

Request for Information

PROVISION OF COMMERCIAL WASTE, COLLECTION, DISPOSAL AND
RECYCLING SERVICES FOR ACTION FOR CHILDREN
REF: RFI001.25

DOCUMENT C – PROJECT REQUIREMENTS
CLOSING DATE | WEDNESDAY, 27 AUGUST 2025





Project Requirements

Please respond to each section with as much information as possible so that we can understand the capabilities and experience of your organisation.

1.1 Project Outline

Commercial Waste Collection, Disposal and Recycling services include, but are not limited to:

- Reducing costs where we can initiate, analyse, and report on the organisation's waste capacity trends, leading to better decision-making.
- Compliance with current UK legislations in force before, during and post contract
- Cover a range of waste including but not limited to general waste, food waste, clinical waste, recyclable materials such as paper, cardboard, plastics, and metals.
- Retain waste transfer note (WTN) to be retained by service provider (for each address and job number) which fully complies with current legislation and is retained by the provider for 7 years or as legally required.
- Facility to allow AfC user to check activities for each property such as frequency, collection date, bins etc.
- Coordinate with AfC relevant member of staff to arrange services moving in properties and end of service removal of bins.
- We will occasionally require skip hire for general building waste and other waste items.
- Skip hire – UK & N.Ireland

1.2 General Requirements

- **Portal:** Provide AfC with a user-friendly portal for viewing properties and their bin collection dates, frequency, cost, type of waste bins and any other relevant information required.
- **Scalability:** The provider must be scalable and able to handle future growth and expansion, including increasing numbers of properties.
- **Policy and Compliance:** The provider must meet UK legislation and compliance requirements, including data privacy regulations and Cyber Security.
- **Experience and Support:** The service provider should have a reputation and experience in the waste industry and provide exceptional customer support (similar size and operation to AfC), including response times, availability, and duty care. A dedicated Account Manager must be assigned to AfC through the duration of the contract.



- **Sustainability:** Suppliers must meet high environmental standards. Sustainability is a key focus area for us, and we are committed to working with partners who are on a similar journey, with actionable goals and measurable progress to reduce their environmental/carbon footprint.

1.3 Specific Requirements

- **Portal:** Ideally, AfC would like to be able to manage properties on the portal such as notifying of site opening/closure, changes in frequency, bin requirements etc. It should provide a flexible, user-friendly interface to view and modify services.
- **Reporting and analytics:** Generate reports including but not limited to:
 - o Carbon reporting: Provide users the opportunity to calculate the emissions and footprint impact, and ability for monthly report to be shared with Sustainability Manager to understand footprint/emissions of the activities.
 - o Service history reporting
 - o Wasted journey reporting
- **Payment terms:** AfC operate on a standard payment term of 30 days from the date of which the invoice is regarded as valid and undisputed. We are interested in hearing from suppliers offering extended payment terms.
- **Invoicing:** Must be consolidated with the backing data in CSV format
- **Organisation approval & policy:** AfC have internal approval processes in place. Any request to add services to the portfolio must be via Procurement or Estates representative.
- **DBS Checked:** As part of our ongoing commitment to ensuring the safety and security of our organisation, staff must undergo a Disclosure and Barring Service (DBS) check.
- **Waste Transfer Note:** Retain waste transfer note (WTN) to be retained by service provider (for each address and job number) which fully complies with current legislation and is retained by the provider for 7 years or as legally required.
- **Collection Hours:** Majority of collection are between 08:00 to 17:00 with one site requiring collection at 6am.

1.4 Third Party Issues

- Providers must declare potential third parties appointed to assist with the contract for each geographical area.



Response Format

2.1 Please provide the following information:

- 2.1.1 **Solution Overview:** Provide a brief overview of your solution, including a summary of how your services meet our project requirements as specified in the Project Requirements and beyond.
- 2.1.2 **Implementation Plan:** Provide a detailed implementation plan that outlines the timeline for integration and deployment, resources required, and responsibilities for vendor and company personnel.
- 2.1.3 **Pricing:** We would like to understand the costs associated with this project. We appreciate the information is limited as we are still in the process of completing our specification to move forward with this. Please add any other costs that you think would be associated with this project, so that we have a full and complete picture of the costs for our budget including:
- Pricing information for the waste services.
 - Indicative pricing model based on our project requirements.

2.2 Please provide responses to the questions below:

- 2.2.1 AfC aim to minimise the total cost of ownership and maximise efficiencies throughout the life of the contract. Please provide information how your organisation can help AfC in achieving this. For example: live market promotions being reflected in your pricing, visibility on sustainability efforts, carbon footprint etc.
- 2.2.2 **Waste Broker Service:** Please provide information on the process on how you identify and onboard waste providers in a geographical area to service a new AfC site. Include details from delivering the bins through to collection.
- 2.2.3 **Direct Waste Management:** Please provide information on the process on how you coordinate and deliver bins and collection in a geographical area to service a new AfC site.
- 2.2.4 When an AfC Children Service move out of a property, how does the process look like from the provider's perspective?

2.3 Supplier Capabilities and Experience

- 2.3.1 A description of the core supplier business, listing relevant case studies or examples (a maximum of three) that support this description. Where possible, include case studies that may relate to activities consistent with the RFI. Within necessary boundaries of confidentiality, please be as specific as you can.



- 2.3.2 Please include any experience of working with a Charity of a similar nature and size to Action for Children.
- 2.3.3 Additional services, products and works provided outside of your core business.
- 2.3.4 Details of key health and safety, environmental, sustainability, and other performance measures.

2.4 Disclaimer

The objective of this RFI is not to short list vendors but rather to obtain information to enhance AfC's market knowledge especially regarding latest technology developments and solutions offered by waste providers. All figures indicated in this RFI are based on historical volume of transactions and not to be construed as guaranteed business volume to any prospective supplier(s).