Instructions:

* Please only use this template and do not copy or paste into a new document.
* Please do not save it as a pdf, save it in Word 2007 or above (i.e. 2010 version).
* When answering a question please use the Arial font (size 12). This will ensure continuity between submissions.
* Please ensure you do not exceed the number of words/pages allowed for each question.
* Where you are asked to agree to a specific requirement contained within the Specification, you must state your agreement against the relevant question. If you are unable to meet the requirement, you should provide an explanation as to why that may be and where possible offer a proposed suitable alternative solution.
* Where you are asked to describe how you comply with a requirement or how you would provide a required service or information you must provide an appropriate level of detail. Bidders must note, in these instances, a mere statement that the requirement can be met will not be sufficient. You must describe the procedures/ processes you have/ propose to have in place to meet the specific requirement. Failure to provide such information may lead to disqualification of the tender.
* Please do not insert any documents (embed) or HTML links to websites for the evaluators to “hunt” for the answers to the specific questions.
* Any attachments will be disregarded by the Evaluating Panel and may lead to the disqualification of the bidder unless specifically requested for within the question.
* Do not assume that your answer to an earlier question will apply to a new question, i.e. please answer each question under its own merit in the following format:
  + Question 1
  + Answer 1
* Please answer each question and do not leave any blank.
* All questions are mandatory.
* The evaluation panel may request clarification.
* Word Count/Page Number: **Any information which is beyond the allocated word/page count will not be considered or evaluated. Information must be provided in word document only**. We will count the words/pages in the word document. It is very difficult to count the words in PDF or any other format.
* Policies: any policies asked will be outside the word/page limit.
* **Attachments: Clearly mark any attachment against the question number.** We cannot assume attachments belong to specific sections.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Main Heading** | **Sub Criteria** | **Word/Pg limit** | **Sub Weighting** | **Total Weighting** |
| Quality | Service Delivery | Packing of files/equipment/item | 500 | 5 | 50% |
| Crate Management | 500 | 5 |
| Risk Assessment and Method Statement (RAMS) | Risk Assessment | 500 | 5 |
| H&S | 500 | 5 |
| Protection during move | 500 | 5 |
| Staff | Staff experience | 500 | 5 |
| Vetting | 500 | 5 |
| Added Value | Sale and Disposal | 500 | 5 |
| Infrastructure |  | 500 | 5 |
| Environment |  | 500 | 5 |
|  | Insurance |  | 500 | Pass/fail |  |
| Cost |  |  |  | 50 | 50% |

**Notes:**

The responses provided **must** cater for both OCC and CDC requirements. This includes quality and cost submission.

You **must** provide only **one** response which **shall** be applicable to both OCC and CDC.

All costs **shall** be applicable for OCC and CDC and cost for the two councils **must** be same.

**Service Delivery:**

|  |  |
| --- | --- |
| **Section:** | **File/Equipment/Item packing** |
| **Weighting:** | 5% |
| **[QA.1]** | Please provide your packing and relocation method statement, to include detail on the packing, relocation and unpacking of sequential and confidential files, as well as control methods utilised on moves of this nature.  **500 words of font size 12** |
| **Answer [A.1]** |  |

|  |  |
| --- | --- |
| **Section:** | **Crate Management**: |
| **Weighting:** | 5% |
| **[QA.2]** | Please provide details of crate management, including confirmation that the remover 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. How do you ensure that the crate(s) have gone to the correct destination? How do you keep a record of where crates have been delivered to?  **500 words of font size 12** |
| **Answer [A.2]** |  |

**Risk Assessment and Method Statement (RAMS)**

|  |  |
| --- | --- |
| **Section:** | **Risk assessment**: |
| **Weighting:** |  |
| **[QA.3]** | Please provide detail on your risk management, contingency system and other control methods to deliver quality support. Please provide evidence of your risk assessment and Issue log of a similar project.  **500 words of font size 12** |
| **Answer [A.3]** |  |

|  |  |
| --- | --- |
| **Section:** | **H&S**: |
| **Weighting:** |  |
| **[QA.4]** | Please provide detail on your Health & Safety procedures/training.  **500 words of font size 12** |
| **Answer [A.4]** |  |

|  |  |
| --- | --- |
| **Section:** | **Protection during move**: |
| **Weighting:** |  |
| **[QA.5]** | Please provide details of your method of protecting items when packing/moving and steps taken to protect the buildings from damage.  **500 words of font size 12** |
| **Answer [A.5]** |  |

**Staff**

|  |  |
| --- | --- |
| **Section:** | **Staff experience**: |
| **Weighting:** |  |
| **[QA.6]** | Please provide typical job descriptions of the supervisors, foremen and specialists who will be involved in the project, indicating the minimum years of experience and calibre which you require from staff appointed to these roles. Describe how the Service will be resourced and delivered using the staff mentioned above, including escalation procedures.  **500 words of font size 12** |
| **Answer [A.6]** |  |

|  |  |
| --- | --- |
| **Section:** | **Staff vetting**: |
| **Weighting:** |  |
| **[QA.7]** | Please provide detail on your staff vetting procedures.  **500 words of font size 12** |
| **Answer [A.7]** |  |

**Added value**

|  |  |
| --- | --- |
| **Section:** | **Sale and Disposal**: |
| **Weighting:** |  |
| **[QA.8]** | How will you assist Councils in the sale of identified equipment or furniture? Identify your process of disposal of redundant furniture.  **500 words of font size 12** |
| **Answer [A.8]** |  |

**Infrastructure:**

|  |  |
| --- | --- |
| **Section:** | **Infrastructure**: |
| **Weighting:** |  |
| **[QA.9]** | What infrastructure do you have to support OCC and CDC requirements? Please provide details with respect to but not limited to:   * Vehicles for transportation * Temporary storage facility   **500 words of font size 12** |
| **Answer [A.9]** |  |

**Environment:**

|  |  |
| --- | --- |
| **Section:** |  |
| **Weighting:** | **Environment:** |
| **[QA.10]** | How will you work with OCC and CDC to help us reach Climate Action Agenda targets and reduce your carbon footprint?  OCC climate action framework:  [www.oxfordshire.gov.uk/sites/default/files/file/about-council/OCC\_Climate\_Action\_Framework 2020](http://www.oxfordshire.gov.uk/sites/default/files/file/about-council/OCC_Climate_Action_Framework%202020)  CDC climate action framework:  <https://www.cherwell.gov.uk/info/7/environment/752/climate-emergency>  **500 words of font size 12** |
| **Answer [A.10]** |  |

**Insurance:**

|  |  |
| --- | --- |
| **Section:** | **Insurance**: |
| **Weighting:** | Pass/Fail |
| **[QA.11]** | Removers are required to provide details of the transit insurance including:   * Maximum claim for single item * Maximum value per load * New for old policy   Please specify all exclusions to the policy.  Do not include any financial cost in the response to this question.  **500 words of font size 12** |
| **Answer [A.11]** |  |