drawers. The method of cord and cable management shall not cause the face of the pedestal to protrude beyond the front edge of the work surface when the pedestal is placed beneath the work surface.

4. DETAILED REQUIREMENTS - COMPONENTS

- 4.1 Work Surfaces - shall have a fixed height, continuous height adjustment capability or incremental height adjustment capability as specified.
- 4.2 Work surface components shall include work surface depths from 610 mm (24 in.) to 760 mm (30 in.) and widths from 760 mm (30 in.) to 1525 mm (60 in.). Dimensions outside these ranges are also

PD-1 – Freestanding Office Desk Products and Components – General Office Furniture

acceptable. Supports for Work Surfaces - Horizontal surfaces shall be supported by legs, full panels, recessed panels, columns, pedestals or any combination as specified.

- 4.3 Modesty Panels - All rectilinear work surfaces and corner work surfaces shall be available with a back modesty panel when specified.

- 4.4 Pedestals - shall be available in at least two of the following types; freestanding, mobile, work surface supporting or work surface suspended, and shall be of a design compatible to the other components.

Pedestals shall be available in at least two (2) depths: the deepest depth possible to fit under a 610 mm (24 in.) work surface and the deepest depth possible to fit under a 760 mm (30 in.) work surface.

- 4.5 Drawers - All drawers shall have the capability of being locked at the front of the pedestal, when locks are specified.

Unless a pencil drawer is provided with the component, the top box drawer shall have a moveable pencil tray.

- 4.6 Locks - Locks for drawers or doors shall be the pin, tumbler and wafer type, and shall have a corrosion resistant finish. The locks shall have a minimum of 50 key changes.

- 4.7 Adjustable Keyboard Support Surface - shall have continuous height adjustment and a surface tilt adjustment of at least +/- 5 degrees when specified. When the tilt adjustment is provided the support surface shall be designed to prevent the keyboard from slipping off. The depth of the keyboard/mouse support surface must be at least 254 mm (10 in.)

- 4.8 Adjustable Mouse Support Surface - shall adjust up and down a minimum of 100 mm (4 in.) and be able to adjust even with the keyboard surface. The mouse support can be an integral part of the keyboard support surface.

The Keyboard and Mouse Support Surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

- 4.9 Overhead Storage Units - shall be available with or without doors.

Over desk units shall have the provision for task lighting to be installed on the underside of the shelf.

- 4.10 Task Light - shall be shielded to prevent direct viewing of the lamp or bulb at eye level from a seated position.

5. DETAILED REQUIREMENTS - OPTIONAL COMPONENTS

- 5.1 Integrated Keyboard/Mouse Support Surface / Add-on Keyboard/Mouse Support Surface
Type B - The keyboard/mouse support surface shall be capable of being height adjusted by the user to any position within a range of at least 254 mm (10 in.) and a minimum 127mm (5 in.) below and a minimum of 127 mm (5 in.) above the terminal support surface. Once the keyboard/mouse support surface has been locked in the desired position within the range of adjustment, the surface must remain stable during the normal keying process. The depth of the keyboard/mouse surface must be at least 254 mm (10 in.).

The keyboard /mouse support surface must be capable of having a tilt adjustment of at least +/- 5 degrees. The support surface shall be designed to prevent the keyboard from slipping off and must have provision for a mouse.

The Keyboard and Mouse Support Surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

- 5.2 Dual Height Adjustable Sit/Stand Surfaces - shall be congruent with the work surfaces in order to permit integral furniture layouts. The terminal support surface shall be continuously adjustable by the user from 710 to 1040 mm (27 to 41 in.). The keyboard/mouse support surface shall be capable of being height adjusted by the user to any position within a range of at least 254 mm (10 in.) and a minimum 127mm (5 in.) below and a minimum of 127 mm (5 in.) above the terminal support surface. Once the keyboard/mouse support surface has been locked in the desired position within the range of adjustment, the surface must remain stable during the normal keying process. The depth of the keyboard/mouse surface must be capable of accommodating a standard rectangular keyboard.
- 5.3 Drawer Pulls - Handles or pulls designed for those with limited dexterity shall be available as an optional item.
- 5.4 Tables - shall be mobile or stationary and fixed or adjustable height, as specified and may be capable of adding storage products designed to attach either above or below the tables to enhance the storage capacity of the tables.

Mobile tables shall be supplied with casters. At least two of the casters shall be locking casters.

All height dimensions shall meet the requirements of CAN/CGSB-44.227 either with or without casters.

- 5.5 Additional Mobile Products - may be available in one or more types, such as mobile storage units, mobile marker boards.

6. TESTING IN ADDITION TO ANSI/BIFMA x 5.5 FOR PEDESTALS WITH SEAT SURFACES

- 6.1 Stability Test - The purpose of this test is to determine the stability of pedestals that are also equipped for use as seats.

Test Setup:

- a) The unit shall be placed on a test platform and leveled. The casters shall be positioned in their stable position. All extendible elements and horizontal surfaces shall be unloaded. All doors and extendible elements shall be closed.
- b) If required to prevent the unit from moving during the test, a 6 mm (0.25 in.) block, obstruction or other restraining device shall be affixed to the test platform. The device shall prevent movement, but not restrict the unit from tipping.
- c) Determine the position along the perimeter of the seating area where an outward horizontal force will most likely overturn the unit. Place a 200 mm, (7.9 in.), diameter disk at this position. The center of the disk shall be placed at a point 60 mm (2.4 in.) in from the edge of the seat structure at the position determined.

Test Procedure:

- a) Apply a vertical load of 600 N (135 lbf.), to the disk
- b) Apply a horizontal force to the unit in the plane of the bottom of the disk in the direction most likely to overturn the unit. Several load applications may be required to determine the "worst case".
- c) Gradually increase the force until 20N (4.5 lbf.) is attained.

Acceptance Level: The unit shall not tip over as the result of the force application.

- 6.2 Seating Durability Tests - Cyclic - The purpose of these tests is to evaluate the ability of pedestals to withstand fatigue stresses and wear caused by downward vertical force(s) on the seat.

Impact Test – Test Setup

- a) The unit shall be placed on a test platform and be restrained in a manner that will maintain the impact location on the seat. The method of restraint shall not add support or structure to the pedestal, or inhibit movement of the pedestal response to the impact. Casters shall be initially placed at the apparent worst-case position.
- b) Pedestals with less than 44 mm (1.75 in.) of cushioning materials in the pedestal shall have foam added to bring total cushioning thickness to 50 mm +/- 6mm (2 in. +/- .25 in.). Any additional foam added to the top of the pedestal shall have a 25% Indentation Force Deflection (IFD) of 200 N +/- 22 N (45 lbf. +/- 5 lbf.)².
- c) A test bag approximately 400 mm (16 in.) in diameter containing sand and/or shot weighing 57 kg. (125 lb), shall be attached to a cycling device, permitting a free fall to the seat. The free fall shall begin after lifting the test bag 25mm (1 in.) above the uncompressed surface on the pedestal, as measured at the center of the pedestal. Other methods of creating the impact are acceptable if the impact can be shown as equivalent. The drop height shall be adjusted during the test if the drop height increases by more than 13 mm (0.5 in.). The cycling device shall be set at an appropriate rate between 10 and 30 cycles per minute.
- d) The bag shall be centered side-to-side on the seat and shall be positioned not more than 13 mm (0.5 in.) from the most forward surface of the pedestal during free fall.

Test Procedure: The pedestal shall be tested to 7500 cycles.

Acceptance Level: There shall be not loss of serviceability to the pedestal.

- 6.3 Foam Testing for Flammability for Pedestal/Storage Units with Seat Surfaces: The foam shall comply with the requirements of the California Technical Bulletin 117.

7. TESTING REQUIREMENTS

- 7.1 All components offered under this solicitation, shall meet the requirements of this purchase description and CAN/CGSB.44-227. Test reports indicating the successful completion of all applicable tests must be submitted upon request.
- 7.2 Age of Tests: Test reports shall be not more than three years old at the time of submittal. All performance tests must be updated when the performance test is revised, or if any product changes occur. Performance tests are valid for the duration of the Standing Offer including the options, less changes have been made to the product or test standard.
- 7.3 Acceptable Test Facility: An independent testing laboratory and a company owned laboratory are acceptable provided that the laboratory has been accredited by a nationally recognized body such as Standards Council of Canada, A2LA (American Association for Laboratory Accreditation) or is listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program.

8. REPORTING OF TESTS

As a minimum, the test report shall include the following information:

- a) a title;
- b) name and address of laboratory;
- c) unique identification of the report (such as serial number);
- d) name and address of the client (where applicable);
- e) description and unambiguous identification of the item;
- f) characterization and condition of the test item;
- g) date of receipt of the test item;
- h) date(s) of the performance of test;
- i) identification of the test methods used;
- j) any additions to, deviations from, or exclusions from the test methods (such as environmental conditions);
- k) a signature and title, or an equivalent identification of the person(s) accepting date of Issue of the report;
- l) date of issue of the report;
- m) test results, including all relevant test data, diagrams, charts and photographs;
- n) a statement that the report shall not be reproduced without the written approval of the laboratory.



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PD-3
PURCHASE DESCRIPTION TO ACCOMPANY
CAN/CGSB 44.227
FREESTANDING OFFICE DESK PRODUCTS AND COMPONENTS
EXECUTIVE FURNITURE

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1. SCOPE

This purchase description applies to fixed height freestanding desk product components with all exposed and less exposed surfaces finished in a wood veneer. Horizontal surfaces shall be supported by full panels, recessed panels, columns, pedestals or any combination as specified.

Executive office desk product components meeting this purchase description shall meet all of the mandatory requirements of the latest version of CAN/CGSB-44.227 "Canadian General Standards Board Freestanding Office Desk Products and Components", as well as the mandatory options and features detailed herein.

The requirements contained in this purchase description are the minimum required features and components to be accepted under this solicitation. Manufacturers may offer additional products, which are designed to enhance the function of the furniture system. Acceptance of products not specified herein is at the contracting officers option.

2. TERMINOLOGY

For the purposes of this purchase description the following definitions shall apply.

- 2.1 Exposed surfaces – Surfaces that are clearly visible during normal use of the furniture e.g. tops, sides, and drawer fronts.
- 2.2 Less exposed surfaces – Surfaces that are visible but less conspicuous during normal use of the furniture e.g. inside of leg panels, pedestal sides.
- 2.3 Pedestals – Work surface Supporting – A pedestal without a top, which is used to support a work surface. The four sides are finished.
- 2.4 Pedestal – Suspended – A pedestal, which is attached to the underside of the work surface. There is an open space between the bottom of the pedestal and the floor.
- 2.5 Product Changes - changes to the construction/design. Changes in material and hardware (except drawer suspensions) are acceptable without additional testing provided they continue to meet the same specifications as those used on the unit that was tested.

3. GENERAL REQUIREMENTS

- 3.1 Workmanship – Wood and wood veneer surfaces and edges shall be smoothly sanded and free of blemishes or defects such as tool or machine marks, sanding marks, surplus glue, raised grain, delamination or water marks.

Face veneers shall be tightly joined and properly matched as specified and shall be similar in grain pattern or colour throughout any given area. The natural characteristics of wood and veneer shall be acceptable.

Gaps around drawer fronts shall be uniform. Drawer faces shall be even and parallel with each other. Drawers shall operate smoothly, shall not interfere with each other or have excessive side play. Slides shall not have excessive drop.

Exposed joints shall be neatly executed, rigid, tight and flush with no tool, machine or cross-sanding marks.

The factory finish shall be smooth and free of sags, runs, orange peel and overspray.

- 3.2 Cord and Cable Management - desk products shall be capable of providing wire managers to accommodate cords and cables, when specified. When grommets are used, reusable covers shall be provided.

The method of cord and cable management shall allow the face of a pedestal to be flush with the front edge of the work surface and not protrude beyond the front edge of the work surface when the pedestal is placed beneath the work surface.

When grommets are located over pedestals, the resultant wires shall not interfere with the operation of the drawers.

- 3.3 Finishes - All exposed and less exposed surfaces shall be a wood veneer.

4. DETAILED REQUIREMENTS - COMPONENTS

- 4.1 Desk product components - shall include work surface depths between 610 mm (24 in.) and 915 mm (36 in.) and widths between 915 mm (36 in.) and 1825 mm (72 in.). Dimensions outside these ranges are also acceptable.

- 4.2 Supports - Horizontal surfaces shall be supported by full panels, recessed panels, columns, pedestals or any combination as specified.

- 4.3 Modesty Panels - All horizontal surfaces shall be equipped with a modesty panel, when specified.

- 4.4 Pedestals - shall be of a design compatible to the other components.

- 4.5 Locks - for drawers or doors shall be the pin, tumbler or wafer type, and shall have a corrosion resistant finish. The locks shall have a minimum of 30 key changes.

- 4.6 Drawers - all drawers shall have the capability of being locked, when specified. The top box drawer shall have a moveable pencil tray

- 4.7 Adjustable Keyboard Support Surface - shall have continuous adjustment and a surface tilt adjustment of at least +/- 5 degrees when specified. When the tilt adjustment is provided the support surface shall be designed to prevent the keyboard from slipping off. The depth of the keyboard/mouse support surface must be at least 254 mm (10 in.).

- 4.8 Adjustable Mouse Support - shall adjust up and down a minimum of 100 mm (4 in.) and be able to adjust even with the keyboard surface. The mouse support can be an integral part of the keyboard support surface.

The Keyboard and Mouse Support Surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

- 4.9 Freestanding Storage Units – should be available in various widths, depths and heights and with or without doors as specified.

- 4.10 Overhead Storage Units - should be available in various widths to accompany work surface widths, depths and heights and with or without doors, as specified.

5. DETAILED REQUIREMENTS - MATERIALS

- 5.1 Wood - Only woods, either in solid or veneer form that have been harvested or traded in accordance with the Convention on International Trade in Endangered Species (CITES) shall be used.
- 5.2 Particleboard - If particleboard is used as substrate, it shall conform to ANSI A208.1, grade M2 or greater.

6. TESTING REQUIREMENTS

- 6.1 All components offered under this solicitation, shall meet the requirements of this purchase description and CAN/CGSB.44-227. Test reports indicating the successful completion of all applicable tests must be submitted upon request.
- 6.2 Age of Tests: Test reports shall be not more than three years old at the time of submittal. All performance tests must be updated when the performance test is revised, or if any product changes occur. Performance tests are valid for the duration of the Standing Offer including the options, unless changes have been made to the product or test standard.
- 6.3 Acceptable Test Facility: An independent testing laboratory and a company owned laboratory are acceptable provided that the laboratory has been accredited by a nationally recognized body such as Standards Council of Canada, A2LA (American Association for Laboratory Accreditation) or is listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program.

7. REPORTING OF TESTS

As a minimum, the test report shall include the following information:

- a) a title;
- b) name and address of laboratory;
- c) unique identification of the report (such as serial number);
- d) name and address of the client (where applicable);
- e) description and unambiguous identification of the item;
- f) characterization and condition of the test item;
- g) date of receipt of the test item;
- h) date(s) of the performance of test;
- i) identification of the test methods used;
- j) any additions to, deviations from, or exclusions from the test methods (such as environmental conditions);
- k) a signature and title, or an equivalent identification of the person(s) accepting date of Issue of the report;
- l) date of issue of the report;
- m) test results, including all relevant test data, diagrams, charts and photographs;
- n) a statement that the report shall not be reproduced without the written approval of the laboratory.

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

1.0	SCOPE
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- 1.1 This purchase description applies to interconnecting panel systems and supported components for general office use by federal government employees
- 1.2 Interconnecting panel systems and supported components meeting this purchase description shall meet all of the mandatory requirements of the latest edition of CAN/CGSB-44.229-2008 "Interconnecting Panel Systems and Supported Components" with the exception of paragraph 6.2.5 Adhesives. In addition, all interconnecting panel systems and supported components shall meet the options and additional requirements detailed herein.
- 1.3 The requirements contained in this purchase description are the minimum required features and components to be accepted under this solicitation. Manufacturers may offer additional products, which are designed to enhance the function of the interconnecting panel system. Additional products shall be congruent with interconnecting panel systems and supported component series in order to permit integral furniture layouts.

2.0	TERMINOLOGY
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- 2.1 Series – a grouping of all of the components listed in the Basket of Goods or shown on the Layouts, as well as the additional products which enhance the function of the furniture and have structural relationships and like construction.
- 2.2 Pedestal, Mobile – A pedestal, which is on casters and can be moved easily by the user. The top and all four sides are finished.
- 2.3 Pedestal, Mobile, with Seated Surfaces – A mobile pedestal with a top finished with a cushion, intended for occasional guest seating.
- 2.4 Integrated Keyboard/Mouse Support Surface – is a vertically user adjustable surface used to support a keyboard, mouse or other input devices that is incorporated into the larger surface to form an integrated work surface.

3.0	PANEL AND COMPONENT REQUIREMENTS
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3.1 Panels

- 3.1.1 Panels shall be available in various widths.
- 3.1.2 Panels shall be available in heights which will accommodate wheelchair access 915 mm (36 in.), work surface privacy 1065 mm (42 in.), seated privacy 1320 mm (52 in.) and seated/standing privacy 1675 mm (66 in.). *The dimensions listed are for information purposes only.*
- 3.1.3 Panels shall be fabric upholstered.
- 3.1.4 If finished edges of the panel are not integrated into the design of the panel, then the system shall provide panel tops, panel end trims, corner covers, filler pieces for "T" junctions etc.
- 3.1.5 All powered and non-powered panels shall have cable pathways capable of accommodating the electrical and voice and data cables.
- 3.1.6 Panels shall have a tolerance in width, centre to centre of +37mm (1.5 in.).

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

3.2 Work Surfaces

- 3.2.1 Work surfaces shall be available in various depths and widths.
- 3.2.2 Work surfaces shall be completely panel supported with the use of cantilevered or other suitable attachment brackets.

3.3 Articulating Keyboard Support Surface

- 3.3.1 The articulating keyboard support surface shall be provided with tilt adjustment with an adjustment range of at least - 5 degrees and a non-slip surface or other means of preventing the keyboard/mouse from falling off.
- 3.3.2 The keyboard/mouse support surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

3.4 Integrated keyboard/mouse support surface

- 3.4.1 A primary work surface (normally a corner unit) shall have an integrated keyboard/mouse support surface. The keyboard/mouse support surface shall be capable of being height adjusted by the user over a range of at least 254 mm (10 in.) with a minimum 127mm (5 in.) below and a minimum of 127mm (5 in.) above the primary work surface. The depth of the keyboard/mouse surface must be at least 254 mm (10 in.).
- 3.4.2 The keyboard/mouse support surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

3.5 Transaction Surfaces – shall be available to accompany panel widths and shall not be less than 305 mm (12 in.) and no greater than 432 mm (17 in.) deep.

3.6 Task Lights

- 3.6.1 Task lights shall be mounted under overhead cabinets or shelves or on the slotted rail.
- 3.6.2 Task lights shall be available in at least two (2) lengths, of which the shortest length shall be no less than 610 mm (24 in.) or alternatively can be re-positioned laterally by the user without the use of special tools.
- 3.6.3 All task lights shall be equipped with linear or compact fluorescent lamp technology. If a linear fluorescent lighting system is provided, it shall have high frequency electronic ballast, and a minimum lamp life of 15,000 hours. Alternatively, if a compact fluorescent lamp technology is provided, it shall have electronic ballast and a minimum lamp life of 10,000 hours.

4.0 POWER AND COMMUNICATIONS REQUIREMENTS
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- 4.1 **Electrical wiring** – The complete electrical system in the panels and all components shall comply with CSA C22.2 No. 203 or CSA C22.2 No. 203.1
 - 4.1.1 Electrical system – shall provide at least an eight (8) wire, three-circuit capability, and shall be made of components which are modular and are capable of providing power only at needed locations, and of being rearranged without altering or disassembling the panel system. The system shall provide for ceiling access, floor access and power from the wall.
 - 4.1.2 Receptacles shall be interchangeable anywhere along the wiring harness and shall be accessible at work surface height, when specified.

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

- 4.1.3 Cable pathway covers shall be opened without the use of special tools and shall close tightly without any gap.
- 4.1.4 Cable pathways shall provide sufficient space to allow for a bend radius of at least 76 mm (3 in.) for the installation of communications cables both horizontal and vertical.
- 4.1.5 Non-powered cable pathways shall be capable of field conversion to powered cable pathways without requiring the workstation to be dismantled.
- 4.1.6 Unused knockouts/access points, which are visible under normal use or installation, shall be capable of being covered to prevent unsightly holes.
- 4.1.7 Cable pathways located at the base shall have knockouts to receive back-to-back electrical outlets as required.
- 4.1.8 All panels shall be capable of accommodating industry standard data and voice modules and be able to accept one on each side of the panel.
- 4.1.9 Vertical Wire Management System – shall be available to conceal wires running from the base cable pathway to desk height and above or from desk height cable pathways to above.

5.0 STORAGE REQUIREMENTS

5.1 Overhead Storage

- 5.1.1 Overhead storage units (cabinets and shelves) shall be available in various widths.
- 5.1.2 The back of the overhead storage units must have as a minimum a 6 mm (1/4") high lip.
- 5.1.3 Resilient bumpers shall be provided on all door assemblies to minimize impact noise when doors close. Alternate means to minimize impact noise shall be acceptable.

5.2 Pedestals

- 5.2.1 Pedestals shall be mobile and shall be the deepest depth possible to fit under a 610 mm (24 in.) work surface.
- 5.2.2 Mobile pedestals shall have a minimum of four carpet casters.
- 5.2.3 Unless a pencil drawer is provided with the pedestal, the top box drawer shall have a moveable pencil tray which shall extend from one side of the inside of the drawer to the other.
- 5.2.4 Alternate means to minimize the impact noise of drawers shall be acceptable.
- 5.2.5 File drawers shall meet the requirements of paragraph 6.6.1.1 of CAN/CGSB-44.229-2008.
- 5.2.6 Box drawers shall meet the requirements of paragraph 6.6.1.2 of CAN/CGSB-44.229-2008.
- 5.2.7 Box and file drawers shall meet the requirements of paragraphs 6.6.3, 6.6.4, 6.6.5 and 6.6.6 of CAN/CGSB-44.229-2008.

5.3 Locks

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

- 5.3.1 Locks for drawers or doors shall be key operated, and shall have a corrosion resistant finish.
- 5.3.2 Locks or cylinders shall be designed to allow for easy installation or replacement by the user in the field.
- 5.3.3 A master key shall be available for entry to all key lock combinations.

6.0 FINISH REQUIREMENTS

- 6.1 Horizontal work surfaces shall meet the performance requirements for high-pressure laminate.
- 6.2 All other surfaces, except fabric covered surfaces, shall meet the performance requirements for laminates, painted wood or painted non-wood
- 6.3 Fabrics shall be manufactured from recycled or other environmentally appropriate material.

7.0 ENVIRONMENTAL REQUIREMENTS

7.1 Resource Input

- 7.1.1 Adhesives used in the manufacture of interconnecting panel systems and supported components shall be free Hazardous Air Pollutants (HAP's).
- 7.1.2 Metal components shall be finished using low VOC content or non-toxic surface coatings.
- 7.1.3 Steel used in the manufacture of interconnecting panel systems and supported component shall contain a minimum of 25% recycled material.
- 7.1.4 All plastic components must be recyclable at the end of their life.
- 7.1.5 Composite wood products (i.e. particle board and fibreboard) used in the manufacture of interconnecting panel systems and supported components shall contain a minimum of 60% recycled material.
- 7.1.6 When the substrate for work surfaces, shelving, or any other component is a composite wood product (i.e. particle board, medium density fibreboard, plywood) that contains urea-formaldehyde based resins, the substrates shall be fully encapsulated on all six sides.
- 7.1.7 Holes drilled into the composite wood product components at the factory shall be supplied with plugs that can be removed when the holes are required for the assembly of the workstation components. Holes do not need to be plugged if the product does not emit formaldehyde resulting in an indoor air concentration of more than 0.5 mg/m3. (This can be achieved by product listing on Ecologo, Greenguard, etc.)
- 7.1.8 Acoustical material used in the manufacture of interconnecting panels shall contain a minimum of 20% recycled material.

7.2 Product Design

- 7.2.1 Wear susceptible parts shall be designed to be replaceable.

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

8.0	OPTIONAL COMPONENTS - REQUIREMENTS
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- 8.1 A mobile pedestal with a seated surface should be available.
- 8.1.1 Fabric used to upholster the seat cushion shall be manufactured from recycled or other environmentally appropriate material and shall meet the requirements of the ACT Performance Guidelines for upholstery.
- 8.1.2 The cushioning material used for the seat cushion shall comply with the requirements of Testing for flammability shall comply with the requirements of the California Technical Bulletin 117.
- 8.2 An alternate cabinet for barrier free design applications should be available in various widths.
- 8.2.1 The cabinet shall meet the requirements of CAN/CSA-B651-04 Accessible Design for the Built Environment.
- 8.2.2 The cabinet door shall be capable of being closed without continuous user assistance. e.g. the door (s) shall not free fall.
- 8.2.3 Panels 1525 mm (60 in.) high or greater should be available as acoustic.
- 8.2.4 Acoustic Tests shall be conducted on the finished panel (core, adhesive, decorative fabric, frame, cable pathway and joining components). The test must be conducted on each different interior construction offered as an acoustic panel.

9.0	LABELING
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- 9.1 In addition to the labeling requirement stated in CAN/CGSB-44.229-2008, all panels and components that consist of primary, secondary or dedicated surfaces shall also be permanently and legibly marked with the product code and the date of manufacture or alternatively the expiry date of the warranty.

10.0	TEST REQUIREMENTS
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- 10.1 All interconnecting panels and supported components offered under this solicitation shall meet the acceptance criteria provided in ANSI/BIFMA X5.6 and CAN/CGSB-44.229-2008 when tested in accordance with the appropriate test(s) from the referenced standard.
- 10.2 Mobile Pedestals shall be tested in accordance with the applicable sections of ANSI/BIFMA X5.9. Any devices used to maintain the stability of the unit, such as counterweights, shall be included in all products supplied under the Standing Offer.
- 10.3 Flammability: The panels shall meet a flame spread rating of no more than 150 and a smoke developed classification of no more than 300 when tested to the applicable requirements of the National Building Code of Canada (NBCC) in accordance with CAN/ULC-S102. The test must be conducted on each different fabric composition and interior construction. If panel construction is changed, new flammability tests are required.
- 10.4 Test Reports**
 - 10.4.1 Age of Tests: Test reports shall be not more than five (5) years old at the time of submittal.

PD-4
INTERCONNECTING PANEL SYSTEMS AND SUPPORTED COMPONENTS
(PURCHASE DESCRIPTION TO ACCOMPANY CABN/CGSB-44.232-2008)

- 10.4.2 Performance tests are valid for the duration of the Standing Offer including the option period, unless changes have been made to the product or test standard. In which case, the revised Test Report(s) must be submitted to PWGSC within nine (9) months of the publication date of the revised standard for Technical Review.
- 10.4.3 An independent testing laboratory and a company owned laboratory are acceptable provided that the laboratory has been accredited by a nationally recognized body such as Standards Council of Canada, A2LA (American Association for Laboratory Accreditation) or is listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program. All certified products must be tested by an acceptable test facility excluding finishes and dimensional requirements in accordance with CAN/CGSB-44.229-2008.
- 10.4.4 Product changes to the construction and/or design. Changes in material and hardware (except drawer suspensions) are acceptable without additional testing provided they continue to meet the same specifications as those used on the unit that was tested. For example, if the manufacturer changed particleboard suppliers but the new particleboard still has the same density and met the same performance requirements as the original product, the unit would not have to be retested. If, however the performance of the new material differs, then testing shall be required.
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GPD-2 DESKING SYSTEMS

Canada

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1. SCOPE

- 1.1 Desking System – Individually connected work tables, panels, storage and shelving components and accessories which receive their primary support from the work tables and which when connected form complete workstation with electrical capability.

2. APPLICABLE PUBLICATIONS

The following publications are applicable:

- 2.1 Canadian General Standard Board (CGSB)
1-GP-71 Method of Testing Paints and Pigments
No. 120.1 – Colour Stability Fading by Light
- 2.1.1 Canadian Standards Association
CAN/CSA-C22-2 No. 203 Modular Wiring Systems for Office Furniture CSA-C22.2, No. 9 – General Requirements for Luminaries
CSA-Z12 Guideline on Office Ergonomics for Clearance under Work surfaces
- 2.2 American Association of Textile Chemists and Colourists (AATCC)
EPI-Grey Scale for Color Change
- 2.3 American National Standards Institute (ANSI)/Business and International Furniture Manufacturers Association (BIFMA International)
ANSI/BIFMA x 5.5 Desk Products – Tests
ANSI/BIFMA x 5.9 Storage Unit – Tests
ANSI A208.1-1993 – Particleboard
- 2.4 American National Standards Institute (ANSI)/National Electrical Manufacturers Association (NEMA)
ANSI/NEMA – LD3-High Pressure Decorative Laminates.
- 2.5 American Society for Testing and Materials (ASTM)
C297 – Standard Test Method for Flatwise Tensile Strength of Sandwich Construction
D523 – Test Method for Specular Gloss
D 3359 – Standard Test Method for Measuring Adhesion by Tape Test
D 3363 – Standard Test Method for File Hardness by Pencil Test
D 4060 –01 Standard Test Method for Abrasion Resistance of Organic Coating by the Taber Abraser
- 2.7 Association for Contract Textiles (ACT) Performance Guidelines
- 2.8 Reference to the above publications, or test methods therein, is to the latest issue.

3. TERMINOLOGY

- 3.1 For the purposes of this purchase description the following definitions shall apply.
- 3.2 Pedestals – Work surface Supporting – A pedestal without a top, which is used to support a work surface. The four sides are finished.
- 3.3 Pedestals – Freestanding – A pedestal, which is a stand-alone unit, with the top and all four sides, finished. The pedestal does not have casters and cannot be moved easily by the user.
- 3.4 Pedestal – Suspended – A pedestal, which is attached to the underside of the work surface. There is an open space between the bottom of the pedestal and the floor.

- 3.5 Pedestal – Mobile – A pedestal, which is on casters and can be moved easily by the user. The top and all four sides are finished.
- 3.6 Pedestal with Seated Surfaces – A pedestal that is on casters and can be moved easily by the user and is intended for occasional guest seating.

4. GENERAL REQUIREMENTS

- 4.1 Quality of Workmanship – The assembled components shall be uniform in quality, style, material and workmanship and shall be clean and free from any defects that may affect appearance, serviceability, or safety.

When assembled in all possible configurations there shall be no visible unfinished edges or surfaces, other than stainless steel.

Metal edges, corners and parts with which the user is intended to come in contact, must have rounded corners or be covered with protective caps.

Lubricated parts with the exception of drawer and rollout shelf slides shall be protected against accidental contact with the user, the user's clothes or documents.

Wood Core surfaces shall be of a balanced construction to prevent warpage.

- 4.2 Welds – All welds shall be structurally sound free from cracks and surface voids. They shall be clean, smooth and uniform in appearance and free from scale, flux, trapped foreign matters or any other inclusions that may be detrimental to the application of the primer or final finish.
- 4.3 Interchangeability – Workstation assembly hardware used in assembling components shall allow components to be interchangeable right-to-left and left-to-right, when specified.
- 4.4 Recycled Material – No limit is imposed on the amount of recycled material used in the manufacture of new components and manufacturers are encouraged to use recyclable material whenever possible and applicable. The finished components shall meet all of the requirements of the purchase description.
- 4.5 Safety – Fixed, moveable or adjustable parts shall be constructed so that they cannot unintentionally become loose, dislodged or cause personal injury.
- 4.6 Drawer Pulls – Handles or pulls designed for those with limited dexterity shall be available as an optional item
- 4.7 Unless a pencil drawer is provided, with the component, the top box drawer shall have a moveable pencil tray which extends from one side of the inside portion of the drawer to the other, and have at least three compartments for pens, pencils, clips and other incidentals.
- 4.8 Modesty Panels – All work surfaces shall be capable of attaching a modesty panel when specified.
- 4.9 Wood Veneer Work surface Tops – Work surfaces shall be available with wood veneer tops.
- 4.10 All drawers shall be equipped with stops to prevent accidental removal, but still permit easy removal of the drawers when required. Resilient bumpers shall be provided on all drawer assemblies to minimize impact noise when drawers reach the end of inward or outward travel and to protect the structural integrity of the drawers against impact.

- 4.11 Pedestals – shall be available as freestanding, work-surface supporting, mobile or work-surface suspended, and shall be of a design compatible to the other components.
- 4.12 Cord and Cable Management – Work surfaces shall be capable of providing wire managers to accommodate cords and cables, when specified. When grommets are used, reusable covers shall be provided.

5. DETAILED REQUIREMENTS

- 5.1 Wood – only woods, either in solid or veneer form that have been harvested or traded in accordance with the Convention on International Trade in Endangered Species (CITES) shall be used.
- 5.2 Controls - The controls of desk products offering continuous adjustment capability shall be operable from the usual working position and shall not require the use of any unsupplied tools. Controls used to effect continuous adjustments shall have adequate clearance to permit the user to make the adjustment. Hand-crank-adjusted surfaces should not require more than 50 N (12 lbf.) to operate. This measurement shall be taken with the surfaces loaded in accordance with ANSI/BIFMA x 5.5- (1998), Section 22.b both before and after the cycle test specified in Section 22.2.
- 5.3 Particleboard – If particleboard is used as substrate, it shall conform to ANSI A208.1-1993 grade M2 or greater.
- 5.4 Gloss - Unless otherwise specified, the 60 degree specular gloss of work surfaces shall not be more than 45 units when tested in accordance with ASTM D 523.
- 5.5 Adhesives – adhesives used to apply plastic laminates shall achieve a tensile strength of 449 kPa (65 psi) when tested in accordance with ASTM C297.

6. DETAILED REQUIREMENTS – MANDATORY COMPONENTS

- 6.1 Work Surfaces – shall be 730 mm +/- 25 mm (28.7 in. +/- 1 in) high.
- 6.2 Deflection – The work surface shall deflect no more than its overall length divided by 180 (l/180) when tested in accordance with paragraph 9.7.
- 6.3 The work surfaces shall include work surface depths from 610 mm (24 in.) to 760 mm (30 in.) and widths from 760 mm (30 in.) to 1525 mm (60 in.). Dimensions outside these ranges are also acceptable.
- 6.4 Clearance Under Work Surfaces – There shall be a clearance envelope under all work surfaces that are 610 mm (24. in.) in depth or greater that shall meet the requirements of CSA-Z412 Figure 35, for the 95th percentile male, except that the depth at toe level shall be 584.2 mm (23 in.).
- 6.5 Clearance under Adjacent Work Surfaces - Where two work surfaces at least 610 mm (24 in.) in depth are adjacent, the supports shall have a minimum recess of 330 mm (13 in.) measured from the front of the support(s) closest to the working edge. This measurement shall apply throughout the range of 50 mm (2 in.) and 610 mm (24 in.) from the floor. The glide is to be fully recessed for this measurement. Mobile desk products are exempted from these requirements.
- 6.6 Work Surface Edges – All work surface edges which are designed for a user to rest the forearm or wrist shall have a radius of at least 3 mm.
- 6.7 Supports – All supports shall have a leveling mechanism that will provide an adjustment of not less than 25 mm (1 in.). The supports shall have the load bearing capacity to support fully loaded hang on storage units.

- 6.8 Pedestals shall be available in at least two (2) depths; the deepest depth possible to fit under a 610 mm (24 in.) work surface and a 760 mm (30 in.) work surface.

The method of cord and cable management shall not cause the face of a pedestal to protrude beyond the working edge of the work surface when the pedestal is placed beneath the work surface.

- 6.9 Drawers – All drawers shall have the capability of being locked at the front of the pedestal, when specified.

Useable Space- All box and file drawers shall have a useable interior depth of at least 65 percent of the work surface depth. For a 610 mm (24 inch) deep work surface the useable drawer depth shall be a minimum of 396 mm (15.6 inches). For a 760 mm (30 inch) deep work surface the useable drawer depth shall be a minimum 495 mm (19.5 inches). Box drawers shall have sides and backs at least 85 mm (3.3 in.) high, measured inside. File drawers shall have sides and backs with a useable height of at least 250 mm (9.8 in.), with an inside height of at least 235 mm (9.2 in.) to the top edge of the file rails.

- 6.10 The file drawers shall be designed to accommodate both legal and letter size-filing systems with minimal adjustment required to change sizes. Each file drawer shall be provided with either a minimum or two removable dividers, a hanging file or one compressor.
- 6.11 Drawer suspension shall be corrosion resistant and for file drawers shall allow for full extension and for box drawers a minimum three quarter extension.
- 6.12 Pulls – The pull shall be designed so that the drawer can be operated effectively. Recessed or extended pulls shall have adequate finger clearance.
- 6.13 Locks – Locks for drawers or doors shall be the pin, tumbler or wafer type, and shall have a corrosion resistant finish. A set of two (2) keys must be provided with each lock. Lock mechanisms shall have adequate clearance to permit the user to operate the lock.

Where there is more than one (1) lock per workstation, i.e. the overhead and the pedestal, all locks shall be keyed alike and only two (2) keys are required. Locks or cylinders shall be designed to allow for easy installation or replacement by the user in the field.

- 6.14 Add-on Keyboard/Mouse Support Surface – TYPE A -the adjustable keyboard support surface shall height adjust a minimum of 100 mm (4 in.) and be able to adjust even with the bottom surface of the work surface and shall have a tilt adjustment of at least +/- 5 degrees. The support surface shall be designed to prevent the keyboard from slipping off and must have provision for a mouse. The depth of the keyboard/mouse support surface must be capable of accommodating a standard rectangular keyboard.

The adjustable mouse support surface shall height adjust a minimum of 100 mm (4.0 in) and be able to adjust even with the keyboard surface; alternatively the mouse support can be an integral part of the keyboard support surface.

The add-on Keyboard and Mouse Support Surface shall have a minimum overall front edge dimension of 635 mm (25 in.).

- 6.15 Add-on Keyboard/Mouse Support Surface and Integrated Keyboard/Mouse Support Surface –TYPE B -The keyboard/mouse support surface shall be capable of being height adjusted by the user to any position within a range of at least 254 mm (10 in.) and a minimum 127mm (5 in.) below and a minimum of 127 mm (5 in.) above the terminal support surface. Once the keyboard/mouse support surface has been locked in the desired position within the range of adjustment, the surface must remain stable during the normal keying process. The depth of the keyboard/mouse surface must be capable of accommodating a standard rectangular keyboard.

The keyboard /mouse support surface must be capable of having a tilt adjustment of at least +/- 5 degrees.

The support surface shall be designed to prevent the keyboard from slipping off and must have provision for a mouse.

- 6.16 Clearance Between Adjusting Surfaces – The clearance between a vertical user-adjustable surface and any adjacent surface shall not be less than 25 mm (1 in.). A clearance less than 8 mm (.3 in.) is acceptable where the clearance is maintained throughout the travel of the adjusting surface. Articulating keyboard support surfaces are exempt from this requirement.

- 6.17 Privacy Screen – Privacy screens must be securely but not permanently attached to the leg structure or work surface.

- 6.18 Raceways – The desking system shall have an integral raceway for distributing telephone, electrical and computer cables. Raceways must provide the capability for a minimum of eight, 25 pair laid-in cables with keyed connectors, plus a minimum of two tele-communication cables while still containing full electrical wiring services. The system shall be designed so the electrical wiring systems may be retrofitted into the standard channel.

The interior of the raceway shall be accessible. The raceway cover if necessary shall incorporate removable, reusable storable covers for future installation of a pre-wired electrical system with duplex receptacle covers.

- 6.19 Electrical – When the system is fitted with electrified components, the raceway shall be fitted with at least a 115 volt, 15 amp 4 wire power harness consisting of at least 2 circuits. The electrical wiring shall be separately enclosed system, isolated from all other wiring systems with the raceway.

The electrical system shall be made up of self-contained power ways, power connectors, pass through cabling, base power-in, top power-in and receptacles.

Utility poles and raceways must have full metal separation between the power and communication wiring channels, or alternatively, the electrical cabling shall be totally encased in steel, flexible or solid casing along its full length.

The electrical system shall meet the requirements of CAN/CSA – 22.2 No. 203.

- 6.20 Overhead Storage Units – shall be available with or without doors. The widths of the storage units shall be compatible with the work surface widths. The interior closed cabinet depth shall be no less than 305 mm (12 in.) and the interior open cabinet height shall be no less than 305 mm (12 in.)

- 6.21 Deflection – The shelf shall deflect no more than its overall length divided by 180 (L/180) when tested in accordance with paragraph 9.7.

7. DETAILED REQUIREMENTS – OPTIONAL COMPONENTS

- 7.1 Task Light – shall be equipped with an on/off switch, a diffusion lens and shall comply with CSA 22.2 No. The task light shall be fitted with a 50% efficiency high energy ballast and shall not be attached by any form of magnetism.

- 7.2 Tack boards – Tack boards, when specified, shall be sized in accordance with Privacy Panel widths.

The force to inset the push pin into the tackable surface shall be no greater than 36N (8.0 lbf.) when tested in accordance with paragraph 9.8.1. The push pin must support a 0.45 kg (1.0 lb) load

without pulling free from any of the locations where it was inserted when tested in accordance with paragraph 9.8.1.

- 7.3 Freestanding Storage Units – shall be available in various widths, depths and heights. The type of door (hinged, sliding (including tambour closures) receding, folding etc.) or the absence of doors shall be specified.

Doors – All doors shall be capable of opening a minimum of 110 degrees.

Shelves – Shelves shall be adjustable in increments of no more than 51 mm (2 in.). Shelves within the same cabinet compartment shall be interchangeable and shall extend the full width and depth of the interior cabinet compartment.

Adjustable Glides – All storage cabinets shall be equipped with four (4) glides with a minimum vertical adjustment of 19 mm (0.75 in.). The glides shall be accessible from the interior of the cabinet.

Suspension – The suspension of all drawers shall allow for the back of the drawer/filing compartment to extend beyond the face of the cabinet.

Lateral File Drawers – Lateral file drawers shall accommodate legal size files in both hanging file and divider supported file systems and shall be capable of conversion to letter size filing by means of a conversion bar or similar method.

8. VENDOR IDENTIFICATION

- 8.1 The vendor shall mark each workstation component that consists of a work surface or table or serves as storage permanently and legibly with his recognized trademark, name and contract number.

9. TESTING

- 9.1 All components, shall meet the requirements of this standard and the acceptance levels of the performance tests described in ANSI/BIFMA x 5.5. and 5.9 as applicable.

9.2 Tests for Finishes - Horizontal Work surfaces (Other)

- 9.2.1 Finish, Horizontal Work surfaces (Other) – shall meet the requirements specified in paragraph 9.2.
- 9.2.2 Finish, Horizontal Work surfaces (Wood Veneer) – shall meet the requirements specified in par. 9.4.
- 9.2.3 Finish, Metal Surfaces – shall meet the requirements specified in para. 9.3.
- 9.2.4 Scratch Resistance – There shall be no scratches visible at any rotational angle after performing the test utilizing a 200 g mass when tested in accordance with par. 3.7 of ANSI/NEMA LD 3.
- 9.2.5 Abrasion Resistance – The loss of the finish shall not exceed 0.020 g per 500 cycles, using a CS-10 wheel with a 1000g load when tested in accordance with ASTM D 4060-01.
- 9.2.6 Colour Stability – Finishes shall not show a change in colour greater than grey scale 4 contrast by reference to AATCC EP1 after exposure for 40 h in the Fade-Ometer in accordance with CGSB Standard 1-GP-71, Method 120.1.

9.3 Tests for Finishes - Metal Surfaces

9.3.1 Adhesion – The adhesion rating of the finish shall not be less than 4B when tested in accordance with ASTM D 3359, Method B.

9.3.2 Scratch Resistance – The finish shall meet the requirements of ASTM D 3363, hardness H.

9.3.3 Colour Stability – shall meet the requirements of para. 9.2.6.

9.4 Tests for Finishes - Horizontal Work Surfaces – (Wood Veneers)

9.4.1 Gloss – Unless otherwise specified, the 60 degree specular gloss shall not be more than 45 units when tested in accordance with ASTM D523.

9.5 Tests for Fabric: The fabric shall meet the requirements of the *ACT Performance Guidelines* for Upholstered Panels and Walls.

9.6 Testing in Addition to ANSI/BIFMA x 5.9 for Pedestal/Storage Units with Seat Surfaces

9.6.1 Foam Testing for Flammability for Pedestal/Storage Units with Seat Surfaces: The foam shall comply with the requirements of the California Technical Bulletin 117.

9.7 Testing for Horizontal Surface Deflection – Load the surface in accordance with ANSI/BIFMA x 5.5 functional distributed loads. Along the working edges(s) of the surface measure the vertical height of the endpoints and center of the surface. Average the height of the end points and subtract the height of the center. The resultant dimension is the deflection.

9.8 Testing for Tackboards

9.8.1 Insertion Force Test – Obtain a complete tackable surface and a push-pin with a length of 12.7 mm (0.5 in.) and a diameter of no more than 1.3mm (0.05 in). Using a force gauge, measure and record the maximum force required to push the pin. Repeat the test at five different locations, and report the average of the test results.

9.8.2 Hanging Strength – Obtain a complete tackable surface and a push-pin with a length of 12.7 mm (0.5 in.) and a diameter of no more than 1.3 mm (0.05 in.). Insert the pin. Attach a vertical hanging load of 0.45 kg (1 lb.) for 60 seconds before withdrawing the pin. Repeat the test at five different locations.



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GPD-6

SIDE CHAIRS

WITH METAL FRAME

February 1999

Canada

1. SCOPE

- 1.1 This purchase description applies to metal frame side chairs with a fixed seat, back and seat height.

2. APPLICABLE PUBLICATIONS

- 2.1 The following publications are applicable:
- 2.2 American National Standards Institute (ANSI)
ANSI/BIFMA X5.1 - 1993 - Office Furnishings - General Purpose Office Chairs - Tests.
- 2.3 American Society for Testing and Materials (ASTM)
ASTM D 3574 - 1991 - Method of Testing Flexible Cellular Materials Slab, Bonded and Moulded Urethane Foams.
- 2.4 California Department of Consumer Affairs
California Technical Bulletin 117 - Requirement Test Procedure and Apparatus for Testing the Flame Retardance of Resilient Filling Materials Used in Upholstered Furniture.
- 2.5 Reference to the above publications, or test methods therein, is to the latest issue.
- 2.6 Association for Contract Textiles (ACT).
Textiles Performance Guidelines.

3. TERMINOLOGY

- 3.1 For the purpose of this purchase description the following definitions apply:
- 3.2 **Armrest** - A component of a chair intended to provide support to the occupant's forearm.
- 3.3 **Armrest Clearance** - The horizontal distance between the inside edges of the armrests.
- 3.4 **Backrest Width** - The horizontal distance between the outside edges of the backrest at it's widest point.
- 3.5 **Seat Width** - The horizontal distance between the outside edges of the seat, at the geometric centre.

4. CLASSIFICATIONS

- 4.1 The side chairs shall be supplied in the following types:

TYPE 1 - Sled Base Chair

TYPE 2 - Cantilever Base Chair

TYPE 3 - Four Leg Chair

TYPE 4 - Stacking Chair

5. GENERAL REQUIREMENTS

- 5.1 The finished chairs shall be uniform in quality, clean and free from any defects that may affect their appearance and serviceability.
- 5.2 External surfaces shall be smooth and all edges shall be rounded or bevelled. All accessible surfaces shall be free from sharp edges, burrs and any other hazards to safety.
- 5.3 The covering shall be properly positioned, clean and well tailored in appearance. All excess covering shall be neatly trimmed and any surplus removed. Fastening devices, such as staples, shall be so positioned as not to be normally visible. The bottom of the seat shall be finished without exposed edges. The outside of the back shall be upholstered or otherwise covered with a moulded plastic or equivalent material.
- 5.4 Chairs shall be available with and without arms, as specified.

6. DETAILED REQUIREMENTS

- 6.1 **Seat Width** - The seat shall not be less than 400 mm wide.
- 6.2 **Seat Waterfall** - The front edge of the seat shall be curved downward.
- 6.3 **Backrest Width** - The backrest shall have a minimum width of 350 mm.
- 6.4 **Cushioning Material** - The cushioning material used in the seat and backrest when tested in accordance with ASTM D3574-91 Dynamic Fatigue Test by Constant Force Pounding, Test I-3 procedure B, the loss of force support at 40% IFD(Indentation Force Deflection) shall not exceed 23% for seat applications and 33% for backrest applications.
- 6.5 **Armrest Clearance** - The clearance shall be not less than 450 mm.
- 6.6 **Flammability** - All applicable components shall comply with California Technical Bulletin 117.
- 6.7 **Upholstery** - The fabric used to upholster the chairs at least meet the ACT textile performance Guidelines for upholstery and shall pass its applicable testing requirements and acceptance levels.

7. TESTING

- 7.1 Chairs shall meet the requirement of this purchase description and the acceptance levels of the performance tests described in ANSI/BIFMA X5.1.

7.2 Test Report Format

As a minimum, the test report shall include the following information:

- a. a title;
- b. name and address of the laboratory;
- c. unique identification of the report (such as serial number);
- d. name and address of the client (where applicable);
- e. description and unambiguous identification of the item;
- f. characterization and condition of the test item;
- g. date of receipt of the test item;
- h. date(s) of the performance of test;
- i. identification of the test methods used;
- j. any additions to, deviations from, or exclusions from the test method (such as environmental conditions);
- k. a signature and title, or an equivalent identification of the person(s) accepting responsibility for the content of the report;
- l. date of issue of the report;
- m. test results, including all relevant test data, diagrams, charts and photographs;
- n. a statement that the report shall not be reproduced without the written approval of the laboratory.

8. **PREPARATION FOR DELIVERY**

- 8.1 **Preparation for Delivery** - Unless otherwise specified, preparation for delivery shall conform to normal commercial practice.
- 8.2 **Marking** - The vendor shall mark all chairs permanently and legibly on the undersurface of the seat with the name or the recognized trademark of the manufacturer, and the product number.
- 8.3 **Labelling** - When the textile labelling legislation of the federal and/or provincial governments applies to textiles components parts of chairs, users of this standard should ensure that they are in compliance with the requirements of the legislation.



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GPD-9
HIGH DENSITY MOBILE SHELVING
MECHANICAL, ELECTRICAL AND MANUAL SYSTEMS

Canada

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1. SCOPE

- 1.1 The purchase description applies to three (3) types of high density mobile shelving systems that will accommodate storage for a wide variety of materials such as micro fiche, legal/letter filing, books, and binders.
- 1.2 The purchase description may require the use of materials and or equipment that could be hazardous. The purchase description does not purport to address all the safety aspects associated with its use. Anyone using the standard has the responsibility to consult with the appropriate authorities and to establish appropriate health and safety practices in conjunction with any existing applicable regulatory requirements prior to its use.

2. APPLICABLE PUBLICATIONS

- 2.1 American Society for Testing and Materials (ASTM)
 - D 3359 Standard Test Method for Measuring Adhesion by Tape Test
 - D 3363 Standard Test Method for Film Hardness by Pencil Test
 - D 4060 Standard Test Method for Abrasion Resistance of Organic Coating by the Taber Abraser
- 2.2 Canadian Electrical Code Part I
CSA C22.1
- 2.3 HRSDC - Mobile Shelving - Fire Protection Design Requirements
- 2.4 Reference to the above publications, or test methods therein, is to the latest issue.

3. CLASSIFICATION

- 3.1 Mobile shelving systems shall be available in one of the following types:
 - Type 1 - Mechanical Assist
 - Type 2 - Electrical Assist
 - Type 3 - Manual

4. GENERAL REQUIREMENTS - All Types

- 4.1 General - System
 - 4.1.1 Workmanship - Framing parts shall be straight, square and plumb. All parts shall be aligned and securely fastened. Any connections requiring welding or bolting shall be finished and non-abrasive. Any exposed surfaces of the installation with which personnel may come in contact shall be smooth and non-abrasive.
 - 4.1.2 Steel carriages and shelves shall be painted in powder coat paint in the manufacturer's standard colors and meet the requirements of 8.1. All aluminum components shall be anodized, painted or otherwise treated to prevent oxidation.
 - 4.1.3 The moveable and stationary ranges shall be compatible and consistent in overall height, overall length, shelving design, construction and configuration.

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- 4.1.4 The carriages, shelves and related components shall be designed, constructed, tested and furnished to support and operate within the specified weight loads.
- 4.1.5 Rails, tracks, wheel and all drive components shall exhibit no abnormal friction, abrasion, binding or wear on or between the contact surfaces.
- 4.1.6 Under normal environmental and use conditions, components shall not rust or exhibit any other type of corrosion.

4.2 General - Tracks and Rails

- 4.2.1 Rails shall exhibit no movement or deflection during operation of mobile ranges.
- 4.2.2 All track and rail lengths should extend under all stationary ranges.
- 4.2.3 All rail connection joints shall provide horizontal and vertical continuity between rail sections.
- 4.2.4 When rail sections extend underneath the stationary ranges, the rails shall be attached in a manner to equally disburse the loaded ranges weight to the rail and to the grout, if applicable, in a manner of equal or greater surface disbursement, as a moveable range.
- 4.2.5 Rail guidance gaps shall be 12.70mm (1/2 in.) or less, if no anti-tip channel is required.

Rails shall be either surface rails or floor embedded rails, if specified.

Where no carriage is installed the rails must be equipped with rail stops.

4.3 General - Decking and Ramp

- 4.3.1 The deck shall be constructed of 15.88mm (5/8 in.) thick, exterior grade plywood unless otherwise specified.
- 4.3.2 Finished flooring shall be flush and level with the top of the rails.
- 4.3.3 There shall be no open gaps or spaces between the decking and the track and rail.
- 4.3.4 Decking and ramp shall be installed in a manner that will prevent warping, deformation and movement during normal operation and loading.
- 4.3.5 Decking and ramp shall be covered in the existing carpeting unless otherwise specified.
- 4.3.6 The ramp shall not extend past the front of the units into the main access aisle. The ramp shall have a minimum slope of 1:12.

4.4 General – Carriages

- 4.4.1 Fixed carriages shall be of the same construction and height as the moveable carriages and anchored to the rails, when they extend underneath.
- 4.4.2 Carriage splices shall be designed to maintain proper unit alignment.

- 4.4.3 Carriage straightness shall have no more than 6.53mm (1/4 in.) maximum deviation from a true straight line. There shall be no permanent set or slippage in any joint when exposed to forces encountered in normal operation circumstances.
- 4.4.4 Each carriage shall have a minimum of two (2) wheels per rail.
- 4.4.5 Carriage construction shall be designed to allow the shelving uprights to be secured to the carriage frame.
- 4.4.6 Each drive wheel shall have an axle of appropriate size considering the properties of the material used, and the stress and fatigue factors.
- 4.4.7 Drive shaft and wheel assemblies shall exhibit no play or looseness over the entire length of that assembly.
- 4.4.8 If required, mobile shelving units shall be provided with bumpers to provide a fixed clearance between mobile shelving carriages in accordance with the Mobile Shelving - Fire Protection Design Requirements.
- 4.4.9 When used, stationary platforms shall be of the same height as the moveable carriages.

5. DETAILED REQUIREMENTS - Types 1 and 2

5.1 General

- 5.1.1 The system alignment shall be 12.70mm (1/2 in.) maximum variation, measured between the edges of end panels within each range in all modules, in all aisle positions.

5.2 Tracks and Rails

- 5.2.1 Rails shall be designed and manufactured to carry a minimum load of 453.6 kg (1,000 pounds) per 0.30 linear meter of carriage.
- 5.2.2 If the width to height ratio exceeds 4 to 1, then the rails shall have anti-tip channels to prevent tipping as a minimum safety requirement.
- 5.2.3 Rails which are designed to be attached on top of an existing floor shall allow for adjustment, so rails can be leveled over an uneven floor.
- 5.2.4 Rails shall be located and positioned properly, leveled and grouted. Grout shall be worked under the rail, any voids completely filled and trimmed up sides flush with the rails.
- 5.2.5 When used, the grout shall be non-corrosive, non-metallic and non-shrink and shall produce a permanent foundation for the system. Specification for the grout after curing is a minimum strength 7,000 p.s.i.
- 5.2.6 The grout shall eliminate rail deflection, maintain alignment and eliminate separation.

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- 5.2.7 When rails are floor embedded they shall be level with and not project above or below the walking surface.

5.3 Carriages

- 5.3.1 All carriages shall be capable of supporting a minimum load of 453.6 kg (1,000 pounds) per 0.30 meter without any distortion.
- 5.3.2 All carriage components shall be capable of moving carriage load of 453.6 kg (1,000 pounds) per 0.30 linear meter of carriage.

5.4 Wheels and Drive

- 5.4.1 All wheels shall be the appropriate size considering the properties of the material used, and the stress and fatigue factors and shall be equipped with two permanently lubricated bearing assemblies.
- 5.4.2 There shall be no friction between the wheels and the carriage.
- 5.4.3 For mechanical assist systems (Type 1) only, all wheels on one side of the carriage shall be driven by a steel drive shaft.

5.5 Controls: Type 1 - Mechanical Assist

- 5.5.1 Each movable unit shall be equipped with a handle on the end panel which transmits power through a direct drive to all drive wheels.
- 5.5.2 One pound of effort on the handle shall move a minimum of 1814.4kg (4,000 pounds) carriage weight and a maximum of seven (7) turns shall open a 915mm (36 in.) wide aisle.
- 5.5.3 There shall be no drifting or rolling of stopped ranges
- 5.5.4 There shall be at least one safety locking pin on each movable carriage.

5.6 Controls: Type 2 - Electrical Assist

- 5.6.1 Motors shall be of sufficient horsepower so amperage rating on the motor is not exceeded when the motor is at operating speed driving a fully loaded range.
- 5.6.2 Motors shall be provided with an automatic time-out and current limiting or alternatively a thermal overload protection with automatic reset.
- 5.6.3 Motor system shall be designed so starting and stopping of carriages is accomplished smoothly and gradually without jerking.
- 5.6.4 The motor shall be easily replaceable.
- 5.6.5 The power transfer to drive shaft shall be by a chain gear drive.

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- 5.6.6. Each aisle shall be equipped with at least one safety sweep mounted on the carriage, running the full length of the aisle, which shall instantly stop carriages upon activation.
- 5.6.7. Each movable carriage must have a “stop” switch, which will terminate all carriage movement immediately upon activation.
- 5.6.8. All electrical components, lighting, motors and wiring shall be products which have been tested and determined to meet the requirements of the Canadian Electrical Code, Part I.
- 5.6.9. All movable units will have the ability to be moved manually in the event of a power failure.

5.7 Power, Control and Operation Requirements

- 5.7.1. All range ends adjoining permanent aisles shall be equipped with operation, control and signal devices.
- 5.7.2. The devices shall be designed and located to clearly indicate which aisle they control.
- 5.7.3. The devices shall be accessible by people physically challenged as well as others.
- 5.7.4. Controls and signals shall be provided with permanent signs and graphics to assist user operation.
- 5.7.5. Operator controls shall be provided at the end of each access aisle.
- 5.7.6. Operator controls shall provide a visual indication of activity and control system status.

6. **DETAILED REQUIREMENTS - Type 3 - Manual System**

- 6.1. The mobile shelving system shall be expandable and/or relocatable without the need for grouting or a permanent raised floor.
- 6.2. Shelving shall be available as a 4 post and cantilever design.

6.3 Tracks and Rails

- 6.3.1. Rails shall be designed and manufactured to carry a minimum load of 317.52 kg (700 pounds) per linear meter of carriage.
- 6.3.2. Rails shall be designed to be attached on top of an existing floor and allow for adjustment, so rails can be leveled over an uneven floor.
- 6.3.3. When used, portable decking shall have a vertical adjustment of at least 25 mm (1.0 in.) and shall be possible with a completely assembled system.

6.4 Carriages

- 6.4.1. All carriages shall be capable of supporting a minimum load of 317.52 kg (700 pounds) per 0.30 carriage meter without any distortion.

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- 6.4.2 All carriage components shall be capable of moving carriage load of 317.52 kg (700 pounds) per 0.30 linear meter of carriage.

6.5. Wheels and Drive

- 6.5.1 All wheels shall be the appropriate size considering the properties of the material used, and the stress and fatigue factors and shall be equipped with a minimum of one permanently lubricated bearing assembly.
- 6.5.2 There shall be no friction between the wheels and the carriage.

6.6 Controls: Type 3 - Manual

- 6.6.1 Each movable unit shall be equipped with a handle on the end panel or a handle mounted to the upright to allow the user to pull or push the movable units manually with minimal effort.

7. **SHELVING AND UPRIGHTS – ALL TYPES**

- 7.1 All shelving sections shall be available as a 4 post design with the exception of shelving as indicated in 6.2, consisting of three basic parts, uprights, shelves and shelf supports. Parts shall be assembled without nuts, bolts, studs or clips; and without the need for tools of any kind.
- 7.2 As a minimum, shelves shall be available in one or more of the following widths: 762mm (30 in.), 914mm (36 in.), 1067mm (42 in.) and 1220 mm (48 in.) and in one or more of the following depths: 254 mm (10 in.), 305mm (12 in.), 381mm (15 in.), 508 mm (20 in.), 610mm (24 in.) and 762mm (30 in.). A tolerance of +/- 25mm (+/-1 in.) is acceptable on the depth and width of the shelves.
- 7.3 Shelves shall be slotted on at least 76mm (3 in.) centers to receive dividers. Slots shall coincide with the inside edge of the posts so a file divider can be used to provide a flush condition with the post at the shelf end.
- 7.4 The front and back flange of the shelf shall be flush with the outside face of the post.
- 7.5 Shelves shall be adjustable on at least 38mm (1.5 in.) centers.
- 7.6 At least two (2) upright heights shall be available which are greater than 1905mm (75 in.). There shall be no holes on the face of the upright.
- 7.7 Back Stop - The face of the back stop shall be slotted on the same centers as the shelf to receive and retain file dividers.
- 7.8 Centre Stop - shall be securely fastened at the centre of double entry shelves and shall be slotted on the same centers as the shelf to receive and retain file dividers.
- 7.9 File Dividers - shall be a flat shape with two tabs to enter slots in shelf and a retaining tab on the back edge to stabilize divider against the back stop or centre stop.

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- 7.10 Dividers shall be self locking and at least 152mm (6 in.) high and 254mm (10 in.) deep for letter size filing or 330mm (13 in.) deep for legal size filing
- 7.11 Face Panels - All exposed ends shall be finished in a laminate or steel.
- 7.12 Card holders and all necessary hardware for a complete installation shall be provided.

8. PERFORMANCE CRITERIA

- 8.1 Metal Finishes
- 8.2 Adhesion - The adhesion rating of the finish shall not be less than 4B when tested in accordance with ASTM D 3359 Method B.
- 8.3 Abrasion Resistance - The loss of the finish shall not exceed 0.020.g per 500 cycles, using at least a CS-10 wheel tested in accordance with ASTM D 4060.
- 8.4 Scratch Resistance - The finish shall meet the requirements of ASTM D3363, hardness H.

**Requirement
GPD - 10
Metal Filing and Storage Cabinets**

1.0 SCOPE

- 1.1 This purchase description applies to various types of filing and storage cabinets for use by Federal Government employees and is intended for normal office environments.

Filing and storage cabinets meeting this purchase description shall be manufactured from steel and shall meet all of the mandatory requirements detailed below.

2.0 APPLICABLE PUBLICATIONS

The following publications are applicable:

- 2.1 American Society for Testing and Materials (ASTM)
ASTM D3359 - Standard Test Method for Measuring Adhesion by Tape Test
ASTM D3363 - Standard Test Method for Film Hardness by Pencil Test
- 2.2 American National Standards Institute (ANSI)
ANSI/BIFMA X 5.9 American National Standard for Office Furnishings –Storage Units - Tests
ANSI/BIFMA X 5.3 American National Standard for Office Furnishings - Vertical Files Tests
- 2.3 Canadian General Standards Board (CGSB)
1-GP-71 - Methods of Testing Paints and Pigments: No. 120.1 - Colour Stability - Fading by Light
- 2.4 American Association of Textile Chemists and Colorists (AATCC)
EP1 - Grey Scale for Color Change – Instructions
- 2.5 Reference to the above publications, or test methods, is to the latest issue, with the exception of ANSI/BIFMA X5.3.

3.0 TERMINOLOGY

- 3.1 Filing and Storage cabinets shall be available in one or more of the following types:
 - 3.1.1 Lateral Filing Cabinet: are cabinets whose width is greater than their depth. In addition, lateral filing cabinets have extendible elements used solely for the storage and retrieval of documents.
 - 3.1.2 Vertical Filing Cabinet: are cabinets whose depth is greater than or equal to its width. Vertical filing cabinets have extendible elements used solely for the storage and retrieval of documents.
 - 3.1.3 Personal Storage Cabinet: are cabinets that contain a combination of two or more of the following: drawer, doors, shelves and provides storage for personal wardrobe items and day-to-day filing for an individual's workstation.
 - 3.1.4 Storage Cabinet: are cabinets with adjustable shelves and doors whose width is greater than their depth.

4.0 GENERAL REQUIREMENTS

- 4.1 Workmanship - The finished cabinets shall be uniform in quality, style, material and workmanship and shall be clean and free from any defects that may affect appearance, serviceability or safety.
 - 4.1.1 All edges with which the user, public or persons maintaining the cabinets may come in contact with, shall have all corners and edges eased or radius.
 - 4.1.2 Doors and drawers shall fit squarely and evenly into the openings on all sides
- 4.2 Welds - All welds shall be structurally sound, free from cracks and surface voids. They shall be clean, smooth and uniform in appearance and free from scale, flux, trapped foreign matter or any other inclusions that may be detrimental to the application of the primer or final finish.
- 4.3 Recycled Material – Cabinets shall be manufactured utilizing a minimum of 25% recycled content of structural and/or non-structural steel.
- 4.4 Wear susceptible parts are designed to be replaceable.

5.0 DETAILED REQUIREMENTS

- 5.1 Glides - All cabinets, except vertical filing cabinets, shall be equipped with 4 glides with a minimum vertical adjustment of 19 mm (0.75 in.). The glides shall be adjustable from the interior of the cabinet.
- 5.2 Suspension - The suspension on all drawers shall allow for the back of the drawer/filing compartment to extend beyond the face of the cabinet.
- 5.3 Safety System - Lateral filing cabinets with two or more extendible members shall be equipped with a positive interlock system. The system will prevent any drawer from being opened by more than 51 mm (2 in.) when any other drawer has been extended beyond its fully closed position. No two drawers shall be capable of being opened simultaneously.
- 5.4 Doors - All storage cabinet doors shall be capable of opening a minimum of 100°.
- 5.5 Storage Cabinet Shelves - Shelves shall be adjustable on increments of no more than 51 mm (2 in.). Shelves within the same cabinet compartment shall be interchangeable and shall extend the full width and depth of the interior cabinet compartment.
- 5.6 Lateral File Drawers and Pull-out Shelves - Lateral file drawers and pull-out shelves shall accommodate legal size files in both hanging file and divider supported file systems and shall be capable of conversion to letter size filing by means of a conversion bar or similar method.
 - 5.6.1 The drawer and/or pull-out shelf bottom and back shall be slotted on at least 51 mm (2 in) centers to receive dividers.
 - 5.6.2 The front edge of the pull-out shelf bottom shall be flanged upwards at least 8 mm (0.315 in.).
- 5.7 Vertical File Drawers - Vertical file drawers shall be equipped with a follower block, which shall be designed to provide positive locking by means of a hand-activated device and shall be capable of being operated with one hand.
- 5.8 Locks – Lateral, Vertical, and Storage Cabinets shall be equipped with a locking device capable of securing all drawers or doors simultaneously. Each cabinet shall be supplied with 2 keys. Locks or cylinders shall be designed to allow for easy installation or replacement by the user in the field. The locks shall have a minimum of 50 key changes.
- 5.9 Personal Storage Cabinets – All personal storage cabinets shall be equipped with locks for each of the extendible members and doors. All locks shall be keyed alike and each cabinet shall be supplied with two (2) keys. Locks or cylinders

shall be designed to allow for easy installation or replacement by the user in the field. The locks shall have a minimum of 50 key changes.

- 5.10 Label Holders - All filing cabinet door and drawer fronts shall incorporate a label holder.
- 5.11 Bumpers - Sound reducing bumpers shall be provided where necessary to reduce noise either when opening or closing the doors/drawers.
- 5.12 Counterweights - Counterweights shall be supplied and installed with all cabinets when required through ANSI/BIFMA x5.3 and ANSI/BIFMA x5.9 compliancy.
- 5.13 Metal Components – All metal components are to be finished using a low VOC emitting technology.

6.0 DETAILED REQUIREMENTS FOR FINISHES

- 6.1 Metal Finishes - The metal components shall meet the following performance requirements:
 - 6.1.1 Adhesion - The adhesion rating of the painted metal finish shall be at least 4B when tested in accordance with ASTM D 3359, Method B.
 - 6.1.2 Colour Stability - The finishes shall not show a change in colour greater than grey scale 4 contrast by reference to AATCCP EP1 after exposure for 40 h in the Fade-Ometer in accordance with CGSB standard 1-GP-71, Method 120.1 or tested as per ANSI/NEMA LD-3 - Light Resistance section 3.3.2 or 3.3.3
 - 6.1.3 Scratch Resistance - The finish shall meet the requirements of ASTM D3363, hardness H.

7.0 TESTING REQUIREMENTS

- 7.1.1 All cabinets offered under this solicitation shall successfully complete all tests to ANSI/BIFMA x5.3 or ANSI/BIFMA x5.9, as applicable, as well as meet all of the requirements of this purchase description.
- 7.1.2 Age of Tests: Test reports shall be not more than five (5) years old at the time of submittal.
- 7.1.3 Acceptable Test Facility: An independent testing laboratory or a company owned laboratory are acceptable provided that the laboratory has been accredited by a nationally recognized body such as Standards Council of Canada, A2LA

(American Association for Laboratory Accreditation) or is listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program.

7.2 Reporting of Tests

As a minimum, the test report shall include the following information:

- a) a title;
- b) name and address of laboratory;
- c) unique identification of the report (such as serial number);
- d) name and address of the client (where applicable);
- e) description and unambiguous identification of the item;
- f) characterization and condition of the test item;
- g) date of receipt of the test item;
- h) date(s) of the performance of test;
- i) identification of the test methods used;
- j) any additions to, deviations from, or exclusions from the test methods (such as environmental conditions);
- k) a signature and title, or an equivalent identification of the person(s) accepting date of issue of the report;
- l) date of issue of the report;
- m) test results, including all relevant test date, diagrams, charts and photographs; and
- n) a statement that the report shall not be reproduced without the written approval of the laboratory.

8.0 MANUFACTURER'S IDENTIFICATION

8.1 The Offeror shall mark each cabinet permanently and legibly with his recognized trademark or name.

8.1.1 A red or orange label not smaller than 51 x 76 mm (2 x 3 in.) bearing the following safety precautions in both official languages shall be securely affixed to the inside of each extendible member of the filing cabinet:

CAUTION - Fill Bottom Drawer First

AVERTISSEMENT - Remplir le tiroir du bas en premier.



Public Works and
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Canada

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Canada

GPD - 13

Fully Upholstered Lounge Seating with Tablet Arm

Canada

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1.0 SCOPE

- 1.1 This purchase description applies to Fully Upholstered Lounge Seating with Tablet Arm Seating that is Mobile or Fixed.

2.0 APPLICATION

The following publications are applicable:

- 2.1 Association for Contract Textiles (ACT) – Performance Guidelines
- 2.2 American National Standards Institute/Business and Institutional Furniture Manufacturer's Association (ANSI/BIFMA) - ANSI/BIFMA x 5.4 – American National Standard for Office Furnishings -Lounge Seating – Tests
- American National Standards Institute/Business and Institutional Furniture Manufacturer's Association (ANSI/BIFMA) - ANSI/BIFMA x 5.1 – American National Standard for Office Furnishings –General Purpose Office Chairs – (Test No. 22 and 23)
- 2.3 ASTM International
ASTM D 3574 – Standard Test Methods for Flexible Cellular Materials - Slab, Bonded and Molded Urethane Foams
- 2.4 California Department of Consumer Affairs
California Technical Bulletin 117 – Requirement Test Procedure and Apparatus for Testing the Flame Retardance of Resilient Filling Material Used in Upholstered Furniture.
- 2.5 Reference to the above publications, or test methods herein, is to the latest issue.

3.0 TERMINOLOGY

- 3.1 Tablet Arm – A surface attached to a chair that has the primary function to support tasks such as writing and short-term reference material handling. These surfaces typically do not have independent support legs and are not intended to support a person's weight.
- 3.2.1 Seat Width – The horizontal distance between the outside edges of the seat, at the geometric center.

4.0 GENERAL REQUIREMENTS

- 4.1 The finished chairs shall be uniform in quality, clean and free from any defects that may affect their appearance and serviceability.
- 4.2 External surfaces shall be smooth and all edges shall be rounded and beveled. All accessible surfaces shall be free from sharp edges, burrs and any other hazards to safety.

5.0 ENVIRONMENTAL CONSIDERATIONS

- 5.1 The chairs should be designed and the material should be selected to minimize waste and environmental impact both during the production process and in the post-consumer stages.
- 5.2 The chairs should be designed to allow the disassembly of major components to accommodate reuse or recycling of materials for which there are proven recycling markets. The metal and the plastic components of a product should be composed of recycled materials whenever possible. Where possible, all major plastic components should be stamped with a composition code to facilitate recycling.

6.0 DETAILED REQUIREMENTS

- 6.1 Inside Seat Width – The inside seat width shall not be less than 457.2 mm (18 in.).
- 6.2 Seat Height – The seat height shall not be less than 431.8 mm (17 in.) high.
- 6.3 Inside Seat Depth – The inside seat depth shall not be less than 482.6 mm (19 in.) deep.
- 6.4 Tablet Arm – The size of the surface of the tablet arm shall not be less than 254 mm (10 in.) wide x 279.4 mm (11 in.) deep.

The arm shall pivot a minimum of 90 degrees.

- 6.5 The tablet arm shall be handed left or right as specified.

7.0 TESTING REQUIREMENTS

- 7.1 Chairs shall meet the requirement of this purchase description and the acceptance levels of the performance tests described in ANSI/BIFMA x 5.4 and 5.1 (Test No. 22 and 23)

8.0 PREPARATION FOR DELIVERY

- 8.1 Preparation for Delivery – Unless otherwise specified, preparation for delivery shall conform to normal commercial practice.
- 8.2 Marking – The vendor shall mark all chairs permanently and legibly on the undersurface of the seat with the name or the recognized trademark of the manufacturer, the product number, the contract number and the date of manufacture.
- 8.3 Labeling – When the textile labeling legislation of the federal and/or provincial government applies to textiles components parts of chairs, users of this purchase description should ensure that they are in compliance with the requirements of the legislation.

Annex A: National Category Review - Office Furniture

A1 PWGSC Contract Activity Analysis¹⁹

A breakdown of the average value and volume awarded by PWGSC based on the type of document awarded is provided in Table #A-1. Over a five-year period (FY05/06 to FY09/10), the average value awarded by PWGSC for office furniture was approximately \$114 million per year, while the average number of documents awarded²⁰ was 862. Amendments accounted for 39% of the value awarded and more than 50% of the documents awarded. National Master Standing Offers represented 33% of the value awarded, but less than 3% of the number of documents awarded.

Table #A-1. Number of Documents and Value Awarded by Document Type

Document Type	Value Awarded	% of the total value awarded	# of documents	% of the total documents
Amendments	\$44,635,568	39.2%	437	50.7%
NMSO	\$37,658,664	33.1%	22	2.5%
Contract	\$16,695,661	14.7%	391	45.4%
RISO	\$7,460,992	6.6%	5	0.5%
NISO	\$5,072,000	4.5%	0	0.0%
RMSO	\$1,980,271	1.7%	4	0.5%
Call Up Against DISO	\$385,639	0.3%	3	0.3%
Total	\$113,888,795	100%	862	100%

Source: AIS based on 5-year average. AIS Data: FY05/06 to FY09/10.

Notes:

- DISO = Departmental Individual Standing Offer
- NMSO = National Master Standing Offer
- RISO = Regional Individual Standing Offer
- RMSO = Regional Master Standing Offer
- NISO = National Individual Standing Offer
- Contract includes Store Transfer Orders, Purchase Orders, Contracts, Contract termination by mutual consent, Contract termination for convenience of the Crown, and Contract termination for default.
- Amendments include Normal amendments and Pre-approved amendments.
- These figures exclude the following standard documents: Supply Arrangements, Transfers into Supply Revolving Fund,
- The estimated total value of Departmental Individual Standing Offers (DISO) are excluded, but call ups against the instrument are accounted for in the table.

¹⁹ Source: Acquisitions Information System (AIS) based on 5-year average FY05/06 to FY09/10. AIS contains contractual data for contracts and standing offers awarded by PWGSC only. Contractual data for contracts and standing offers awarded by government departments directly is not included

²⁰ Note: Documents awarded include contracts and standing offers as well as amendments to these two types of documents.

The method of supply for the three regions and sectors with the highest business volume ("top") is shown in Table #A-2 below. Between FY05/06 and FY09/10, Commercial Acquisitions and Supply Management Sector (CASMS) accounted for 57% of the number of documents awarded and 87% of the total value awarded, dominating the national volumes²¹. The Furniture Division within CASMS is responsible for managing this spend.

Table #A-2. Value and Volume Awarded for the Top 3 Regions/Sector

Region/Sector	Document Type	Value Awarded	% of the total value awarded	# of documents	% of the total documents
CASMS	Amendments	\$44,227,053	45%	346	70%
	NMSO	\$37,658,664	38%	22	4%
	Contract	\$6,144,513	6%	118	24%
	NISO	\$5,000,000	5%	0.2	0.04%
	RISO	\$4,762,548	5%	1	0.2%
	RMSO	\$820,000	1%	4	1%
	Call Up Against DISO	\$143,907	0.1%	1	0.2%
CASMS Total		\$98,756,686	100%	491	100%
PACIFIC	RISO	\$2,274,450	48%	1	1%
	Contract	\$2,508,259	53%	72	76%
	Call Up Against DISO	\$10,805	0.2%	0.4	0.4%
	Amendments	-\$25,915	-1%	22	23%
PACIFIC Total		\$4,767,599	100%	95	100%
WESTERN	Contract	\$2,213,095	60%	45	67%
	RMSO	\$1,160,271	32%	1	1%
	Amendments	\$133,339	4%	20	30%
	NISO	\$72,000	2%	0.2	0.3%
	RISO	\$45,840	1%	1	1%
	Call Up Against DISO	\$36,328	1%	0.2	0.3%
WESTERN Total		\$3,660,873	100%	67	100%
Total 3 Region/Sector		\$107,185,157		653	
All other Regions/Sectors		\$6,703,638		209	
Grand Total		\$113,888,795		862	

Source: AIS based on 5-year average. AIS Data: FY05/06 to FY09/10

See Table in Exhibit A for data across all regions and sectors.

Notes:

- The grand total of \$113,888,795 represents activity across all regions
- CASMS = Commercial Acquisition and Supply Management Sector (HQ – Gatineau)
- PACIFIC = British Columbia
- WESTERN = Manitoba, Saskatchewan, Alberta, Nunavut, Yukon, and Northwest Territories.
- Amendments include pre-approved amendments and normal amendments
- Contract includes contract, purchase orders, contract termination by mutual consent, contract termination for the convenience of the Crown
- These figures exclude the following standard documents: Supply Arrangements, Transfers into the Supply Revolving Fund,
- The estimated total value of Departmental Individual Standing Offers (DISO) is excluded, but call-ups against the instrument are accounted for in the table.

²¹ Acquisition Information System
Draft National Procurement Strategy – Office Furniture

PWGSC has contracted office furniture on behalf of 59 government departments over the last five years. The top 10 government departments are identified in Table #A-3.

Table #A-3. Top 10 Government Departments

Client Department	Value Awarded	% of the total value awarded	# of documents	% of the total documents
PWGSC	\$95,427,606	84%	457	53%
CSC	\$5,690,656	5%	11	1%
DND	\$4,075,093	4%	222	26%
RCMP	\$2,617,112	2%	10	1%
HRSDC	\$1,417,453	1%	20	2%
CBSA	\$582,094	0.5%	36	4%
TC	\$536,383	0.5%	5	0.6%
LAC	\$278,125	0.2%	1	0.1%
IC	\$251,992	0.2%	6	0.7%
CRA	\$234,407	0.2%	8	1%
Other (49)	\$2,777,875	2%	86	10%
TOTAL	\$113,888,795	100%	862	100%

Source: AIS based on 5-year average. AIS Data: FY05/06 to FY09/10.

Notes:

- These figures exclude the following standard documents: Supply Arrangements, Transfers into the Supply Revolving Fund.
- The estimated total value of Departmental Individual Standing Offers (DISO) are excluded, but call ups against the instrument are accounted for in the table,
- PWGSC = Public Works and Government Services Canada, CSC = Correctional Service Canada
DND = Department of National Defence, RCMP = Royal Canadian Mounted Police, HRSDC = Human Resources and Skills Development Canada, CBSA = Canadian Border Service Agency, TC = Transport Canada, LAC = Library and Archives Canada, IC = Industry Canada, CRA = Canada Revenue Agency


A2 Market Review

A2.1 Canadian Market for Furniture

Market Characteristics

In 2006, the Canadian office furniture market was valued at \$6.4 billion representing a 10% increase over 2005, following four years of positive growth (Wille, 2008). Canadian Industry Statistics for the Canadian Office Furniture (including Fixtures) Manufacturing industry reported a growth rate of 1% between 1999 and 2008; additionally, between 2007 and 2008, the total value-added of this industry decreased by 3% (Industry Canada, 2008). The recent economic crisis has had a significant impact on the office furniture industry; industry revenues decreased in response to the poor economic climate. (IBISWorld, 2010).

Demand for office furniture is concentrated within the provinces of Ontario (42%), Quebec (22%), British Columbia (14%) and Alberta (10%) (Wille, 2008). Canada's commercial activity is geographically concentrated in Toronto (18%), Montreal (12%), Vancouver (8%), Ottawa (4%) and Calgary (4%) (Wille, 2008). These five census



metropolitan areas account for almost half of the country's entire market for office furniture. While Ottawa's population is smaller than Vancouver's population, its office furniture market is higher given the profusion of furniture-intensive jobs in the national capital region (Wille, 2008).

In 2005, there were approximately 1,700 companies, of which 73% were Small and Medium Enterprises. (Wille, 2008). As a whole, the office furniture industry employed almost 100,000 persons across Canada in 2005; the office furniture (including fixtures) manufacturing segment accounted for 34% of the total employment, the household furniture manufacturing represented 60%, and the other furniture-related products manufacturing covered only 6% (Wille, 2008).

Competitive Landscape

Overall, industry players compete on the basis of price, product performance, product design, product quality, delivery time, and customer services (SBI, 2008). The office furniture industry is highly competitive due to high concentration levels and undiversified products (SBI, 2008). Mergers and acquisitions for some large players have slowed down recently given the economic crisis, but the concentration rate is expected to increase as such players recover and expand their activities (IBISWorld, 2010). In addition, businesses will try to differentiate their products through design, including ergonomic and aesthetic features as a result of the similarity of products with respect to functionality (IBISWorld, 2010).

In order to remain competitive, some manufacturers have entered the retail market and also developed e-commerce websites to sell their products; in turn, manufacturers have benefited from cost savings as well as a better control on pricing and product marketing (IBISWorld, 2010).

Barriers to entry have been increasing in this industry (IBISWorld, 2010). For example, having a well-established distribution network with suppliers is beneficial to existing manufacturers and limits the entry of new players. Also, any disruption to the supply chain, such as a shortage of raw materials, component parts, or labour, can pose a significant barrier to new entrants (IBISWorld, 2010).

Demand Analysis

Government, professional organizations and large corporations have strong purchasing power due to their financial strength and also because of their constant demand for significant quantities of office furniture throughout the year.

Demand determinants in this industry include employment levels, the rate of commercial construction, office vacancy rates, and changes in the office environment. During times of economic prosperity, office furniture will be in greater demand as businesses expand and more employees are hired (IBISWorld, 2010).

The current economic downturn has resulted in a high unemployment rate and the closure of many Small and Medium Enterprises. Consequently, the demand for office furniture has declined dramatically, particularly in the private sector. Large corporations and government could benefit from using their purchasing power to negotiate better pricing and additional services (IBISWorld, 2010).



Supply Analysis

Raw materials used in the office furniture industry include lumber, steel, and textiles. With the economic recovery, the prices of raw materials have increased thereby affecting the manufacturer's production costs, profitability and purchasing power (IBISWorld, 2010).

Manufacturers' purchasing power is enhanced as a result of the large number of raw material suppliers. However, since many industries use those same raw materials, some of that bargaining power is lost (IBISWorld, 2010).

A2.2 Government of Canada's Market for Office Furniture

Market Characteristics

The GC is one of the largest users of office space in Canada. PWGSC is responsible for a real estate portfolio of over 7.1 million rentable space (m²) in which PWGSC provides accommodation serving 265,000 public servants.

From Fiscal Year 05/06 to 09/10 there were a total of 44,040 call-ups issued in the eight sub-categories of the standing offers issued by PWGSC alone in scope of this National Category Review and its associated draft National Procurement Strategy. Ninety-five percent of call-ups were issued with values under \$25,000.00 and account for 51% of the total spend.²²

Small and Medium Enterprises were awarded contracts representing 56% of the average value awarded and 73% of the average number of documents awarded between FY05/06 and FY09/10²³.

A3 Initial Engagement

PWGSC launched initial consultations with suppliers and government departments to provide them the opportunity to get their thoughts on the overall process and offer suggestions for improvement.

Government Departments


Government department feedback was another key element in the development of the draft National Procurement Strategy. Initial consultations were conducted with government departments in August 2010, where government departments provided comments on the current procurement process and made suggestions for improvement.

Suppliers

To support the development of the draft National Procurement Strategy, the Office of Small and Medium Enterprises (OSME) was engaged to gain industry perspective through an initial consultation process and provided comments on the current

²² PWGSC Standing Offer Management System Database – data derived from invoices submitted by standing offer holders

²³ Source: AIS based on 5-year average. AIS Data: FY05/06 to FY09/10
Draft National Procurement Strategy – Office Furniture



procurement process and made suggestions for improvement. Recipients of a questionnaire were identified using suppliers registered against office furniture categories on the GC's Supplier Registration Information system.

A4 General Management of the Category

The review and analysis of the information presented in section A4 was compiled during the fall of 2010 and the winter of 2011.

PWGSC has the responsibility for purchasing office furniture within the GC. Government departments may opt to use PWGSC purchasing services for requirements valued within their departmental authority limits (normally up to \$25,000 and up to \$2 million for services)), and must use PWGSC purchasing services for requirements valued over their departmental authority limits. Further, the Treasury Board Secretariat of Canada has designated furniture as a mandatory category. Therefore, government departments are required to use procurement instruments issued by PWGSC for office furniture, for all values and transaction types²⁴ regardless of departmental authorities.

A4.1 Methods of Supply

PWGSC employs a national approach to manage the GC's office furniture requirements though the use of national master procurement instruments. Holders are permitted to use authorized dealers regionally to meet the national delivery, installation and other service requirements.

Regional Master Standing Offers (RMSOs) are also used; their primary focus is to encourage the inclusion of Aboriginal businesses. RMSOs holders compete on the same Basket of Goods, optional items, and certain mandatory criteria as those holding National Master Standing Offers, but may deliver on either a regional or national basis.

Standing offers are typically established for a two-year period. Some may include optional extension periods.

PWGSC will manage individual procurements for products and services when government department requirements exceed designated call-up limitations (reference Table #A-4 below). This will be done through a competitive process using existing standing offers or supply arrangements, and, in cases where procurements for products and services are not available on a standing offer or supply arrangement, this will be done through a competitive solicitation process posted on the Government Electronic Tendering Service (GETS/MERX™), as stand-alone requirements.

Bid Solicitation, Evaluation and Supplier Selection Process

Competitive processes have been implemented to establish the procurement instrument holders. Potential National as well as Regional Master Standing Offer holders compete on a pre-identified list of products (Basket of Goods) and additional items (with the exception of Interconnecting Panels) that ultimately form the product offering available on the respective method of supply. Technically compliant bidders are selected to hold a

²⁴ Reference PWGSC Supply Manual for exception process.
Draft National Procurement Strategy – Office Furniture

standing offer if they are within 25% of the median price (with the notable exception of Interconnecting Panels where technically compliant bidders were selected if they were within 10% of the median price).

Solicitations clearly identify the mandatory technical and other criteria that bidders were measured against to be judged responsive to the solicitation. Bidders:

- Must:
 - Be technically compliant to the identified specification(s) in place for the sub-category,
 - Be able to supply on a national basis (Aboriginal suppliers can supply either regionally or nationally); and
- May, as an alternative to certain mandatory technical requirements:
 - Be listed on the Canadian General Standards Board (CGSB) Qualified Product Listing on the CGSB website, on the date and time of bid closing.

For requests for standing offers/supply arrangements, bidders can submit more than one series (a series is defined as products with like construction and having the same structural relationship) of the Basket of Goods products for each of the sub-categories. However, there is a limit on how many are accepted for issuance of a procurement instrument. The limit on the number of series is based on balancing government department need while encouraging small and medium enterprises to compete.

Optional items from the same series are considered but not included in the median calculation. Optional items must offer the same discount as the items in the Basket of Goods.

A4.2 Procurement Tools and Processes

A4.2.1 E-Purchasing

PWGSC makes extensive use of an internal purchasing tool known as “e-Purchasing”. The furniture component of e-Purchasing is recommended for use as an aid to identify Basket of Goods products and pricing for the purpose of issuing call-ups against the standing offers for the various office furniture sub-categories.

Some concerns have been raised that government departments may adjust their search requirements in e-Purchasing in order to achieve desired results, thus potentially compromising the legitimacy of the competitive process.

The procurement methods in place as of September 2010 when the Category Review was conducted are summarized in Table #A-4.

Table #A-4: Individual Sub-Category Requirements

Sub-Category	NMSO/RMSO Call-Up Limitation	Business Rules
Freestanding Office Desk Products and Components (As of September 2010)	Under \$25K	Tier 1 ¹
	Between \$25 and \$150K	Tier 2 ²
	Between \$150K – \$10M	Tier 3 ³
Interconnecting Panels and Supported	Under \$40K	Tier 1

Components	Between \$40K – 400K	Tier 2
	Between \$400K – \$10M	Tier 3
Metal Filing and Storage Cabinets	Under \$25K	Tier 1
	Between \$25K – \$10M	Tier 3
Office Seating	Under \$25K	Tier 1
	Between \$25K – \$150K	Tier 2
	Between \$150K - \$10M	Tier 3
LAN Racking	Under \$25K	Tier 1
	Between \$40K - \$10M	Tier 3
High Density Mobile Shelving	Under \$40K	Tier 1
Remanufactured Interconnecting Panels and Supported Components	Under \$40K	Tier 1

¹ **Tier 1:** Call-ups can be made to any standing offer holder to the maximum of the identified call-up limitation. The government department must use the products available on the standing offer and the total cost includes installation, and if applicable, transportation and GST/HST. Requirements are not to be broken into a number of smaller call-ups for the purpose of circumventing the competitive process.

Non-competitive call-ups can be made under this threshold but PWGSC encourages competition on all procurements regardless of the estimated dollar value.

² **Tier 2:** For requirements over \$25K or \$40K (depending on the sub-category, reference Table #4 above) a competitive process via e-Purchasing is used. It is necessary to have at least two different standing offer holders who offer the products. If unable to identify two standing offer holders, the product requirements must be reviewed for a competitive process by PWGSC. If the government department prefers not to use the e-Purchasing approach, it can elect to engage PWGSC to conduct a competition amongst all standing offer holders. The compliant bidder with the lowest price will be awarded the contract.


Cabinets, LAN Rack Furniture and Mobile Shelving do not use e-Purchasing and therefore are excluded from this process. The government department must provide PWGSC with a funded requisition for processing these requirements when exceeding the identified Tier 1 limitation.

³ **Tier 3:** PWGSC will process requirements for items included in the standing offer when the estimated value exceeds the Tier 1 and/or Tier 2 limitations. The government department is to submit to PWGSC a funded requisition for processing the requirement. PWGSC will then undertake a Request for Volume Discount process. PWGSC will generate a list of all standing offer holders meeting the government department's requirement. Only standing offer holders for the selected products in the standing offer will be invited to submit a bid.

PWGSC will perform a bid evaluation and the call-up will be issued to the lowest priced responsive standing offer holder.

Requirements Greater than \$10M / Out of Scope

For requirements greater than \$10 million and/or if the products requested are not available in the standing offer, the standing offer is not used. The government



department is to forward a funded requisition to PWGSC who in turn processes the requirement on behalf of the government department, through a competitive process via GETS/MERX™.

A4.2.2 Basket of Goods

Basket of Goods refers to a detailed listing of the most commonly purchased products in the GC for the eight office furniture sub-categories.

Depending on the particular office furniture sub-category, there are a different number of categories available. As an example, for the cabinet sub-category, there are four categories of products available (lateral, vertical, storage and personal). Each standing offer holder can provide up to two series of furniture per category. This approach is intended to provide ample choice for government departments and to allow suppliers to focus on the categories of products they would like to provide.

A4.2.3 Technical Requirements

As a matter of policy and practice, PWGSC procurements require recognized Canadian standards and/or specifications. In the absence of such terms, or when appropriate, directly relevant United States/foreign or international standards and/or specifications are used.

Detailed data from the technical requirements, including the testing results, is employed by PWGSC and provides PWGSC with the ability to manage procurement while ensuring that the products available for delivery to the GC adhere to the standards for performance, the environment, ergonomic, health and safety and, quality.

Government of Canada Standards and Specifications

Fit-Up Standards


The Fit-up Standards are derived from the Framework for Office Accommodation and Accommodation Services to ensure an affordable "common look-and-feel" for federal accommodations and a consistent quality of work environment for federal employees.

The Fit-up Standards apply to general administrative and public contact office accommodation under the administration and control of PWGSC as provided to all government departments.

Government departments wishing to be exempted from using the Fit-Up standards must submit their requests for exemptions to PWGSC, Real Property Branch for approval. Non-compliance (exemption) requests are monitored for the identification of trends and possible consideration to modify the Fit-Up Standards, which in turn may have an affect on the Interconnecting Panels and Supported Components sub-category in the procurement instruments issued by PWGSC.

Purchase Descriptions (PD) and Government Purchase Descriptions (GPD)

PDs and GPDs are written technical specifications developed by PWGSC -Technical Group of the Furniture Division. These descriptions represent mandatory office furniture categories and describe the minimum required features (performance and dimensional criteria) and components (listings of types of products) that are acceptable under each



solicitation. CAN/General Standards Board (CGSB) Standards exist, in whole, for certain office furniture sub-categories and PDs are developed in correlation with these Standards for these sub-categories. For all other sub-categories, GPDs are developed using various specifications including, wherever possible, portions of applicable CAN/CGSB Standards.

The Furniture Division works with industry to ensure industry standards reflect government needs and avoid unnecessary development of unique government specifications.

Purchase Descriptions available:

- PD-1 - Purchase Description to accompany CAN/CGSB 44.227 (Freestanding - General Office);
- PD-3 - Purchase Description to accompany CAN/CGSB 44.227 (Freestanding - Executive Office); and
- PD-4 - Purchase Description to accompany CAN/CGSB 44.229 (Interconnecting Panels and Supported Components).

Government Purchase Descriptions available:

- GPD-2 - Desking System;
- GPD-6 - Side Chairs with Metal Frame;
- GPD-9 - High Density Mobile Shelving;
- GPD-10 - Metal Filing and Storage Cabinets; and
- GPD-13 - Fully Upholstered Lounge Seating with Tablet Arm.

Industry Standards

American National Standards Institute (ANSI)/ Business and Institutional Furniture Manufacturers Association (BIFMA)

The ANSI/BIFMA Safety and Performance Standards are developed by the BIFMA Engineering Committee. The standards are intended to provide manufacturers, specifiers, and users with a common basis for evaluating safety, durability, and the structural adequacy of the specified furniture, independent of construction materials. The standards define specific tests, laboratory equipment to be used, the conditions of test, and the minimum acceptance levels to be used in evaluating these products.²⁵

Canadian General Standards Board (CGSB)

With respect to office furniture, the standards provide manufacturers, specifiers, and users with a common basis for evaluating quality and performance. Within the Office Furniture CAN/CGSB Standards, ANSI/BIFMA compliancy is mandated for performance. Other criteria such as finish testing requirements and dimensional requirements (ergonomic related) are included in these standards.

²⁵ BIFMA International Website <http://www.bifma.org/>
Draft National Procurement Strategy – Office Furniture

Canadian Standards Association (CSA)

The CSA sets higher-level standards that drive how the industry can operate. For instance, CSA drafted the Canadian Electrical Code Handbook that describes how wiring can be installed through office set-ups. It is incorporated into PD-6; Interconnecting Panels and Supported Components.

All solicitations issued by the PWGSC clearly identify applicable Technical Requirements.

A4.3 Special Considerations

A4.3.1 Small and Medium Enterprises (SME)

SMEs play a fundamental role in the supply chains of all regions and are represented in the GC supply community. In this industry, SMEs are key as they are often used by large suppliers as part of a distribution network and/or used for replacement and repair services.

Table #A-5. Value and Volume Awarded by Business Size

Business Size	Value Awarded	% of the total value awarded	# of documents	% of the total documents
SMALL	\$50,617,050	44%	495	57%
MEDIUM	\$14,001,190	12%	137	16%
LARGE	\$36,759,905	32%	191	22%
OTHER	\$12,510,649	11%	40	5%
Grand Total	\$113,888,795	100%	862	100%

Source: AIS Data: FY05/06 to FY09/10.

Notes:

- Small business enterprise: 1-100 employees (for suppliers of goods).
- Medium business enterprise: 101-499 employees (for suppliers of goods).
- Large business enterprise: 500+ employees (for suppliers of goods).


In Table #A-5, it is shown that large businesses accounted for 32% of the average value awarded and 22% of the average number of documents awarded between FY05/06 and FY09/10. On the other hand, SMEs represented 56% of the average value awarded and 73% of the average number of documents awarded.

A4.3.2 Procurement Strategy for Aboriginal Business

The current office furniture procurement approach seeks to ensure the inclusion of Aboriginal businesses. As discussed previously, standing offers are established with Aboriginal suppliers to increase their access to the GC marketplace as well as to provide government departments with a procurement instrument so that the monies spent can count towards departmental Aboriginal set-aside goals.

A4.3.3 Environmental Considerations

PWGSC, in consultation with the GC Office Furniture Advisory Committee, is using the BIFMA furniture sustainability standard E3-2008 as the basis for mandatory environmental criteria as part of the technical criteria for office furniture. Additional



information regarding the program can be found on the BIFMA website at the following URL: <http://www.bifma.org/public/SusFurnStdArchive/Draft/2009-02-20%20e3.pdf>.²⁶

Also, suppliers who hold procurement instruments are encouraged to introduce “green” products, provided they continue to comply with the Basket of Goods technical requirements.

A4.4 Vendor Performance

Government departments are responsible for monitoring contractor performance and for notifying PWGSC in a timely fashion if there are concerns. PWGSC acts as an intermediary between the contractor and government department to ascertain the severity of the issue.

Failure to follow any of the agreed upon terms and conditions could result in the setting aside of the procurement instrument and the application of a vendor performance corrective measure, and/or other corrective measures.

A4.5 Electronic Tools - Furniture Website

Internal to the GC, PWGSC uses a website²⁷ to post procurement instruments and to disseminate general procurement information to government departments.

²⁶ <http://www.bifma.org/public/SusFurnStdArchive/Draft/2009-02-20%20e3.pdf>

²⁷ <http://publiservice.gc.ca/services/icpsss-spicsn/furniture/intro-e.html>

Exhibit A-Office Furniture Document Types & Value Awarded by Region/Sector

Region / Sector	Contract Type	FY05-06 # of Documents	FY05-06 Value Awarded	FY06-07 # of Documents	FY06-07 Value Awarded	FY07-08 # of Documents	FY07-08 Value Awarded	FY08-09 # of Documents	FY08-09 Value Awarded	FY09-10 # of Documents	FY09-10 Value Awarded	Total # of Documents	Total Value Awarded
CASMS	Amendments	362	\$228,720	358	\$1,936,247	375	\$69,363	314	\$185,514,430	321	\$37,417,727	1730	\$221,135,267
	Call Up Against DISO	2	\$677,624	-	-	-	-	1	\$41,909	-	-	3	\$719,533
	Contract	76	\$4,183,011	160	\$12,649,691	160	\$4,512,064	113	\$3,524,629	84	\$5,516,458	593	\$30,365,853
	NISO	1	\$25,000,000	-	-	-	-	-	-	-	-	1	\$25,000,000
	NMISO	25	\$15,533,320	16	\$3,660,000	21	\$11,850,000	14	\$36,250,000	33	\$121,000,000	109	\$188,293,320
CASMS Total	RISO	1	\$1,000,000	3	\$10,345,042	2	\$2,987,500	1	\$9,480,200	-	-	7	\$23,812,742
	RMSO	1	\$500,000	3	\$600,000	1	\$200,000	2	\$2,100,000	11	\$700,000	18	\$4,100,000
		468	\$47,122,675	540	\$25,298,486	559	\$19,480,201	445	\$236,911,168	449	\$164,634,185	2461	\$493,446,715
PACIFIC	Amendments	34	\$78,633	28	\$47,252	14	-\$39,052	16	\$22,873	16	-\$239,280	108	-\$129,574
	Call Up Against DISO	-	-	1	\$53,066	1	\$957	-	-	-	-	2	\$54,023
	Contract	76	\$3,864,077	55	\$1,532,769	84	\$2,750,422	85	\$2,472,096	52	\$1,430,866	352	\$12,050,230
PACIFIC Total	RISO	-	-	-	-	1	\$318,000	1	\$10,500,000	2	\$554,250	4	\$11,372,250
	Amendments	110	\$3,942,710	84	\$1,633,087	100	\$3,030,327	102	\$12,994,969	70	\$1,745,836	466	\$23,346,929
	Call Up Against DISO	27	\$57,788	30	-\$104,008	17	\$259,699	18	\$361,546	9	\$91,671	101	\$666,696
	Contract	1	\$181,638	-	-	-	-	-	-	-	-	1	\$181,638
	NISO	52	\$1,483,642	46	\$2,568,550	46	\$2,194,600	51	\$4,058,791	27	\$665,944	222	\$10,971,527
WESTERN Total	RISO	-	-	1	\$360,000	-	-	-	-	-	-	1	\$360,000
	RMSO	1	\$58,850	1	\$100,000	1	\$70,350	-	-	-	-	3	\$229,200
		-	-	1	\$20,000	-	-	1	\$30,000	2	\$5,751,355	4	\$5,801,355
		81	\$1,781,918	79	\$2,944,542	64	\$2,524,649	70	\$4,450,337	38	\$6,508,970	332	\$18,210,416
QUEBEC	Amendments	17	\$164,171	12	\$8,080	18	\$79,540	33	\$83,591	9	\$93,138	89	\$428,520
	Call Up Against DISO	-	-	-	-	-	-	1	\$383,844	3	\$508,600	4	\$892,444
	Contract	59	\$1,960,157	62	\$2,035,435	52	\$1,186,922	42	\$1,551,928	25	\$711,105	240	\$7,445,547
	RISO	2	\$47,610	1	\$23,000	-	-	1	\$650,000	-	-	4	\$720,610
		78	\$2,171,938	75	\$2,066,515	70	\$1,266,462	77	\$2,669,363	37	\$1,312,843	337	\$9,487,121
ONTARIO	Amendments	13	\$489,723	15	\$8,880	13	\$38,035	19	\$74,204	23	-\$129,687	83	\$481,155
	Call Up Against DISO	-	-	2	\$10,284	-	-	-	-	-	-	2	\$10,284
	Contract	58	\$1,365,175	58	\$1,468,570	41	\$1,310,127	80	\$1,373,913	54	\$1,122,519	291	\$6,640,304
	RISO	-	-	2	\$933,860	1	\$20,000	1	\$6,300	1	\$210,000	5	\$1,170,160
		71	\$1,854,898	77	\$2,421,594	55	\$1,368,162	100	\$1,454,417	78	\$1,202,832	381	\$8,301,903
ATLANTIC	Amendments	14	\$87,451	7	\$94,095	4	\$3,618	7	\$76,678	2	\$2,011	34	\$263,853
	Contract	55	\$2,361,137	27	\$727,297	37	\$572,171	43	\$1,080,270	33	\$1,023,789	195	\$5,764,664
ATLANTIC Total		69	\$2,448,588	34	\$821,392	41	\$575,789	50	\$1,156,948	35	\$1,025,800	229	\$6,028,517
	Amendments	-	-	-	-	9	\$5,964	5	-\$1,252,791	13	\$887,036	27	-\$359,791
	Call Up Against DISO	-	-	-	-	-	-	-	-	1	\$70,271	1	\$70,271
SSAMS	Contract	-	-	-	-	8	\$690,864	4	\$1,419,779	25	\$3,940,916	37	\$6,051,559
		-	-	-	-	17	\$696,828	9	\$166,988	39	\$4,898,223	65	\$5,762,039
STAMS	Contract	2	-	-	-	1	\$2,431,074	1	\$189,797	-	-	2	\$2,620,871
	Amendments	2	-\$8,485	-	-	8	\$533,162	1	\$167,037	-	-	11	\$691,714
STAMS Total		2	-\$8,485	-	-	9	\$2,964,236	2	\$356,834	-	-	13	\$3,312,585
	Contract	1	\$20,313	2	\$42,078	1	\$556,860	1	\$3,801	3	\$168,876	8	\$791,928
DMPS	Contract	1	\$20,313	2	\$42,078	1	\$556,860	1	\$3,801	3	\$168,876	8	\$791,928
		1	\$20,313	2	\$42,078	1	\$556,860	1	\$3,801	3	\$168,876	8	\$791,928
Grand Total		880	\$59,334,555	891	\$35,227,694	916	\$32,463,514	856	\$260,164,825	749	\$181,497,565	4292	\$568,688,153



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