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1. PURPOSE

- 1.1 Home Office Border Force require Skip Hire service at their site-Harwich International port. Skips are required to remove the waste from Border Force examinations at Harwich International Port.
- 1.2 Home Office Border Force will hereafter be known as the Authority.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority at Harwich is responsible for the interception of prohibited goods imported via Harwich International Port. These prohibited goods are sometimes concealed within cover loads via container or HGV. When goods are smuggled this way, the removal of the cover load needs to be arranged.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority seizes goods that have been concealed within cover loads in a container or lorry, the goods need to be removed from the Port Area. A skip hire agreement is required to ensure that such goods are removed from the Port Area in a timely manner to ensure that the Port can continue to operate

4. DEFINITIONS

- 4.1 Not applicable.

5. SCOPE OF REQUIREMENT

- 5.1 The Authority requires Skips to be delivered to specific areas on Harwich International Port Site. The Potential Provider should arrange delivery of required skips within 48 hours of the request, unless reasonable explanation is given. The supplier should remove the skips within 48 hours of request from the Authority. Where possible goods should be disposed of in an environmental friendly way.

6. THE REQUIREMENT

- 6.1 The Authority requires a Call off contract to be put in place to support the Authority's need to dispose of prohibited goods. Various skips are required in order to ensure items are disposed of appropriately.
- 6.2 The Contract will be valid for a period of four (4) years.
- 6.3 The following various elements are need to be able to deliver this requirement.
 - 6.3.1 Various sizes are required including small, medium and large.
 - 6.3.2 The Authority requires the option of 2 cubic yard – 16 cubic yard.
 - 6.3.3 In addition roll on / roll off skips of 20 cubic yard – 40 cubic yard are also required.
 - 6.3.4 There will need to be a 48 hour turnaround time schedule from when the request is made. This will be confirmed upon request of the skip.
- 6.4 The skip will need to be removed within 48 hours, once request for removal is made. This will be confirmed on request.

7. KEY MILESTONES

7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery of Skips	Within week 1 of Contract Award

8. AUTHORITY'S RESPONSIBILITIES

8.1 The Authority will contact the Potential Provider by telephone and email to advise size of skip required and location. If the skip needs to be removed within the Port, Border Force will contact the supplier to arrange, but this is seldom required. The supplier will only need to drop empty skips in designated area and pick them up when filled from the same location to dispose of the goods. The supplier is only required to place skips at requested area.

8.2 The Authority will provide details of goods to be disposed at the point of award.

9. REPORTING

9.1 Not applicable.

10. VOLUMES

10.1 The average expected skips required will be varied throughout the duration of the contract there is no commitment to minimum or maximum requirement.

10.2 This year the Authority has utilised skip services on 15 occasions.

11. CONTINUOUS IMPROVEMENT

11.1 The Potential Provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

11.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

12. SUSTAINABILITY

12.1 Not Applicable

13. QUALITY

13.1 Not Applicable

14. PRICE

14.1 The price schedule should show the cost of each size skip available, the cost per tonne of waste and the recycling options. Supplier should offer a recycling option for and this should be identified within pricing schedule.

14.2 Prices are to be submitted via the Appendix E excluding VAT.

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15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Provision of Services for Rental of Skips Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Potential Provider’s staff assigned to the Provision services for rental of Skip’s hall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Authority will measure the quality of the Supplier’s delivery by:

16.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescale	Usually within 48 hours. If this is not able to be achieved – the Authority will need to be informed at time of request.	95%
2	Removal timescale	Usually within 48 hours. If this is not able to be achieved The Authority is to be informed at time of the request.	95%

17. SECURITY REQUIREMENTS

- 17.1 Potential Provider will need to report to Port Security. The supplier personnel will be required to have proper PPE while entering or exiting the port and for the entire duration the personnel are present at the Port.

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 Not applicable.

19. PAYMENT

- 19.1 A Purchase Order will be raised.
- 19.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

20. ADDITIONAL INFORMATION

- 20.1 Not applicable.



21. LOCATION

- 21.1 The location of the Services will be carried out at Border Force, Harwich International port, Harwich, Essex. CO12 4SX.