

SPECIFICATION

16 015 STAFF RELOCATIONS INCLUDING FURNITURE REMOVAL AND DISPOSAL

Cheshire East Borough Council (CEBC), a Unitary Council formed in April 2009, is currently undergoing a scheme to reduce its office portfolio. The programme involves both the relocation of staff from various buildings throughout Cheshire East, and within existing corporate buildings.

In addition to the movement of staff, files and equipment, there is a requirement to dispose of any surplus furniture, which must be carried out in line with environmental practices and recycled wherever possible.

All necessary measures to comply with the requirements of the Health and Safety at Work Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety must be taken by the contractor and transcended to all personnel working on the performance of the Contract. The Contractor shall ensure that its health and safety policy statement is made available to the Council on request.

A professional removal and crate hire company is required to assist with the relocation and disposal process, together with the planning and implementation of any moves.

In order to ensure the Council's regulations are complied with, any appointed company will be subject to regular performance meetings, as dictated by the level of activity. The following conditions will apply:-

- The professionalism of the company's personnel and the suitability of transport material and packaging equipment will be guaranteed.
- All removal company employees/staff must comply with CEBC Policies and Procedures whilst on CEBC property.
- The removal company will ensure their employees are supplied with appropriate fit for purpose personal protection equipment at all times.
- The company will remunerate their staff with, at least, the minimum wage dictated at the time.
- Sub-contracting without the prior agreement of the Council or its representative/s is not permissible. All subcontractors must comply with the standards set out in the terms and conditions of the contract and are to be managed by the main Contractor whilst employed on CEBC activities.
- All works to be carried out by the contracted company. Any specialist work requiring the appointment of a sub contractor should be agreed with CEC prior to appointment. All relevant certification and risk assessments will need to be provided prior to work commencement.

- A full risk assessment and method statement must be supplied for each move along with a site survey, all working areas must be protected during any removal.
- Full details of compensation procedures and formalities in the event of claim for loss or damage should be provided.
- Moves can take place internally in one building or externally between buildings and locations across the CEBC Authority area and occasionally across the Cheshire area. Some buildings are multi storey but lifts are not always available. Also, there may be items which require moving that will not fit into the lifts and some stair working will be necessary. It is, therefore, essential that staff have been appropriately trained in manual handling and have access to the appropriate fit for purpose equipment in order to facilitate these moves.
- Items that are to be moved can vary from crated and boxed to all types of storage, filing cabinets, tambour units, bookcases and IT equipment (list not exhaustive). Where furniture is to be relocated the company must supply appropriate personnel to dismantle and rebuild if required.
- The Company must ensure minimal disruption to operations
- A move timetable should be supplied for each move along with detailed costs for each aspect of the service provided.
- The company will have access to vehicles of the size appropriate to the move in hand.
- The Contractor will supply any appropriate warning signage if and when appropriate
- Any item of a delicate nature, IT equipment for example, must be packed by the company using appropriate packing materials and receptacles.
- The company shall supply crates and labels as appropriate to each move, including crates suitable for the removal/relocation of ICT equipment
- Any obsolete items that the Council require to be disposed of by the contractor should be done so through the appropriate means and the correct waste transfer certificates supplied to the Council.
- The contractor should have the following policies; customer care, complaints procedure, health and safety and code of conduct
- The contractor should hold the following accreditations;
 - Member of the British Association of Removers
 - BS 8522 Commercial Moving Standard.

Order and Invoicing Process

A Purchase Order will be raised as a call off order to which individual moves will be charged as appropriate. The successful contractor must quote this purchase order number on all invoices and related correspondence.

The scale of office moves may vary significantly and may occur at short notice. The type of removal equipment required, number of crates to be supplied and the size of vehicle needed will be decided on a job-by-job basis.

The contractor must be willing to accommodate the needs and requirements of Cheshire East and carry out work at times that are agreed by the Council.

- The company shall supply details of charges that will be levied for;
 - Hourly rate per individual
 - Hourly rate per vehicle
 - Day rate charge if appropriate
 - Any charge made for travelling time
 - Any minimum charge that will be levied for both staff and vehicles
 - Cost per crate for hire, which must be in line with local average
 - Cost per crate delivery and collection
 - Cost of replacement of crate if mislaid
 - Disposal costs
 - Any insurance costs

These declared rates will be retained for the duration of the contracted term.

Disposals

- Where a disposal is to take place, the company will arrange said disposal in an appropriate manner having cognisance to environmental requirements, providing the appropriate certification.

Contract Management

Quarterly reports will be required detailing all activity in the previous three months.

An annual report will also be required.

Review meetings will be conducted as required by the Council and will be a minimum of two annually. The appointed contract manager will attend these meetings at Council offices.

An annual meeting will take place with senior managers where all activity any lessons learned and scope for enhancement will be discussed.

KPI's

A response to requests for service will be required within five working days

All invoices will show details of the crew and vehicle/s deployed and a brief summary of the task/s undertaken

Appropriate equipment to fulfil each request for service will be provided in all cases

All staff deployed will either be fully trained or have a senior crew member to supervise any staff in training

Risk assessments for all work to be provided on request

Social Value

- The company should be able to illustrate work with SME's
- There should be a drive to reduce the amount of waste generated compared to the previous three years
- Wherever possible every effort should be made to reduce the volume to landfill by recycling when appropriate and reducing costs to the Council with a clawback.
- The company must be able to provide information regarding any training and support offered to others within the industry.