



---

**CONTENTS**

1.	PURPOSE.....	2
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	2
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT .....	2
4.	DEFINITIONS.....	2
5.	SCOPE OF REQUIREMENT.....	3
6.	KEY MILESTONES .....	3
7.	AUTHORITY'S RESPONSIBILITIES .....	3
8.	REPORTING .....	4
9.	VOLUMES.....	4
10.	CONTINUOUS IMPROVEMENT .....	4
11.	SUSTAINABILITY .....	4
12.	PRICE .....	4
13.	STAFF AND CUSTOMER SERVICE.....	5
14.	SERVICE LEVELS AND PERFORMANCE .....	5
15.	SECURITY REQUIREMENTS.....	5
16.	PAYMENT .....	6
17.	ADDITIONAL INFORMATION .....	6
18.	LOCATION.....	6

---

OFFICIAL



**1. PURPOSE**

- 1.1 The Home Office (The Authority) requires information on the ability to dispose of uniform, body armour, handcuffs and other uniform-related items on their behalf.
- 1.2 As the current contract expires in the January 2018, a Potential Provider must be able to take over the contract ensuring continuity of service. It is critical that this a smooth transition.

**2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Home Office has an overarching responsibility for the safety and security of the United Kingdom. The Authority’s role covers many distinct operational responsibilities such as protection of the UK Borders, helpful lawful travel to stay within the UK and issuing passport to those who are entitled. The Authority is made up from a number of operational groups who work together to deliver the many aims set in place.
- 2.2 Currently there are approximately 10,000 staff, throughout the UK, from all the different agencies wear a law enforcement uniform. The Authority has estimated that around 3,000 of these staff may also wear body armour and carry protective equipment such as handcuffs and batons.

**3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 As staff leave the organisation, or require changes to their uniform or accessories due to natural wear and tear, the used items are to be disposed of securely.
- 3.2 The Potential Provider will be required to arrange collection, de-brand any items and remove any other forms of identification that are a potential association to The Authority or its agencies.
- 3.3 The Authority will be granted approval for the resale of any unused armour outside the UK. However, this is subject to the Potential Provider complying with local legislation and the removal of all security, identification or branding that is associated to the Authority prior to resale. The proceeds of any sales to be returned to The Authority.
- 3.4 The disposal process of uniforms should be environmentally friendly and have a minimal carbon footprint.
- 3.5 Using management information from 2016, The Authority has facilitated 44 collections across 30 locations, which totals approximately 180 cubic metres of products.

**4. DEFINITIONS**

Expression or Acronym	Definition
Uniform	This includes enforcement style uniform, footwear, corporate wear, hi-visibility clothing, body armour, handcuffs, and batons. It does not include contaminated items.



Disposal	Used items are defined as suitable for recycling. For unused items, body armour and accessories the Authority will permit resale outside the UK but this is subject to local legislation and all security, identification and branding being removed prior to resale.
----------	---

## 5. SCOPE OF REQUIREMENT

5.1 The Potential Provider needs to meet the below requirements:

- 5.1.1 All staff employed by The Authority are required to wear a law enforcement uniform or other corporate wear. A number of these staff also wear body armour and carry necessary personal protection equipment.
- 5.1.2 When the uniform becomes unnecessary or unserviceable, it is accumulated ahead of disposal collection. The space within the various ports that is controlled by The Authority lacks capacity for large scale storage of these items.
- 5.1.3 Once the goods have been collected from the agreed locations, across the UK, they must be removed to a secured site for destruction or disposal.
- 5.1.4 The resale in the UK of any of these goods will not be permitted.
- 5.1.5 All collections that are arranged are on a location by location basis. These collections will have to take place between 9am and 5pm on weekdays.

5.2 The bid should reflect how the Potential Provider will work alongside The Authority to minimise disruption to the business and how both collections and disposals will be managed.

5.3 The successful Provider will also be required to provide accurate management information regarding the volume of items collected and details of the disposal process. Management information will also be required to allow the Authority to report, annually, on their contribution against environmental requirements and a reduced carbon footprint. The items disposed must not end up in land fill.

## 6. KEY MILESTONES

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

Milestone	Description	Timeframe
1	Contract to commence	1 <sup>st</sup> February 2018

## 7. AUTHORITY'S RESPONSIBILITIES

7.1 The Authority will have named representatives to manage the contract, they will cover any issues that occur with the Provider. These details will be issued to the Potential Provider nearer to the contract commencement date.



- 7.2 The Authority, via local representatives, will complete any relevant documentation to ensure the efficient management of this contract. This can include the completion of feedback forms following collection.

## **8. REPORTING**

- 8.1 The Authority requires half yearly reports showing the number of requests and collections by location and the volume of items that have been disposed of.
- 8.2 The Authority also requires information highlighting all locations where completed documents have been filled out incorrectly.
- 8.3 The Authority requires information which identifies any issues highlighted, including those that are outstanding following discussion with the contract manager.

## **9. VOLUMES**

- 9.1 The volumes estimated throughout this Appendix B are assumptions to be made for pricing purposes. An estimated 50 collections take place across the UK per annum. The Authority is unable to provide specific information about the nature of the items removed.

## **10. CONTINUOUS IMPROVEMENT**

The Authority welcomes any suggestions to improve the process especially if this reduces the burden on local resources. Any changes to the way the services are being delivered must be brought to The Authority's attention and agreed prior to any changes being implemented.

## **11. SUSTAINABILITY**

- 11.1 All disposals by the Potential Provider must be environmentally compliant.
- 11.2 The Potential Provider must ensure that none of the items being disposed of end up in Landfill sites, unless expressly approved by The Authority in writing.

## **12. PRICE**

- 12.1 The number, location and size of collections is variable and cannot be guaranteed. The pricing should include a single contract price, per annum, which is payable at the start of each year of the contract.
- 12.2 The estimation of pricing should be based on 50 collections across the UK per annum.
- 12.3 If any items are sold outside of the UK, the net proceeds of the sale will be paid to The Authority within 60 days of receipt. Where the value of the net proceeds are considered too low, they may be accumulated over a period but must be paid within 6 months unless agreed in writing by The Authority



**13. STAFF AND CUSTOMER SERVICE**

- 13.1 The Potential Provider must be able to demonstrate a proven history for the secure disposal. This should include details of any subcontractors used.
- 13.2 All collections will be arranged directly between the local unit and the Potential Provider.
- 13.3 Any contract related issues will be raised directly with the nominated contract manager and not with local representatives.
- 13.4 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the contract.

**14. SERVICE LEVELS AND PERFORMANCE**

- 14.1 The Authority will measure the quality of the Potential Provider delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target	Time Scale
1	Acknowledgement	Collection acknowledgement within agreed timescales.	99%	2 working days from receipt request
2	Collection	Collection to take place within agreed timescales and compliant with local requirements.	98%	Within 10 days of request
3	Management information	Periodic reports to show collections requested/made, volumes collected and locations.	98%	Every 6 months
4	Management information – Environmental	Environmental reports to reflect data required for reporting against carbon footprint and environmental issues	98%	Annual
5	Financial returns	Net proceeds of any sale to be paid directly to the Authority.	98%	Within 60 days of receipt

**15. SECURITY REQUIREMENTS**

- 15.1 The items of clothing that are sent for disposal must have all identification removed, including any badging or branding that may be linked to The Authority and its associated Agencies.



- 15.2 All branding is considered to be security items and must be recycled through a rigorous process of destruction.

## **16. PAYMENT**

- 16.1 Payment process – a Purchase order will be sent to the Potential Provider with contract and order details. Once each section has been completed, invoices (referencing the purchase order number should be sent to [apelectronicuploads@homeoffice.gsi.gov.uk](mailto:apelectronicuploads@homeoffice.gsi.gov.uk))
- 16.2 The Payment term is 30 days from receipt of invoice containing a valid PO number.

## **17. ADDITIONAL INFORMATION**

- 17.1 The contract management will be undertaken by a member of the Border Force Uniform Team. The details will be confirmed once the contract is in place.

## **18. LOCATION**

- 18.1 The collections will take place at any of The Authority's locations within the UK.