Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Multi -Party Framework Agreement

For

The Provision of Furniture to Trinity College Dublin

Scope of Service:

Contract for furniture

TRINITY COLLEGE DUBLIN

Ref: TCD-27-C2603

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Part 1: Objectives & Requirements

1.1 The Contracting Authority

Trinity College Dublin, the University of Dublin ("**Trinity**") is Ireland's leading university. Further information on Trinity can be found on the website – www.tcd.ie

Trinity has a wholly owned subsidiary, Ghala DAC, which is involved in the development of Trinity's capital works programme. Trinity reserves the right that any Contract awarded may subsequently be novated to an entity wholly or partly owned by Trinity or by Ghala DAC.

1.2 Contract Requirements

The University requires the provision, delivery, assembly, installation, reconfiguration, and removal of loose furniture across its academic, administrative, residential, research, and public-facing facilities. The appointed Contractor(s) shall provide a responsive, flexible, and professional service capable of supporting both planned Capital projects and ad hoc operational requirements throughout the contract period.

The Contractor shall supply a suitably qualified and experienced workforce to undertake all aspects of furniture handling, delivery, assembly, installation, relocation, and dismantling. Services may range from the installation of single furniture items to the delivery and fit-out of entire buildings, offices, teaching spaces, laboratories, meeting rooms, student accommodation, and communal areas. All works shall be completed in accordance with manufacturers' instructions, relevant health and safety legislation, and University policies and procedures.

The Contractor shall be responsible for all labour, transport, equipment, tools, access equipment, packaging removal, waste disposal, and any ancillary materials necessary to complete the services. Furniture shall be delivered, assembled, positioned, levelled, and left ready for immediate use. The Contractor shall take all reasonable precautions to protect existing buildings, finishes, fixtures, equipment, and occupied areas from damage during the execution of works.

The University operates within a live educational environment and therefore requires contractors to demonstrate the ability to work within occupied buildings while minimising disruption to teaching, research, administrative activities, and student services. The Contractor must be able to develop a logistics plan for their works, in coordination with the Contracting Authority, for both internal and external access around campus. Contractors may be required to undertake works outside normal operating hours, during academic recess periods, including Reading Week, or within restricted access locations where advance planning and coordination are essential.

The Contractor shall provide a dedicated account management structure, including a nominated contract manager, to coordinate all service requests, programme deliveries, monitor performance, and act as the primary point of contact throughout the duration of the contract. Effective communication, scheduling, progress reporting, and issue resolution will be critical requirements of the service.

The University places significant emphasis on sustainability and environmental responsibility. Tenderers shall demonstrate their approach to reducing packaging waste, recycling materials, minimising transport emissions, and supporting the University's sustainability objectives. Packaging

materials generated through deliveries and installations shall be removed from site and managed in accordance with applicable environmental legislation and best practice waste management principles.

Tenderers shall demonstrate experience in delivering similar services within large and complex organisations and in a live environment and provide evidence of robust quality assurance procedures, health and safety management systems, trained personnel, and the operational capacity necessary to support the University's requirements across multiple campus locations and facilities. The successful Contractor(s) will be required to work collaboratively with University stakeholders to ensure the efficient, safe, and timely delivery of all loose furniture services throughout the contract term.

The Contracting Authority anticipates that requirements under this Contract will arise on an ad hoc basis throughout its duration to support the ongoing operational needs of the University. In addition, the Contract will be utilised to support a range of planned capital projects, refurbishment programmes, fit-outs, relocations, and new building developments as they arise over the lifetime of the Contract. The projects listed below are indicative only and are intended to provide Tenderers with an understanding of the potential scope and scale of future requirements. The inclusion of these projects does not constitute a guarantee of work, and the Contracting Authority reserves the right to amend, defer, or cancel any project in line with operational, funding, or strategic requirement

- Dartry – Student Accommodation block €1.5m
- Old Library Redevelopment Project €200k
- TRSP – Arts Building/Student Centre/ Law School €100k
- Trinity East Project €50,000

1.3 Scope of Services

The Framework Agreement is established for the supply, delivery, installation, assembly, of loose furniture across Trinity College Dublin sites.

The Framework may be used for:

- Office furniture
- Meeting and collaboration furniture
- Lecture theatre furniture
- Classroom furniture
- Library furniture
- Canteen furniture
- Student accommodation furniture
- Reception furniture
- Laboratory support furniture
- Outdoor furniture
- Specialist furniture requirements
- Ergonomic furniture
- Height-adjustable desks
- Storage systems
- Seating solutions
- Soft seating
- Breakout and social space furniture

Services may include:

- Furniture supply
- Site surveys
- Space planning support
- Furniture recommendations
- Product sampling
- Provision of drawing layouts
- Delivery
- Assembly and installation
- Furniture removal and disposal
- Product maintenance advice
- Sustainability and circular economy initiatives

1.4 Objectives

The objectives of this Framework Agreement are to provide:

- High quality, durable and fit-for-purpose furniture solutions.
- Consistency of furniture standards across the University estate.
- Value for money through competitive call-off procedures.
- Flexible and responsive furniture services.
- Sustainable and environmentally responsible products.
- Furniture solutions that support accessibility and inclusivity.
- Compliance with all applicable health, safety, fire safety and environmental legislation and standards.
- Efficient project delivery for both planned and reactive furniture requirements.

1.5 Furniture Standards, Safety & Compliance

All furniture supplied under the Framework Agreement shall comply with all relevant Irish, European and international legislation, regulations and standards.

As a minimum, suppliers shall ensure compliance with:

General Health & Safety

- Safety, Health and Welfare at Work Act 2005
- Comply fully with all building legislation and regularity requirements
- Safety, Health and Welfare at Work (General Application) Regulations 2007
- REACH Regulation (EC) No. 1907/2006
- Fully competent and trained staff, including but not limited to, completion of manual handling.
- Provision of appropriate Personal Protective Equipment (PPE) to all staff
- Completed company health and safety statement, and risk assessments
- Staff identification for security and safety of others, worn at all times on the Trinity Campus
- Completion of and compliance with Trinity site induction requirements
- Completion of and compliance with any works contractor site induction, and PPE requirements
- All other applicable laws and regulations for the provision of the subject goods and services.

Fire Safety Standards

For upholstered furniture:

- S.I. No. 316/1995 Industrial Research and Standards (Fire Safety) (Domestic Furniture) Order
- IS 419:2011 Fire Safety Requirements for Domestic Upholstered Furniture
- EN 1021-1 Cigarette Ignition Test
- EN 1021-2 Match Flame Ignition Test
- Code of Practice for Fire Safety of Furnishings and Fittings in Places of Assembly; Department of the Environment; 1989
- I.S. 254:1983 Flame Resistance Requirements for Upholstery

For commercial and educational environments:

- BS 7176 Specification for Resistance to Ignition of Upholstered Furniture
- BS 5852 Ignitability Testing (minimum Crib 5 where applicable)

Furniture Strength, Stability and Durability Standards

Where applicable:

- EN 1335 Office Seating
- EN 527 Office Desks and Tables
- EN 1729 Educational Furniture
- EN 16121 Storage Furniture
- EN 16139 Non-Domestic Seating
- EN 12520 Domestic Seating
- EN 12521 Domestic Tables

Material Safety

- EN 717-1 Formaldehyde Emissions
- E1 Formaldehyde Classification or equivalent
- FSC Certified Timber or PEFC Certified Timber preferred

Tenderers shall provide evidence of compliance, certification, testing reports and declarations upon request.

1.7 Furniture Delivery, Assembly and Installation

The Contractor shall:

- Deliver furniture to all Trinity College Dublin locations.
- Assemble and install furniture where required.
- Remove all packaging from site.
- Recycle packaging materials where possible.
- Carry out work in occupied academic, research and residential environments.
- Coordinate deliveries with designated University representatives.
- Protect floors, walls, doors and existing furniture during delivery and installation.
- Leave all work areas clean and ready for immediate use.

1.8 Sustainability Requirements

Contractors shall demonstrate:

- Use of recycled and recyclable materials.
- FSC or PEFC certified timber products where available.
- Low VOC finishes and adhesives.
- Furniture take-back schemes.
- Refurbishment and re-use options.
- Waste reduction initiatives.
- Packaging reduction measures.
- Carbon reduction initiatives within transport and logistics operations.

1.9 Framework Operation

The Framework Agreement shall be established with up to eight (8) suppliers.
The highest ranked compliant tenderers following evaluation shall be appointed to the Framework Agreement.

Call-off contracts may be awarded through:

- Direct awards as permitted by the Framework rules.
- Mini-competition between Framework members.

No guarantee is given regarding the value or volume of work awarded under the Framework Agreement.

See framework agreement for all Framework rules and drawdown methods

Part 2: Goods Contract – Contract Management

2.1 Management Information & Reporting

The Contractor shall supply the Contracting Authority with such reports as agreed between the parties. Management Information is to be provided and returned in a format specified by the Contracting Authority on an agreed regular basis. At a minimum, reports shall be in electronic spread-sheet format and e-mailed to the Contracting Authority as standard.

Some additional reports may be required during the term of the contract, in line with unforeseen future requirements. If such additional reports are necessary, the Contracting Authority undertakes to limit such additional reporting requirements to the necessary minimum. The Contractor shall be required to assist with the development of any additional and different reports.

All management information shall be readily available for the Contracting Authority and Contracting Authority within 5 working following a request in writing. Reports shall be made available in electronic and paper formats as requested by the Contracting Authority.

2.2 Contract Management

The Contracting Authority will have discretion to implement contract management procedures to ensure all Furniture Goods are provided and installed in accordance with the specifications as set out in this tender document set and is in accordance with all relevant standards & legislation.

As part of the contract management procedures, the Contracting Authority may agree Service levels (SLA's) and Key Performance Indicators (KPI's) with the Contractor. These SLA's and KPI's will form part of the obligations of the Contractor to review performance and discuss opportunities for improvement to the service being offered.

In addition to the regular reporting, (see management information & reporting above) the Contracting Authority may require the Contractor's Contract Manager to attend one contract review meeting per quarter, in order to discuss the operational aspects of the contract, to review performance, reports, complaints, discuss opportunities for improvement to the services being offered all with the purpose of achieving the Contracting Authority's objectives.

2.3 Pricing

The Contractor shall ensure all prices provided include for all costs, profit, materials, furniture and goods, administration, equipment, transport, overheads, insurances, payments, travel, subsistence, general office consumables, annual leave, and any other cost associated with the provision of the goods and services for this framework.

2.4 Appointments & Site Procedures

Contractors shall make prior arrangements with the Contracting Authority to undertake site surveys, deliveries, installations, furniture relocations, removals, or any other services required under the Framework Agreement. A schedule of proposed site visits, delivery dates, installation works, and associated activities shall be agreed in advance with the Contracting Authority.

Contractors must report to the designated University representative, building manager, or relevant department upon arrival at each site before commencing any works. Site access arrangements, delivery procedures, working hours, parking requirements, and any location-specific protocols will be communicated during framework mobilisation and may vary between locations.

Upon completion of the survey, delivery, installation, relocation, or removal works, the Contractor shall report to the designated University representative and confirm completion of the works. Where required, the Contractor shall provide delivery notes, installation records, snagging reports, and any other relevant documentation associated with the completed works.

In all instances, the Contractor must follow all health and safety procedures in place at any given site and wear any identification provided by the Contracting Authority or carry any work permit which may be issued by the Contracting Authority.

Personnel visiting any site to carry out work must be appropriately attired in a professional fashion and be identifiable as an employee of the Contractor.

The Contractor shall treat as confidential all information obtained during attendance on site including but not limited to information regarding access control, security arrangements, specialist rooms or and floor plans.

Contractors must ensure adequate protection to building finishes during delivery and placement of furniture to ensure no damage occurs to any existing building fabric or finishes during the works.

Suppliers must provide the TCD Security Team with details of all vehicles scheduled to make deliveries in advance of their arrival, including vehicle registration numbers, where possible drivers names and expected arrival times, to facilitate security checks and access arrangements.

2.5 Procedure for Complaints

The Contractor will be required to put in place formal procedures for resolving any of the Contracting Authority's problems or complaints. This procedure should include a clear path communication process, a system for reporting root cause, corrective and preventative actions.

2.6 Staffing

It is important that any contract awarded under a Framework Agreement is well managed by the Contractor with adequate resources assigned to it for the term of the Contract. In addition to the operational of a goods furniture contract, contract management, customer service, technical support, invoicing, managing parts inventory & logistics, record keeping and reporting are important to delivering goods contracts. The Contractor shall deliver all of the above requirements, including any additional human resources required to provide sickness, holiday cover, to the Contracting Authority at no extra charge.

2.7 Contract Manager

The Contractor shall provide a dedicated Contract Manager to deal with the day to day running of the goods contract, preparing any reports as required, resolving disputes & complaints and liaising with the Contracting Authority to ensure the efficient and effective operation of the Services Contract and be responsible for the successful delivery of the contract.

The Contracting Authority shall be provided with the contact details of their dedicated Contract Manager. Once the Contract Manager personnel is agreed between the Contractor and the Contracting Authority, it is important, where possible, that there is continuity of personnel for the Term of the Services Contract. Where there is a change in Contract Manager Personnel the Contracting Authority will be notified in advance of any replacement and reserves the right to approve the

proposed replacement. The Contracting Authority shall also be provided with the contact details of a deputy Contract Manager in the event the primary Contract Manager is unavailable.

2.8 Installation Technician(s)

The installation technician personnel engaged in installing goods shall be a competent installation person/technician. A competent installation technician shall mean the designated personnel are suitably trained, qualified by knowledge and practical experience, provided with necessary instructions, Personal Protective Equipment (PPE) and support to enable the installation operation to be safely carried out.

2.9 Replacement Spare Parts

Furniture spare parts are replacement components used to repair, maintain, or extend the service life of furniture items. Examples may include castors, glides, feet, hinges, drawer runners, locks, handles, gas lift mechanisms, armrests, upholstery panels, desk adjustment mechanisms, cable management components, and other manufacturer-approved replacement parts.

Under this Framework Agreement, consumable items and standard replacement components required to fulfil warranty obligations or routine maintenance activities shall be deemed to be included within the Contractor's tendered rates unless otherwise agreed by the Contracting Authority.

All spare parts supplied and installed shall be compatible with the original furniture item and, where applicable, shall be in accordance with the original manufacturer's specifications, recommendations, and warranty requirements. Where original parts are no longer available, replacement parts shall be of equivalent or higher quality and performance and must be approved by the Contracting Authority prior to installation.

All furniture components, materials, and replacement parts shall comply with all applicable Irish and European legislation, standards, and codes of practice, including relevant fire safety, product safety, durability, and material compliance requirements. Where applicable, products and components shall be CE marked or UKCA marked and accompanied by the appropriate certification and documentation.

2.10 Training & Demonstration

Where required by the Contracting Authority, the Contractor shall provide training, demonstrations, and user guidance in relation to furniture and associated equipment supplied under the Framework Agreement. This may include ergonomic workstation setup, height-adjustable desks, specialist furniture, storage systems, and any furniture incorporating mechanical or electrical components.

2.11 Tools & Test Equipment

The Contractor shall ensure that all personnel are provided with the tools, equipment, materials, fixings, and access equipment necessary to safely and effectively undertake furniture delivery, assembly, installation, relocation, repair, and removal services. All tools and equipment shall be maintained in good working order and comply with applicable health and safety requirements.

The Contractor shall provide, at its own cost, all equipment required to complete the scope of services, including lifting and handling equipment, protective materials, assembly tools, and installation components. No item required to fulfil the services shall be considered a specialist item or attract additional charges unless expressly agreed in advance by the Contracting Authority.

2.12 Misuse & Abuse

The Contractor will not be responsible for costs associated with repairs arising because of misuse and/or abuse, regardless of the type of contract they operate under.