

## **SOLUTION/METHOD STATEMENT REQUIREMENTS AT ISOS STAGE**

At ISOS we only require Tenderers to supply information and responses in the form of a PowerPoint presentation on the following issues.

This approach has been taken to focus Tenderers on developing service delivery solutions at the earliest stage. It does not indicate that other areas of the Specification are not being pursued and Tenderers should be starting to work on these in preparation for later stages of the procurement.

### **SO1 Collection of Waste - household waste and recycling collection**

1. A summary of the methodologies proposed for the collection of household waste, recycling and garden waste from street level, narrow access and communal properties to include:
  - a. Collection frequencies
  - b. Receptacle types for each waste stream
  - c. Vehicles to be used (type and capacity) including spare coverage
  - d. Number of staff to be deployed (including supervision) including coverage for absence
  - e. Working/shift patterns
  - f. The approach to minimising disruption to other road users, working in potentially sensitive locations (e.g. educational establishments) and minimising impacts on residents living close to the Lake Terrace depot
  - g. The role of bring banks in the proposed solution
  - h. The approach to designing collection rounds (including inputs required and outputs generated) and accommodating growth in households. Tenderers should also summarise the information it may require from the Council.
2. A summary of any in-cab technology that may be deployed, its interface with the back office and MBC's customer centre. This should include a summary of benefits to MBC and information/system requirements.
3. The approach to developing a commercial waste collection service for businesses in the Borough.

### **SO2 Street Cleaning**

1. A summary of the approach to ensuring the standards required by the Code of Practice for Litter and Refuse are achieved including:
  - a. Balancing cleaning by frequency and/or need
  - b. Staff and vehicle resources envisaged
  - c. Managing fly tipping and graffiti removal

#### **SO4 Mobilisation, Service Change, Contingency Planning, Emergency Response and Contract Expiry**

1. Summarise the approach to mobilisation including the planning of key activities such as:
  - a. staff transfer
  - b. liaison with the Council
  - c. application for/transfer of permits, licenses and consents
  - d. installation of any IT systems and equipment
  - e. recruitment of key staff
  - f. training (collection staff, Council staff)
  - g. procurement (vehicles, PPE, receptacles)

#### **SO5 Customer Service**

1. Approach to staff training including induction and refresher training covering subjects such as customer care, H&S and personal welfare
2. How the Tenderer will inform and update the Council of service delivery issues

#### **SO6 Service Management, Monitoring and Reporting**

1. How the Services will be managed directly and supported regionally and nationally
2. The proposed approach to meeting regularly with the Council on an operational and strategic level
3. How any IT solutions will assist in the generation of service and performance reports
4. Suggestions for Key Performance Indicators and other performance measures by which the quality of service delivery can be assessed