

Invitation to tender for the provision of

Commercial Removals
to the



Scottish Public Services Ombudsman (SPSO)

and on behalf of



The Scottish Commission for Human Rights (SHRC)

and



The Children and Young People's Commissioner Scotland (CYPCS)

September 2018

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Introduction

SPSO

The Scottish Public Services Ombudsman (SPSO) has a wide remit, covering a variety of functions and services.

Her powers and duties come from the Scottish Public Services Ombudsman Act 2002 which gives her three distinct areas of statutory functions:

1. the final stage for complaints about most devolved public services in Scotland including councils, the health service, prisons, water and sewerage providers, Scottish Government, universities and colleges
2. specific powers and responsibilities to publish complaints handling procedures, and monitor support best practice in complaints handling
3. Independent Review Service for the Scottish Welfare Fund with the power to overturn and substitute decisions made by councils on Community Care and Crisis Grant applications.

Details of the Ombudsman's team are available at:

<http://www.spsso.org.uk/who-we-are>

The Ombudsman's most recent Annual Report is available at:

<http://www.spsso.org.uk/annual-reports>

SHRC

The Scottish Human Rights Commission is an independent public body, accountable to the people of Scotland through the Scottish Parliament. The Commission has a general duty to promote awareness, understanding and respect for all human rights – economic, social, cultural, civil and political – to everyone, everywhere in Scotland, and to encourage best practice in relation to human rights. Our full duties and powers are set out in the Scottish Commission for Human Rights Act 2006.

The Commission is accredited as an 'A Status' [National Human Rights Institution](#) (NHRI) within the United Nations (UN) system. This means we can report directly to the UN on human rights issues. We are the only Scottish organisation that can make direct contributions to the UN Human Rights Council. The Commission has powers to recommend changes to law, policy and practice; promote human rights through education, training and publishing research; and to conduct inquiries into the policies and practices of Scottish public authorities.

Details of the Chair and Commissioners are available at:

<http://www.scottishhumanrights.com/about/people/>

The Commission's most recent Annual Report is available at:

<http://www.scottishhumanrights.com/policy-publications/>

Children and Young People's Commissioner Scotland

The Children and Young People's Commissioner promotes and safeguards the human rights of everyone in Scotland under the age of 18, or up to 21 if the young person has care experience. The Commissioner's legal duties are defined by the Commissioner for Children and Young People (Scotland) Act 2003. In particular, the Commissioner must:

- promote awareness and understanding of the rights of children and young people,
- review law, policy and practice to examine their effectiveness in respecting the rights of children and young people,
- promote best practice by service providers,
- promote and commission research on matters relating to the rights of children and young people,
- encourage the involvement of children and young people in his work, and – in particular – consult with them on the work that he should be doing to improve the rights of children and young people.

Details of the Commissioner are available at:

<https://www.cypcs.org.uk/about/commissioner>

The Commissioner's most recent Annual Report is available at:

<https://www.cypcs.org.uk/about/annual>

Service being procured: commercial removals

Project Specification

The Ombudsman is inviting tenders for the provision of commercial removals to:

1. The Scottish Public Services Ombudsman (SPSO) at
 - 4-6 Melville Street, Edinburgh EH3 7NS, and
 - Citibase, Room 32, 1 St Colme Street, Edinburgh, EH3 6AA;
2. The Scottish Commissioner for Human Rights (SHRC) at Governor's House, Regent Road, Edinburgh, EH1 3DE; and
3. The Children and Young People's Commissioner Scotland (CYPCS) at 9 Haymarket Terrace, Edinburgh EH12 5EZ

who will be merging from four separate offices into being based within one building together at **Bridgeside House, 99 MacDonald Road, Edinburgh, EH7 4NS**.

We are looking for commercial removers, from a single supplier. The requirements will include:

- the uplifting and removal of the office-holders equipment from four separate addresses as listed above,
- delivering all removed items to Bridgeside House,
- clearing any unrequired items from the SPSO and CYPCS offices, and
- disposing of surplus furniture and equipment in an appropriate manner.

Detailed functional requirements are listed in Annex 1 and floor plans can be provided on request. Bidders are invited to provide a response to each point, using Annex 1 as a template, which will form the main basis of our Evaluation.

Additional Information

The removals for the three office holder relocation will be staggered over separate weekend dates. Proposed timings, subject to building fit-out completion, are:

1. SPSO on Saturday 1 December 2018
2. CYPCS on Saturday 8 December 2018
3. SHRC on Saturday 19 January 2019.

Bidders must be aware of, and take account of, the confidentiality requirements of section 19 of the SPSO Act. A copy of section 19 is attached at Annex 2.

Sustainability

As a responsible Public Organisations, the office-holders are keen to ensure compliance with Duty of Care Legislation, WEEE Directive, Government Recycling Initiatives, etc. and wish to minimise the need for any items to go to Landfill. Bidders should, therefore, enclose details of their recycling initiatives and any specific means of disposal they recommend or can facilitate on our behalf which will best achieve this. Bidders should also provide details of any quality accreditation they possess such as ISO 9002, ISO 14001 or equivalent, H and S Policy, Environmental Policy and a copy of their Public Liability Policy (minimum acceptable cover of one million.)

Administration of tender

Contracts and Procurement Policy

This invitation to tender (ITT), tendering process and the eventual contract are being managed in accordance with the SPSO's Procurement Policy. This is available as Section 9 of our Finance Handbook, available online as a PDF here:

<https://www.spsso.org.uk/spsso-policies>

The policy is designed to ensure that all SPSO procurement activity is focussed on the delivery of value for money and conducted to high professional standards and to the relevant legal requirements. In particular, our Procurement Standards include Value for Money, Responsible Purchasing, Ethical Standards, Openness and transparency.

The SPSO is an accredited Living Wage employer and the successful bidder must also meet this standard.

Occasionally, contractors may provide information to the SPSO on the basis that it will remain confidential and will not be disclosed in the event that an information request is made for it. The SPSO will agree to accept information in confidence from contractors only in very limited circumstances. Even where we do agree to accept information in confidence, the information may still be disclosed if the disclosure would no longer constitute an actionable breach of confidence, for example, if the information is no longer confidential.

Tender conditions

1. Suppliers are invited to submit a tender, including all expenses, for providing the services as described in this document. If the costs are not fixed for the duration of the contract, the review points and basis of the review should be clearly detailed.
2. Potential suppliers must meet their own costs of responding to this tender and any costs they incur in responding to this tender.
3. Prices quoted must be held firm for at least 45 days from the closing date for tenders.
4. The supplier must be willing for the response to this invitation to tender to form part of the contractual relationship with the Scottish Public Services Ombudsman.

Making a tender

Please note that the closing time and date for tender responses is **17:00, Friday 21 September**. Any response received after that date will not be considered further. A full response to this tender must be addressed by email to stacy.forsyth@spsso.gsi.gov.uk or in hard copy to:

Stacy Forsyth
Facilities Administrator
Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Your submission must be clearly marked “RESPONSE to commercial removals tender” in order to ensure the contents are not opened before the deadline. Any questions or requests for clarification may be emailed to stacy.forsyth@spsso.gsi.gov.uk no later than Friday 7 September. Your email must be clearly titled “ENQUIRY about commercial removals tender”.

Timetable

The timetable for this tender process is as follows:

Invitation to tender issued	Monday 3 September 2018
Bidders' viewing of the office spaces *	3-14 September 2018
Deadline for submission of tenders	17:00, Friday 21 September 2018
Evaluate tenders	24-28 September 2018
Appoint supplier (subject to any clarification or verification required by the Ombudsman)	Monday 1 October 2018

If clarification of the tender submission is required by SPSO, bidders will be contacted during week commencing 24 September 2018.

* It is strongly recommended that Bidders view the four premises prior to submitting an offer in order to fully assess the scale of work involved and number of crates required to transport the files.

Tender Submissions

All bidders must use the template provided at **Annex 1** for their response. Tender submissions **must** include:

1. A detailed response addressing all areas identified in the Functional Requirements listed in Annex 1. It is strongly recommended that Bidders view the four premises prior to submitting an offer in order to fully assess the scale of work involved and number of crates required to transport the files.
2. A breakdown of costs for the work, please identify the following:
 - a. Cost per crate
 - b. Additional equipment to be advised for hire or supply
 - c. Insurance – goods in transit
 - d. Parking bay suspensions
 - e. Supply of trained persons and quantity to carry out the works
 - f. Total cost of commercial move for three move dates for three office holders
 - g. The clearance of the offices and removal of items destined for recycling/disposal

Note: All of the above should clearly show VAT
3. Details of the bidder's experience relating to similar work. Summaries of relevant work carried out for two clients (with contact details), who would be willing to provide the Ombudsman with a reference.
4. Implementation plan for moving three separate office-holders over three different dates. Given the nature of the work required and the difficulties which may be encountered, Bidders must provide a Method Statement and Risk Assessment with their tender
5. Evidence of Living Wage Employer status.
6. Requirement in terms of payment e.g. monthly invoice/payment periods.
7. Before the award of the contract, the preferred bidder may be asked to provide a copy of the organisation's professional indemnity or public liability insurance cover. If production of either of the above would cause you difficulty, you should indicate this now.
8. The standard terms of the contract regarding termination.

Assessment of tenders

The assessment of tenders will be undertaken by an evaluation panel which will include representatives from SPSO, SHRC and CYPES. The panel will consider all tenders against the Functional Requirements set out in Annex 1 and will make a decision on the basis of how closely tenders meet the requirements set out in this invitation. If a tender does not substantially conform to the tender requirements it will not be considered further.

1. Each item in the Functional Requirements will be given a score as follows,

<i>Score</i>	<i>Description</i>
5- Excellent	Meets exactly the specified standard
4- Good	Meets the standard well but not completely
3- Fair	Mostly meets the standard but fails in parts
2- Doubtful	Mostly fails the standard but meets in some
1- Poor	Significantly fails to meet standard
0- Reject	Completely fails to meet standard

The total score for the Functional Requirements will be calculated to give a weighted score out of 40%.

The remaining items will be scored then be multiplied to give them the weighted percentage score out of 100% as follows:

1	Functional Requirements	40%
2	Breakdown of costs	30%
3	Experience of similar work including references	20%
4	Implementation plan	5%
5	Living Wage standards met	5%
6	Payment requirements	0%
7	Professional indemnity / liability	0%
8	Terms of contract regarding termination	0%

Item 2 - Full cost details must be provided as requested, otherwise the submission will score zero here. Scores will be awarded by ranking all submissions in order of total cost of removals for all three office holders. The supplier with the lowest total cost will receive 20, second will receive 18, third, 16 and so on.

Items 6 - 8 – This information is required but will not form part of the weighted score.

The Ombudsman and/or representatives from SHRC and CYPES may undertake, if deemed appropriate, communications with bidders to clarify / verify their tender submissions.

Terms and Conditions

Confidentiality

The bidder will not issue any public statements or otherwise disclose any information concerning this Invitation to Tender (ITT), the process and its participation in the process without the prior written approval of the SPSO.

Legal Disclaimer

This ITT is an invitation to propose and does not in any manner create an offer or other obligation on the part of the SPSO to enter into any contract.

All expenses and costs incurred by the bidder in completing, submitting and delivering the bids, together with any costs incurred during the post tender stage, will be to the bidder's account. The SPSO are not bound to accept the lowest or any bid.

Use of Information

This ITT and any other information furnished hereunder shall be used solely for the purpose of responding to this ITT. Reproduction of any part of this ITT is authorised only to the extent necessary for the preparation of your response. All bidders shall ensure that all such copies are destroyed when no longer required in connection with this ITT.

Annex 1: Requirements and Response Template

Company Name:	
Company Address:	
Contact name for this Tender:	
Position:	
Telephone No:	
Email:	

1. Functional Requirements (*Weighting 40%*)

<i>Item</i>	<i>Details</i>		<i>Response (include detailed account of all actions taken)</i>
1	ICT, Electrical Equipment Pack / Unpack		
	Describe how you will disconnect/reconnect, pack, and securely transport to McDonald Road all ICT and electrical equipment.		
2	Non-Sensitive Boxed Materials		
	Describe how all boxed office materials will be collected from each office holders current address transported to McDonald Road and delivered to allocated office location.		
3	Sensitive Boxed Materials		

	Describe how you will ensure all sensitive/confidential materials will be uplifted and transported to McDonald Road. Ensuring the utmost care is taken to protect the materials and prevent loss, damage and consequently a security breach during delivery to allocated office location within McDonald Road. [Note: vehicle and removal team to be monitored by a representative from SPSO during loading and unloading of SPSO sensitive boxed materials.]		
4	Equipment / Support Requirements		
	Advise the quantity, most appropriate and cost efficient storage crates, supply and deliver in good time prior to move date and collect as unpacked.		
5	Furniture Pack / Unpack		
	Describe how the furniture including desks, chairs, cabinets, will be dismantled, transported to McDonald Road and reassembled in allocated office location as per provided floor plan. (Amounts outlined in table below.)		
6	Environmental Disposal		
	Once vacated, what processes are in place for the striping the buildings bare and re-cycle, up-cycle or environmentally dispose of surplus furniture and equipment left. (Proof of recycle, upcycle etc. is expected.)		
7	Additional Comments		Not scored
	Please include any additional comments you feel would be valuable to this tender. <i>(Please note this will not be scored for the evaluation of the tender, but may</i>		

	assist with clarifying any points above.)		
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2. Costs (Weighting 30%)

A breakdown of costs for the work, please identify the following:

- a. Cost per crate
- b. Additional equipment to be advised for hire or supply
- c. Insurance – goods in transit
- d. Parking bay suspensions
- e. Supply of trained persons and quantity to carry out the works
- f. Total cost of commercial move for three move dates for three office holders
- g. The clearance of the offices and removal of items destined for recycling/disposal

Note: All of the above should clearly show VAT

Response:

3. Experience (Weighting 20%)

Details of the bidder's experience relating to similar work. Summaries of relevant work carried out for two clients (with contact details), who would be willing to provide the Ombudsman with a reference.

Response:

4. Implementation plan (Weighting 5%)

Response:

5. Evidence of Living Wage Employer status. (Weighting 5%)

Response:

6. Requirement in terms of payment e.g. monthly invoice/payment periods. (Weighting 0% but must be provided)

Response:

7. Professional indemnity / public liability insurance (*Weighting 0% but must be provided*)

Before the award of the contract the preferred bidder may be asked to provide a copy of the organisation's professional indemnity or public liability insurance cover. If production of either of the above would cause you difficulty, you should indicate this now.

Response:

8. The standard terms of the contract regarding termination (*Weighting 0% but must be provided*)

Response:

Annex 2: Section 19 of the Scottish Public Services Ombudsman Act 2002

19 Confidentiality of information

(1) Information obtained by the Ombudsman or any of the Ombudsman's advisers in connection with any matter in respect of which a complaint or a request has been made must not be disclosed except for any of the purposes specified in subsection (2) or as permitted by subsection (3).

(2) Those purposes are—

(a) the purposes of—

(i) any consideration of the complaint or request (including any statement under section 11),

(ii) any investigation of the matter (including any report of such an investigation),

(b) the purposes of any proceedings for—

(i) an offence under the Official Secrets Acts 1911 to 1989 alleged to have been committed in respect of information obtained by the Ombudsman,

(ii) an offence of perjury alleged to have been committed in the course of any investigation of the matter,

(c) the purposes of an inquiry with a view to the taking of any of the proceedings mentioned in paragraph (b),

(d) the purposes of any proceedings under section 14.

(3) Where information referred to in subsection (1) is to the effect that any person is likely to constitute a threat to the health or safety of patients, the Ombudsman may disclose the information to any person to whom the Ombudsman thinks it should be disclosed in the interests of the health and safety of patients.

(4) In relation to information disclosed under subsection (3), the Ombudsman must—

(a) where the Ombudsman knows the identity of the person to whom the information relates, inform that person of the disclosure of the information and of the identity of the person to whom it has been disclosed, and

(b) inform the person from whom the information was obtained of the disclosure.

(5) It is not competent to call upon the Ombudsman or the Ombudsman's advisers to give evidence in any proceedings (other than proceedings referred to in subsection (2)) of matters coming to the knowledge of the Ombudsman or advisers in connection with any matter in respect of which a complaint or request has been made.

(6) A member of the Scottish Executive may give notice in writing to the Ombudsman with respect to—

- (a) any document or information specified in the notice, or
- (b) any class of document or information so specified,

that, in the opinion of the member of the Scottish Executive, the disclosure of the document or information, or of documents or information of that class, would be contrary to the public interest.

(7) Where such a notice is given nothing in this Act is to be construed as authorising or requiring the Ombudsman or any of the Ombudsman's advisers to communicate to any person or for any purpose any document or information specified in the notice, or any document or information of a class so specified.

(8) Information obtained from the Information Commissioner by virtue of section 76 of the Freedom of Information Act 2000 (c. 36) is to be treated for the purposes of subsection (1) as obtained in connection with any matter in respect of which a complaint or request has been made.

(9) In relation to such information, subsection (2) (a) has effect as if—

- (a) the reference in sub-paragraph (i) to the complaint or request were a reference to any complaint or request, and
- (b) the reference in sub-paragraph (ii) to the matter were a reference to any matter.

(10) In this section and section 20 references to the Ombudsman's advisers are to persons from whom the Ombudsman obtains advice under paragraph 10 of schedule

Annex 3 Additional Information

General indication of furniture and material count per office space:

5.1 SPSO Basement	
<p>Furniture</p> <ul style="list-style-type: none"> • 7 Desks • 6 Tables • 6 Breadbins • 14 Screens • 7 Desktops • 1 Laptops • 6 Office Chairs • 45 Red Chairs • 2 Stools <p>Total Items x 94</p>	<p>Crates required for</p> <ul style="list-style-type: none"> • 170 boxes of Sensitive Material • 6 Staff Members • 8 IT Equipment Set Ups • Kitchen Crockery etc. • Stationery • Leaflets • Spare IT Equipment
5.2 SPSO Ground Floor	
<p>Furniture</p> <ul style="list-style-type: none"> • 17 Desks • 17 Breadbins • 6 Packed Weighted Units (unpacked 6 units plus 11 crates) • 1 Packed Tall Weighted Unit (unpacked 1 unit plus 3 crates) • 40 Screens • 12 Desktops • 8 Laptops • 23 Office Chairs • 2 Red Chairs • 2 Stools <p>Total Items 128</p>	<p>Crates required for</p> <ul style="list-style-type: none"> • 21 Drawers of Sensitive Material • 17 Staff Members • 20 IT Equipment Set Ups • Kitchen Crockery etc.
5.3 SPSO First Floor	
<p>Furniture</p> <ul style="list-style-type: none"> • 17 Desks • 3 Tables • 16 Breadbins • 7 Unpacked Weighted Units (4 crates) • 1 Credenza • 32 Screens • 15 Desktops 	<p>Crates required for</p> <ul style="list-style-type: none"> • 21 Drawers of Sensitive Material • 16 Staff Members • 17 IT Equipment Set Ups • Kitchen Crockery etc.

<ul style="list-style-type: none"> • 2 Laptops • 17 Office Chairs • 8 Red Chairs • 17 Boardroom/Bucket Chairs <p>Total Items 134</p>	
5.4 SPSO Second Floor	
<p>Furniture</p> <ul style="list-style-type: none"> • 22 Desks • 22 Breadbins • 3 Unpacked Weighted Units (2 crates) • 40 Screens • 20 Desktops • 2 Laptops • 22 Office Chairs • 3 Red Chairs • 1 Stools <p>Total Items 135</p>	<p>Crates required for</p> <ul style="list-style-type: none"> • 6 Drawers of Sensitive Material • 21 Staff members • 22 IT Equipment Set Ups • Kitchen Crockery etc.
5.5 SPSO Citibase, Room 32	
<p>Furniture</p> <ul style="list-style-type: none"> • 2 Unpacked Weighted Units (3 crates) • 20 Screens • 20 Laptops • 10 Chairs • 1 Red Chair • 10 Office Chairs • 1 Red Chair <p>Total Items 64</p>	<p>Crates required for</p> <ul style="list-style-type: none"> • 6 Drawers of Material • 10 Staff Members
SPSO Total Items 555	
5.6 CYPCCS	
Furniture	Crates
5.7 SHRC	
<p>Furniture</p> <ul style="list-style-type: none"> • 1 floor standing printer / copier • 5 large full height storage cabinets • 1 ½ height storage cabinet • 1 bookshelf 	<p>Crates</p> <ul style="list-style-type: none"> • 16 IT / equipment • Contents of 8 storage cupboards / shelves contents • Contents of one communications

3 floor standing fans

cupboard with heavy publications and branded materials

- Contents of 13 desk drawers
- 13 on desk contents such as trays and stationary
- Kitchen crockery etc