

Invitation to tender

12th January 2017

Support for the London Borough of Redbridge to restrict kerbside residual waste collections: Reference 2016/17 - 15

1. Overview

This invitation to tender is issued by the London Waste and Recycling Board (LWARB) ('the Customer') on behalf of the Resource London programme and the London Borough of Redbridge for the provision of consultancy services ('the Service Provider') to provide options modelling for restriction of kerbside residual waste.

2. Background to Resource London

Resource London is the jointly funded support programme for London waste authorities delivered in partnership by the London Waste and Recycling Board and [WRAP](#), the UK's resource efficiency body.

The main objective of Resource London is that by 2020, London will have more harmonised, consistent and efficient waste and recycling services that will:

- Reduce the city's waste footprint and reinvigorate recycling to make a significant contribution towards the Mayor's ambition for London to achieve 65% recycling by 2030; and
- make a significant contribution towards England achieving its 50% household waste recycling target in 2020.

More information about Resource London can be found on our [website](#).

3. Background to the requirement

The London Borough of Redbridge is located in North East London, bordering with Essex.

The Borough is a waste collection authority with waste disposal managed by the East London Waste Authority (ELWA). Waste collection services are operated by Amey, who are contracted until July 2019 and waste disposal services are operated by Shanks Waste Service Ltd contracted until 2027.

Residents on the kerbside collection scheme have:

- Unlimited sacks (provided by the resident) for residual waste, collected weekly;
 - 55l box for recycling mixed glass, plastic bottles and tins and cans collected weekly;
 - 55l box for recycling paper and card collected weekly;
 - Seasonal Chargeable Garden Waste, collected fortnightly (April – Oct) biodegradable sacks- due to commence April 2017
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The current collection contract with Amey ends in July 2019 and Redbridge would like to start planning changes for putting in place a new contract which introduces containerisation for residual waste.

In order to make the move towards containerisation smoother, Redbridge is keen to address options to restrict residual kerbside waste and promote additional recycling over the next two years and to procure a suitable collection contract for the intervening period to 2027, when

the disposal contract will change. However, there are real concerns amongst members over fly tipping and street scene issues. Due to these concerns, the charge for bulky waste collections was scrapped 18 months ago in the hope that it would lead to a reduction in fly tips. However, it has had no significant impact.

Under the disposal contract with Shanks, there is no difference in price in the gate fee for the disposal of recyclable and non-recyclable material, and thus there is currently no incentive to increase the amount of recyclable material collected or introduce separate food collections. However, Redbridge is very keen to develop more alignment between the collection and the disposal contracts and would like to improve recycling services over the next few years leading up to the changeover in the disposal contract.

Redbridge will introduce a charge for garden waste from April 2017.

The requirement for an options appraisal arose due to the eagerness from Redbridge to address the levels of residual waste generated in light of the ELWA arrangement, whereby all waste is charged at the same gate fee, and moving forwards to plan for a more suitable arrangement from 2027. Redbridge are also keen to address the possible impacts for waste management of the decision for Britain to leave the EU, and the effects of a shift to a more circular economy in London.

4. The specified requirement

Redbridge requires the successful Service Provider to review and assess with regard to the costs and the effect on the overall recycling rate:

- Options for restricting kerbside residual waste prior to the new collection contract (which may include containerisation);
- Increasing the amount of kerbside recycling collected;
- The impact, cost and constraints on options for the re-procurement of the waste/recycling collection contract, including a cost analysis in relation to vehicles and

In addition, the review needs to consider the communications and/or enforcement resources that would be needed for the different options modelled, and what the wider impacts could be on street scene and tonnages at the HWRC.

The overall aim is to provide the London Borough of Redbridge with the information and evidence to consider further restrictions on residual waste prior to 2019, in order to prepare for the consideration of containerisation of residual waste within the next collections contract.

5. The project deliverables are:

- 5.1 Attendance at a project inception meeting with London Borough of Redbridge and Resource London on 7th February 2017 at Redbridge Council Offices, Lynton House, 259 High Street, Ilford, IG1 1NY. This meeting will be attended by Russell Ward Head of Environmental Services; Lawrence McGlynn, Waste Services Manager and Laura Kirman Performance and Improvement Manager LB Redbridge and Cathy Cook, Local Authority Support Manager, Resource London. This meeting will provide an opportunity to:
 - Agree the scenarios to be explored;
 - Establish if there are any barriers politically and contractually for any of the scenarios;
 - Discuss the proposed methodology; and
 - Agree timelines and project management

- In addition, a tour of the borough for the Service Provider to familiarise themselves with the area (if this is not required, please state this in your tender response).

NB The Service Provider is to take notes of the meeting and provide them to Resource London within five working days of the above meeting.

- 5.2 Calculate the cost and performance of the agreed scenarios that meet Redbridge's criteria of restricting residual waste and increasing recycling. This should take into account the bullet point list in the specified requirements in section 4.
- 5.3 Throughout the project, the Service Provider shall provide regular project updates by email, telephone or in person (whichever is appropriate at the time of the project) with Resource London and Redbridge. This will be agreed at the inception meeting.
- 5.4 Production of a draft report for consideration by Resource London and amend following Resource London's input prior to submitting to Redbridge.
- 5.5 Attendance at a meeting with Redbridge and Resource London to discuss the results.
- 5.6 The production of a final report, incorporating feedback from the above meeting, and a presentation of the results, date to be confirmed.
- 5.7 **Please include the cost of two additional project meetings, in case these are required.**

6 Timetable

The timetable below gives an indicative timeline for this project. Bidders are advised that, with the exception of the tender submission date, this timetable is not binding and may be changed if necessary.

Bidders are asked to note the timescale for delivery and in their tender submission they should set out how they propose to complete the work within this timescale and identify key dates where they would expect input from Redbridge's project team.

| Milestone | Date |
|------------------------------------|--|
| Invitation to Tender issued | 12 th January 2017 |
| Deadline for tender clarifications | 19 th January 2017 (12.00 noon) |
| Tender return deadline | 30 th January 2017 (12.00 noon) |
| Evaluation | WC 30 th January |
| Tender award | 3 rd February 2017 |
| Inception meeting | 7 th February 2017 |
| Request for data (from LBR) | 8 th February 2017 |
| Data response deadline | 22 nd February 2017 |
| First report draft | 19 th April 2017 |
| Final report | 5 th May 2017 |
| Presentation of results | Date TBC |

Bidders are also asked to include a schedule (including examples) of the data that will be required from Redbridge in order to complete the project.

7. Interface/Contract management

The main point of liaison between the Service Provider and the Customer will be Cathy Cook, Local Authority Support Manager, Resource London.

cathy.cook@resourcelondon.org / T: 07766 698313

8. Quality of Service

The Service Provider shall provide the services in a competent, timely manner in accordance with recognised industry quality standards. The Service Provider shall ensure an adequate supply of suitably qualified and competent personnel are available to fulfil the requirements of the Contract.

9. Delivery Personnel

Resource London requires Bidders to nominate Key Personnel with appropriate skills to perform the service for the duration of the contract.

Bidders shall provide a CV for Key Personnel as part of their submission. Each CV shall demonstrate the individual's experience, competence and capability and their role in the project and should be no more than 3 pages.

The Service Provider shall ensure any changes to the Key Personnel be undertaken with minimal negative impact to the service and at no additional cost to Resource London.

Resource London may at its discretion request that the Service Provider remove and replace any Key Personnel from the service that Resource London or the London Borough of Redbridge considers in any respect unsatisfactory in the delivery and performance of the contract. Resource London or the London Borough of Redbridge shall not be liable for the cost of replacing any Key Personnel.

Bidders may include other specialists ("sub-contractors") in their delivery teams. However, the Service Provider will remain entirely responsible for the performance of the service. Such sub-contractors must act in accordance with the terms and conditions of the contract entered into between LWARB and the Service Provider.

10. Submissions

Bidders are requested to submit:

- Details of their suitability to fulfil the contract; how the contract is to be managed; their approach to delivering the required specification; and a project plan. To include examples of relevant, similar project experience, in particular how the nominated personnel were involved in said projects. **Maximum 10 sides of A4** (excluding project experience and CVs which can be included as an Appendix).
- Details of the personnel comprising the Delivery Team, including CVs (no more than 3 pages per person) and a description of their role in delivering the contract
- A schedule of the data the Service Provider expects the Council to provide in order to run the project. This will be provided to the Council in advance in order to ensure data gathering can begin immediately.
- A Pricing Schedule giving day rates, anticipated number of days for nominated personnel (see Appendix 1) and a total cost of delivering the project, including the

two potential additional meetings specified in 5.7 above (to **include VAT and expenses**).

Tender clarification questions must be submitted by **midday** on **19th January 2017** with the reference “LWARB tender: 2016/17 – 15” to info@lwarb.gov.uk

Bids must be submitted by **midday** on **27th January 2017** with the reference “LWARB tender: 2016/17 – 15” to info@lwarb.gov.uk

11. Contract

The contract will be let by the London Waste & Recycling Board, as the contracting organisation.

The following special terms shall apply:

Travel and Expenses

All fees shall be inclusive of any travel and subsistence incurred to locations in Greater London.

Where additional expenses* are incurred, the following rates will apply:

| | |
|--|--|
| Hotel accommodation | Value for money must be sought at all times. Cost should not exceed £200 per night in Greater London and £175 per night elsewhere. Extras such as newspapers, minibar costs and entertainments will not be reimbursed. Prior approval must be sought before hotel stays are booked. |
| TRAVEL | |
| Public Transport (Train, tube, tram, bus, light rail) | Actual cost. NB you cannot claim travel from home to your normal place of work or vice versa. Rail travel will be standard class. |
| Taxis | Only to be used in exceptional circumstances. Actual cost. |
| Mileage | Private cars may only be used where reasonable public transport is not available and you have a valid business insurance cover. HMRC approved rates are applied. |

**additional expenses to be agreed with Resource London prior to being incurred.*

12. Evaluation

Resource London and the London Borough of Redbridge must be satisfied that the Service Provider has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services. The process we use to select contractors is a competitive one.

Your tender submission will be evaluated by Resource London by looking at the following criteria:

| Evaluation criteria | Weighting |
|--|------------------|
| Price ¹ | 30% |
| Methodology – the proposed approach and timeline to deliver the project requirements. | 35% |
| Authority of allocated personnel, their skills and technical capability including that of options modelling for local authority household waste collections. | 35% |

| Scoring | |
|---------------------------------|-----|
| Outstanding - cannot be faulted | 100 |
| Excellent | 90 |
| Very good | 80 |
| Good | 70 |
| Above average | 60 |
| Average | 50 |
| Below average | 40 |
| Poor | 30 |
| Very poor | 15 |

13. Acceptance of bids

In issuing this invitation to bid, Resource London is not bound to accept the lowest or any bid and reserves the right to accept the whole or any specified part of the bid unless the bidder expressly stipulates otherwise.

Resource London will not enter into discussion with non-selected potential suppliers, or justify its decision. Potential suppliers are deemed to have accepted these conditions by the act of submitting their quote. The selected supplier cannot assume they have been granted the contract until a formal contract is signed.

14. Period for which bids shall remain valid

Unless otherwise stipulated by the bidder, bids shall remain valid for 30 days from the closing date for receipt of tenders.

¹ This will be assessed by deviation from the lowest compliant tender

Appendix One Pricing Schedule

Specification for the provision of consultancy services Ref 2015/16 - 14

An example breakdown table is shown below. Whilst this format is not mandatory, the breakdown you provide should include at least this information. Provide the breakdown as a separate Excel spreadsheet file in addition to a static form in your main tender document.

| Role: | Project Director | Project Manager | Senior Consultant | Consultant | Junior Consultant | Total days | Total cost |
|-----------------------------|------------------|-----------------|-------------------|---------------------------|-------------------|-------------------|-------------------|
| Name: | Joe Bloggs | John Smith | Name | Name | Name | | |
| Day rate (incl VAT): | £850 | £720 | £650 | £520 | £420 | | |
| <u>Project Management</u> | | | | | | | |
| Initiation meeting | 1 | 1 | | | | 2 | £1,570 |
| Monthly progress reports | | 20 | | | | 20 | £14,400 |
| Quarterly meetings | 6 | 6 | | | | 12 | £9,420 |
| <u>Task 1 - Scoping</u> | | | | | | | |
| Develop delivery plan | | | 3 | | | 3 | £1,950 |
| | | | | | | 0 | |
| Total days | 7 | 27 | 3 | 0 | 0 | 37 | |
| Total Fees | £5,950 | £19,440 | £1,950 | £0 | £0 | | £27,340 |
| | | | | Expenses incl. VAT | | | £0 |

Please ensure all day rates are inclusive of VAT and inclusive of travel costs to and within Greater London.

Bidders should provide their best estimate of total price to deliver the specification outlined in 4 and 5 based on the day rate and days input for each of the nominated personnel.