

Removals, Recycling, Storage and Associated Services Framework Agreement

User Guide

Ref No: 988



Supporting your world | Corporate Services



About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services. Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there's an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

Overview

Start date:	18 February 2020
Expiry date:	17 February 2022
Extension(s) (if applicable):	With 2 options to extend for an additional 12 months
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 4 years
Contract notice ref. no:	2019/S 242-594857
Corrigendum (if applicable):	N/A
Contract award ref. no:	2020/S 042-100615
Potential maximum value:	£30-£40 million
Rebate:	1.5% paid by supplier/provider
Geographical location(s):	National

Specification, overview and lot structure

Overview

This framework has been created so customers can procure a wide range of removals, recycling, storage and associated services. Customers have the option to procure for small or large removal services. Also, customers can procure any of the associated services separately, even if it isn't part of a move.

Removals

- Small, medium and large commercial, domestic, MOD moves (inclusive of barrack blocks and garrison married quarters)
- Library moves
- Fine art moves
- Moves including international shipping or freight forwarding
- "Man and van" services
- Planned or unplanned (reactive) moves including out of hours services
- Emergency call-outs
- Project management
- Provide crates, boxes or other materials for moves
- Packing services in relation to a planned move
- Dismantling and reassembly of equipment and or furniture
- House or void property clearance (internal and external)
- Scene of crime cleans – following the removal of proceeds of crime
- Dilapidation and making good after a move which may include handyman services, joinery, electrical work, plumbing, painting and decorating, glazier work, and general restoration
- Deep clean services where required as part of a move which may include clinical waste removal
- IT moves and safe disposal of IT hardware
- Disposal of confidential waste
- Environmental and or specialist disposal of surplus furniture and equipment
- Re-cycling or up-cycling
- Off-site managed storage (including self-serve where required and disaster storage)
- Document storage and retrieval

Association Services

The associated services can be procured separately, it doesn't have to be part of a move.

- Crate hire and additional packing materials
- Storage
 - Pallet
 - Steel shipping containers
 - International student storage
- Document storage and retrieval
- Document storage and retrieval
- IT asset disposal
 - Data wiping
 - Data destruction
- Confidential waste disposal
- Shipping services

Specification, overview and lot structure

Lot structure

This framework consists of a single lot, enabling customers to easily procure for removals, recycling, storage and associated services.

Specification

Small scale removal services

Low risk and low complex moves carried out internally on-site and between different buildings. These are to be short term contracts including anything from 1 hour up to 5 days. Small moves will involve low numbers of staff. Furniture dismantling and rebuild may be undertaken on a very small scale. Private secure storage may be required on a small scale.

Small scale removals exclude:

- Electrical works
- I.T decommissioning
- Complex furniture dismantling and rebuilding

Large scale removal services

Medium to high risk removal services carried out internally and externally. Large scale removal services will include the following services:

- IT and electrical work including cable management
- IT decommissioning and recommissioning
- Heavy lifting
- Furniture dismantling and rebuilding configuration requirement
- Short and long term storage requirements
- Full project management, space and move planning, including H&S assessments, load assessments, risk assessments and site inspections
- Specialist lifting and moving equipment
- Specialist packaging
- Ability to co-ordinate wall removal, minor works if required and make good any work done
- UK wide and international
- Crate management and ancillary packaging
- Disposal of unwanted furniture (with full audit trail if required)
- Re-use/recycle and re-sale of furniture (relocated or used by someone else)
- Spares and consumables, including keys, shelf supports and broken keys in locks etc.
- All vehicles operated by the provider must be suitably insured for the transportation of goods and all premises where goods are to be stored must be suitably insured

Not all premises have lifts available to reach delivery locations above the first floor and the provider must undertake risk and other assessments for all jobs.

The providers had to include within their pricing schedule the all-inclusive cost of the provision of appropriate vehicles including the driver and fuel required to undertake the service, project manager, supervisor and all other operatives and all equipment require to facilitate the move. All quotations for moves will confirm the number of operatives to be provided and the estimated length of time the move will take.

Specification, overview and lot structure

All charges for work undertaken are to be calculated from arrival at the site that is to be vacated or furniture moved, to the completion of the move. It is expected that a signed worksheet confirming these times will be available if required by a contracting authority.

For international moves the provider has provided indicative costings for shipping which may include packing up, collection and delivering to port then collecting from port of entry, delivery and unpacking along with freight forwarding service on the pricing schedule.

The provider will be expected, on occasions, to assist in the packaging and unpacking of items. This may extend to the requirement to disconnect, pack and put onto desks items of computer equipment.

The provider will arrange to provide sufficient packing crates and equipment where required. The provider will be required to deliver the crates at least five working days in advance to the removal date and to collect the crates five working days after the removal.

The provider will be expected to liaise with the authorised customer concerned with regard to specific details such as the time and date of moves etc.

If delivered services differ to those detailed in the quotation, it is the duty of the provider to arrange for alteration of the services specified at no expense to the customer.

The provider will be required to keep records of and provide, when requested by YPO or the customer, management information regarding work undertaken and a detailed breakdown of expenditure.

The provider is to nominate and brief the supervisor on all moves prior to arriving on site.

The providers operatives will attend the designated site of removal promptly at the agreed date and time.

On arrival at the site, the supervisor of the providers removal team must provide proof of identification to the customer prior to commencement of work.

On arrival on site, the supervisor will 'walk through' the move with the customer to ensure understanding of the move. The supervisor will be advised of any special issues including fire alarm testing, location of facilities etc.

The removal team will carry out the removal in accordance with the quotation specification, method statements and risk assessments.

On completion of the quotation process, the supervisor will liaise with the customer to agree completion of the move and submit a copy of the quotation for checking.

The provider may be required to dismantle furniture and then reassemble furniture at the new location.

Any issues concerning the move on the day are to be raised by the supervisor with the customer.

All of the providers employees must wear an identification badge and a uniform including suitable safety footwear and high visibility clothing as necessary.

The provider must advise the customer in writing of any instructions regarding emptying and locking furniture.

Unless the provider states otherwise in their quotation, filing cabinets shall be moved with the contents in.

Specification, overview and lot structure

Specialist disposal/destruction/recycling

Disposal (may include re-cycling and re-sale) of specialist items which may include but not limited to:

- Artwork
- Antiques
- Plant machinery
- Kitchen fittings and equipment disposal
- Office clearance including high volumes of office furniture and equipment
- Recycling of surplus equipment to include a profit share
- Re-sale of surplus equipment to include a profit share

Collection is required from designated sites. All items must be taken away if requested. The provider will be required to provide asset logs for all items taken away, to include make, model and serial number and may also be required to provide authorities with a revenue return from any items of equipment resold.

Evidence must be provided that appropriate disposal licenses are in place.

Waste documentation systems must be in place and clear audit trails available.

All goods are transferred to the ownership of the disposal organisation and should not be traceable back to the customer other than through the serial number audit trail.

Items passed to the disposal company will be classified according to the classification within BS15713:2009.

All equipment should be de-personalised before disposal or re-cycling e.g. no badges or references to the customer remain.

An agreed disposal or recycling policy will be agreed for each classification of equipment appropriate to render any data or configuration unreadable, illegible and unable to be recognised.

Where goods are to be re-cycled and sold on, evidence of sale should be provided within 14 days of the sale and records of the purchaser to be made available on request.

IT disposal

Disposal (may include re-cycling and re-sale) of IT equipment, must be in accordance with current standards and legal requirements and any subsequent versions/ amendments. YPO must have the ability to add other hardware to this list as and when required.

- Personal computers
- Laptops
- Notebooks
- Hard drives, solid state drives
- USB sticks
- Backup tapes, data tapes
- Servers, blades
- Mobile phones
- Handheld devices – PDA, SPV
- Rack mount and free-standing server base units
- Flat screen monitors, CRT monitors
- Printers laser and inkjet
- Uninterruptible power supplies
- Scanners, photocopiers and MFDs
- Card readers

Specification, overview and lot structure

- Wiring/networking cabinets
- Redundant cabling
- Switches, hubs, routers, modems and other networking equipment
- Digital cameras
- Fax machines
- VOIP handsets and headsets
- Desktop phones

The equipment may be in a variety of states including, usable, broken or rendered inoperable.

Collection is required from designated sites. All items must be taken away if requested. The provider will be required to provide asset logs for all items taken away, to include make, model and serial number and may also be required to provide authorities with a revenue return for any items of equipment resold.

All collections must be made using providers own secure vehicles, with solid sides and GPS tracking as a minimum.

All collections must be made by uniformed security vetted customer service representatives to BS7858 and carry ID cards.

Providers to offer contracting authority the option of on-site or off-site destruction and erasure of data bearing.

All goods are transferred to the ownership of the disposal organisation and should not be traceable back to the customer other than the serial number audit trail. All equipment should be de-tagged and de-etched before disposal or re-cycling e.g. No badges or customer references can be allowed to remain on the items.

Items passed to the disposal company will be classified according to the classification within EN15713:2009.

All devices capable of storing data and configuration must be wiped clean using tools certified by CESG (Communications Electronic Safety Group) and supported by HMG Infosec Standard No.5 (enhanced) or equivalent standard.

All devices capable of storing data must be sanitized using tools certified by NCSC (National Cyber Security Centre) and supported by international erasure standards. The provider will be required to show full audit trails and inventories for all items taken away, to include at minimum make, model, serial number and asset tag where present.

Evidence must be provided that appropriate environmental disposal licenses and permits are in place.

Providers must have the capability to include a system whereby a customer can track online the progress of their jobs, generate reports and demonstrate environmental impact efficiencies that using the recycling service offers.

Provider will be required to provide contracting authority with a revenue return from any items of equipment resold.

An agreed disposal or recycling policy will be agreed for each classification of data-bearing equipment, appropriate to render any data unrecoverable.

All devices capable of storing data and configuration must be wiped clean within 48 hours of arrival at the destruction site.

All potential data-bearing devices must be sanitized within 20 working days of collection.

Asset registration and initial email report within two business days of collection.

Specification, overview and lot structure

Sanitisation to client defined requirement within ten working days of receipt.

Certificate of erasure available to client within fifteen working days of receipt.

All data bearing assets will be erased/overwritten using CESG/NCSG approved software, or where no software has been approved, industry best practice will be used. All assets that are identified of having an erasure pass, or physical destruction will be indemnified.

Other services relating to asset disposal include asset management services to help clients understand the scale, numbers and location of their IT asset estate. This may also involve deployment and roll out of new equipment as the old is removed.

Destruction/disposal site to have steel structure perimeter fencing, CCTV monitoring and recordings. Warehouses strictly access controlled, have 24-hour security cover and PIR activated night-time floodlights.

Disposal and or recycling of WEEE products.

Confidential waste

To provide a secure on-site or off-site shredding service for confidential waste:

- Complies to BS EN15713:2009 and ISO 27001
- Registration with Information Commissioners Office (ICO)
- Licensed by Environmental Agency and SEPA
- ADISA accreditation (or working towards accreditation)
- Security vetted customer service representatives to BS 7858
- Vehicles to be GPS tracked, fully alarmed on all doors and fully securely
- Customer service representatives to identify themselves on arrival at customer premises
- Provide contracting authority with secure lockable consoles
- Pre-agree schedules with contracting authority for collection of confidential waste
- Secure lockable consoles unlocked, and contents emptied and transported securely to the on-site shredding vehicle
- Contracting authority to sign to confirm number of units to be destroyed
- Provide the customer with a waste transfer note within 24 hours of shredding
- Shredded paper to be bailed and sent for recycling

On-site

- Confidential materials to be shredding immediately on the vehicle in line to BS EN15713:2009

Off-site

- Secure lockable consoles unlocked, and the contents emptied and transported securely to the off-site shredding vehicle
- Confidential materials have to be shredded with 24 hours of arrival at the secure shredding centre in line to BS EN15713:2009

Clinical waste

Removal of clinical waste from properties – on occasions there will be a need to work within some domestic housing environments where there is the potential of danger from drug utensils/sharps or furniture and an environment that is potentially a hazard to health, a specialist 3rd party service will be required as part of the providers overall service delivery to deal with these types of situation.

Specification, overview and lot structure

Storage

Provide contracting authority with short-term and/or long-term storage solutions at contracting authority premises or off-site premises which includes but not limited to:

- End to end document management system
- Tape and media storage
- File tracking
- Online document management
- Furniture
- Arts
- Conserving artefacts and objects

Complies to ISO 27001.

Registration with Information Commissioners Office (ICO).

Off-site premises need to be local to the customer and easy access, 24 hours a day 7 days a week.

Storage locations to have steel structure perimeter fencing, CCTV monitoring and recordings. Warehouses strictly access controlled, have 24-hour security cover and PIR activated night-time floodlights.

Storage facilities to be clean and climate controlled with modern alarm technology and 24-hour CCTV.

All staff to be security vetted to BS7858 and carry ID cards.

Vehicles to be GPS tracked.

Benefits of using the framework agreement

YPO's framework agreements are established to allow customers to purchase goods, works or services from providers via either direct award or further competition.

Benefits of using the framework agreement:

- Customers have the choice of three awarded providers
- Customer have the choice of using the full removal service or using any of the associated services even if this isn't part of a move
- Customers have the option to direct award or further competition
- YPO can support the customers further competition (call-off) process if required
- Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement
- Assured provider standards – providers are 'pre-qualified' as to their general suitability
- Aggregation of spend – customers will receive the benefits of the aggregated spend volume and increased leverage in the market
- Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established or use their own terms and conditions
- Quality suppliers that provide a national and international service

Providers



- Crown
- Harrow Green
- Johnsons

Restore Harrow Green has been helping organisations change for almost 40 years. Our commitment to remain at the top has seen us expand our portfolio of services to match the growing needs of our customers as they transform and grow. We are the market leaders in business relocation and have held the largest share of the UK's business moving market for more than ten years.

Our focus is on making things easy for our customers and no doubt this is why we have an excellent customer retention record. Our staff take great pride in their work and they understand that it is their actions that help us maintain our market-leading position. We aim to be the number one choice for organisations who are relocating, re-organising or recycling, providing the very best service tailored to our customers' needs.

We go to great lengths to guarantee the quality of our service and ensure that we hold the best accreditations in the industry. We want our customers to feel reassured that we hold ourselves to a very high standard, which is why we make every effort to get independently rated and certified even in categories where it isn't strictly necessary for the relocation industry. We want to be synonymous with quality, safety and customer service and our accreditations help us get that little bit closer.

We specialise in business relocation, technology moves, asset recycling and storage services. Restore Harrow Green offers forward thinking integrated services to a broad spectrum of clients encompassing both the public and private sectors and, through the delivery of creative multi service offerings, achieve competitive advantage in their various marketplaces.

Our forward-thinking and consultative approach to workplace change management has been recognised independently, with numerous partnership and industry awards.

A proven reputation has helped make Restore Harrow Green the first choice for a wide range of organisations seeking an integrated solution to business change.

Contact: **Terry Gibbs**
Tel: **07985 810 812**
Email: **removals988@restore-harrowgreen.com**



Crown Workspace is dedicated to consistently supporting clients workplace needs as they change and grow.

We have been moving people and businesses for over 50 years, and understand that no two projects are the same. We tailor our services to each unique project, creating workspaces that inspire, excite, deliver social value, and have a positive impact on the environment.

Our main objective is to ensure the client experiences minimal downtime, minimises risks and to ensure essential services continue to function throughout the project.

Our brand promise of delivering business class services is evident in our approach that sees us provide forward thinking solutions and flexible and reliable delivery by our very own dedicated and fully trained staff. Over the years we have built a wealth of experience with our extensive range of clients across many industry sectors.

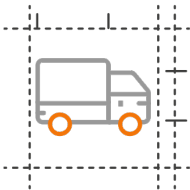
Time to grow and succeed

As our client base and understanding of the market grew, so did we. In November 2018 we cemented our commitment to the workplace change sector by announcing the acquisition of Premier Workplace Services, a leading provider in the UK workplace change category.

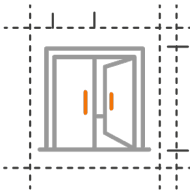
With a 20+ year track record, Premier Workplace Services was a recognised leader within the industry, bringing an established blue-chip customer base and an unrivalled sustainable approach to the sector.

Service offering

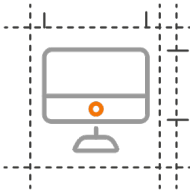
Crown Workspace provide a developed and enhanced service offering.



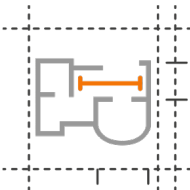
Commercial Relocations



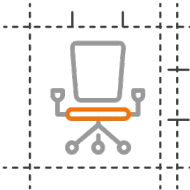
Moves and Changes



IT Services



Interiors



Furniture



Storage

Experts in workplace sustainability
As a leading provider in circular office solutions, we can support you whether you are having an office clear-out, relocating, refurbishing, or expanding your team. This is done with a focus on reducing your impact on the environment, and following the waste hierarchy of resell, renew and donate.

Global footprint
Crown Workspace provides a bespoke solution for all types of office and workplace change projects around the globe. Our global expertise spans across commercial and specialist relocations, moves and changes, IT services, furniture, interiors and storage.

During all this time our objective has stayed the same; providing clients with hassle free and sustainable workplace change projects, whilst creating spaces to attract and retain the best talent in the industry.

The Crown worldwide family
Built on the 50-year legacy of the Crown Worldwide Group, Crown Workspace is complemented by several other divisions, offering business services all over the world. These include international logistics, relocation and mobility services, records management and fine art services; all for both corporate and private clients.

Contact: **Darren Nice**
Tel: **07799 034 165**
Email: **dnice@crownww.com**



Johnsons are experts in transformation projects. With over 149 years of experience in the removals business, we pride ourselves on n delivering our service in line with our company values of: **care, integrity and respect.**

With depots across the UK, Johnsons1871 are one of the market leaders in public sector projects. Delivering both national contracts to organisations like; DEFFA and the Department for Work and Pensions, to one off local projects for a number of government agencies.

Contact: **Barbara Evans**
Tel: **07738 635 716**
Email: **bevans@johnsons1871.co.uk**

How to award/ call-off from the framework

To access the framework agreement, pricing and call-off terms and conditions customers should complete and return the Customer Access Agreement.

Customers have the option to direct award or run a further competition. Extensive assessment of the suppliers/providers has been undertaken at the evaluation stage to provide CAs a compliant access to suppliers/providers.

The selection/award criteria used to establish the framework agreement was:

CRITERION	PERCENTAGE WEIGHTING
Cost	40%
Quality	60%

How to award/ call-off from the framework

Direct award

Customers have the option to direct award to the supplier of their choice, depending on CAs internal policies and procedures.

The process for direct award:

- Contact the supplier with your requirements
- Call-off terms and conditions do not require any amendments or supplements and they are fit for the sector
- Customers are required to complete the letter of appointment and send on to the chosen supplier/provider
- Customer are required to complete the direct award form and send to YPO

Further competition

Template documents have been produced to help customers with their further competition. YPO can manage the further competition process on the customers behalf, this includes:

- Advertising the further competition
- Managing clarifications
- Downloading submissions
- Awarding the further competition

Clarification responses, drafting of award letters and contracts and applicable Contract Award Notices are elements of the process that will need to be completed by the customer.

Alternatively customers can be given temporary access to the YPO e-tendering portal or customers can use their own e-tendering portal.

Customers must inform YPO of the outcome of any further competition they undertake by completing the further competition award document.

When running a further competition, customers should award based on the most economically advantageous tender and must provide suppliers/providers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied.

Customer have the option of amending the cost and quality weightings +/-20% at further competition. The total weightings must add up to 100%, please see below table:

CRITERION	PERCENTAGE WEIGHTING
Cost	20-60%
Quality	40-80%

Example 1 – Quality 40% Cost 60%

Example 2 – Quality 50% Cost 50%

Example 3 – Quality 80% Cost 20%

Customers also have the option of setting any appropriate KPI's and/or service levels within the quality award criteria.

Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers/providers within the further competition documentation.

Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can only be amended if running a further competition by the Customer and supplier/provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers/providers to amend any terms if required. Customers direct awarding have to use the standard terms and conditions the suppliers/providers have agreed to.

Contact information

For further information or to discuss individual requirements, please use the contact details below:

Sarah Jarvis

Category Buyer | Corporate and Financial Services

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Kirsty Gledhill

Further Competition Co-ordinator | Corporate and Financial Services

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