Material Collections Service (MCS) – Specification & Operational Summary

General

- Scalable service capable of handling material (bulky) collections across the WLWA area that covers 6 Boroughs – Brent, Ealing, Harrow, Hillingdon, Hounslow and Richmond upon Thames
- Management of an online booking service portal with access primarily via (www.westlondonwaste.gov.uk/bulky-waste) and Borough's own websites.
- Dedicated customer service support inc. dedicated email address & contact number
- Residential property collections
- Commercial collections (future)
- Digital platform capable of handling payments, receipts, refunds, cancellations & discounted or free collections and customer service-related requirements where applicable.

Collections

- Internally or externally managed fleet
- Adherence to a prescribed list of material or bulky items (periodically reviewed)
- 7-day a week collection service
- Operation within defined borough/regional boundaries only
- Minimum same day collection service offering
- Tipping at designated waste transfer stations only
- To operate inside & outside ULEZ controlled zones
- To include collection/delivery of items between depot sites for Re-Use purposes
- Capability to introduce separate Re-Use and DIY only residential collections
- Agreed methodology for missed collections and no-quibble returns jobs
- Manage variable T+Cs for each participating borough

Technology/IT

- Use of a two-way platform model for 'on demand' collections
- Online booking via website and/or app
- Pictures of all collections (items)
- Real time routing & logistics management
- Real time driver/service feedback & tracking
- Customer feedback platform (internal or external e.g. Trust Pilot or similar)
- E-WTN's (electronic waste transfer notes)
- Collection job data access for WLWA and/or Borough officers (online portal or similar).

Performance/KPIs

- Registered waste carrier (incl all sub-contractors if applicable)
- Minimum of 13,000 collections annually
- Must be able to operate across all 6 boroughs within the WLWA geographical area
- Must offer the minimum of a 'next-day' collection service
- Tipping/collection based standard i.e., minimum number of collections before tipping

- KPI's could be subdivided into operational, financial, environmental & social value

Data & Monitoring

- Data dashboard (collections by borough/time, waiting days, customer feedback scores, ££s, refunds, item types/categories etc)
- Daily/weekly/monthly performance feedback as required
- Collection data
- Periodical contract meetings (e.g. quarterly)
- Periodical audit requirements e.g. insurance, licenses, driver checks, site adherence rules etc
- Other KPIs – (TBD)

Social & environmental performance

- Cleanest fleet technology available
- Local employment potential
- Reuse collections to be included
- Potential of additional stream add-ons e.g. small WEEE/textiles/flytips etc.

Contract terms

- Minimum 3-year contract
- Agreed payment schedule
- Single or tiered pricing