**Moves and Removals Specification**

1. **INTRODUCTION**

The impact of Covid-19 has accelerated home working which presents an opportunity to review how moves are managed within Oxfordshire County Council (OCC) and Cherwell District Council (CDC); more collaborative spaces whilst still supporting staff to continue working from home. When the Councils moves into the collaborative smarter working model OCC will require the successful bidder to deliver a joined-up approach of Moves Management across the Councils, under the broad categories of;

* Smooth delivery of all types of moves and relocations, inclusive of Schools;
* Efficient and green/sustainable disposal of furniture and waste;
* Resourceful management of moves and disposals projects that derive a service outcome to generate customer satisfaction;
* Maximising the utilisation and value of both Council’s 132 buildings throughout Oxfordshire (128 for OCC and 4 for CDC), although not all will require moves.

The disposal of minor assets will be on going after this period, but this will be comprised of requests for smaller amounts of furniture from across the Council’s non-school estate. Further larger scale minor assets requiring disposal are likely to arise in the future once the asset rationalisation project has been progressed.

Currently the Councils have managed the disposal of these assets through:

* Redistribution within the Council’s estate (non-schools), to schools and to local charities within Oxfordshire;
* Redistribution to charities overseas;
* Redistribution to partner organisations within Oxfordshire;
* OCC storage in a County Council owned building at Nettlebed, Oxfordshire;
* Ad hoc storage provided by a local furniture removal company;
* Recycling for disposal via a WEEE provider for electronic items;
* Recycling for disposal of office furniture via local furniture Removal Company for scrap.

Oxfordshire County Council and Cherwell District Council does not have the capacity to manage the effective removal, storage and disposal of minor assets for decants of large sites under Asset Rationalisation or for the on-going ad hoc requests for the disposal of these assets across the Council’s Estate. Therefore, the Councils are looking for a provider to offer an effective solution.

1. **SCOPE OF SERVICE:**
	1. Scope of services shall include but not limited to:
* Small, medium and large moves (non-domestic)
* Library moves
* Office moves and single floor moves
* Man with a Van services
* Planned and Unplanned moves
* Provision of appropriate crates, boxes, pallets and other materials required for the moves
* Packing services for the move where applicable
* Dismantling and reassembling equipment or furniture where applicable
* Void property clearance
* IT equipment moves/TV
* Disposal of or recycling of furniture
* Sale of furniture
* Off site temporary storage of furniture
* Crates able to hang document files for moving
	1. Out of scope service:
* Moving of large Plants
* Disconnecting IT/TV equipment
* Important items of ICT equipment
1. **DEFINITION:**
	1. Location A- Site/Department/Area from where move needs to take place.
	2. Location B- Site/Department/Area to where move will take place.
	3. Small scale removal and relocation:
		1. Low risk and low complex moves carried out internally within identified building or inter buildings on site. Duration of the move will be from a couple of hours to maximum two days.
		2. Small scale removal and relocation will involve:
* Relocation of items which fit in Crates
* Chairs and possibly desks predominately
* Max two-man job
* Unplug and remove cable management system and reassembling as necessary
* No vehicle involved
	1. Medium scale removal and relocation:
		1. Medium risk and medium complex moves carried out between buildings or between sites. Duration of the move will be from one day to maximum three days. Some furniture dismantling and reassembly may be involved.
		2. Unplug and remove cable management system and reassembling as necessary
		3. Medium scale removal and relocation will involve:
* Limited heavy lifting
* Possible furniture dismantling and reassembly
* Possible storage at supplier site
* Project management where move involves inter site relocation including
* Disposal of unwanted furniture with audit trail
* Advertisement, Recycling or Resale of the furniture
* Unplug and remove cable management system and reassembling as necessary
	1. Large scale removal and relocation:
		1. Medium to high risk moves carried out within sites or inter site. Duration of the move may be from 2 days to 3 days. Some furniture dismantling and reassembly may be involved.
		2. Large scale removal and relocation will involve:
* Heavy lifting
* Possible furniture dismantling and reassembly
* Possible storage at supplier site
* Project Management including space and move planning, H&S

assessment, Load assessment, site inspections

* Specialist lifting
* Disposal of unwanted furniture with audit trail
* Advertisement, Recycling or Resale of the furniture
* Unplug and remove cable management system and reassembling as necessary
	1. Volume of work:
		1. OCC expects two (2) large scale moves to take place per annum and rest of the moves will be small scale moves. Majority of the volume of work will be small scale moves. Supplier is expected to manage all the moves.
		2. CDC moves will majority of the time is expected to be small scale moves.
1. **INSURANCE**

Cover needed £10,000,000 cover for Public Liability and £5,000,000 cover for Employer’s Liability, to include goods in transit.

1. **OCC/CDC RESPONSIBILITY**
	1. **Colours and coding**
		1. The authority will provide information about the identified area on floor in Location B where moved items should be placed. Specifics of the details will be agreed between the Authority and the Supplier.
		2. Labels supplied by the Supplier will be fixed by the Authority staff to all items prior to removal and that the destination is clearly marked on each label. Any item without a label will not be moved.
		3. The Authority should supply the Supplier with a clear set of floor plans for the Location B and arrange for additional copies of plans for the Location B to be displayed at that site.
	* In the case of equipment which is to be wrapped or packed by the Supplier, the Supplier shall place a duplicate label on each item after it is wrapped or packed
	1. **Ready to move: Equipment**
		1. Unless specified to the contrary, all equipment to be moved by the Supplier shall be stripped down if appropriate and made ready for removal by the Authority staff beforehand. “Made ready for removal” means:
		* That all disconnection of any electrical or pipework services has been undertaken
		* That all fluids have been drained from equipment
		* That all equipment is broken down into component parts as recommended by manufacturers/suppliers
		* That all moving parts are secured
		* That each component part is labelled. In the case of smaller parts, these shall be placed by the Authority’s staff in a sealed bag or box which will be labelled and left adjacent to the relevant equipment
		* That each piece of equipment is disconnected from the floor or wall
2. **SUPPLIERS RESPONSIBILITY**
	1. **Move and Space Management:**
		1. Where a move is required, the Supplier shall be responsible for managing the move process and for the execution of the move. The Supplier shall provide an estimate of the cost of the move and this shall be approved by the Authority prior to execution of the move.
		2. The Supplier shall complete a site survey to ascertain requirements for building protection and undertake a damage audit with the Authority before the protection is laid, ensure that buildings and content are adequately protected and to remove all protective materials post move.
		3. The Supplier will be required to attend site and do a full audit of requirements and quote according to the maximum ceiling rates or better rates agreed under the contract and conditions of the contract.
		4. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any third-party supplier in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
		5. The Supplier shall provide temporary storage facility if required.
		6. The Supplier shall provide office moves. The service shall include the relocation of IT and telecommunications equipment, but not dismantling or installation of the IT/telecommunication equipment as required by the Authority.
		7. The Supplier should agree an appropriate colour coding system with the Authority prior to the commencement of removals.
		8. The Supplier should provide the Authority with sufficient labels according to the colour coding system and the requirements of the move.
		9. The Supplier shall ensure that its staff responsible for the removals are adequately briefed prior to actual removals/move/relocation.
		10. Crates should not be placed on desks or floor boxes but, where possible, to the side, without obstructing access to desks or storage. Full crates should not be stacked more than 3 high next to the desks and must not obstruct any walkways.
	2. **Employees**

**The Supplier shall:**

* + 1. Be required to provide full details of all employees that are to be engaged by the Supplier for the purpose of the removal. Furthermore, the Supplier shall supply any further information regarding its employees as may be requested by the Authority from time to time.
		2. Guarantee that every employee or sub-contractor dealing with confidential filing has passed a DBS check and there has been verification of the address and identity (by reference to passport, driving licence or other official photo ID) and that in general for all services that the Supplier provides to the Authority: all its employee are qualified to work in the UK before being admitted on site.
		3. Ensure in so far as is practicable, that all persons employed are efficient, honest, trustworthy, fit to carry out removals and are well presented at all times.
		4. Be wholly responsible for the actions or omissions of any person or persons including, without limitation, sub-contractors or temporary workers employed or utilised by the Supplier for the removal and the Supplier shall ensure that all sub-contractors and temporary workers comply with the terms of the contract.
		5. Ensure that its employees obey the reasonable instructions of the Authority’s representative in relation to the removal.
		6. Carry out the removals in an orderly, efficient and business-like manner.
		7. Ensure that its personnel engaged in carrying out the removals, conduct themselves in a polite and courteous manner at all times
	1. **Health & Safety**
		1. The Supplier shall comply with all current safety, health, welfare, fire and transport legislation and regulations pertaining to moves.
		2. Pre moves and site attendance must be carried out by the Supplier in conjunction with the Supplier’s policies pertaining to safe access routes and personal protective equipment (“PPE”). This may involve a health and safety induction for employees before the first move and would be expected to wear their organisation’s ID.
		3. The Supplier shall provide a project specific Health & Safety plan comprising risk assessment, hazard identification, method statements and risk mitigation methods that are specific to the project. The plan should also address peripheral issues related to the public and on-site personnel other than the Suppliers own.
	2. **Materials**
		1. The Supplier shall be responsible for the supply and distribution of all materials and equipment necessary to assist with the removal and protect items in transit including but not limited to:
		+ labour, supervision, management and security
		+ Vehicles, trolleys, hand tools for dismantling and reassembly of

items

* + 1. The Supplier shall provide all packing materials required for the safe packing of electronic equipment and contents including bubble wrap, cardboard, flat screen protectors and blankets.
		2. The Supplier shall provide sufficient variety of colour coded peel off labels with ability to write details (department, destination, etc) on the label.
	1. **Crates delivery and removal**
		1. The Supplier shall manage all aspects related to crates required to deliver the project including as a minimum:
		2. Deliver all required crates on the instructed day of the move week.
		3. Deliveries must be delivered to the floors and rooms specified on the day of the delivery and distributed as per the instruction of the Authority. The Supplier should provide resources to complete this.
		4. All crates must have integral lids and shall be clean and free of labels on delivery.
		5. Two plain seals per crate will be required and should be delivered with the crates. Numbered seals will be required for confidential filing, details of which will be confirmed by the Authority prior to the move.
		6. Empty crates should not be stored more than 10 high to allow ease of access for Authority staff. Crates must not obstruct any walkways, fire doors and escape routes.
		7. The Supplier shall be solely responsible for ensuring that all crates are retrieved from each site at the end of the move phase and for the cost associated with any missing crates. The Authority will ensure that the Supplier has access to all areas for a final crate sweep
	2. **Security**
		1. The Supplier shall supply in writing all names of its staff responsible for the removal/moves/relocation 48 hours in advance
		2. The Supplier shall ensure that all its employees always wear the Supplier’s uniform during the removal.
		3. The Supplier shall adhere to any reasonable request by the Authority concerning security including, if required, that nominated Authority’s representative ride in removal vehicles. Advance notice of two days will be provided for such a request.
	3. **Vehicles and transport**
		1. As a minimum, the Supplier must be able to guarantee the following for the transportation of all Authority’s property:
	+ That all vehicles are secure, lockable and have solid sides, and that curtain-sided vehicles will not be used.
	+ That all vehicles will be emptied and checked at the end of each working day / shift, and that no vehicle will be left loaded overnight unless agreed by the Authority or the Supplier.
	+ That no vehicle is left unattended, and that a crew member is in attendance at the rear / side of the vehicle whilst loading / unloading is in progress.
		1. That all vehicles provided are clean to the satisfaction of the Authority.
		2. That transport travel distance from the base to site is as short as possible.
	1. **Storage Requirements**

The Supplier shall manage the furniture inventory in these areas:

* + 1. Provide and manage the temporary storage of all items of furniture churn associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment.
		2. At all times maintain accurate records of stored furniture and Goods, including a photo entry of all stored items, referenced against the register of Authority’s Assets.
		3. Supplier shall ensure *that:*
	+ No item shall leave or arrive at the Authority’s premises without associated logging for corporate governance purposes.
	+ The Asset and all its components are recorded and
	+ Regular audits and reviews of stored equipment shall be

undertaken.

* + No furniture in use in the Authority’s premises shall be sent for disposal. Any redundant furniture held in storage may be sent for disposal after email-based permission from the Authority. All furniture shall be disposed of in accordance with the principles set out in the OCC 2020 Climate Action Framework www.oxfordshire.co.uk/sites/default/files/file/about-council/OCC\_Climate\_Action\_Framework2020. When it becomes clear that furniture will not be needed after a certain date it may be advertised through the Disposals Process. The proceeds of any furniture disposal shall be returned to the Authority and may be shared with the Supplier subject to the terms of any prior agreement with the Authority.
	+ CDC climate action framework can be found at below link: <https://www.cherwell.gov.uk/info/7/environment/752/climate-emergency>
		1. In respect of assets specified to be stored at the Authority’s facility:
	+ For OCC: The Supplier will deliver the assets to the OCC’s storage facility at Old Camp Road, Nettlebed, Near Henley RG9 5AX
	+ OCC may subsequently instruct the Supplier to collect

 and deliver such stored items.

* 1. **Disposals and Recycling**

In respect of assets specified to be recycled/disposed of:

* + 1. The Supplier shall provide a full recycling and disposal service.
		2. The Supplier shall send all redundant items collected from sites to the closest national environmental hubs, unless such items are agreed to be sold/donated to third parties. When items are received at these hubs, all waste will be broken down and segregated into their component parts prior to being taken for disposal.
		3. The Supplier shall meet with the Authority to agree how each item of furniture shall be dealt with and carry out a full audit of furniture that has been identified by the Authority as surplus, at any location within Oxfordshire. As part of any such audit and in discussion with an Authority representative, the Supplier shall identify each item of furniture by type, size and condition (for example but to be agreed; like new, minor damage but reusable/resalable, scrap).. After meeting, the Authority may instruct the Supplier to carry out disposal of all or any of the items. For the avoidance of doubt, unless and until the Authority so instructs the Supplier, the Supplier shall not be required to provide any further services in respect of the goods which were the subject of such audit.
		4. The Supplier is committed to sending as little to landfill as possible. Any unwanted items and equipment will be relocated/disposed of in the most environmentally efficient way as possible. (See above link for OCC’s Climate Action Agenda).
		5. During the Contract Period, the Supplier will provide a Breakdown Report of all costs to include storage, disposal via scrap/recycling etc, and attend a quarterly review meeting with the nominated Authority representative.
		6. The Supplier shall credit the Authority 100% of income received from recycling or scrapping of assets.
		7. From time to time the Authority may instruct the Supplier to dispose of minor surplus assets from the Authority’s estate without an audit.

*Where the Supplier has been instructed in accordance with para 5.9.1. and 5.9.2 above:*

* + 1. The Supplier shall collect all specified assets by the date specified by the Authority. The Supplier will liaise with the Authority to arrange the time for collection. Collection of items may involve (without limitation) dismantling and detaching items.

*In respect of assets specified to be donated/sold:*

* + 1. The assets will be made available for re-provision across the Authority’s estate (circa 130 non-school sites and school sites as directed) and to specified charities and other public sector organisations or bodies and for sale to anybody.
		2. Where the Authority’s team or specified organisation requests re-provision of an asset pursuant to an advertisement, the Supplier shall deliver such assets to the relevant team or organisation in accordance with instructions given by the Authority. For the avoidance of doubt, where assets are donated to a third party who is not part of Oxfordshire County Council or Cherwell District Council, no payment shall be made by the third party.
		3. Where an asset is to be re-provided to the Authority, the Supplier shall obtain a purchase order from the Authority requesting the item before the item is delivered. The Supplier shall be under no obligation to deliver the asset until such a purchase order is received and shall not be entitled to payment in the event that a delivery is made without such a purchase order being obtained.
		4. In the event that an asset is not donated or sold in the time specified by the Authority, the asset may be recycled/scrapped in accordance in paras 5.9.1 and 5.9.2.
		5. Where an asset is sold by the Supplier, the Suppler shall credit the Authority with agreed % of income received from such sales.
	1. ***Electrical* equipment**
		1. From time to time the Supplier will dispose of electrical equipment (including, but not limited to, assorted cables, white goods, microwaves, kettles, office equipment, ie, laminators. The Supplier shall dispose of such equipment in accordance with the Waste Electronic and Electrical Equipment Regulations 2013.
	2. ***Out of Hours***
		1. There may be instances where the Councils requires services to be carried out outside of the hours of 8.30am – 5.30pm on Working Days and the rates shall be increased with the following:
* Monday to Friday after 5.30pm and/or before 8.30am
* Saturday/Sunday
* Bank holidays
1. **JOINT RESPONSIBILITY**
	1. **Planning meetings**
		1. Project initiation meeting will be held to discuss general move principles, arrangements and co-ordination. Prior to each move a briefing meeting will be held to discuss proposed arrangements for the move in question, with representatives of each of the departments concerned.
		2. The majority of space planning exercises shall have reasonable prior notification, but there may be some that will occur as a matter of urgency (including weekends). The Supplier shall consult with the Authority in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
		3. The Supplier shall ensure that all moves of furniture and/or equipment are executed as stated in the Computer Aided Design ("CAD") drawings (or equivalent) and in the Asset register as per instructions provided by the councils/clients.
		4. For large moves, the Supplier will be asked to provide input in the detailed phasing plan developed by the Authority.
		5. A full schedule of crate deliveries and collections will be agreed with the Authority prior to each phase, to include quantities, and specific locations (floors).
		6. The Supplier will undertake site surveys, schedules and estimates on crate provision, the size of labour force required and the number and size of vehicles that will be necessary.
		7. The Authority and the Supplier will assess the best routes in/out of the buildings, taking note of any restrictions enforced by the building, and parking/ loading restrictions.
	2. **Packing (filing and bulk areas)**
		1. The Authority’s staff will pack all personal desk contents into crates provided by the Supplier.
		2. The Supplier will pack and unpack, all bulk filing, equipment and items in areas in sequential order if required. This includes the departmental cabinets and office filing. All filing must be fully unpacked over the weekend for use on Monday morning.
	3. **Access**
		1. The Supplier shall make any necessary arrangements with the appropriate authorities to obtain vehicular access to premises during the removal, and may pass on to the Authority any charges levied by the authorities at cost, provided that the amount of the charges are agreed by the Authority in advance. Parking fines incurred cannot be passed on to the Authority.
		2. The Authority shall be responsible for ensuring that the Supplier is able to gain access into buildings at the times agreed.
		3. The Authority shall be responsible for the availability, maintenance, and working of designated lifts to be used by the Supplier at specified times during removals. In event of mechanical, electrical or other failure of such designated lifts, or in the event that designated lifts and hoists are unavailable for some other reason, the Authority shall endeavour to return them to use for the Supplier as soon as practicable. In either event, whilst designated lifts are unavailable to the Supplier, the Supplier shall, in consultation with the Authority, use other means available to continue with removals, including stairs.
		* For heavy items the Supplier has the right to refuse removal unless lifts become available.
		* For heavy items, where location does not have the lift operations, the Supplier may increase removal staff to adequately manage the weight-lifting operation ensuring compliance with H&S and other policy compliance.
	* The Supplier shall ensure that all equipment such as lifts are protected during moves etc.
2. **SUB CONTRACTING**
	1. Sub-contracting is allowed.