

### Service Specification – College Furniture Supply Tender

Weston College Group are inviting tenders for the following services:

Contract Name: **Weston College Group - College Furniture Supply Tender**

Service Description	Term of contract
<p>Weston College is inviting suitably qualified and experienced suppliers to tender for the provision of furniture across its campus estate. The purpose of the tender is to establish a contract with a supplier capable of meeting the College's diverse furnishing needs, including but not limited to teaching spaces, administrative offices, breakout areas, and specialist learning environments.</p> <p>The selected supplier will be expected to provide a high-quality, durable, and value-for-money furniture solution that supports the College's commitment to creating inspiring, inclusive, and functional learning and working spaces. This includes the supply, delivery, and installation of furniture, along with ongoing support and responsiveness to future requirements.</p> <p>Estimated contract value circa.£70k.</p>	<p><b>2 years + 1 year</b></p>

#### Timeframe for tender process:

Process stage:	Proposed dates:
Specification Published	16/07/2025
Expression of Interest and Clarification period	16/07/2025 – 26/08/2025
Tender submission deadline	01/09/2025
Evaluation period	01/09/2025 – 05/09/2025
Provisional scores & Invitations to Presentations issued.	08/09/2025
Presentations and Product previews	15/09/2025
Formal feedback issued and successful supplier notified.	17/09/2025
10-Day stand still period	18/09/2025-01/10/2025
Contract Award Notification	02/10/2025
Contract commencement date	06/10/2025

**\*Note:** These dates are subject to change.

## **Specification**

### **1. Organisation Overview**

Weston College Group is a college of further and higher education providing education and vocational training to nearly 30,000 learners across the country. The college puts the learner first and is entrepreneurial in its approach and innovative in its thinking. The college is ambitious and aspirational and is responsive to the needs of students, staff, businesses, and the community.

The contract will commence on **06/10/2025** for a term of **2 years + 1 year**.

We invite bidders to submit comprehensive proposals that outline their services for the supply of furniture and associated products. Setting out pricing for core items in the tender submission to provide transparent, itemised rates, allowing the college to effectively plan and manage expenditure.

The Contractor may, from time to time, be requested to carry out additional works or services that fall outside the scope of this Specification. Any such ad-hoc services must be pre-approved, with associated costs agreed in advance. The Contractor will be required to obtain a valid purchase order (PO) prior to commencing the work, as invoices submitted without an authorised PO will not be processed for payment.

The tender seeks to appoint a Contractor whose expertise, initiative, and innovative approach will be integral to the delivery of high-quality furnishing services. The appointed provider will be expected to demonstrate a strong track record within the education sector, offering proactive and solution-focused support that upholds the highest standards of responsiveness. The successful Contractor should also bring forward proposals that reflect a commitment to innovation, continuous improvement, and the adoption of environmentally responsible practices.

In line with Weston College's sustainability objectives, bidders are encouraged to outline how their service delivery model and organisational operations will contribute to reducing carbon emissions and supporting the College's environmental policies throughout the contract term.

Full details in relation to Weston College may be obtained by visiting:  
<https://www.weston.ac.uk/>

## 2. Scope

The scope of this tender is to appoint a supplier (or suppliers) capable of meeting the full spectrum of Weston College Group's furnishing requirements across all sites. The contract will cover the supply, delivery, and installation of furniture for a variety of educational and operational settings, with a focus on quality, durability, value for money, and sustainability.

The successful supplier(s) will be expected to provide:

- **Classroom and Teaching Space Furniture**  
Desks, chairs, storage units, and specialist furniture for STEM, art, media, and vocational learning spaces.
- **Office and Administrative Furniture**  
Workstations, office chairs, meeting room furniture, storage solutions, and reception area fit-out.
- **Social and Informal Learning Areas**  
Soft seating, booths, collaborative tables, and breakout furniture designed for flexible and inclusive student use.
- **Library and Study Spaces**  
Study carrels, group work tables, ergonomic seating, and shelving systems.
- **Specialist Areas**  
Furniture for workshops, salons, training kitchens, and other industry-standard teaching environments.
- **Design and Space Planning Services**  
Support with layouts, furniture selection, and colour schemes to maximise functionality and space utilisation.
- **Sustainability and Lifecycle Considerations**  
Preference will be given to products with environmental certifications and suppliers offering refurbishment, recycling, or reuse services.
- **Project Delivery and Installation**  
Timely, safe, and coordinated delivery and installation with minimal disruption to college operations. Some projects may require out-of-hours or phased delivery schedules.
- **Reactive and Future Needs**  
The contract should support responsive procurement of furniture for ad hoc or future projects during the contract term.

This contract is expected to run for an initial period of 2 years, with the option to extend for a further 1 year based on performance, value, and continued need.

### **3. Service Standards**

#### **3.1. Timely Delivery and Installation**

The supplier must deliver and install all furniture within agreed timescales, aligned with academic calendars, refurbishment schedules, or project deadlines. Flexibility for out-of-hours or phased installations during term breaks is essential to minimise disruption to learning.

#### **3.2. Quality Assurance and Product Durability**

All furniture must meet or exceed relevant British Standards for safety, durability, and performance. Suppliers should provide warranties (minimum 5 years preferred) and ensure that furniture is appropriate for high-traffic, educational environments.

#### **3.3. Responsive Customer Service**

A dedicated account manager or point of contact must be assigned to the College. Queries, service requests, or fault reports should receive a response within 2 working days and be resolved within agreed SLAs.

#### **3.4. Sustainability and Environmental Responsibility**

Suppliers must demonstrate a commitment to sustainable practices. This includes sourcing environmentally friendly materials, minimising packaging waste, and offering take-back, recycling, or refurbishment services for end-of-life furniture.

#### **3.5. Accurate and Transparent Communication**

All quotes, specifications, and lead times must be clearly communicated. Changes to availability, delays, or substitutions must be promptly discussed and agreed with the College in advance. Documentation and invoicing must be clear and aligned with the agreed pricing structure.

### **4. Contractor's Responsibilities**

#### **4.1. Full Delivery and Installation Service**

The supplier will be responsible for the safe delivery, assembly, and installation of all furniture, ensuring that items are positioned according to agreed layouts and all packaging materials are removed and disposed of responsibly.

#### **4.2. Compliance with Health, Safety, and Safeguarding Requirements**

All work on college premises must comply with current health and safety legislation. Staff must be DBS-checked where required, particularly if working in student-occupied areas, and must adhere to site-specific safeguarding protocols.

#### **4.3. Product Compliance and Certification**

The supplier must ensure all products supplied meet applicable British and EU standards for furniture safety, fire resistance, and ergonomics, and provide relevant documentation upon request.

#### **4.4. Ongoing Support and Aftercare**

The supplier is expected to provide post-installation support, including warranty services, repairs or replacements for faulty items, and responsive communication for any issues arising during the contract term.

#### **4.5. Project Management and Coordination**

For larger installations, the supplier will provide a named project manager responsible for liaising with the College's Estates or Facilities team, coordinating timelines, deliveries, risk assessments, and access arrangements.

### **5. Weston College Group Responsibilities**

#### **5.1. Clear Communication of Requirements**

The College will provide timely and accurate information regarding furniture specifications, quantities, delivery locations, and installation timelines to enable effective planning and delivery.

#### **5.2. Site Access and Preparation**

The College will ensure that areas scheduled for furniture delivery and installation are accessible, safe, and prepared in advance (e.g. clear of obstructions, with appropriate flooring and lighting in place).

#### **5.3. Timely Approval and Sign-Off**

The College will review and approve proposed layouts, samples, and quotations within agreed timeframes, and will confirm acceptance of completed works to avoid delays in payment or project progress.

#### **5.4. Health and Safety Induction**

The College will provide relevant site inductions, safeguarding protocols, and health and safety briefings to all supplier personnel working on site.

#### **5.5. Prompt Payment**

The College will process and pay valid invoices within the agreed payment terms, subject to the satisfactory delivery and installation of goods and services as specified in the contract.

### **6. Monitoring and Quality Assurance**

#### **6.1. Product Quality and Compliance Checks**

All delivered furniture will be subject to inspection to verify compliance with agreed specifications, standards, and finishes. Any damaged, non-compliant, or substandard items must be replaced at no additional cost.

#### **6.2. Installation Audits**

Post-installation reviews will be conducted to ensure furniture is correctly assembled, positioned as per layout plans, and that the site is left clean, safe, and free of packaging or debris.

#### **6.3. User Satisfaction Feedback**

Regular feedback may be gathered from college staff and students on the functionality, comfort, and suitability of the furniture, with results shared with the supplier to inform continuous improvement.

#### **6.4. Performance Reviews and KPIs**

Supplier performance will be monitored through regular reviews against agreed KPIs, including delivery punctuality, responsiveness, issue resolution, and warranty claims. Repeated underperformance may lead to remedial actions or termination of the agreement.

## 7. Financial Monitoring

### 7.1 Open Book Policy - Access to Records

The Contractor shall grant the Weston College Contract Manager, or their designated representative, full and unrestricted access to all records, documentation, and data relevant to the provision of Furniture supply services. This includes, but is not limited to, records maintained at the Contractor's principal place of business as well as any documentation held onsite or electronically. The Contractor shall fully cooperate with any audits or reviews conducted by or on behalf of Weston College Group.

### 7.2 Performance Monitoring and Reporting

The Contractor shall undertake regular internal assessments relating to the quality of service delivery, market trends (including changes in Furniture supply service rates or commodity prices), compliance with applicable health and safety standards, and any other relevant operational metrics. The Contractor shall proactively communicate the outcomes of such assessments to Weston College Group in a timely and transparent manner.

### 7.3 Ongoing Oversight

Weston College Group reserves the right to implement performance monitoring mechanisms throughout the duration of the Contractor. The Contractor shall provide all necessary trading and performance-related information on a monthly basis, or as otherwise agreed, to the College's appointed representative to facilitate effective oversight and Contractor management.

## 8. Insurance

The Supplier shall hold all relevant insurances including Public Liability Insurance **not less than £5 million**, Employee Liability Insurance **not less than £10 million** and Professional Indemnity not less than **£2 million**.

## 9. Basis of the Contract

The contract will be structured based on the specification, tender response and pricing submitting. The initial period of the contract will be **2 years + 1 year, to be reviewed annually**.

Weston College Group may from time to time, by giving notice in writing to the Contractor, amend the operational requirements. Any such variation shall be subject to a fair and reasonable price adjustment to be agreed between Weston College Group and the Contractor.

The bidder is required to confirm acceptance of the proposed contract with their return bid.

## Contract Monitoring

### Performance and KPIs:

KPI	Target	Measure
<b>KPI 1</b> On-Time Delivery Rate	95% of orders delivered on or before the agreed delivery date.	<ul style="list-style-type: none"> <li>Tracked via delivery logs and project timelines.</li> <li>Calculated as <math>(\text{Number of on-time deliveries} \div \text{Total deliveries}) \times 100</math>.</li> <li>Reviewed monthly; performance below 90% for two consecutive months triggers a formal review.</li> </ul>
<b>KPI 2</b> Installation Accuracy and Completion	98% of installations completed correctly on first visit.	<ul style="list-style-type: none"> <li>Verified via post-installation checklists signed off by the College.</li> <li>Calculated as <math>(\text{Correct first-time installs} \div \text{Total installations}) \times 100</math>.</li> <li>Any failed installs must be rectified within 5 working days at no additional cost.</li> </ul>
<b>KPI 3</b> Defect-Free Delivery Rate	97% of delivered items to be free from damage or manufacturing defects.	<ul style="list-style-type: none"> <li>Monitored through goods received inspections and defect logs.</li> <li>Calculated as <math>(\text{Undamaged items} \div \text{Total items delivered}) \times 100</math>.</li> <li>Replacement of defective items to occur within 10 working days.</li> </ul>
<b>KPI 4</b> Issue Resolution Response Time	Respond to 100% of reported issues within 2 working days; resolve 90% within 10 working days.	<ul style="list-style-type: none"> <li>Logged via helpdesk/ticketing system or email correspondence.</li> <li>Response time = Time between issue report and first reply.</li> <li>Resolution time = Time from issue report to full closure.</li> <li>Delays beyond agreed timeframes must be explained in writing.</li> </ul>

### Eligibility Criteria

Eligibility will be assessed through the SQ stage.

### SQ Scoring Matrix:

Met	<b>3</b>
Partially met	<b>2</b>
No met	<b>1</b>

Suppliers who score 1 on any of the SQ questions will not be progressed to presentation stage.

### Evaluation process

1. **Selection Questionnaire** will allow potential suppliers to self-declare their status against the eligibility criteria and exclusion grounds to provide preliminary evidence of their suitability to pursue a professional activity, economic and financial standing, and technical and professional ability.
2. **Invitation to Tender** will include service specific tender questions to enable potential suppliers to submit a full and detailed offer to supply services against the specification provided.
3. **Supplier Presentation** will allow potential suppliers to showcase product quality, service delivery, innovation and finances to the evaluation panel.
4. **Evaluation of tenders and presentation.**

### ITT Scoring Matrix: [This may vary by service]

Innovation and added value	<b>10%</b>
Account management	<b>15%</b>
People and mobilisation	<b>15%</b>
Service specific detail	<b>20%</b>
Financial	<b>20%</b>
Social Value	<b>10%</b>
Presentation	<b>10%</b>

5. **Formal notification** of scoring and contact award.



## **Appendix A Conditions of Tender**

1. Every tender received is deemed to have been made subject to these conditions.
2. The bidder must obtain for themselves at their own expense all information necessary for the preparation of their tenders.
  - a. Information supplied to the bidder by Weston College Group is only for guidance in the preparation of the tender. The bidder must satisfy themselves by their own investigations of the accuracy of such information.
  - b. The bidder is required to complete and provide all information required by Weston College Group in accordance with the contract appendices and schedules. Failure to comply with these conditions will lead Weston College Group to reject the tender unless omissions have been expressly agreed by Weston College Group.
3. Any bidder who directly or indirectly canvasses any member or official of Weston College Group concerning the award of the contract for the provision of the services, or who directly or indirectly obtains or attempts to obtain information from any such member or official concerning any offer tender or proposed tender for the services shall be disqualified.
4. All information supplied by Weston College Group in connection with this invitation to tender shall be regarded as confidential to Weston College Group. This invitation to tender and accompanying documents are and shall remain the property of Weston College Group and shall be returned and/or deleted on demand.
5. Any bidder who fixes and adjusts the amount of this tender by or in accordance with any agreement or arrangement with any other person, or in any way acts in a collusive manner shall be disqualified.
6. Tenders must be for the supply of the whole of the services upon the terms and conditions as set out.
7. The bidder shall cost the contract for 2 years from the commencement date.