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User Guide | Ref No: 001199

Removals, Recycling, Storage and Associated Services

Framework Agreement



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About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a widerange of services.

Established in 1974 by a group of 13 local authorities, we're one of 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.

Overview

Start date

22 July 2024

Expiry date

21 July 2028

Extension(s) (if applicable)

N/A

Contracting authority (CA) call-off period

CA's 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.

This Framework has an estimated value of between £20m and £30m for the maximum life of the Framework (4 years)

Contract notice reference number

2024/S 000-005881

Rebate

1.5% paid by supplier/provider. Free to access and utilise by all public sector customers.

Geographical location(s)

National

Specification and Lot Structure

YPO, in collaboration with Eastern Shires Procurement Organisation (ESPO), have appointed Suppliers onto the new 1199 Framework Agreement for managed service solutions within the remit of Removal, Recycling, Storage and other Associated Services. This includes the provision of the following but is not limited to:

- Office, laboratory and library moves
- Removal services and void clearance
- Relocation and storage
- Assets recycling and other types of associated services (such as IT moves, IT asset disposal, confidential waste disposal, POP's waste (persistent organic pollutants), and asset management).

The single Lot Framework has been created so Customers can procure a wide range of services and offers a list of pre-qualified Suppliers, all with a proven and successful track record of delivering Removal and Storage Services, from whom Contracting Authorities (CAs) may establish supply arrangements quickly and simply, under their own contracts.

Customers have the option to procure for small or large removal services by way of a standard call-off (Direct Award) or a competed call-off (Further Competition). Also, customers can procure any of the associated services separately, even if it isn't part of a move or relocation service.

The framework covers but is not limited to:

Small, medium and large commercial, domestic, MOD moves (inclusive of barrack blocks and garrison married quarters) including international moves.

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).

Excluding:

- 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. These are to be long-term contracts with a duration of over 5 days). Including but not limited to the following services:

- IT and technical specialist including cable management
- IT decommissioning (disconnecting) and recommissioning (reconnecting)
- Furniture dismantling and rebuilding configuration requirement
- Short- and long-term storage requirement.
- Full project management, space and move planning, including health and safety assessments, load assessments, risk assessments and site inspections
- Specialist lifting and moving equipment
- Specialist packaging
- Minor alterations such as but not limited to, fire door removal and refitting to be provided via qualified third-party provider
- UK wide and international moves/relocations.
- 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.



Specification and Lot Structure cont...

Types of non-mandatory associated services that may be delivered, including but not limited to within the scope of the service provision:

- Scene of crime cleans - following the removal of proceeds of crime
- Deep clean services
- Secure data transfer (physical)
- Contract/heavy lift services
- Export packing
- Decontamination service
- Sample relocation (non-hazardous/infectious)
- International relocation and customs clearance

Specialist Disposal/Destruction/Recycling. Disposal (including re-cycling and re-sale) of specialist items which may include but are 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; and
- Re-sale of surplus equipment (including IT equipment) to include a profit share

IT Disposal which may include but are not limited to:

- Personal computers, laptops, notebooks, fax machines, desktop phones and mobile phones and digital cameras
- Hard drives, solid state drives, USB Sticks and Backup tapes, data tapes
- Handheld devices – PDA (personal digital assistant), SPV (sound, pictures, video)

- Flat screen monitors, CRT (cathode-ray tube) Monitors
- Printers' laser and inkjet, Scanners, photocopiers and MFDs (multi-functional devices)

Confidential and Clinical Waste Disposal

Storage

Remanufacturing, refurbishment and repair of furniture

To view the full specification and for further information such as templates and pricing, please email facilitiesmanagement@ypo.co.uk. Supplier information can be found on [page 9](#).

The Framework can be accessed by all Public Sector bodies including Local Authorities, NHS, Housing Associations, Education Establishments, Blue Light and many more. For a full list of eligible customers and to check if your organisation can use YPO Frameworks, please see the permissible users list [here](#).

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Award Criteria

The Provider will act as a single point interface with each participating Contracting Authority (CA), and co-ordinate delivery of the services as per the CAs requirements which are called off via the Framework.

Providers were assessed on the following criteria, which has been used to establish the framework:

Evaluation Criteria	% Weightings
Cost, including: Pricing Card Commercial Award Question	35% broken down as: 30% 5%
Quality	45%
Social Value and Sustainability	20%

Providers must have met the award criteria threshold of scoring a minimum of 27% out of 45% across the Quality Award Criterion and a minimum of 10% out of 20% across the Social Value/Sustainability Award Criterion to be awarded a place on the framework agreement.

To access further Direct Award information and/or Further Competition templates for this Agreement including service specifications, CAs must sign and return the Access Agreement. This simply acts as a Non-Disclosure Agreement (NDA) and does not commit the customer into utilising the Framework.

How to use the Framework and its Benefits

YPO's Framework Agreements are established to allow Customers/Contracting Authorities (CA) to purchase goods, works or services from Suppliers/Providers via either Direct Award or Further Competition.

Benefits of using the framework agreement:

Frameworks can be considered as a procurement tool that helps to connect suppliers with public sector organisations. YPO's Frameworks are usually established by following what is known as the 'open' procedure (a tender process). Currently, this means that suppliers from around the world can bid for a place on Frameworks and have the opportunity to work with public sector organisations. Frameworks provide access to a pre-approved list of suppliers, meaning the public sector organisation does not need to run its own open procurement procedure and can offer its opportunity to a smaller number of suppliers. The resulting Framework Agreement shall be deemed to cover any item/service that can be supplied by the successful Supplier(s) over the life of the Framework within the scope of Removals, Recycling, Storage and Associated Services Framework IV Ref: 001199.

YPO Frameworks are managed by the Framework 'owner' so public sector organisations can be sure that the suppliers on the Framework are undergoing regular due diligence checks. Suppliers were assessed on their capacity and capability as a Removals and Storage Supplier through an evaluation focused upon quantitative and qualitative criteria, delivery and customer service, and social value and sustainability. The aim of this YPO framework is to give CAs the ability to assess Suppliers' capabilities to meet against their requirements, through utilising national and regional Suppliers. CAs will have the ability to carry out a Direct Award or Further Competition through their own internal process or via YPO's e-tendering portal. The YPO portal can be used to run your Further Competition(s).

In accordance with the PCR 2015, Direct Award orders may be placed under this Framework Agreement provided the CA can objectively identify which Provider offers the most economically advantageous offer for their specific requirements from the information at Framework establishment stage. Where this cannot be identified, the customer requirements are bespoke, or the customer wishes to re-open competition then a competed Call-off Contract(s) will be awarded following a Further Competition. Customers conducting a Further Competition will write their own specification around their own requirements which will be evaluated and scored at Further Competition stage based on the Further Competition award criteria as set out in this Tender exercise.

A Direct Award is where a CA carries out an assessment on the criteria set in the YPO Framework documentation to decide which Supplier they can directly award a call-off to. A Further Competition gives contracting authorities the ability to create a specification, method statements (questions) and pricing that is relevant to their own organisation for a compliant procurement process.

YPO's Framework Agreements allow Customers/Contracting Authorities to purchase goods, works or services from Suppliers/Providers via either Direct Award or Further Competition

How to carry out a Direct Award from the Framework

To access the Framework Agreement, Contracting Authorities (CAs) should complete and return the Non-Disclosure and Customer Access Agreement. This can be found on the YPO website under 'Documents' for this Framework. Please obtain a unique reference number (URN) from the Facilities & Waste Management Services Team for adding to your call-off and award documents.

CAs can carry out the assessment for a Direct Award on all Suppliers that are listed on the Framework. This will take into account the cost/price score for the Customers individual requirements based on the bid submitted by the Providers as part of the Framework establishment or any subsequent price variation agreed with YPO as part of the annual price reviews (if relevant) combined with the non-cost/price evaluation criteria scores, or they can utilise the sub-criteria that was created and evaluated as part of the Tender process, details of these are on page 7. For Suppliers contact details, please see [page 9](#).

In accordance with the Public Contract Regulations 2015, Direct Award orders may be placed under this Framework Agreement provided that the CA can objectively identify which Provider offers the most economically advantageous offer for their specific requirements, CAs can award directly to the provider(s) listed. Where this cannot be identified, or your requirements are bespoke or if you wish to re-open competition, you will then need to run a Further Competition to award your contract to the winning supplier(s). See page 7 for information regarding Further Competitions. CAs will be responsible for their assessment of Suppliers for a Direct Award, which should be based on Quality, Price, Delivery, Customer Service, Social Value, and Sustainability.

For Standard Call-offs which are subject to Direct Award, YPO, ESPO or the CA will award a Call-off Contract to the successful Provider named in the Framework or the Provider who can offer the most

economic advantageous offer. This means that YPO or the CA will apply the award criteria set out in [page 5](#) of this document to select the Provider which it will then place an order with.

At Direct Award stage you need to provide the Supplier with the relevant information to deliver the goods/ service you require.

The following needs to be completed for a Direct Award by advising the Supplier of the following:

- Review the call off terms and conditions - Please contact Facilities & Waste Management Services at YPO: facilitiesmanagement@ypo.co.uk for this document.
- Complete the order form that is provided at Appendix 1 in the call-off terms and conditions.

Ensure you receive confirmation from the supplier of the quoted prices for your specific order requirements, making sure you add within the order form any bespoke terms and conditions within your order (please note these must be agreeable by both parties) prior to commencement of the call off agreement and that you input the URN obtained from YPO. Please also make sure to include the title of Framework every time you complete your confirmation of award.

YPO can support CAs with the set-up of a Direct Award to ensure the most advantageous outcome:

- Assessment of your needs and advice on the best approach
- Market and supplier insights
- Technical know-how on how to procure specific service, works or product
- Assistance in the completion of the documentation
- Advice on the KPIs
- Assistance with or management of the supplier pre-engagement

CAs must inform YPO of the outcome of any Call for Competition they undertake themselves. This includes completing the confirmation of award template and returning to facilitiesmanagement@ypo.co.uk.

Standard Call-off Contracts will be executed by the issue of a Call-off Order from YPO or the relevant CA, to the Provider and acceptance by the Provider of such Call-off Order. All Direct Award orders placed will be on the Call-off Terms and Conditions for this Framework.

****Please quote YPO Framework reference 1199 on all correspondence.**



Carrying out your Further Competition

To access the Framework Agreement, CAs should complete and return the Non-Disclosure and Customer Access Agreement. This can be found on the YPO website under 'Documents' for this Framework.

CAs will be able to evaluate Suppliers on Quality, Cost, Delivery and Customer Service, Social Value and Sustainability in their Further Competition. The CA will be responsible for the Further Competition process, with assistance from YPO on documentation review if required. Please obtain a unique reference number from the Facilities & Waste Management Services Team for adding to your suite of Further Competition documents.

CAs can carry out a Further Competition based on the criteria shown opposite. Each Contracting Authority will decide how to split the award criteria and weightings and allocate points in accordance with their own needs and objectives, this may include splitting the Further Competition in the following non-exhaustive categories.

The Contracting Authority can vary the Framework weightings up to 10% (+/-) on Cost and Quality Criteria and 10% (+/-) on Social Value/Sustainability at their own risk; This will allow for Contracting Authorities to carry out Further Competitions with weightings of between 35% to 55% for Quality and weightings of between 25% to 45% for Price and weightings for Social Value between 10% to 30%. The total percentage must add up to 100%, please see the examples below:

Example 1 - 45% Quality/35 % Price/Social Value 20%

Example 2 - 45% Quality/40% Price/Social Value 15%

Example 3 - 40% Quality/40% Price/Social Value 20%

Example 4 - 55% Quality/Price 30%/Social Value 15%

Any variations above this threshold are at the sole risk of the CA. CAs can carry out a Further Competition on all Suppliers, for this Lot and can use the sub criteria as set out above. CAs will need to create a Further

Competition either via the YPO e-Tendering system or if you prefer to do so, via your own e-Tendering systems and internal processes. Eligible suppliers are already set up ready to receive customer opportunities on the YPO e-Tendering system, so by having YPO help facilitate this for you, you are saving yourself time and making the process easier for the supplier.

*Please obtain a unique reference number from the **Facilities & Waste Management Services Team**.*

Quality - Recommended 45%

Customer can fully re-open at the Further-competition stage or scores can be carried through from the Framework establishment stage.

At Further Competition customers will have an option to +/- 10% the Quality weighting at their own risk.

Range 35-55%

The Quality Award Criteria may include but is not limited to:

- Quality of the service
- Delivery and management of the project
- Out of hours service provision
- Recycling/remanufacturing/refurbishment/repair/storage and disposal
- Innovations

Cost - Recommended 35%

Customer can fully re-open at the Further-competition stage or scores can be carried through from the Framework Establishment stage.

At Further Competition customers will have an option to +/- 10% the cost weighting at their own risk.

Range 25% - 45%

Price may be established as one of the following but not limited to:

- Fees (per project, per annum, per hour)
- Gain share and performance-based earnings
- Cost savings methods and efficiency

Social Value/Sustainability - Recommended 20%

Customer can fully re-open at the Further-competition stage or scores can be carried through from the Framework Establishment stage

At Further Competition customers will have an option to +/- 10% the Social Value/Sustainability at their own risk.

Range 10% - 30%

The Social Value will vary for each individual Contracting Authority and may consist of but not limited to:

- Environmental aspect
- Carbon Net Zero
- Modern Slavery
- Diversity
- Good jobs with skills development
- Training opportunities
- Apprenticeship opportunities
- Support of local economy
- Supply Chain
- Corporate Social Responsibility
- Ethical Sourcing

Carrying out your Further Competition cont...

YPO can assist with the production of specifications, example qualitative questions, pricing schedules and evaluation criteria to undertake a Further Competition, template can also be provided upon request, please contact Facilities & Waste Management Services at YPO; facilitiesmanagement@ypo.co.uk. Or CAs can use their own template documents if they prefer. The Further Competition should meet the criteria provided in this document. There are no set questions for CAs to include in their Further Competition, we would suggest that these are related back to your individual specification/requirements.

Once you have created your Further Competition suite of documents you are required to publish the documents to all Suppliers that meet your sub-criteria. This document can be published via your own internal processes or by following the guidance in this user guide and YPO assisting with the facilitation of your Further Competition. There are no minimum or maximum timescales that a Further Competition should be published within, however YPO would suggest that the timescales are relevant to the detail of the specification and documents you publish. Please ensure that Suppliers have sufficient time to respond to your Further Competition template, the larger the requirement, the longer the Further Competition will need to be published for.

Once the deadline has ended, the response documents should be evaluated in accordance with the award criteria in the Further Competition. Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers/providers within the Further Competition documentation. Clarification responses, evaluation of Further Competition submissions, drafting of award letters and contracts and applicable Contract Award Notices are elements of the process that will need to be completed by the CAs. CAs must inform YPO of the outcome of any Further Competition they undertake themselves.

This includes completing the confirmation of award template and returning to:

facilitiesmanagement@ypo.co.uk

When running a Further Competition, CAs should award based on the most economically advantageous tender (MEAT) and must provide suppliers/providers with the methodology behind award of a contract. A 10-day standstill period is then voluntary under the YPO framework. YPO would suggest carrying out a standstill period for a long term or high value call-off contract.

Review the call off terms and conditions provided by YPO and ensure you add any supplementary information/amendments within the order form for any bespoke terms and conditions within your order prior to commencement of the call off agreement. Please note these must be agreeable by both parties.

CAs will be able to see the following documentation to support the creation of their Further Competition and award of the contract:

- Further Competition documents or Request for Quote Letter
- Call-off contract terms and conditions
- Award and rejection letters

Standard Call-off Contracts will be executed by the issue of a Call-off Order from YPO or the relevant OCA, to the Provider and acceptance by the Provider of such Call-off Order. Best practice of all orders placed should be on the Call-off Terms and Conditions, however, at their own risk, CAs can use alternative T&Cs which must be presented to the Provider at Further Competition stage.

****Please quote YPO Framework reference 1199 on all correspondence.**

Supplier Information and Geographical Coverage

For quick reference, here are the names, contact details and geographical coverage for the suppliers included in the Framework.

Suppliers are listed in alphabetical order and are not ranked in any way. When communication with suppliers, please refer to YPO Framework 1199 on all correspondence and documents, along with the URN you have obtained from facilitiesmanagement@ypo.co.uk

Supplier		Contact Details
Johnsons 1871 Limited T/A Johnsons Asset 360	Framework Manager Contact: Barbara Evans Position: Framework Director Tel: 07738 635716 Email: bevans@johnsons1871.co.uk www.johnsons1871.co.uk	Deputy Contact Name Contact: Matthew barber Position: Framework Manager Tel: 07436 244321 Email: mbarber@johnsons1871.co.uk www.johnsons1871.co.uk
Harrow Green Limited T/A Restore Harrow Green	Framework Manager Contact: Terry Gibbs Position: Director, UK Regions Tel: 07985 810812 Email: terry.gibbs@restore-harrowgreen.com www.restore.co.uk	Deputy Contact Name Contact: Andy Chatt Position: Sales Director Tel: 07903 998904 Email: andy.chatt@restore-harrowgreen.com www.restore.co.uk
AGM Bishops Limited T/A Bishops Move	Framework Manager Contact: Stuart Philip Position: General Manager - Business Relocation Tel: 07970 781420 Email: stuart.philp@bishopsmove.com www.bishopsmove.com	Deputy Contact Name Contact: Greta Read Position: Business Development Manager Tel: 07593 107206 Email: greta.read@bishopsmove.com www.bishopsmove.com
Pickfords Move Management Limited T/A Pickfords	Framework Manager Contact: James Clegg Position: National Contract Manager Tel: 07768 988340 Email: james.clegg@pickfords.com www.pickfords.com	Deputy Contact Name Contact: David Taylor Position: Regional Contract Manager Tel: 07876 833719 Email: david.taylor@pickfords.com www.pickfords.com



Terms and Conditions

YPO has agreed a set of Framework terms and conditions: these are between YPO and the Supplier. These Framework terms and conditions cannot be amended by the Contracting Authority or the Supplier. To supplement the framework terms and conditions, YPO has created call-off terms and conditions for Contracting Authorities to put in place with the Supplier.

The call-off terms and conditions can be utilised to ensure that they fit your requirements and if both parties agree, they can be amended to support the delivery of the service/equipment.

Once the call-off terms and conditions are agreed you will need to specify these within the order form under the “amendment to terms and conditions” section. The order form then forms the legally binding contract between you the Customer and the Supplier.

Contact Information

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

Facilities and Waste Management Team

facilitiesmanagement@ypo.co.uk

[Email the Team »](#)

Name	Sally Holden
Job title	Category Buyer
Category	Facilities and Waste Management
Telephone	07741 843 566
Email	sally.holden@ypo.co.uk
Email Sally »	

Name	Simone Sacca
Job title	Further Competition Coordinator
Category	Facilities and Waste Management
Telephone	07858 815 618
Email	simone.sacca@ypo.co.uk
Email Simone »	



Stages 1 to 4

Stage 1 Initial Customer Enquiry	<ul style="list-style-type: none">• Customer contacts YPO for information• YPO will send customer a copy of the User Guide, NDA and Access Agreement• Customer completes and returns NDA and Access Agreement
Stage 2 NDA/Access Agreement Returned to YPO	<ul style="list-style-type: none">• Following receipt of signed NDA/Access Agreement YPO may send the customer a Further Competition Template, and Framework Agreement Scope• YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation• Customer completes the documents and sends to YPO• If the customer decides to undertake their own Further Competition YPO must be informed via e-mail
Stage 3a Further Competition	<ul style="list-style-type: none">• YPO can issue Further Competition documents to all suppliers/providers on the Framework Agreement if required by the Customer• YPO will manage any clarifications that are received from potential suppliers/providers (Customers will need to provide clarification responses)• At the submission closing date YPO will provide Customers with access to all submissions• Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters
Stage 3b Direct Award	<ul style="list-style-type: none">• Customer assesses their requirements to establish one supplier/provider they can Direct Award to• Customer will inform YPO of the supplier/provider and contact details will be provided for Customers to contact their supplier directly• YPO will advise the supplier/provider additionally to the Customer of the award following the return of the Confirmation of Award document
Stage 4 Contract Award	<ul style="list-style-type: none">• For Direct Awards, YPO will issue a Confirmation of Award document. Customer completes and returns to YPO.• Customer can then place their order directly with their 'MEAT' supplier/provider• A Contract Award Notice following any award via the Framework Agreement must be published within 30 days by the Contracting Authority

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Removals, Recycling, Storage and
Associated Services