

ANNEX “A”

STATEMENT OF REQUIREMENT

OFFICE SEATING

1. Scope

1.1. Objective

The Parliamentary Precinct Acquisitions Services Division (PPASD) intends to establish multiple Standing Offers (SO) for a variety of commercial and household goods for its parliamentary clients, including the Parliamentary Precinct Branch (PPB), the House of Commons, the Senate, the Library of Parliament (Library) and the Parliamentary Protective Service. This Statement of Requirement describes the requirement for the supply, delivery, installation and product-related services for the following:

TASK CHAIRS, MEETING ROOM CHAIRS, SIDE CHAIRS AND ANCILLARY CHAIRS

1.2. Background

Public Services and Procurement Canada (PSPC) is responsible for the acquisition of building components, such as but not limited to, commercial and household goods, as part of the overall rehabilitation of the Parliamentary Precinct. To gain economies of scale and establish commonalities in the goods available to PSPC's parliamentary clients, namely the House of Commons, the Senate and the Library of Parliament, a long-term method of supply is required.

1.3. Terminology

For the purpose of this Statement of Requirements the following definitions apply:

Breathable Material: Any knit, woven, or knotted material of open texture (example: mesh).

Chair Series: is made up of models of chairs that have the same structural, aesthetic relationships and the same construction.

Environmentally Appropriate Materials: Materials that have minimal to no negative impact on the environment. These materials may include, but are not limited to, eco-friendly fibres and rapidly renewable resources.

Recyclable: A component, which after its intended use can be recovered or reprocessed and diverted from the solid waste stream.

Acceptable Test Facility: An acceptable test facility is defined as a laboratory that is accredited by a nationally recognized body such as the Standards Council of Canada or the A2LA (American Association for Laboratory Accreditation), or is listed in the Canadian General Standards Board (CGSB) Laboratory Acceptance Program for the applicable scope of testing requested.

CFC is defined as a Chlorofluorocarbon.

PBDE is defined as Poly-brominated Diphenyl Ethers.

Tilt Mechanism: A tilt mechanism is a device, which enables the seat and backrest to deviate from a horizontal and/or vertical position.

Task Chair: Suitable for end users who perform long-term, dedicated and/or multiple operations and sometimes repetitive functions for a minimum of 6 hours and up to 8 hrs.

Meeting Room Chair: Suitable for end users who perform short-term operation with minimal task effort for a minimum of 1 hr. and up to 6hrs.

Ancillary Chairs: Suitable for a variety of multi-purpose tasks and can be placed in cafeterias, lunchrooms, training facilities and common work areas.

Tilt Concurrently: The seat and backrest tilt at the same time in a simultaneous movement, with the seat in a ratio greater than 1:1. (Example: Synchro-tilt).

Tilt in Unison: Seat and backrest tilt in unison at a ratio of 1:1. (Example: Knee-tilt)

Tilt Independently: Seat angle and back angle adjustment to be adjustable independently of each other (Example: Multi-tilt).

Dynamic suspension: the use of the body's weight as a means of counter-balancing.

For the purpose of categorizing backrest height the following applies:

Standard Back: The top of the backrest must not be less than 450mm as per CAN/CGSB 44.232-2008 clause 6.3.2.

High Back: The top of the backrest must not be less than 525mm. Note: (This article is not listed in CAN/CGSB 44.232.- 2008.)

Armrest: A component of a chair intended to provide support to the occupant's forearm.

Armrest Clearance: The horizontal distance at the widest point of the armrest that falls within the armrest zone.

Backrest Width: The horizontal distance between the outside edges of the backrest at its widest point.

2. Reference or Applicable Documents

Attachment 1 to Annex A	-	Product Specifications
Attachment 2 to Annex A	-	Product Requirements List

3. Requirement

- 3.1 The product specification details the technical and testing requirements that apply to Task Chairs, Side Chairs, Meeting Room Chairs and Ancillary Chairs.
- 3.2 This is to be read in conjunction with the latest Canadian standards established for rotary office and conference chairs set out in the publication "CAN/CGSB-44.232– Task Chairs for Office Environments", "ANSI/BIFMA X5.1- General-Purpose Task chairs – Tests" and meet the specifications for general purpose task chairs detailed in Guidelines outlined in section 7.4 of the CSA Standard "Z412-00 (R2016) Guideline on Office Ergonomics" may be applied.
- 3.3 All products must be new.

4 Schedule

- 4.1 All components shall be delivered and installed within a specified period or date identified in the resulting call-up.
- 4.1 If applicable, delivery and installation will be scheduled in accordance with construction/fit-up completion. The final date and time will be confirmed by the Project Authority (PA) within a specified date. The schedule for deliveries shall include considerations for site and loading dock constraints, volume of deliveries, additional security protocols and resource constraints regarding reviews and acceptances.

5 Contractor Responsibilities and Tasks

5.1 Product Specifications

- 5.1.1 Offered product(s) must conform to the technical specifications contained in Attachment 1 to Annex A – Product Specifications and in Attachment 2 to Annex A – Product Requirements List.
- 5.1.2 Offeror must provide finishes as stipulated in Product Specifications described in Attachment 1 and 2 to Annex A.
- 5.1.3 Offered Product(s) may be from different series and from different Manufacturers as stipulated in Attachments 1 and 2 to Annex A.

- 5.1.4 Offeror must provide the Offered Product(s) throughout the duration of the Standing Offer.
- 5.1.5 Offered products must include all necessary supporting components (e.g. trim, connectors, supports, wall mounts, electrical covers etc.) to allow for the configurations, where applicable.
- 5.1.6 Offeror must provide a sample of Offered Product(s) upon request and/or prior to call-up to Standing Offer. The sample will be returned no later than 2 weeks from delivery of sample. This will be at no additional cost to Canada.

5.2 Delivery

- 5.2.1 The Offeror, upon issuance of a call-up pursuant to the SO, must deliver the product(s) in accordance with the delivery instructions specified in the call-up.
- 5.2.2 Canada will not accept liability for any shipment in excess of the quantity ordered and specified on the call-up terms and conditions.
- 5.2.3 The final delivery address and specific delivery instructions will be determined at the resulting call-up terms and conditions.
- 5.2.4 If applicable, truck restrictions for loading dock (height, weight, length) will be provided at resulting call-up. It is recommended that a flagman be there to check the truck clearance at the loading dock entrance.
- 5.2.5 If applicable, freight elevator restrictions (interior dimensions) will be provided at resulting call-up.
- 5.2.6 The Offeror must include a packing slip with all deliveries that clearly identifies the following Information below. The packing slip will also be required during Scanning Facility Procedure.
 - i) Date;
 - ii) Title and Purchase Order Number;
 - iii) Distributor and Contractor's Name and Address;
 - iv) Description of item(s) including all product code numbers;
 - v) Total quantity of item(s) delivered; and
 - vi) Total quantity of item(s) delivered to date versus remaining quantities to be delivered (if applicable).
- 5.2.7 There will be no opportunity for jockeying or maneuvering the contents of the delivery vehicle while at the delivery entrance location. The item(s) to be delivered must be the first accessible item(s) in the delivery vehicle.
- 5.2.8 At no time is space on the exterior of the building to be used for removals, or staging deliveries, unless approved in writing by the PA in advance of the delivery.
- 5.2.9 Verification that all the components are included must be done previous to being delivered to the scanning facility to ensure timely and one-time delivery to site. Product shall also be verified once delivered to project site to confirm that materials required for installation are accounted for on the delivery manifest/ packing slip. Any additional deliveries, scanning procedures and additional installation time needed due to forgotten items will be at no additional cost to Canada.
- 5.2.10 All deliveries, including scanning procedure, using any size of truck will include delivery to installation location (i.e. floor/room). Additional delivery costs will only be considered if freight elevators are not accessible as per 13.4 below.

5.3 Scanning Facility Requirement (as applicable)

- 5.3.1 Deliveries may have to comply with certain security protocols which includes having all goods scanned off-site before delivery to final address, unless otherwise stated. The goods must be delivered to a scanning facility within the National Capital Area where they will be offloaded by a scanning facility team, scanned and reloaded onto the truck for delivery to site. Goods must be packed as such to facilitate procedure (i.e. packed onto pallets where possible).
- 5.3.2 Delivery to the scanning facility must comply within the following hours of operation:
- i) Mondays to Thursdays between the hours of 7:30 a.m. to 3:30 p.m.
 - ii) Fridays between the hours of 7:30 a.m. to 2:30 p.m.
- 5.3.3 Product(s) on truck when delivering to the scanning facility must only comprise of product(s) ordered and when delivering to final location, at the risk of having the scanning facility or final delivery site security refuse the delivery.
- 5.3.4 Once product is reloaded onto the truck by the scanning facility, the TA will provide and seal the dedicated truck with a number locking tag. Note that delivery vans are not accepted. Trucks must be able to be sealed with a locking tag.
- 5.3.5 For large deliveries (or complete truck load):
- i) Offeror's truck is to be loaded in such a manner as to allow access to all goods;
 - ii) Offeror's truck must be dedicated to the ordered goods;
 - iii) Goods will be scanned (no unloading);
 - iv) The TA will provide and seal the Offeror's dedicated truck with a
 - v) number locking tag; and
 - vi) Upon arrival to the delivery address, the PA will verify and confirm that the seal is still intact and has not been tampered with. If the seal has been tampered with or removed, the TA may reject the entire shipment.
- 5.3.6 The Scanning Facility requirement, if necessary, will be identified in the call-up terms and conditions and will be at no additional cost to Canada.
- 5.3.7 There are two procedures involved in the scanning of goods, depending on the size of the truck.
- 5.3.7.1 Five-ton trucks or smaller will be off-loaded by the scanning facility team and scanned in the facility. The scanning facility team will reload the goods onto the truck once completed. This process will approximately take 30 minutes per truck.
- 5.3.7.2 For tractor-trailer loads with large items or larger than 5-ton trucks, Offeror is recommended to leave a passage of 2 feet wide for our scanning facility employees to scan inside the truck, otherwise, for smaller items the goods can be scanned inside the facility. The duration may take approximately 1 hour per trailer.
- 5.5.8 Canada is responsible for any damages to the goods that occur during the scanning process as a result of the scanning facility team during loading, unloading and scanning.

5.4 Installation

- 5.4.1 Notwithstanding the General Conditions Inspection and Acceptance of the Work clause, the Offeror, upon issuance of a call-up pursuant to the SO, as a minimum, must provide all the services below for the product(s) supplied.
- 5.4.2 The minimum level of service required is detailed below:

- i) Inspect product prior to shipping, remove any pieces not meeting acceptable standards;
 - ii) Deliver product to designated building access locations
 - iii) Uncrate product;
 - iv) Inspect product for damage;
 - v) Install product in accordance with the manufacturers' specifications;
 - vi) As applicable, install any accessories that are to be supplied with the furniture (including, but not limited to, arms and casters);
 - vii) Ensure all products function properly, i.e., test lock mechanisms, chair adjusters, etc.;
 - viii) Make minor adjustments/repairs as required;
 - ix) Touch up all minor nicks and scratches on the products that may have occurred during installation;
 - x) Clean product once installed; and
 - xi) Clean the work area, collect packing material, and remove everything used for the delivery and installation (including pallets, scrap metal, cardboard, plastic, and any other packing material); and perform a "walk-through" with the TA and PA to identify deficiencies and correct them as required. Place all waste material in designated receptacle at the loading dock, or as instructed by PA.
- 5.4.3 The final delivery site may be considered a construction site. Installation will be carried out in accordance with article 11.1 Hours of Service below. Installations will be scheduled by the PA. Information regarding the site conditions, off hours work and work restrictions involved in after-hours work will be provided at resulting call-up, if applicable.
- 5.4.4 If the Offeror needs to work during hours outside of the regular work hours they may have to obtain an "off hours work permit" and may have to conform with all requirements of the Construction Manager's Project Specific Health Safety and Environment Plan (if applicable).
- 5.4.5 Installers are required to have a designated Site Supervisor on site while the work is being carried out. The Site Supervisor is responsible for obtaining appropriate security clearance in accordance with the call-up security requirements, the on-site delivery personnel and liaising with the PA as required. Site Instructions, for instructions on the Site Supervisor's responsibilities, if applicable, will be provided at resulting call-up.
- 5.4.6 The review of installation drawings by the TA and PA is for the sole purpose of ascertaining conformance with the detail design. The TA and PA review of installation drawings does not relieve the Offeror of responsibility for errors or omissions in the installation drawings.

5.5 Inspection and Post-Installation Deficiency Procedures

- 5.5.1 The Offeror, upon issuance of a call-up pursuant to the SO, must adhere to the procedures identified below.
- 5.5.2 The Offeror must notify the PA when the installation is completed. Notification must be given no later than one business day following completion of the installation.
- 5.5.3 The walk-through inspection must take place no later than three business days after installation is completed unless an alternate time frame has been confirmed by the PA.
- 5.5.4 If the contract is for a phased installation, the walk-through inspection must take place no later than three (3) business days after the completion of each phase unless an alternative time frame has been confirmed by the PA.
- 5.5.5 The PA, in consultation with the Offeror, must prepare the deficiency list documenting all problems in every area.

5.5.6 The PA must forward the deficiency list to the Offeror.

5.5.7 Within three business days of receipt of this deficiency list, the Offeror must complete all minor deficiencies and make all adjustments not requiring new parts unless an alternate time frame has been confirmed by the PA. For all other listed deficiencies, within fourteen business days of receipt of the deficiencies list, the Offeror must submit, to the PA, the remedial action plan showing delivery and completion dates to occur within 60 calendar days from the submission date of the remedial action plan. The PA may request a shorter remedy period and the Offeror may accept, if possible. The PA may, at his/her discretion also accept a longer remedial period.

5.5.8 The Offeror must notify the PA when all deficiencies have been remedied. If the PA is satisfied with the deficiency corrections, the PA must provide the Offeror a final sign-off indicating that the deficiencies have been rectified.

5.6 Meetings

5.6.1 The Offeror will be required to meet with the TA, PA and/or SO Authority and other stakeholders, unless otherwise stated in the resulting call-up. The purpose of these meetings will be, but not limited to, the following:

- i) Discuss any issues or concerns that have been raised and establish timelines for resolution;
- ii) Provide the Offeror with notice of any upcoming bulk purchases;
- iii) Provide the TA and PA with notice of any changes in specifications, design, or options; and
- iv) Discuss Standing Offer agreement and/or resulting call-up terms and conditions, including but not limited to delivery, installation, scheduling.

6. Asset Management Program (If applicable)

6.1 Product(s) supplied may be subject to an asset inventory system.

6.2 The Offeror must recognize and use the existing asset inventory numbers associated with the product(s) and where necessary, incorporate the tracking numbers within their ordering process.

7. Offeror Personnel

7.1 The Offeror will assign an Account Team, including an Account Representative, who will be responsible for, but not limited to, the following: providing client service, training, handling call-up requests, managing overall installation requirements, requests for repairs and replacement, coordinate delivery, address issues relating, but not limited to warranty, deficiencies, delivery and installations.

7.2 The Offeror will assign a named Site Supervisor, upon issuance of a call-up pursuant to the SO, who will be responsible for but not limited to the following: installation requirements, lead the installation team and provide onsite training if necessary, mitigate installation issues and deficiencies.

8. Onsite Training Sessions

8.1 Upon request by the TA, the Offeror will provide, at no additional cost, a minimum of three on-site, bilingual, group training sessions per year for the duration of the SO which will include:

- i) A demonstration on how to operate and adjust the product; and
- ii) Bilingual documentation on the features of the product.

8.2 The TA will contact the Offeror to request training sessions.

- 8.3 The Offeror will provide the TA with an electronic copy of the documentation available for the training sessions within 15 working days of receiving the request for a training session.
- 8.4 The Offeror will confirm the availability of trainers within 15 working days of receiving the request for a training session.

9. Storage Services

Offerors must be able to provide storage services for any or all the good(s) identified in the resulting call-up. The storage facility must be available in an environment appropriate to the good(s) offered to ensure no damage occurs during its period of storage, if the project site is not ready for installation. The storage services must be available on a weekly and monthly billing.

10. Performance Issues

- 10.1 The Offeror shall meet with the TA, PA and SO Authority to clearly identify and discuss any performance issues, determine the corrective action or restitution that will be taken to rectify and avoid recurrence of the performance issues and obtain the Offeror's rectification plan to undertake the corrective action within a specified time period.
- 10.2 The annual meeting will also be used to address product modifications, substitutions, and additions similar in intent to existing Offeror Products, as required.

11. Business Environment

11.1 Hours of Service

- 11.1.1 Delivery, installation and product-related services, except for storage services will be conducted during Normal Business Hours and/or Outside Normal Business Hours as defined below.
- 11.1.2 During Normal Business Hours is defined as from 08:00 to 17:00 hours,
 - i) Monday through Friday except Federal Government Statutory holidays.
- 11.1.3 During Outside Normal Business Hours is defined as:
 - i) between 17:00 through 08:00 hours, Monday through Friday except Federal Government Statutory holidays;
 - ii) all hours on Federal Government Statutory holidays;
 - iii) all hours on Saturdays and/or Sundays.
- 11.1.4 Deliveries and Inspection are to be conducted during specified hours of work only, as indicated in the Specific Instructions.

12. Maintenance

- 12.1 Upon request, the Offeror must submit in ten business days in both official languages at no additional cost, the instructions for recommended repair and maintenance procedures for all offered product(s).

13. Constraints

- 13.1 There are security requirements during and prior to the delivery and installation of components and for the Contractor's personnel.
- 13.2 In some cases, the delivery address may be under construction. The area for delivery and installation are designated as construction sites.

- 13.3 Loading dock may or may not be available in a building. The maximum size of delivery trucks will be provided at resulting call-up. There will be no opportunity for maneuvering the contents of the delivery vehicle while at loading docks.
- 13.4 Freight elevators may or may not be available for transportation of materials to the destination floors. Elevator dimensions will be provided at the resulting call-up. If available, use of the elevator must be coordinated with the PA.

If use of any elevator, freight or others, is not accessible, additional work may be required to transport goods to final destination (i.e. installation floor). This will be considered as Additional Delivery for non-standard situations and costs must be negotiated and accepted by Canada prior to delivery.

14. Language of Work and Deliverables

- 14.1 Offeror must be able to communicate in both official languages, French and English.
- 14.2 All deliverables, i.e. reports, product demo and training documentation, may be required in both official languages, French and English, unless otherwise stated.

15. Site Instructions

The Offeror must comply with all specific site instructions included upon issuance of a call-up pursuant to the SO, as applicable.

16. Warranty

- 16.1 All components offered must be warranted as stated under the General Conditions, as specified in the mandatory performance specifications, or as per the manufacturer's standard warranty, whichever is longer, from the final date of acceptance of the component(s).
- 16.2 The Offeror must provide a plan for dealing with warranty issues. The plan must clearly identify what constitutes replacement or repair, timelines for service and any costs involved.

17. Chair Reference Number Label (As applicable)

- 17.1 In addition to the marking requirement stated in clause 8.2 of CAN/CGSB-44.232-the chairs must be permanently and legibly marked on the under surface of the seat with a label affixed to the underside of the seat pan that includes the following information:
- i. Model number
 - ii. Date of delivery
 - iii. Date warranty expires
 - iv. Purchase Order Number
- 17.2 The Offeror will provide a sample label to the Project Authority. The copy of the sample chair label may be provided electronically in a .pdf format or a hard copy.

18. Health and Safety

- 18.1 As applicable, until the Base Building Substantial Completion date, the Construction Manager (CM), assumes the role of "Constructor" as defined in the Occupational Health and Safety Act and Regulations for construction Projects and is fully responsible for ensuring compliance with OSHA for all aspects of the Project.
- 18.2 The Offeror must comply with the Construction Manager Health and Safety Procedures and Policy.

- 18.3 A Site Orientation Course may be provided by the CM to all of the Offeror's personnel required to access the work site.
- 18.4 All personnel accessing the site (beyond the delivery entrances) may be required to have valid WHMIS and Basics of Fall Protection training cards during their time on site. Copies of the training cards will be taken by Construction Manager at the site orientation course.
- 18.5 As applicable, the Construction Manager complies with and enforces the requirements of:
- i) The National Building Code of Canada 2015 (NBC), Part 8 Safety Measures at Construction and Demolition Sites and Provincial Regulations for Construction Projects.
 - ii) The Designated Substances Report.
 - iii) The Workplace Hazardous Materials Information System (WHMIS) regarding use, handling, storage and disposal of hazardous materials; and labeling and the provision of Material Safety Data Sheets (MSDS) acceptable to Human Resources and Skills Development Canada, Labour Program.

19. Offeror and Offeror Personnel Qualifications

- 19.1 The Offeror must have a minimum of one (1) year of experience in the supply, delivery and installation of the product(s) being offered.
- 19.2 The Offered product(s) manufacturer(s) must have a minimum of five (5) years' experience in the manufacturing of furniture, fixtures and equipment.
- 19.3 The Offeror must provide an Account Team, which, at the minimum, includes an Account Representative and a Site Supervisor. All members of the Team must be named and must not be the same person.
- 19.4 The Account Team must collectively have 10 years of experience, with the exception of the Site Supervisor, in specifying and selling all Offered Product(s), and coordinating installations with the types of components and manufacturer. The account representative, however, must be the point of contact and responsible for the
- 19.5 The Offeror's Site Supervisor must have a minimum of 5 years' experience on the type(s) of product(s) being installed.
- 19.6 The installation company must be certified by the manufacturer to perform the appropriate installation and functioning of the product(s) before the delivery of product to final delivery site.