

**To:** Finance, Resources and Customer Services Policy Board

**On:** 11 November 2020

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**Report by:** Joint report by the Chief Executive and the Director of Finance and Resources

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**Heading:** Contract Award: Removal, Relocation and Warehouse Storage Services Framework (RC-CPU-19-478)

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## 1. **Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to enter into a multi supplier Framework Agreement for Removal, Relocation and Warehouse Storage Services (RC-CPU-19-478).
  - 1.2 The recommendation to award the Framework Agreement follows a procurement exercise conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above EU Threshold Framework using the Open procedure (Services) and the Council's Standing Orders Relating to Contracts.
  - 1.3 A Contract Strategy was approved by the Head of Property Services and the Strategic Procurement Manager in 27 February 2020.
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## 2. **Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:

- a) Authorise the Head of Corporate Governance to enter into a Framework Agreement for Removal, Relocation and Warehouse Storage Services (RC-CPU-19-478) with the following tenderers;

1. For Lot 1– Removal, Relocation and Warehouse Storage Services for Adhoc requirements as ranked in the following order:

1<sup>st</sup> Kelerbay Limited t/a Doree Bonner International  
2<sup>nd</sup> Harrow Green Limited t/a Restore Harrow Green  
3<sup>rd</sup> Richard Healey Removals Ltd;

2. For Lot 2 – Removal, Relocation and Warehouse Storage Services for Homeless Services as ranked in the following order:

1<sup>st</sup> Kelerbay Limited t/a Doree Bonner International  
2<sup>nd</sup> Richard Healey Removals Ltd  
3<sup>rd</sup> Clockwork Removals Ltd;

- b) Note the Framework Agreement shall be for an initial period of three (3) years with the option, at the sole discretion of the Council, to extend the Framework Agreement for a period of one (1) year to a maximum Framework Agreement of four (4) years. The Framework Agreement is anticipated to commence on 25 January 2021. If there is any change to this date, the actual commencement date will be confirmed in the Council's Letter of Acceptance;
- c) Authorise spend up to a value of £500,000.00 excluding VAT under the Framework Agreement (both lots) for the maximum Framework Agreement period of four (4) years;
- d) Note the Framework Agreement has no guarantee as to the continuity and value of work; and
- e) Note that tenderers awarded rights to participate under Lot 2 of the Framework Agreement are each required to enter into a Data Processor Agreement with the Council.
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### 3. **Background**

3.1 The Council has a requirement to establish a multi supplier Framework Agreement for Removal, Relocation and Warehouse Storage Services which will consist of 2 Lots with each Lot being ranked as detailed in the Council's Invitation to Tender. The Framework Agreement is required for adhoc removals and storage which may be required throughout the Council (Lot 1). There is a separate requirement for homeless persons removals and storage where the Council has a statutory duty to provide these services for persons who find themselves homeless and are being assisted by the Council's Housing Advice and Homeless Services (Lot 2). The Framework Agreement has also been tendered to allow Renfrewshire Leisure Limited a right to utilise Lot 1 of the Framework Agreement.

3.2 A contract notice advertising the tender opportunity was dispatched via the Public Contracts Scotland portal to the Official Journal of the European Union (OJEU) with the notice published on OJEU on 07 August 2020 and the tender documentation available for downloading from the Public Contracts Scotland – Tender platform.

During the tendering live period twelve (12) companies expressed an interest in the Framework Agreement. By the closing date set (12 noon, 8 September 2020) for return of electronic tender submissions, seven (7) responses were received for Lot 1 and four (4) were received for Lot 2. Five (5) companies did not respond.

3.3 All tender submissions were evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD) by representatives from the following Council services: Property Services, Planning and Housing, Housing Advice and Homeless Services, Corporate Procurement Unit, Corporate Finance, Corporate Risk and Corporate Health and Safety.

3.4 All tender submissions met the minimum selection criteria of the ESPD and progressed to evaluation of Award Criteria which was based on a weighting of 30% Quality / 70% Price for each respective Lot. The outcome of this evaluation determined the total score achieved by each tenderer.

3.5 In accordance with the Invitation to Tender, the 3 top scoring tenderers for each Lot will be awarded the right to participate on the respective Lot of the Framework Agreement.

Lot 1 – Removal, Relocation and Warehouse Storage Services for Adhoc requirements

Tenderer	Quality Score (%)	Commercial Score (%)	Total (%)	Ranked Position
Kelerbay Limited t/a Doree Bonner International	24.75%	70.00%	94.75%	1
Harrow Green Limited t/a Restore Harrow Green	23.75%	67.02%	90.77%	2
Richard Healey Removals Ltd	26.50%	60.23%	86.73%	3
Pickfords Move Management Ltd t/a Pickfords	26.00%	56.51%	82.51%	4
Clockwork Removals Ltd	15.50%	56.27%	71.77%	5
Space Solutions (Scotland) Ltd t/a Corporate Moves	22.75%	42.14%	64.89%	6
AGM Bishops Ltd	21.00%	41.05%	62.05%	7

Lot 2 – Removal, Relocation and Warehouse Storage Services for Homeless Services

Tenderer	Quality Score (%)	Commercial Score (%)	Total (%)	Ranked Position
Kelerbay Limited t/a Doree Bonner International	26.50%	70.00%	96.50%	1
Richard Healey Removals Ltd	29.00%	54.75%	83.75%	2
Clockwork Removals Ltd	15.25%	45.21%	60.46%	3
AGM Bishops Ltd	20.75%	29.29%	50.04%	4

- 3.6 Any Call-off contract ( Call-offs) made under the Framework Agreement will follow the award procedures as set out in the Framework Agreement by either (1) directly selecting a Service Provider according to the Direct Award procedure or (2) conducting a Mini Competition Process. It is envisaged that the majority of Call-offs will follow the Direct Award procedure however circumstances may arise where not all of the terms of the proposed contract are laid down in the Framework Agreement, or that services required are for a high value or complex service and the option of a Mini Competition Process would be pursued.

Where the Direct Award procedure is undertaken, the 1<sup>st</sup> ranked Service Provider on the relevant lot will be contacted to undertake the requirement, if the 1<sup>st</sup> ranked Service Provider is unable to undertake the requirement, the 2<sup>nd</sup> ranked Service Provider would be contacted and so on.

- 3.7 Community Benefits were requested as part of this procurement process and the successful tenderers have confirmed that the following Community Benefits would be made available per £50k of spend they individually receive through the Framework Agreement.

When calculating the number of Community Benefits accrued by the Service Provider, the value of spend with the Service Provider will be spend through the entire Framework Agreement and will not be calculated per lot (where the Service Provider is issued services under more than one lot). Should the spend with the Service Provider be less than £50k at any annual interval and therefore not earn any Community Benefits, the spend will be carried over and added into the next review period. The Community Benefits Officer will tie in with the Service Providers as cumulative values are reached to discuss delivery.

Kelerbay Limited t/a Doree Bonner International

<b>Community Benefit Description</b>	<b>No of People / Activity</b>
Modern Apprenticeship	2
Work Experience Placement for an individual 16+ years of age	3
Industry Awareness Events	3
Non financial support for a Community Project	1

Harrow Green Limited t/a Restore Harrow Green

<b>Community Benefit Description</b>	<b>No of People / Activity</b>
Work Experience Placement for an individual 16+ years of age	1
Industry Awareness Events	1
Industry Skill Transfer to Schools	2
Business advice/support to an SME/Social Enterprise/Voluntary organisation	1
Non financial support for a Community Project	1

Richard Healey Removals Ltd

Community Benefit Description	No of People / Activity
Modern Apprenticeship	2
Work Experience Placement for an individual 16+ years of age	2
S/NVQ (or equivalent) for new employee/existing employee/supply chain employee	2
Industry Awareness Events	1
Business advice/support to an SME/Social Enterprise/Voluntary organisation	1
Event to promote supply chain opportunities	1
Non financial support for a Community Project	1

#### Clockwork Removals Ltd

Community Benefit Description	No of People / Activity
Job for an unemployed individual from a Priority Group	1

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### Implications of the Report

1. **Financial** – There is no guarantee as to the continuity or value of orders placed under this Framework Agreement. The maximum spend under the Framework Agreement is up to the value of £500,000.00 excluding VAT
2. **HR & Organisational Development** – No TUPE implications have arisen or are anticipated.
3. **Community/Council Planning –**
  - Building strong, safe and resilient communities – Supporting vulnerable people and providing high quality care and support services.
  - Creating a sustainable Renfrewshire for all to enjoy – The successful tenderers have committed to deliver numerous Community Benefits as detailed within section 3.7 of this report.
4. **Legal** – The procurement of this Framework Agreement has been conducted as an above EU Threshold Open Procurement Procedure

(Services) in accordance with the Council's Standing Orders Relating to Contracts and the Public Contracts (Scotland) Regulations 2015.

5. **Property/Assets** - None

6. **Information Technology** - None

7. **Equality & Human Rights**

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – Service Providers health and safety submissions have been evaluated by the Corporate Health and Safety team and met the Council's minimum requirements regarding health and safety.

9. **Procurement** – The procurement procedure outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.

10. **Risk** – Service Providers insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.

11. **Privacy Impact** - No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data. However, the contract will be GDPR compliant as due to the fact that there may be a requirement for Service Providers on Lot 2 of the Framework Agreement to handle personal information, a Data Processor Agreement has been included as a requirement. The Service Providers on Lot 2 of the Framework Agreement have confirmed compliance with the form of the Data Processor Agreement and have committed to sign the agreement prior to the award of their respective right to participate under this Framework Agreement.

12. **Cosla Policy Position** – No COSLA Policy implications have arisen or are anticipated.
13. **Climate Risk** - The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk. All successful Service Providers hold a UKAS (or equivalent) accredited independent third-party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate.
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#### **List of Background Papers**

- (a) None
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