



# Waste Collection Contract Service Delivery Plan - Requirements

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# Service Delivery Plan

## Part One: Introduction

Melton Borough Council requires Contractor Method Statements (MS) that detail the provided services for the recycling, waste management and collection, and street cleaning Services throughout the Area.

The Method Statements required are shown in Table 1 below.

**Table 1: Scope of the Services**

<b>Method Statement</b>	<b>Service</b>	<b>Description</b>
MS 1	Collection of Waste	The collection and management of Waste to fulfil Specification requirements, legislative obligations and Service User requirements.
MS 2	Street Cleaning	The mechanical and manual removal of Litter and Detritus from public highways (including fly tipping), the emptying of Litter and dog bins and the removal of graffiti maintaining cleanliness standards in the Borough.
MS 3	Vehicles, Depot and Waste Transfer Station Management	Management and operation of the Lake Terrace Depot and making available all Vehicles/Plant and other Facilities as may be required in delivering the Service.
MS 4	Mobilisation, Service Change, Contingency Planning, Emergency Response and Contract Expiry	Arrangements for Service mobilisation and any service changes, Contingency, emergency support and Contract handover.
MS 5	Customer Service	The provision of a service that is designed to achieve high levels of Service User satisfaction and customer service excellence.
MS 6	Service Management, Monitoring and Reporting	The provision of an effective service management system consistent with the principles of total quality management that will integrate all plans, legal and contractual requirements, good management practice and monitoring and reporting systems.
MS 7	Social Value	Working with the Third Sector to deliver a Bulky Waste collection service where Re-use and Recycling opportunities are maximised and to support delivery of other Services within the Specification.
MS 8	Employment and Staffing	Responsibility for employment and staffing in undertaking the Services.
MS 9	Safety, Health, Environment and Quality	Conducting the Services in accordance with all relevant health and safety requirements. Operation of all aspects of the Services to a defined quality management system and environmental management system.
MS 10	Waste Education and Awareness	Supporting and promoting the correct use of the service by Service Users and maintaining material quality standards.

## Guidance Notes

The technical bid submission requirements are set out below. The Tenderer must respond to all questions unless indicated otherwise. Tenderers are required to provide method statements that address all aspects of these technical requirements.

Please ensure that your submission clearly identifies the relevant Method Statement (MS) question.

The Tenderer must repeat each question immediately before setting out their response to that question.

Some questions do not require a response until pre- or post- Contract Award and are noted as such in square brackets and shown in italics.

If there is a need to repeat information for different sections please cross reference rather than repeat. Any appendices provided must be referenced in the applicable method statement or they will not be evaluated.

Each method statement should be submitted as a separate file, in .pdf or .xls format as relevant. Electronic files for method statements shall be named using the following example format; "TENDERER NAME-MBC MS2 StreetCleaning", and Appendices following the format; "MBC Appendix MS3 (consecutive number/letter for that MS) Title".

Throughout the method statements Tenderers are encouraged to support proposals with examples of where the methodology has been used successfully in other contracts. For example:

- Examples of the successful operation of the proposed Service design (materials, receptacles, collection frequencies, vehicles) or evidence gathered demonstrating its practical delivery;
- Approaches to maximising containerisation of waste for properties historically provided with sack collections or with restricted access and storage;
- Evidence of unit material yields (kg per household per collection) achieved on comparable schemes;
- Approaches to round zoning and design, including lessons learnt; and
- Approaches to resident engagement via leaflets, bin hangers etc.

Note that the Executive Summary will not be formally evaluated. It may be used to assist officers or Members in understanding the essential elements of the proposed solution and should be consistent with the method statements. The Executive Summary should not contain material that is not included elsewhere in the Tender Response. Whilst diagrams and photographs may be used, they should be high level and should not be used to support other parts of the response.

# Service Delivery Plan

## Part Two: Method Statement (MS) Requirements

### Executive Summary

Please provide an executive summary of your proposal. This should include the following information;

- A summary table of assumed housing numbers and housing type, and the data upon which it is based;
- A Service Summary Table that clearly summarises the resources used for the Bid. (Using the format below – this can be adapted as necessary but should include the core required information);

	<b>Residual Waste</b>	<b>Mixed Dry Recycling</b>	<b>Garden Waste</b>	<b>Bulky Waste</b>	<b>Commercial Waste</b>	<b>Bring Banks</b>	<b>Street Cleaning</b>
Number of Rounds							
Vehicle Type(s) and number (+ spares)							
Staff numbers (per vehicle, total FTE)							
Working hours and shift pattern							

- Details of Contractor Delivery Points;
- Clearly identify which, if any, aspects of the Services shall be Sub-Contracted (including the engagement of third sector partners); and
- Summary of the benefits of the proposed solution and innovative elements. This should include how the services will meet (or exceed) the Council's requirements, and will improve upon the efficiency and effectiveness of the existing services.

# 1. MS 1: Sustainable Collection of Wastes

*Tenderers shall submit a Method Statement describing how wastes will be collected. The Method statement should include but not be restricted to the following information:*

## 1.1 Household Waste Collection

- 1.1.1 Details of the Collection methodologies proposed to meet the requirements of the Specification in terms of collection frequency, receptacle types, types per receptacle and materials co-collected on the same vehicle;
- 1.1.2 The number of collection Vehicles (by type and capacity) and staff to be used to deliver the Service, and as cover support for (a) vehicle non availability through breakdowns, repair, maintenance and testing, and, (b) staff non availability through sickness and holidays. [Full details on staff across all service areas are to be included in MS 8]. This should include reference to Vehicles and staff deployment to make collections from both street level and hard to reach properties (where vehicle access is not possible).
- 1.1.3 Outline of the round design principles for the Waste Collection Schedule, to include as a minimum the model inputs, outputs, design methodology, and evidence of where any supporting software tools have been used on previous Contracts;
- 1.1.4 Approach to round management, to include as a minimum;
- a) Measures to design and manage collection rounds so as to minimise traffic disruption and avoid sensitive areas at certain times (e.g. schools);
  - b) Approach to identifying high risk collection areas (e.g. near schools, areas requiring reversing, dangerous Highways) and mitigation measures adopted in the round design process. These should include how collection crews will be made aware of the risk areas and mitigations and the review process; and
  - c) Arrangements to manage any seasonal variations in waste for collection.
- 1.1.5 Collection proposals to include as a minimum;
- a) Description of how operatives will exercise appropriate care during collection including measures to ensure that Receptacles are returned to the agreed set out point and will not cause obstruction etc.;
  - b) Detail any monitoring of the appropriate return of Receptacles to the agreed set out point;
  - c) Confirm procedures for management and maintenance of assisted collection records, to include communication of receptacle location to operatives;
  - d) Clean-up procedures to be adopted by collection crews for litter, waste spillages and liquid seeping from the vehicle;
  - e) Arrangements for the collection and return of Receptacles from streets/properties that are difficult to access, where a weight limit may be in force, are temporarily obstructed, or are isolated;
  - f) Procedures for managing instances where assisted collections are prevented by restricted access;
  - g) Addressing side, excess waste and closed lid policy for Residual and Garden Waste, and recording and reporting of incidents. [Note that related communications with Service Users should be covered in MS10];
  - h) Proposals to assist in identifying unauthorised additional containers;
  - i) Proposals for the management of instances where hazardous / noxious waste is identified in a Receptacle prior to collection; and

- j) Proposals for the enforcement of the closed lid policy for [Garden Waste and] Residual Waste collections.
- k) Where any multi-compartment Vehicles are used in the delivery of the Services, proposed procedure to record compartment fill rates on a regular basis.

1.1.6 Management of disruption to Collections, including:

- a) Principles of working arrangements to be adopted for Bank and Public Holidays;
- b) Contingency working arrangements if a scheduled collection day is missed (e.g. due to inclement weather); and
- c) Managing instances where absence levels may be high, and cover staff difficult to obtain (e.g. during holiday periods).

1.1.7 Approach to managing Missed Collections (e.g. missed by crew or due to inaccessibility etc.), including;

- a) Proposals to ensure that Missed Collections are kept to a minimum;
- b) Process for recording and notifying to the Customer Contact Centre and Council's Representative of uncompleted collections (including those due to restricted access e.g. parking obstructions, temporary road closures etc) or the non-presentation of Receptacles, and the date that rectification action was taken; and
- c) Details of the investigation process for repeated Missed collections including the steps taken to monitor rounds where collections have been repeatedly missed.

1.1.8 Approach to managing Delayed Collections, to include arrangements to notify delayed collections to Service Users, the Customer Contact Centre and the Council's Representative.

1.1.9 Approach to collection from premises covered by Schedule 2 of the Controlled Waste Regulations 2012.

## 1.2 Receptacles

1.2.1 Approach to maximising the potential for containerisation of Wastes;

1.2.2 Supplier specification for each receptacle type to include bins and sacks;

1.2.3 Procurement approach (including demonstrating value for money and liaison with the Council's Representative);

1.2.4 Detailed plan of Receptacles management including maintaining stock levels, and contingency for out of stock;

1.2.5 Arrangements and approach for distribution of Receptacles to Service Users within the required timeframes, and keeping of electronic records of all Receptacles procured, confirmation of delivery and receipt, and any unique identifying numbers;

1.2.6 Arrangements for effecting maintenance, repairs or exchanging Receptacles where relevant;

1.2.7 Arrangements for ensuring new-build properties are issued with the correct Receptacle(s), and information they will be provided with on how to use the service; and

1.2.8 Approach to the collection and sustainable disposal of damaged Receptacles.

## 1.3 Garden Waste

1.3.1 Proposals for a Garden Waste collection Service, including staff and vehicles to be utilised.

- 1.3.2 The approach to providing administration of the Garden Waste Service, including the maintenance of customer data, receipt of service payments and income will be passed to the Council.
- 1.3.3 Proposals to return the customer base to the Council at contract end.
- 1.3.4 Approach to collection routing and accommodating service growth.
- 1.3.5 Proposed methods to support / drive growth of the garden waste service

## 1.4 [Bring Banks]- only if forms part of the Tenderers solution

- 1.4.1 The Approach to delivering the servicing and maintenance of bring banks.

## 1.5 Clinical Waste

- 1.5.1 Proposals for delivering the Clinical Waste collection service as defined in the Specification, to include vehicle and staffing details.
- 1.5.2 The approach to receiving and scheduling collection requests to ensure that collection standards are achieved.
- 1.5.3 The approach to the development and review of risk assessments related to handling Clinical Waste (including PPE), and how these are communicated to staff.

## 1.6 Bulky Collection

- 1.6.1 Proposals for delivering the Bulky Household Waste service as per the Specification, including the vehicle and staff resources;
  - 1.6.2 Details of any proposed Sub-Contractors;
  - 1.6.3 Interaction with Customer Contact Centres to confirm available and booked collection slots;
  - 1.6.4 Proposed response times;
  - 1.6.5 How collection slots will be managed to ensure collection of Bulky Waste within the required timeframe;
  - 1.6.6 Proposals for ensuring that those elements of Bulky Waste which are suitable for re-use and recycling are identified, segregated and managed such that their integrity is retained (including WEEE);
- Details of engagement with the third sector in the collection and of bulky waste (cross refer to MS7 as appropriate).

## 1.7 [Commercial Waste Collection] only if forms part of the Tenderers solution

- 1.7.1 Proposals for developing a Commercial Waste service as per the Specification, including the vehicle and staff resources;
- 1.7.2 Proposed Receptacles, including distinguishing marks, and distribution, repair, refurbishment and disposal proposals;
- 1.7.3 Proposals for any co-collection with household waste and methods to ensure that household waste and commercial waste weights are accurately apportioned/calculated and separately recorded;
- 1.7.4 Proposals for administering the Commercial Waste Collection Service;

- 1.7.5 Proposals for ensuring the continued expansion of the Commercial Waste collection service throughout the Contract Term;
- 1.7.6 Measures to promote the collection/separation of Commercial Waste for recycling; and
- 1.7.7 Proposals for Customers who regularly present additional waste.

## 1.8 Vehicles and Plant information

- 1.8.1 Details of all Vehicles and Plant to be used in the delivery of the Services (clearly differentiating each service area and including any spare vehicles), including;
  - a) Vehicle and plant type/description and number (including make of each vehicle, and bin lifting equipment);
  - b) Appended vehicle technical specifications;
  - c) Vehicle capacity and payload where applicable;
  - d) Fuel type, including any firm proposals for alternative fuels;
  - e) Confirmation that Euro VI emission standards to be met, and general approach to monitoring and reducing emissions over time;
  - f) Summary of fitted In Cab Technology , including tracking devices (with summary of functionality to be defined in MS6);
  - g) Any camera systems, including make and arrangements for the secure storage of recorded data;
  - h) Livery/banner;
  - i) Registration Number [required Post Contract Award]; and
  - j) Contract hire / lease / purchase details [required Post Contract Award].
- 1.8.2 General approach to fleet operations, including any independent standards adhered to (e.g. FORS), management structure and staff qualifications;
- 1.8.3 Outline of daily driver checks;
- 1.8.4 Vehicle servicing frequencies and maintenance proposals (including tiers of servicing);
- 1.8.5 Emergency breakdown and out of hours provisions, including response times;
- 1.8.6 Arrangements for tyre management and replacement, including response times;
- 1.8.7 Outline of fleet management system, in compliance with Operator's Licence;
- 1.8.8 Arrangements for fuelling of vehicles;
- 1.8.9 Details of any maintenance work to be undertaken by Sub-Contractors;
- 1.8.10 Vehicle cleaning frequencies, identifying where these may differ between vehicle types or vehicles carrying different waste types;
- 1.8.11 Provisions for repairing and repainting vehicles that in the opinion of the Council's Representative are not of an acceptable condition. List of spares and consumables held on site. [required Post Contract Award];
- 1.8.12 Details of the Contractor's Operators License and competent person. [required Post Contract Award]; and
- 1.8.13 Proposed vehicle replacement strategy

## 1.9 Waste and Resource Models

- 1.9.1 Append an electronic Waste Flow Model and a Resource Model (integrated if preferred). The models(s) should have active links and minimise the use of hard-coding. All source data and calculations should be transparent, with any hard-coded data justified in the supporting commentary (below). There is a preference for active links with the financial model, or an interface sheet to enable consistency checks. The minimum model requirements are set out below:
- a Provide a Waste Flow Model in MS Excel showing the tonnages expected to be managed through the Contract each year. This should be clearly built up/down so that annual tonnages can be reconciled with any unit yields (e.g. kg/hh/collection). The model should identify and quantify all Waste flows by component composition from point of arising to final disposal and/or end markets. The analysis should set out the contribution of the solution towards the Council objectives in section 4.2 of the Specification (calculated in terms of overall NI192 performance, guaranteed Mixed Dry Recycling kg/hh/wk, and the diversion of green and bulky wastes).. The mass flow should be run for 8 years and should be summarised in a flow chart showing how material flows from collection through reception and treatment facilities to disposal and/or end markets.
  - b Provide a Resource Model in MS Excel setting out the operational resources required to deliver the service. This should clearly identify the service elements and all manpower and vehicles/receptacles/plant (e.g. loading equipment) required to deliver the service, and data underlying the key assumptions listed below.
- 1.9.2 Provide accompanying Method Statement commentary in support of the modelling stating key assumptions. This should contain at least the following information:
- a A clear statement of the service design reflected in the model(s) including scheme coverage, working days, Receptacle types, collection frequencies, shift patterns etc.
  - b A summary table of assumed housing numbers, and the data upon which it is based.
  - c A description of how you have broken down the population of properties serviced to reflect differences in scheme type and varying productivities applied to each housing type (e.g. urban vs semi-urban vs high-rise (with supporting definitions)).
  - d Service participation and set out rates.
  - e Material recognition and capture rates. This should identify and quantify (as an average kg per household per collection) expected yields of all material streams to be collected in dedicated vehicle compartments.
  - f Vehicle numbers, types, configurations, compartment capacities for each material stream collected, predicted numbers of tips per day alongside the number of households passed.
  - g Crewing levels and assumed productivities across different housing types and densities. This should make it clear what the target working day length is and the amount of time assumed to be spent collecting (based on a stated number of tips and downtime between depots, rounds, tipping points).

*[DN: The models will be evaluated as part of the underpinning evidence for collection methodology, vehicles and staffing set out in other method statements.]*

## 2. MS 2: Street Cleaning

*Tenderers shall submit a Method Statement describing how street cleaning services will be undertaken to meet the required levels of cleanliness. The Method statement should include but not be restricted to the following information:*

## 2.1 Overall Approach

2.1.1 Details of the proposed Street Cleaning methodologies to meet the requirements of the Specification in terms of Service frequencies, method of cleaning, and resources to be deployed (staff, vehicles, containers and other equipment) to deliver the Services;

2.1.2 Approach to managing the removal or addition of Services to the schedules, and how changes are to be communicated to operatives.

## 2.2 Cleaning of Zones

2.2.1 Proposed regime of inspection to support and monitor Cleaning Services so as to ensure that compliance with the Code is achieved.

2.2.2 Approach to ensuring that compliance with the Code of Practice is met on Sundays and public holidays.

2.2.3 Approach to receiving, reviewing and scheduling instructions to undertake additional Cleaning over and above the standards and response times within the Code of Practice.

## 2.3 Trunk Roads

2.3.1 Approach to planning for and undertaking litter collection and Cleaning works on Trunk Roads, including any specific training to be given to staff undertaking this work.

## 2.4 Play and Grassed Areas

2.4.1 Approach to inform the Council's Representative immediately of any damage to play equipment identified at the time of undertaking Cleaning Services.

## 2.5 Cleaning Methods

2.5.1 Proposed alternative methods to be utilised in the case of access being restricted, for example by parked cars or overgrowing trees.

2.5.2 Steps that will be taken to ensure that Cleaning methods do not result in any damage to surfaces or structures.

2.5.3 Proposals for the containment and storage of Contract Waste prior to collection and onward transportation to the disposal point.

2.5.4 Approach to developing a leaf collection schedule which prioritises areas of high footfall and community need, and the methods proposed to clear leaf fall without impact on the delivery of any of the Services (including resource levels).

## 2.6 Emptying of Litter Bins / Dog Bins

2.6.1 Approach to scheduling the emptying of litter bins and dog bins in accordance with the frequencies defined in the Specification.

2.6.2 Proposed methodology for the emptying of litter bins and dog bins.

2.6.3 The way in which any damage of bins will be reported to the Council's Representative.

## 2.7 Fly Tipping

- 2.7.1 Proposed methodology for receipt, review and scheduling of removal of fly tipping within the timescale prescribed within the Specification.
- 2.7.2 The procedure to be followed to ensure the safe removal of fly-tipping including that categorised as Hazardous Waste, including staff training, PPE, transport and associated documentation.

## 2.8 Graffiti and fly posters

- 2.8.1 Proposed methodology for the provision of graffiti and fly poster removal as required of the Specification.

## 2.9 Provisional Items

- 2.9.1 Proposed methodologies, including vehicles, staff, equipment, hours of work and risk assessment considerations, for the delivery of the following Services in accordance with the Specification:
- 2.9.2 Cleaning of drainage gullies in Council car park and other Council-owned areas
- 2.9.3 Cleaning of street furniture and bus shelters
- 2.9.4 Cleaning of Bus shelters within Melton town
- 2.9.5 Cleaning of Bus shelters on the public highway
- 2.9.6 Chewing gum removal / street washing

# 3. MS 3: Vehicles, Depot and Waste Transfer Station Management

*Tenderers shall submit a Method Statement describing the management, maintenance, security and safe and legal operation of all vehicles used in the delivery of the Service and/or Lake Terrace Depot including but not limited to the following information:*

## 3.1 Depot / Waste Transfer Station Standards

- 3.1.1 List of the Facility(s) to be used and for what element of the service with a description of how the facility is fit for purpose.
- 3.1.2 For any Facility(s) in addition to the Lake Terrace Depot required for the delivery of Services, please also provide the following;
- Address and Operator's name;
  - Relevant planning and permitting certifications for operating the site;
  - Site drawings (as a minimum 1:500 scale) to show the location of:
    - access and egress to the Delivery Point via the local highways network;
  - Site layout;
  - Traffic control and safety barrier systems;
  - Vehicle tracking diagrams;
  - Vehicle parking indicating as a minimum the number of RCV and staff parking spaces;

- Weighbridge positions;
- Waste and product storage bays and their size in metre square, including quarantine areas and any areas to be used for contingency storage purposes;
- Staff amenity areas; and
- Site fencing, security measures, drainage and services.

3.1.3 Procedures to be utilised to manage the reception, storage and transfer of Contract Waste including resource levels.

3.1.4 Procedures to ensure the security of the Lake Terrace Depot at all times.

## 3.2 Weighbridge and Data Processing

3.2.1 Method for maintaining and managing a computerised electronic weighbridge system for the purpose of establishing actual net weights of all Contract Waste delivered to the Facilities.

3.2.2 Proposals to ensure the collation and maintenance of accurate datasets to support payment and data requirements of the Specification.

3.2.3 Tenderers proposed alternative weighing arrangements to be used in the event of breakdown of a weighbridge installation.

3.2.4 Approach to recording and maintaining vehicle identification and load details to support auditing.

## 3.3 Vehicle Standards

3.3.1 Approach to vehicle servicing, maintenance and repair in order to deliver required performance and a professional image.

3.3.2 Driver and operative training proposals are to be provided, covering both induction and ongoing training.

3.3.3 Approach to calculating and providing to the Council the carbon footprint of the vehicle fleet as part of the overall Service carbon footprint,

# 4. MS4: Mobilisation, Contingency Planning, Emergency Response and Contract Expiry

*Tenderers shall submit a Method Statement describing the approach to Mobilisation, Service Change, Contingency Planning, Emergency Response and Contract Expiry. This should include but not be restricted to the following information:*

## 4.1 Mobilisation Plan

4.1.1 Indicative Mobilisation Plan (to include any Service Change) setting out activities/tasks and summary timetables for all significant events from the award of Contract up to and including Service Commencement to ensure the efficient and effective takeover of the Services from the incumbent service provider. The Mobilisation Plan shall include but not be limited to:

- a) Proposals for regular mobilisation meetings with the Council;
- b) Recruitment of key posts;
- c) Setting up IT systems and interfacing with the Authority and sub-contractors;

- d) Management of key Service changes;
- e) Asset surveys and register compilation;
- f) Obtaining/transferring permits and licenses;
- g) Communication campaigns for residents;
- h) TUPE;
- i) Production of risk register including mitigation measures.
- j) Methods of minimising disruption to the Authority and any Service Users;
- k) Details of any temporary Facilities to be used during the mobilisation period (including confirmation of availability, location, Necessary Consents, ownership, capacity, opening hours, and period for which each Facility will be used);

4.1.2 Provision of an indicative Gantt chart identifying the key mobilisation tasks and dates for completion.

## 4.2 Contingency Planning

4.2.1 Contingency Plan covering Staff arrangements and any relevant resources and Facilities that makes arrangements for the continuation of the Service, including the following circumstances:

- a) Plant and Vehicle breakdowns;
- b) Unavailability of Contractor's ICT Solution;
- c) Lake Terrace Depot/Waste Transfer Station unavailability (including weighbridge);
- d) Emergency situation;
- e) Extreme weather or natural disaster event;
- f) Industrial action; and
- g) Health epidemics e.g. influenza.

The names, addresses and out of office hours telephone numbers for three members of staff involved in day to day management of services [*required Post Contract Award*]; and

## 4.3 Emergency Response

4.3.1 A description of the resources to be deployed to meet the Emergency Response requirements of the Specification, to include as a minimum:

- a) Proposed vehicles and staff resources to ensure response within the prescribed timescales and availability during the prescribed hours;
- b) Training and communication equipment that will be provided to Emergency Response staff; and
- c) Arrangements for a Standby Service to receive instructions from the Council's Representative with regard to an Emergency Response requirement.

## 4.4 Contract Expiry

4.4.1 Outline Contract Expiry Plan setting out activities and timetables for all significant events leading up to the handover of the Service on the Termination Date; to include

- a) arrangements for the return of Vehicles, Plant and Facilities at Contract Expiry in a condition that is consistent with Good Industry Practice or as agreed with the Authority;

- b) outline of the operational standards in which each item of Plant and Facility will be returned to the Authority;
- c) operational life expectancy/residual life of all Facilities and Plant upon the expiry of the Contract;
- d) proposals for handover/transfer of Necessary Consents;
- e) proposals for dealing with any land interests;
- f) proposals for dealing with any sub-contracts;
- g) proposal for handover of all plans, manuals and maintenance records for Sites and Planning;
- h) confirmation that Service data, including collection round allocations by property, will be transferred from the proposed ICT system in electronic format;
- i) proposals to manage any on-going liabilities;
- j) provision of information and transfer of information (including all plans and manuals associated with Facilities and Plant), proposals for dealing with any personnel issues and provision of all information required for TUPE purposes; and

## 5. MS5: Customer Service

*Tenderers shall submit a Method Statement outlining how interfacing and engagement with residents, commercial customers, businesses and other stakeholders of the Council will take place. This should include but not be restricted to the following information:*

- 5.1.1 Details of how the proposed solution is compliant with the Equality Act 2010 and other equalities legislation including that the services provided are accessible to all users including those with disabilities and these whose first language is not English;
- 5.1.2 Details as to how service delivery will at all times adhere to the Council's Service Strategy for Customers 2015/2020;
- 5.1.3 Proposed method and frequency of customer service training for Operatives and how staff will be measured against this;
- 5.1.4 Proposed procedure for managing, and informing the Council of any comments, compliments, complaints and suggestions that are received;
- 5.1.5 How any Service User survey responses, complaints and feedback will be reviewed and used to update operating practices and procedures and result in a continuously improving service;
- 5.1.6 Confirmation of how records will be maintained and appropriate monthly summaries provided regarding Complaints and actions taken to remedy them.

## 6. MS 6: Integrated Service Management, Monitoring and Reporting

*Tenderers shall submit a Method Statement describing how the overall service will be managed and how monitoring and reporting shall be undertaken. This should include but not be restricted to the following information:*

## 6.1 Management Structure

- 6.1.1 Description of the management structures and arrangements that will be put in place for the Contract.
- 6.1.2 Approach to meetings and interfaces with the Council.
- 6.1.3 The methods of communication to be deployed by the management team to ensure that all staff are aware of Contract requirements, methods of Service delivery, and required levels of performance.

## 6.2 Management System

- 6.2.1 Description of the Waste Collection Management System (WCMS) including supplier and hardware (both office and vehicle based).
- 6.2.2 Confirmation as to how the system shall provide and maintain constant real-time access (both office and vehicle based) to information gathered through the WCMS, ensuring provision of the following data:
  - a) Live fleet tracking
  - b) Collection schedules and progress against the collection schedule (route history)
  - c) Collected material arisings by round and material type as a minimum
  - d) Assisted collections completed
  - e) No access to receptacle/property (all services)
  - f) Bulky collections completed
  - g) Bulky items not collected due to not listed
  - h) Receptacles not presented for collection
  - i) Wrong receptacle presented
  - j) Contaminated receptacles not collected
  - k) Service User notices issued
  - l) Damage to receptacles during collection
  - m) Receptacle tipped into vehicle
  - n) Damage to receptacles prior to collection
  - o) Damage to Vehicles and property
  - p) Spillages of waste during collections and action taken
  - q) Unauthorised side-waste (not collected)
  - r) Raised lids on receptacles
  - s) Commercial waste presented as domestic
  - t) presentation of unauthorised Receptacles non MBC receptacles presented
  - u) Overweight receptacles
  - v) Receptacles contained liquid
  - w) Missed collections completed
  - x) Receptacle delivery and collected in confirmed (plus location)
  - y) No access partial/full street

- z) Service User requested information (free type field)
- aa) Assisted collection thought to be no longer required
- bb) Unable to return container to point of collection
- cc) Report of incident/confrontation/threats made

6.2.3 Confirmation of all data sets required by the Contractor and the method and frequency of provision throughout the contract period;

6.2.4 Proposals to ensure the Council has access to meaningful data, including data to assist in monitoring performance, contamination, participation, etc. to help shape future waste and recycling services, recycling rates, reduce contamination, and identify where to focus any road shows and promotional activities;

## 6.3 Monitoring and Reporting

6.3.1 Provide a description of the format and content of Monthly and Annual reports indicating the standard to which those reports will be produced.

6.3.2 Method for monitoring and reporting performance in line with the Specification, Performance Standards and Performance Management Framework (including how rectification of failures will be monitored).

## 6.4 Annual Improvement Plan

6.4.1 A summary of the approach to developing an Annual Improvement Plan and how this will identify and present Service improvements for the Council's Representative's consideration;

6.4.2 Confirmation of the areas of Service Delivery that will be assessed to allow the efficiency and effectiveness of the service to be reviewed and improved during the Contract term;

6.4.3 Method for calculating fully referenced annual carbon footprint of the full Service.

# 7. MS 7: Social Value

*Tenderers shall submit a Method Statement describing how they will implement social value initiatives to meet the objectives of the procurement and support wider Council initiatives. This should include but not be restricted to the following information::*

### 7.1 Third Sector Engagement

7.1.1 Approach to developing and implementing initiatives to work with the Third Sector in order to meet the objectives of the procurement especially with regard to reducing Service cost and maximising performance;

7.1.2 Approach to developing Social Value initiatives; and

7.1.3 Examples of successful engagement with the Third Sector elsewhere.

### 7.2 Community Value

7.2.1 Engagement with the local community to have a positive impact on:

7.2.2 Unemployment;

7.2.3 Upskilling;

- 7.2.4 Health;
- 7.2.5 Local environment; and
- 7.2.6 Opportunities for local SMEs within the supply chain

## 8. MS 8: Employment and Staffing

*Bidders shall submit a Method Statement describing engagement with the Third Sector. This should include but not be restricted to the following information:*

### 8.1 Overall approach

- 8.1.1 Description of overall approach to TUPE, Pensions and redundancy.
- 8.1.2 Any proposed changes to, and harmonisation of Terms and Conditions and how these will be managed.

### 8.2 Staffing arrangements

- 8.2.1 An operational organisation diagram identifying the proposed managers, supervisors, operatives and administrative / support staff proposed by the Tenderer.
- 8.2.2 Details of working practices, including management/supervisor hierarchy, that provide proactive supervision of Service delivery.
- 8.2.3 A table confirming proposed staffing provision by service area and by job role (i.e. 10 operatives, 2 supervisors, 1.5 Contract Managers).
- 8.2.4 Shifts and working hours.
- 8.2.5 Arrangements for temporary and seasonal cover (e.g. for staff absences)
- 8.2.6 Approach to recruitment, including any work place checks, DBS and/or Disclosure Scotland checks for relevant staff.
- 8.2.7 Measures to manage and reduce staff absenteeism and improve staff retention, including evidence of experience elsewhere;
- 8.2.8 Approach to staff conduct, behaviour and discipline. Include how the Tenderers approach to staff management accords with the transforming lives agenda and reflects the Council's own approach to assisting individuals with mental health and addiction issues (<http://www.melton.gov.uk/meandmylearning/>). Append a copy of the proposed Staff Code of Conduct.
- 8.2.9 Details of uniform and personal protective equipment required for each task, and means of staff identification to ensure safe working and the presentation of a positive image to Service Users.

### 8.3 Staff training

- 8.3.1 Minimum qualifications and experience required for operatives, supervisors and managers.
- 8.3.2 Approach to staff training, from inductions through to continuing professional development (to include the process for recording training), to ensure that all staff are competent and instructed in the fulfilment of their roles.
- 8.3.3 Details of training requirements and provision for all employees to achieve the required standard of customer care (including customer service focussed training for operatives).

- 8.3.4 Approach to the delivery of refresher training and the use of toolbox talks on an on-going basis.
- 8.3.5 The monitoring of the effectiveness of training, and actions taken to address failure to adhere to training.
- 8.3.6 Approach to ensuring all relevant staff receive induction training for the Facilities they use during the course of the delivery of the Service.
- 8.3.7 Approach to ensuring that all staff and sub-contractors are aware of and adhere to the Contractor's policies and procedures as well as the requirements of the Contract.

## 9. MS9: Safety, Health, Environment and Quality

*Tenderers shall submit a Method Statement on how all aspects of the Service will be operated to defined quality management, environment management and health and safety management systems, including as a minimum, but not restricted to the following information ;*

### 9.1 Quality, Environmental and Health and Safety Management Systems

- 9.1.1 A description of the Integrated Management System (Quality Management System(QMS), Environmental Management System (EMS) and Health and Safety Management System (HSMS) to be implemented, and how these will function in relation to each Facility and the contract as a whole; and how the systems will be deployed and monitored to ensure compliance. Where an Integrated Management System is not utilised please respond individually for each system (EMS, QMS, HSMS).
- 9.1.2 How the management systems will support self-monitoring and maintain audit trails to demonstrate that performance standards are being met.
- 9.1.3 Which member(s) of staff will be responsible for the Management Systems for the Contract, and how changes will be communicated to all staff on the Contract.
- 9.1.4 ISO certification status for each of the Management Systems, and proposed plans and timescales for achieving certification in line with the Specification.

### 9.2 Health, Safety and Welfare

- 9.2.1 Description of how responsibility shall be undertake for all aspects of Health and Safety and welfare associated with the delivery of the Services and the development and operation of the associated Facilities, including as a minimum, but not restricted to the following information:
  - a) Overall Health and Safety policy;
  - b) Accident and incident recording policy and procedure, details of how accidents and incidents will be reported to the Council, and how accident reduction will be proactively addressed;
  - c) Health and safety resources;
  - d) Arrangements for site, vehicle, plant and equipment inspections;
  - e) Staff Health and Safety training for each grade, and first aid policy;
  - f) Emergency notification procedures;
  - g) Contents of Monthly Health and Safety Report;
  - h) Approach to the development and review of Service risk assessments, including route risk assessments and safe methods of working (e.g. on manual handling);

- i) How adherence to risk assessments, safe working practices and safety improvements will be tracked; and

9.2.2 Details of how the potential health and safety hazards associated with the proposed solution and associated Plant will be identified at the planning stage so that hazards can be minimised and controlled.

## 10. MS 10: Engagement

*Tenderers shall submit a Method Statement describing the education and awareness elements of the Service. This should include but not be restricted to the following information:*

### 10.1 Liaison with Service Users

10.1.1 The approach to the development of a Programme of Engagement to maximise service participation and encourage Waste Minimisation, Re-use, Recycling and Composting of Collected Waste.

10.1.2 The approach to developing innovative approaches to Service User engagement and the dissemination of information to Service Users.

10.1.3 Examples of where the Tenderer has successfully improved Service participation and performance through the deployment of effective education programmes.

10.1.4 The approach to monitoring and reporting of the effectiveness of the education programme.

### 10.2 Service Notices

10.2.1 Overall approach to the provision and management of Service Notices.

10.2.2 Details on the form of Service notices to be issued and the method of delivery. Please include any recent examples from a similar contract, demonstrating the standard to which such notices shall be produced.

10.2.3 Details of procedures for addressing each of the following issues:

- a) contamination of Mixed Dry Recycling and Garden Wastes;
- b) incorrect use of Receptacles including heavy bins, set out times and locations;
- c) presentation of side waste contrary to the Service requirements;
- d) incorrect presentation of bulky waste;
- e) prohibited items in the Residual Waste stream;
- f) access prevented (in the case of assisted collections [and commercial waste collections]);
- g) damaged Receptacle (damaged either prior to or during collection), or lost during collection;
- h) Proposals for working with the Council to enable the Council to undertake enforcement action at a later date should this become necessary.