



## MELTON BOROUGH COUNCIL

### Competitive Dialogue Procurement Process for

### Waste and Street Cleaning Contract

#### DOCUMENT ONE: INSTRUCTIONS TO TENDERERS

We now invite you to submit an outline solution. Further stages of the process are outlined in this document.

To assist you in this, five documents have been provided:

- Document One – Information and instructions (including the timetable) (this document)
- Document Two – Standard Selection Questionnaire
- Document Three – Draft Specification including Annexes
- Document Four – Draft Contract including Pricing Schedule
- Document Five – ISOS Questions
- Document Six – Service Delivery Plan

**Deadline for SSQ response: 12 noon on 5<sup>th</sup> May 2017**

**Deadline for ISOS response: 12 noon on 5<sup>th</sup> May 2017**

**Deadline for ISDS response: 12 noon on 23<sup>rd</sup> June 2017 (may be subject to change)**

**Deadline for ISFT response: 12 noon on 27<sup>th</sup> October 2017 (may be subject to change)**

**Please ensure that you register your interest with the procurement contact named in this Document in order to receive updates, questions responses etc.**

**DOCUMENT ONE**  
**INFORMATION AND INSTRUCTIONS**

**CONTENTS**

1	<a href="#"><u>Introduction and Contact Details</u></a>
2	<a href="#"><u>Procurement Timetable</u></a>
3	<a href="#"><u>Overview of the Procurement Process</u></a>
4	<a href="#"><u>Instructions for Submission of ISOS</u></a>
5	<a href="#"><u>Evaluation Overview</u></a>
6	<a href="#"><u>Evaluation of SSQ</u></a>
7	<a href="#"><u>Evaluation of ISDS/ISFT</u></a>
8	<a href="#"><u>Descriptive Information</u></a>
9	<a href="#"><u>Appendix 1: Statutory Information</u></a>

## SECTION 1: INTRODUCTION AND CONTACT DETAILS

- 1.1 The information and instructions provided in this document are designed to ensure that all submissions are given fair and equal consideration. If you have any doubts as to what is required or you have difficulty in providing the information required, please contact the person named below.
- 1.2 Please check that you have received all the documents listed on the first page of this document. If any of the information is missing, you should notify the person named below immediately.
- 1.3 The Specification along with its annexes and additional information will be available through the Melton Borough Council Website in a data room. This is password protected so you will need to obtain the password from Victoria Clarke (details below). The Council doesn't warrant the accuracy of the information, tenderers will need to ensure the accuracy of the information for themselves and that they have all the information they require to submit a compliant tender.
- 1.4 The contact for this Tender is:  
Victoria Clarke  
Project Manager: Waste Collection and Street Cleaning Procurement  
[vclarke@melton.gov.uk](mailto:vclarke@melton.gov.uk)
- 1.5 Where questions raise an issue of general interest or clarification then the question and answer will be circulated to all Tenderers. The identity of the originator will not be disclosed.

[Back to Contents](#)

## SECTION 2: PROCUREMENT TIMETABLE

The intended timetable for this procurement is indicated below. All dates are indicative only and may be subject to change:

Stage in Procurement Process	By When
Issue of procurement	29 <sup>th</sup> March 2017
Deadline for submission of questions	13 <sup>th</sup> April 2017
Lake Terrace Depot Open Days	27 <sup>th</sup> April 2017 or 4 <sup>th</sup> May 2017
<b>Deadline for submission of SSQ/ISOS</b>	<b>12 Noon 5<sup>th</sup> May 2017</b>
SSQ Evaluations (and outline solution review)	8 <sup>th</sup> May 2017
Letter advising of SSQ Pass/Fail and invitation to enter dialogue issued	8 <sup>th</sup> May 2017
<b>1st stage dialogue</b> 1 <sup>st</sup> dialogue session 2 <sup>nd</sup> dialogue session	15 <sup>th</sup> May - 2 <sup>nd</sup> June 2017 w/c 15 <sup>th</sup> May 2017 w/c 29 <sup>th</sup> May 2017
<b>Deadline for submission of ISDS</b>	<b>12 noon 23<sup>rd</sup> June 2017</b>
ISDS evaluation	By 4 <sup>th</sup> August 2017
Approval to deselect and letters to tenderers	By 16 <sup>th</sup> August 2017
<b>2<sup>nd</sup> stage dialogue</b> 3rd dialogue session 4 <sup>th</sup> dialogue session	21 <sup>st</sup> Aug – 22 <sup>nd</sup> Sept 2017 w/c 21 <sup>st</sup> August 2017 w/c 18 <sup>th</sup> September 2017
Closure of dialogue and Invitation to Submit Final Tender (ISFT) circulated	20 <sup>th</sup> October 2017
<b>Final Tenders returned</b>	<b>12 noon 27<sup>th</sup> October 2017</b>
Final Tenders evaluated (paper submissions and clarification meetings if required)	2 <sup>nd</sup> February 2017
Notification of award	2 <sup>nd</sup> March 2018
Standstill period	5 <sup>th</sup> -16 <sup>th</sup> March 2018
Contract Award	31 <sup>st</sup> March 2018
Mobilisation starts	April 2018
Go Live Date	1 <sup>st</sup> October 2018

*Please note: the Council reserves the right to cancel the procurement process at any point. The Council is not liable for any costs resulting from any cancellation of this procurement process, or for any other costs incurred by those bidding for this Contract.*

### **SECTION 3: OVERVIEW OF PROCUREMENT PROCESS**

- 3.1 Melton Borough Council (the Council) is using a Competitive Dialogue procurement process for its Waste and Street Cleaning requirement. This process is covered by the Public Contract Regulations 2015.
- 3.2 The primary aim of this procurement exercise is to replace the current contractual arrangements for the Services with one that matches or improves the existing levels of customer satisfaction and service quality whilst reducing the cost of service delivery.
- 3.3 It is intended that the service commencement date will be 1<sup>st</sup> October 2018. The Contract length will be a key consideration during the Competitive Dialogue process. It is anticipated that the minimum contract length will be ten (10) years, with the possibility of an extension of the same period. Provisions to enable the Contract length to be extended are anticipated but will be subject to specific performance targets. The Contract length will also depend upon the nature and extent of any service investments the Contractor is proposing to make. The Council will reserve the right to terminate the Contract at key points giving not less than 18 months written notice.
- 3.3 This process involves the circulation of a Standard Selection Questionnaire (SSQ). This document is mandated by Central Government and will enable the Council to select only those tenderers capable of delivering the Contract.
- 3.4 At the same time, the Council is circulating an Invitation to Submit an Outline Solution (ISOS). It is intended that the information contained within the tenderers' ISOS will form the basis of the initial dialogue session.
- 3.5 Those tenderers shortlisted through the SSQ will be invited to participate in 1<sup>st</sup> stage dialogue in order to define and refine the final requirement.
- 3.6 Through the early stages of dialogue the Council wishes to explore options for financing vehicles which will provide the most cost effective solution to the Council. The Council may require, at ISDS stage, the submission of 1 variant bid solely in relation to the financing of the project. Full instructions will be provided in the ISDS invitation – this will be issued at the end of 1<sup>st</sup> stage dialogue.
- 3.7 Tenderers may deselect themselves from the procurement process at any stage during either 1<sup>st</sup> or 2<sup>nd</sup> stage dialogue. The Council reserves the right to reduce the number of tenderers through the dialogue process as options are clarified.

- 3.8 At the conclusion of the 1st dialogue phase, the Council will issue the Invitation to Submit a Detailed Solution (ISDS) to remaining tenderers. Following evaluation of the submitted ISDS it is intended to shortlist the tenderers down to 2 or 3.
- 3.9 A 2<sup>nd</sup> stage dialogue will then commence, at the conclusion of which the Council will issue the Invitation to Submit a Final Tender (ISFT). Further negotiation of the Council's requirements will not be permitted once the dialogue phase has concluded. The ISFT will contain the final Specification, a contract and a response document as well as other such documents as may be required.
- 3.10 The Council may seek clarification on matters contained within Final Tenders but tenderers will not be able to materially change information therein. The Final Tender will be evaluated using the weightings and criteria identified in the procurement documentation. The Council reserves the right to review these criteria and weightings on the basis of matters arising during the dialogue process. Any such changes will be communicated to tenderers as part of the ISFT.
- 3.11 The Council reserves the right to award the contract to the tender which is not the least costly/cheapest or not to award any contract.

## SECTION 4: INSTRUCTIONS FOR SUBMISSION OF PROCUREMENT DOCUMENTS

The following instructions are designed to give you assistance with the completion of your tenders at their various stages.

Please ensure that you submit your documentation in accordance with these instructions. It is important that you provide the information asked for in the format and order specified. **If you don't, it could invalidate your response.**

### 4.1 General Information

How you prepare and present your bid is important in maximising your chance of being shortlisted through to the next stage of the procurement process. The following points may help you.

- 4.1.1 Read **ALL** the instructions and information included within this document.
- 4.1.2 Respond in the required format. You must not alter the format of any of the documents. Mark any additional sheets with your organisation name and the question number.
- 4.1.3 Please provide a full yet concise response to the requirements. You should not rely on the Council's past experience, as tender evaluations will be based solely on the information contained within the submission.
- 4.1.4 Don't use your tender as a vehicle to issue glossy but meaningless brochures about your organisation, only include them if they are relevant.
- 4.1.5 Be upfront – the Council will be as honest about its requirements as possible. In return the Council looks for honest tenders with no hidden costs or exclusions.
- 4.1.6 Be aware of the deadlines for return of your documents and plan ahead to ensure that you can meet it. Documents submitted after the deadline will not be accepted.
- 4.1.7 Make sure that your tender is completed legibly in English and with all prices in Sterling (exclusive of VAT) and is signed and dated.
- 4.1.8 Please ensure that where information is to be sought from third parties, for example guarantees etc., such requests can be dealt with speedily and at **no cost** to the Council.
- 4.1.9 It will not be possible to change any of the information contained within your submissions once they have been submitted, except for the correction of arithmetical errors.



## **4.2 Submission of your Documents**

- 4.2.1 You must complete and return all the documentation identified as your submission.
- 4.2.2 You must submit **one** hard copy and **one** electronically saved copy (e.g. memory stick) of your documents in a sealed, plain envelope which **should not identify your organisation**. Failure to comply with this instruction may lead to your bid being disqualified.

The following address must be used:

The Chief Executive  
Melton Borough Council  
Parkside  
Station Approach  
Burton Street  
Melton Mowbray  
Leicestershire  
LE13 1GH

Tenders submitted by email or fax will not be accepted.

- 4.2.3 Late submissions may be rejected at the discretion of the Council; it is your responsibility to ensure that your submission is received on time.
- 4.2.4 Make sure that the information you put into your submission is correct and check that all the information you need to submit is included before you send it in.
- 4.2.5 The Council will keep all submissions received securely and open them once the deadline has expired. All documents submitted will be opened at the same time in the presence of the relevant Officer or his/her representative, by a designated Officer of the Council.
- 4.2.6 The Council may, subject to its Contract Procedure Rules effective at the time of contract completion, want to agree a Bond or Parent Company Guarantee with the winning Tenderer. This is subject to the Terms and Conditions document.

## **4.3 Incurred Expenses**

The Council shall not be responsible for any expenses that you may incur in any aspect of the procurement process.

## SECTION 5: EVALUATION OVERVIEW

- 5.1 The Council will evaluate the submissions it receives on the basis of the SSQ criteria and Most Economically Advantageous Tender (a balance of quality and price). These are detailed below in Sections 7 and 8.
- 5.2 The Council requires all Tenders to be compliant with the Councils stated requirements including the Specification and the Contract provided. If by the submission of ISDS documents it becomes apparent that a Tenderer is unwilling to provide a compliant solution meeting the Specification and form of Contract then the Tenderer may be disqualified on the basis of non-compliance.
- 5.3 The Council is not bound to accept the cheapest, or any, tender.
- 5.4 An Evaluation Panel consisting of Council officers, and supported by external technical and legal advisers will carry out the evaluation of SSQs, ISDSs and ISFTs in accordance with the weighted criteria set out below.
- 5.5 The Council reserves the right to reject any bid that fails to comply fully with the requirements of the selection process outlined in this Section or that is found guilty of a serious misrepresentation in supplying any information requested.
- 5.6 The procurement will use the following scoring table to score the Quality submission through every stage:

10	Exceptional standard of response which does not give rise to concerns and is supported by robust evidence. Provides a very high level of confidence that requirements of the services specification will be exceeded in many areas. No concerns or omissions.
9	Very good standard of response which is supported by a very good level of evidence. Provides a high level of confidence the requirements of the services specification will be met or exceeded in many areas. Where minor omissions or concerns exist these are outweighed by the added value elsewhere,
8	Good standard of response that is comprehensive, robust and supported by a good level of evidence. Provides confidence the requirements of the services specification will be met. Where omissions or concerns exist these are outweighed by the very good response and/or added value elsewhere
7	Response generally of a good standard and generally supported by a good level of evidence. Demonstrates ability to meet the requirements of the service specification.. Where omissions or concerns exists these are partially outweighed by the very good response and/or added value elsewhere
6	Response of a satisfactory standard and generally supported by a

	satisfactory level of evidence although there may be a number of minor omissions and/or concerns about the tenderer's ability to meet the requirements of the services specification.
5	Basic response that achieves reasonable standards in most respects but unsatisfactory in others, and has a number of omissions or concerns about the tenderer's ability to meet the requirements of the service specification.
4	Weak response that is generally unsatisfactory and has a number of serious omissions or concerns (although none significant or fundamental) about the tenderer's ability to meet the requirements of the service specification. Response is not supported by a good standard of evidence.
3	Inadequate response that is unsatisfactory, and/or has significant omissions or concerns about the tenderer's ability to meet the requirements of the service specification. Response is not supported by a good standard of evidence.
2	Poor response. Insufficient information provided resulting in poor confidence and/or fundamental concerns regarding tenderer's ability to meet the requirements of the service specification.
1	Very poor response. Insufficient information provided resulting in very low confidence and/or fundamental concerns regarding the tenderer's ability to meet the requirements of the service specification.

The Council reserves the right to disqualify any tenderer who scores of 2 or below for any of the evaluation criteria.

**5.7 The procurement will use the following mechanism to score Price at the Final Tender stage:**

The lowest cost tender will receive the highest mark in the Price sub-heading, all other tenders will receive a pro rata score based on that lowest price.

(Lowest price bid by any tenderer) divided by (This tenderer's price) multiplied by (Weighting for price).

So if your Grand Total is £10,000 and that is the lowest bid, the result is 10,000 divided by 10,000 = 1 multiplied by the weighting for price.

If you bid £20,000 and £10,000 is the lowest bid, the result is 10,000 divided by 20,000 = 0.5 multiplied by the weighting for price.

**5.8 The procurement will use a different mechanism to score Price at the Detailed Solution stage. This can be seen in section 7 below.**

## SECTION 6: STANDARD SELECTION QUESTIONNAIRE (SSQ) EVALUATION

Question No.	Section Headings and Sub-Headings	Maximum Available Section Score	Weighting Within Sub-Heading
<b>1.1</b>	<b>Potential Supplier Information</b>		
1.1 (a)	Full name		
1.1 (b) (i)	Registered office		
1.1 (b) (ii)	Registered website address		
1.1 (c)	Trading status		
1.1 (d)	Date of registration		
1.1 (e)	Company registration number		
1.1 (f)	Charity registration number		
1.1 (g)	Head Office DUNS number		
1.1 (h)	Registered VAT number		
1.1 (i) (i)	Appropriate professional/trade registration	0%	0%
1.1 (i) (ii)	If yes, details		
1.1 (j) (i)	Legal required for professional/trade registration		
1.1 (j) (ii)	If yes, details		
1.1 (k)	Relevant classifications		
1.1 (m)	SME		
1.1 (n)	Persons of Significant Control		
1.1 (o)	Details of immediate parent company		
1.1 (p)	Details of ultimate parent company		
<b>1.2</b>	<b>Bidding Model</b>		
1.2 (a) (i)	Bidding as lead contact for a group of economic operators		
1.2 (a) (ii)	Name of group of economic operators	0%	0%
1.3 (a) (iii)	Proposed legal structure		
1.2 (b) (i)	Use of sub contractors		
1.2 (b) (ii)	Sub Contractor details		
<b>1.3</b>	<b>Contact Details and Declaration</b>		
1.3 (a)-(h)	Details completed	0%	0%
<b>2</b>	<b>Grounds for Mandatory Exclusion</b>		
2.1 (a)	Regulations 57(1) and (2): Criminal organisation Corruption Fraud Terrorist offences Money laundering Child labour/human trafficking Breach of environmental obligations Breach of social obligations	Pass/Fail	Pass/Fail

<b>Question No.</b>	<b>Section Headings and Sub-Headings</b>	<b>Maximum Available Section Score</b>	<b>Weighting Within Sub-Heading</b>
2.1 (b)	Breach of labour obligations Bankrupt/insolvency or winding-up proceedings Grave professional misconduct Agreements with other economic operators to distort competition Conflict of interest Preparation of procurement procedure Early termination of contract /damages/comparable sanctions In breach of obligations re: tax/social security contributions Measures taken		
2.2	Self cleaning measures	Pass/Fail	Pass/Fail
2.3 (a) 2.3 (b)	Breach of tax/social security obligations If yes, further details	Pass/Fail	Pass/Fail
<b>3</b> 3.1 (a) 3.1 (b) 3.1 (c) 3.1 (d) 3.1 (e) 3.1 (f) 3.1 (g) 3.1 (h) 3.1 (i) 3.1 (j) 3.2	<b>Grounds for Discretionary Exclusion</b> Regulation 57 (8) Breach of environmental obligations Breach of social obligations Breach of labour obligations Financial administration Guilty of grave professional misconduct Distorting competition Conflict of interest Involved in preparation of procurement Significant or persistent deficiencies Statement response If yes, self cleaning	Pass/Fail	Pass/Fail
<b>Question No.</b>	<b>Section Headings and Sub-Headings</b>	<b>Maximum Available Section Score</b>	<b>Weighting Within Sub-Heading</b>
<b>4 and 5</b> 4.1 4.2 5.1 5.2 5.3	<b>Economic and Financial Standing</b> Audited accounts or alternative means of demonstrating financial status Minimal financial threshold Parent company accounts Parent company guarantee Bank guarantee	Pass/Fail	Pass/Fail
<b>6</b>	<b>Technical and Professional Ability</b>	Pass/Fail	Pass/Fail

<b>Question No.</b>	<b>Section Headings and Sub-Headings</b>	<b>Maximum Available Section Score</b>	<b>Weighting Within Sub-Heading</b>
6.1	Details of up to three contracts		
	Evidence of healthy supply chains maintained with sub-contractors		
6.2	Sub contract supply chain management		
<b>7</b>	<b>Requirements under Modern Slavery Act 2015</b>		
7.1	Relevant commercial organisation	Pass/Fail	Pass/Fail
7.2	Compliant with annual reporting requirements		
<b>8</b>	<b>Additional Questions:</b>		
<b>8.1</b>	<b>Insurance</b>	Pass / Fail	Pass/Fail
<b>8.2</b>	<b>Health and Safety</b>		
(a)	Formal health and safety policy/statement		
(b)	Accredited health and safety system		
(c)	Responsible person for health and safety policy		
(d)	Health and safety professional/consultant		
(e)	Accident records	Pass/Fail	Pass/Fail
(f)	Staff consultation on health and safety matters		
(g)	Investigated / prosecuted for health and safety offence		
(h)	Civil action for health and safety offence		
(i)	Prohibition / improvement notices for breaches of health and safety legislation		
<b>8.3</b>	<b>Equal Opportunities</b>		
(a)	Compliant policy		
(b)	Findings of unlawful discrimination / harassment		
(c)	Investigated by the Equality and Human Rights Commission	Pass/Fail	Pass/Fail
(d)	Complaints procedure		
(e)	Equality awards		
	[delete if not additional SQ module]		

[Back to Contents](#)

## SECTION 7: ISDS/ISFT EVALUATION CRITERIA

### 7.1 ISDS/ISFT Breakdown of Evaluation Criteria

Level 1		Level 2		Level 3	
Quality	40	MS1 Collection of Waste	30	Receptacle Management	10
				Waste Collection: residual/recycling	40
				Waste Collection: garden	30
				Clinical & Bulky	20
		MS 2 Street Cleaning	20	Zones 1&2	40
				Zones 3 & other services	60
		MS 3 Vehicles, Depot and Waste Transfer Station Management	7		
		MS 4 Mobilisation, Service Change, Contingency Planning, Emergency Response and Contract Expiry	6		
		MS 5 Customer Service	10		
		MS 6 Service Management, Monitoring and Reporting	10		
		MS 7 Social Value	3		
		MS 8 Employment and Staffing	6		
		MS 9 Safety, Health, Environment and Quality	5		
		MS 10 Waste Education and Awareness	3		
Price	60				

## 7.2 ISDS Price Evaluation Mechanism

The Council wishes to use a different mechanism for scoring prices at the ISDS stage. This is to make the process fairer for all tenderers. It is recognised that prices submitted at ISDS stage may be subject to change as dialogue progresses. It could therefore be unfair to tenderers to use the ISFT mechanism at ISDS stage. This banding mechanism is designed to provide the Council with a clear indication of the expected contract price whilst maintaining the integrity of ISDS evaluation.

<b>PRICE £M</b>	<b>Weighting</b>	<b>Score out of 60</b>
>1.75	1	60
£1.75>£1.85	0.99	59.4
£1.85 > £1.95	0.98	58.8
£1.95 > £2.05	0.97	58.2
£2.05 > £2.15	0.96	57.6
£2.15 > £2.25	0.95	57
£2.25 > £2.35	0.9	54
£2.35 > £2.45	0.8	48



## **SECTION EIGHT: DESCRIPTIVE INFORMATION**

### **8.1 The Services Being Procured**

The Council is seeking to procure the following services:

- a. The regular collection of Residual Waste to be delivered to a nominated location;
- b. The regular collection of Mixed Dry Recyclables to be delivered to a nominated location;
- c. The provision of a Bulky Waste collection service;
- d. The management and delivery of a chargeable Garden Waste collection service;
- e. The possible management of Bring Banks;
- f. The possible regular collection of Commercial Waste to be delivered to a nominated location;
- g. The management, replacement, repair, re-use and delivery of new and replacement collection Receptacles;
- h. The collection of Clinical Waste;
- i. The operation of Lake Terrace Depot;
- j. The provision of a Street Cleaning service incorporating:
  - i. Mechanical and manual sweeping;
  - ii. Litter picking;
  - iii. Litter and dog bin emptying;
  - iv. Removal off blossom and leaf fall;
  - v. Removal of fly tipping;
  - vi. Gum and graffiti removal;
  - vii. Washing of street furniture;
  - viii. Other Cleaning requirements as directed by the Council
- k. Support with emergency events and winter maintenance as required.

### **8.2 The Council Area**

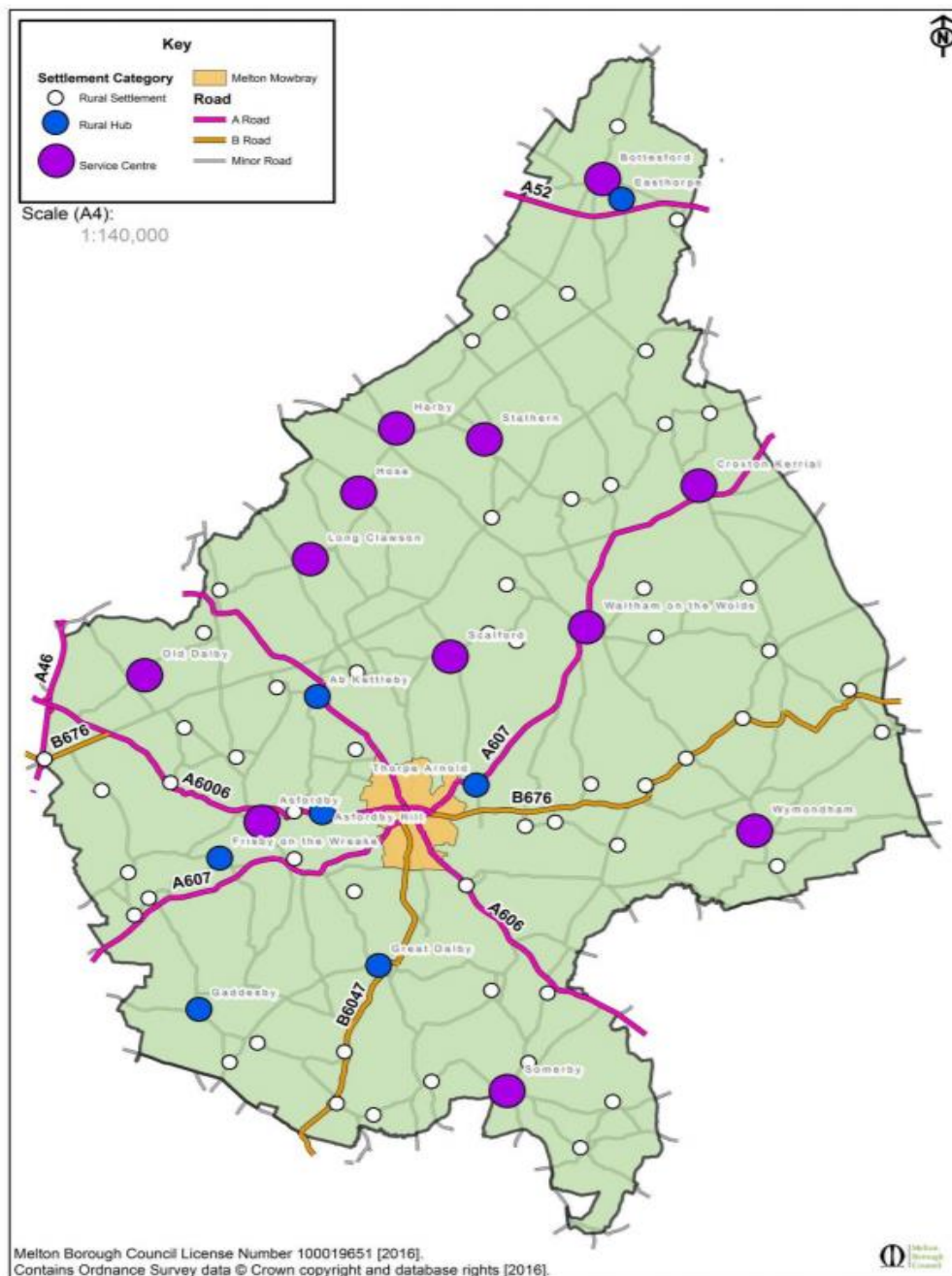
8.2.1 Melton Borough is an attractive rural area covering 48,138ha in the north-east part of Leicestershire and at the heart of the East Midlands. The Borough has a total population of approximately 50,376 (Census 2011) which has risen from 47,866 (2001 Census). The main activities of the Borough are centred on the market town of Melton Mowbray.

8.2.2 The Borough has a wide range and choice of places to live, with around a half of all existing housing located at Melton Mowbray. In the rural hinterland, there are some 70 attractive villages spread across all parts of the Borough including Asfordby, Bottesford, Long Clawson and Waltham on the Wolds and these act as the local service centres.

8.2.3 The Borough is crossed by the A606 Nottingham to Oakham road and the A607 Leicester to Grantham road. The A52 Nottingham to Grantham road

runs through the Borough at the northern edge. The M1 Motorway is about 25 minutes' drive time to the west of Melton Mowbray, the A1 trunk road is about 25 minutes' drive time to the east, and Nottingham and East Midlands Airport are about 45 minutes' drive time to the north west. Traffic is known to cross the Borough to link from the M1 to the A1 and the east coast ports. Melton Mowbray station is on the Birmingham to Stansted Airport railway line, providing quick and regular access to Leicester. Bottesford station is on the Nottingham to Skegness line, with a good connection to Grantham. See Figure 1.

**Figure 1**



8.2.4 Peak hour traffic flows at key junctions and sections of road in and around the Town Centre are at capacity. This results in severe delays to journey times when crossing the town, of in excess of five minutes. This is adversely affecting the quality of life of the residents of the Borough going about their daily business and also adversely affects the perception of the town as a place to do business in, or to visit. The environmental impact of this traffic congestion is magnified by significant numbers of HGVs in the traffic mix. Despite the traffic conditions, Melton has relatively high levels of use of alternative means of transport, including cycling and walking.

8.2.5 Melton Mowbray is the main service and employment centre. A significant percentage of jobs is in manufacturing (mainly food and drink), which is higher than the national and regional averages. The jobs in Melton Mowbray are mostly provided by a few large manufacturers, although business start-ups are increasing, particularly in the rural parts of the Borough, where a growing trend for home working is matched with an attractive environment.

8.2.6 Of the resident working age population in Melton Borough, the proportion qualified below NVQ level 2 & 3 is very high and the proportion qualified to NVQ level 4 and above is also high. 21.4% of people over 16 have no qualifications. This gap in skills reflects the relatively low skilled jobs that are available in the town (Local Futures Profile, 2013) and represents a significant challenge for the economy, particularly in providing a labour force to service industry.

8.2.7 In 2011 there were 21,490 households; this has increased to approximately 23,000 households in 2017.

8.2.8 8.5% of the housing stock is owned by the Local Authority with only 2.6% available for rent from a Registered Provider (RP). Privately owned housing accounts for 88% of the housing stock, which is higher than average for the East Midlands region and the rest of the country. Providing homes for those that cannot afford to buy is therefore a key challenge for the Borough.

8.2.9 On the indices of deprivation, Melton Borough is ranked 236 out of 354 districts; putting it in the 40% least deprived districts nationally. Melton Borough has an Index of Multiple Deprivation rating of 13.12. This compares to 25 in Leicestershire, 24.65 in the East Midlands and 15.78 in England. Whilst this means that the Borough scores favourably compared to the rest of the sub region and nationally, there are pockets of deprivation, particularly in and around Melton Mowbray.

8.2.10 Whilst the Borough has an ageing population with a high percentage of the population in their 40s, there is an average number of young families living in the Borough compared to the rest of the country. However, there are fewer under 16 year olds and people aged between 15 and 44 living within the Borough than is found in Leicestershire as a whole and the rest of the country. This suggests that younger people are migrating out of the Borough for higher education opportunities and employment, and there may be an inward migration of older people seeking retirement homes.

8.2.11 Life expectancy for both the male and female residents in the Borough is higher than the regional and national average but it varies across the Borough.

8.2.12 According to the 2011 Census 98% of the Melton population was white and 2% BME.












Further information on the Borough can be found at:

<http://www.lsr-online.org/melton.html>

### 8.3 Current Services: Household Waste Collection

8.3.1 The current core household waste collection service is illustrated in Figure 2 below.

**Figure 2**

Properties served	Street level properties			Hard to reach properties		
Waste Stream	Recycling	Residual waste	Garden waste	Recycling	Residual waste	
Container type						
Collection Frequency	Fortnightly	Fortnightly	Fortnightly	Weekly	Weekly	As required
Materials collected		 household waste	 garden waste A chargeable service is delivered separately from core MBC services		 household waste	
Properties served	c.23,000	c.23,000	c.8,000	933 sack properties 27 communal sites	911 sack properties 27 communal sites	c.40 properties via two banks

8.3.2 Collections take place on a five day a week basis and Residual Waste and Mixed Dry Recycling collection days are mirrored.

8.3.3 The default wheeled bin size is 240 litres. Residents can request a smaller bin and in certain circumstances a larger bin will be authorised.

8.3.4 A small number of properties are covered by sack collections as it has been deemed that wheeled bins are not suitable in those locations. Currently these properties are issued with rolls of single-use sacks for Residual Waste and Mixed Dry Recycling. These sacks are delivered annually and when the residents use all sacks they are required to provide their own.

8.3.5 The numbers and locations of properties covered by each service (with the exception of the garden waste collection service) are provided in the Specification.

8.3.6 The Council offers assistance to residents who have difficulty moving their waste collection receptacles and an application procedure applies. Currently there are around 650 registered assisted collections. Locations of these will be provided during the procurement.

[http://www.melton.gov.uk/info/200084/bins\\_recycling\\_and\\_rubbish/62/request\\_help\\_with\\_putting\\_your\\_bins\\_out](http://www.melton.gov.uk/info/200084/bins_recycling_and_rubbish/62/request_help_with_putting_your_bins_out) .

8.3.7 The incumbent Contractor currently provides a chargeable garden waste collection service to the residents of Melton. In delivering this service the incumbent is acting as the Council's agent under a separate agreement. Contractual arrangements for the collection of garden waste by the incumbent on behalf of the Council are co-terminus with the collection and street cleaning contract.

The Council intends to include for the provision of a chargeable garden waste service within the scope of this Contract.

8.3.8 The Council collects from 27 communal sites where Eurobins are supplied. The location of each site and the number and size of Eurobins supplied is provided in the Specification.

8.3.9 The Council has installed two "Bagio" semi-underground banks (LE13 1PT - location in map below). These have a capacity of 5,000 litres each and are collected on a frequency that can extend to six to seven weeks. They are currently serviced using a Hiab vehicle outside of the current Contract. Tenderers are invited to consider such infrastructure in their submissions if

they contribute to the aims of the procurement in relation to reducing service costs.



8.3.10 The majority of non-WEEE bulky wastes are disposed of at the residual waste disposal point. WEEE collected from Service Users as part of this service is delivered to the Recycling and Household Waste Site neighbouring the Lake Terrace Depot.

8.3.11 The Council operates a number, 35, of bring recycling sites for a range of materials and these are serviced by the incumbent contractor. Locations of these are attached at Annex x with public information at [http://www.melton.gov.uk/info/200084/bins\\_recycling\\_and\\_rubbish/400/nearest\\_recycling\\_banks](http://www.melton.gov.uk/info/200084/bins_recycling_and_rubbish/400/nearest_recycling_banks)

8.3.12 In fulfilment of its duties under the Controlled Waste Regulations 2012, the Council collects from 30 'Schedule 2' properties (schools, churches and village halls). The locations of these are attached at Annex x. This service offers both residual waste and recycling collections. The Council administers any charges associated with the service. Schedule 2 customers are issued with bin tags to hang on their Receptacles on collection day. The collection operatives remove these tags and they are presented with the monthly invoice as evidence the collection has been completed.

#### 8.4 Current Services: Clinical waste

8.4.1 The Council offers a clinical waste collection service for the collection of infectious waste presented in sacks (around 10 collections per week) and 500 sharps boxes collected on a quarterly basis.

8.4.2 Replace sacks and sharps boxes are provided by GPs or the visiting health professional.

8.4.3 On occasions the Council will provide a box or similar receptacle for the Service User to place their clinical waste receptacles in for discretion.

8.4.4 Currently this waste stream is delivered to Whetstone Recycling and Household Waste Site operated by Leicestershire County Council. The address is Enderby Rd, Whetstone, Leicester LE8 6JL

8.4.5 Further information can be found at [http://www.melton.gov.uk/info/200258/clinical\\_and\\_hazardous\\_waste](http://www.melton.gov.uk/info/200258/clinical_and_hazardous_waste) .

#### 8.5 Current Services: Bulky waste

8.5.1 A chargeable bulky waste collection service is in operation (for customer information please see [http://www.melton.gov.uk/info/200084/bins\\_recycling\\_and\\_rubbish/47/book\\_a\\_collection\\_for\\_a\\_large\\_item](http://www.melton.gov.uk/info/200084/bins_recycling_and_rubbish/47/book_a_collection_for_a_large_item)). Service requests numbers total around 1,000 per annum and historical request numbers are provided in the Specification).

#### 8.6 Current Services: Waste Arisings

8.6.1 The following tables summarise the waste arisings from Melton Borough. Table 1 provides the annual high-level summary by treatment/disposal route. Table 2 provides the quarterly analysis.

**Table 1**

	<b>Landfill</b>	<b>Recycling</b>	<b>Composting</b>
<b>2014/15</b>	10753.78	5819.57	3474.25
<b>2015/16</b>	10642.87	5823.47	3776.3
<b>2016/17</b>	5615.06	2542.06	2782.98

**Table 2**

		Q1	Q2	Q3	Q4	Total for Year
<b>2014/15</b>	<b>Landfill</b>	2720.92	2717.83	2597.68	2717.35	10753.78
	<b>Recycling</b>	1466.54	1448.91	1423.64	1480.48	5819.57
	<b>Composting</b>	1385.57	1062.18	649.96	376.54	3474.25
	<b>Total</b>	<b>5573.03</b>	<b>5228.92</b>	<b>4671.28</b>	<b>4574.37</b>	<b>20047.6</b>
<b>2015/16</b>	<b>Landfill</b>	2587.14	2643.77	2680.96	2731	10642.87
	<b>Recycling</b>	1440.05	1523.02	1269.99	1590.41	5823.47
	<b>Composting</b>	1286.59	1228.39	759.7	501.62	3776.3
	<b>Total</b>	<b>5313.78</b>	<b>5395.18</b>	<b>4710.65</b>	<b>4823.03</b>	<b>20242.64</b>
<b>2016/17</b>	<b>Landfill</b>	2926.64	2688.42			5615.06
	<b>Recycling</b>	1291.68	1250.38			2542.06
	<b>Composting</b>	1427.56	1355.42			2782.98
	<b>Total</b>	<b>5645.88</b>	<b>5294.22</b>	<b>0</b>	<b>0</b>	<b>10940.1</b>

8.6.2 The Waste and Resource Action Programme's Material's Facility Reporting Portal holds data for the analysis of recyclate supplied by the Council. Table 3 provides the analysis for the periods recorded on the Portal for the recyclate collected.

**Table 3**

		Percentage by weight				Average non-target % of composition	Average non-recyclable % of composition
		Paper	Plastics	Metals	Glass		
<b>2015</b>	<b>Q1</b>	50.2	9.1	5.6	22.1	6.0	7.1
	<b>Q2</b>	54.4	9.3	4.2	20.0	6.4	5.8
	<b>Q4</b>	46.8	7.7	4.9	26.1	5.7	8.8
<b>2016</b>	<b>Q1</b>	48.1	7.4	5.0	24.7	6.1	8.7
	<b>Q2</b>	49.8	7.8	5.4	24.6	5.0	7.5

8.6.3 It should be noted that street cleaning arisings (excluding mechanical sweepings) are included in the landfill tonnages quoted above.

**Table 4: Street Sweeping Tonnages**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	136.68	135.7	154.84	100.02	<b>527.24</b>
2015/16	135.62	151.78	137.98	176.04	<b>601.42</b>
2016/17	176.68	38.42	181.76	202.42	<b>599.28</b>



## 8.7 Current Services: Trade waste

8.7.1 The Council does not currently operate a trade waste service.

## 8.8 Current Services: Street cleaning

8.8.1 In fulfilment of its duties contained within section 89 of Environmental Protection Act 1990 and associated regulations and Codes of Practice, the Council provide a street cleaning service. The service provides a mix of manual and mechanical sweeping, litter picking, litter/dog bin emptying, street furniture and signage cleaning, fly tip removal; gum and graffiti removal.

8.8.2 The following service metrics may apply:

- Lengths of roads to be cleaned – 370,000 metres in the town and 145,000 metres in the villages;
- Strategic main roads – 75,000 metres;
- 75,500 metres squared of open ground to be litter picked;
- 15 play areas to be litter picked;
- 300 items of street furniture in the town to be cleaned; and
- Bins (litter and dog) 665 (320 town, 345 villages).

8.8.3 The installation of litter and dog waste bins has been devolved to the Parish Councils.

8.8.4 Mechanical sweepings are bulked at Lake Terrace by the Contractor. THE COUNCIL has a contract with a haulier to transport the material to a recycling facility. It will be the Contractor's responsibility to monitor incoming quantities and arrange for these collections and to load the haulage vehicle.

## 8.9 Current Services: Depot and waste transfer station

8.9.1 Services currently operate from:

Lake Terrace, Melton Mowbray, Leicestershire, LE13 0BZ

See location map below



8.9.2 Currently this location is used for:

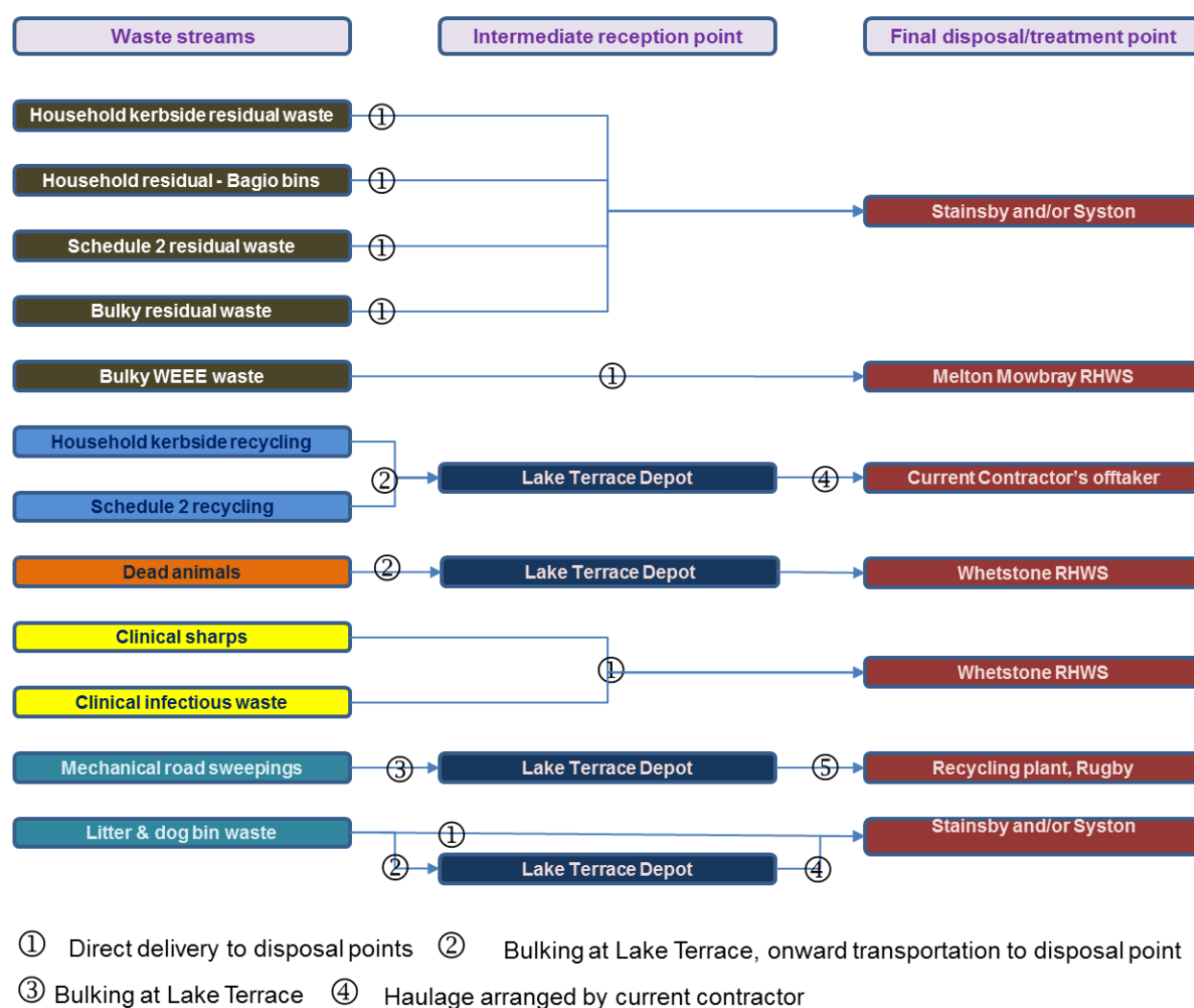
- Parking of all service vehicles (including those with a gross vehicle weight exceeding 3.5 tonnes)
- Staff parking
- Service office and welfare facilities
- Storage of waste collection containers and associated equipment
- The bulking of recyclate collected from kerbside and bring bank services
- Other occasional ad hoc arrangements as agreed between parties.

8.9.3 The site currently benefits from an Environmental Permit (reference number SP3790CP/A001).

8.9.4 This Depot is provided at a peppercorn rent.

## 8.10 Current Services: Waste processing, disposal and treatment points

8.10.1 Figure 3 summarises the Council's waste flows currently.



8.10.2 It should be noted that currently bulky residual waste and litter and dog bin waste are transferred to their disposal points in RCVs.

8.10.3 Any dead animals collected as part of the street cleaning service are stored in a freezer at the Lake Terrace Depot before being taken to Whetstone RHWS by the Contractor when there is an appropriate number.

#### 8.11 Current Services: Management of Mixed Dry Recyclate

8.11.1 Currently, Mixed Dry Recyclate from the kerbside waste collection service and the bring banks is delivered, bulked and transfer loaded at the Lake Terrace Depot.

8.11.2 From the commencement of this Contract this may not be the case as Leicestershire County Council is in the process of procuring a recyclate treatment contract and will be directing the Leicestershire Waste Collection Authorities where to deliver this material.

8.11.3 It is likely an indication of where the Council's recyclate will be directed to will be received in the Summer of 2017 – the impacts of this will be discussed during dialogue.

#### 8.12 Current Services: Plant, Equipment and Vehicles

8.12.1 To contribute to its aim of reducing the cost of the Service, the Council is minded to provide the capital funding for waste collection and street cleaning vehicles associated with the delivery of the Service. This is intended to be a dialogue issue where funding/maintenance/liability will be discussed.

#### 8.13 Information Systems

8.13.1 The Council uses the IDOX Uniform software package. Customer services input request for service information which can be directly picked up at the depot for appropriate action.

#### 8.14 TUPE

8.14.1 The Council takes the view that the Transfer of Undertakings (Protection of Employment) Regulations 1981 will apply to the award of this contract. TUPE information will be provided in the data room and is provided on a confidential basis and must not be used otherwise than in preparing the Dialogue submission/Tender response nor disclosed beyond your organisation and its professional advisers on a "need-to-know" basis".

8.14.2 For the avoidance of doubt Tenderers should not assume that the current staffing or resource levels or current arrangements are necessarily appropriate or adequate.

## 8.15 Specification

8.15.1 The Specification will set out the service requirements and standards together with a performance management framework. The Specification will, subject to amendments arising from the Competitive Dialogue process, form part of the Contract and the successful tenderer will be bound to provide services in accordance with the Specification.

## 8.16 Conditions of Contract

8.16.1 These are the terms and conditions which the Council proposes to enter into with the successful Tenderer. This document, subject to amendments arising through the dialogue process, will form part of the Contract and the successful tenderer will be bound to provide the services in accordance with the Conditions of Contract.

8.16.2 As part of the Competitive Dialogue process, the Council will wish to discuss these Conditions of Contract with Tenderers. Outline Solutions should be based upon the Conditions of Contract as drafted; but during the dialogue phase for Outline Solutions the Council will wish to discuss the following matters as a minimum:

- Contract Period;
- The form of security;
- Performance Monitoring and Deductions; and
- Indexation.

8.16.3 Additionally, as part of their Detailed Solutions Submission, each Tenderer is requested to provide a commentary on the draft Contract provided.

## 8.17 Social Value

8.17.1 In Melton, we as a Local Authority, aim to work with our various service partners, providers and employers on a shared joint vision to ensure Melton continues to thrive as a local economy whilst also ensuring meaningful progress on the transforming lives agenda. The wider mutual and societal benefits should be achieved as a natural by-product of us 'doing the right thing' by our residents. We have already started to demonstrate savings and social value within our organisation and positive impact on our residents through this co-ordinated partnership approach.

8.17.2 Inevitably, a workforce presents various challenges in the form of individual employee's personal, health, welfare and wellbeing issues which

threaten the stability of the employee's position. The way in which we deal with these challenges when they are presented can have a socially and financially detrimental impact on both the individual and the employer. We would like our service providers to sign up to a joint co-ordinated approach which would see us working together both during recruitment stages and if such challenges are presented within your existing workforce.

8.17.3 The approach accords with the ethos of the Me & My Learning service which can be accessed here: <http://www.melton.gov.uk/meandmylearning/>

#### 8.18 Mobilisation

8.18.1 Around 6 months has been provided within the procurement timetable for the mobilisation of the new contract.

#### 8.19 Tenderers Open Days

8.19.1 The Council will host two open days to enable Tenderers to inspect the depot/waste transfer station. These open days will be held on Thursday 27<sup>th</sup> April at 10am or Thursday 4<sup>th</sup> May 2017 at 10am.

8.19.2 Tenderers wishing to attend should contact Mrs Victoria Clarke at [vclarke@melton.gov.uk](mailto:vclarke@melton.gov.uk) for further information.

#### 8.20 Governance Process

8.20.1 Internal governance/project team:

The Officer group meets monthly, supported by Head of Central Services, Head of Procurement and the Borough Solicitor. This group provides information to the Member Waste Task Group who also currently meet monthly. The Waste Task Group oversee the Procurement of the Waste Collection & Street Cleaning Contract and report back to the Rural, Economic & Environmental Affairs Committee with recommendations on a long term Waste Collection & Street Cleaning Service.

8.20.2 Approvals received to date:

REEA 09.03.16 – Support utilisation of a PIN notice as part of OJEU and arrangements delegated to Head of Regulatory Services

REEA 08.03.17 - Approval of Competitive Dialogue process for OJEU, Approval of evaluation of the price/quality criteria weightings at 60:40, Agreement of Terms of reference for Waste Task Group

8.20.3 Approvals at contract award:

The Head of Regulatory Services has delegated authority to select contractors to tender for work or supply services to the authority and to compile and maintain lists of selected tenderers in accordance with "Contract Procedure Rules". This Officer will be responsible for selecting the short list of tenders. The relevant Director in conjunction with the Policy chair has the authority to award the contract however due to the high value and the importance of this service to the council this will be recommended to be referred to the Full council for approval.

REEA (13.02.18) to recommend to full Council the award of the contract.

Full Council (22.02.18) will then be responsible for making the final award decision. This decision will be limited to their approval for the appointment of the supplier who has the highest evaluation score or a decision not to award the contract at all."

8.20.4 The Council is being supported in the technical aspects of this procurement by Amec Foster Wheeler Environment & Infrastructure UK Limited, in the legal aspects of this procurement by Freeths LLP and in the procurement aspects of this procurement by Welland Procurement Unit.

## **Appendix 1: Statutory Information**

### **A2.1 Freedom of Information Act 2000**

- 2.1.1 The Council must comply with Freedom of Information law. The law enables anyone to require it to disclose to them any information it holds, including information relating to Contracts.
- 2.1.2 You may consider that some information you supply to the Council should not be disclosed to other people or organisations under Freedom of Information law. If you do, you must tell the Council
- 2.1.3 If you wish to find out more information then the following government websites are useful sources of information:
  - Freedom of Information Act:  
[www.legislation.hmso.gov.uk/acts/acts2000/20000036.htm](http://www.legislation.hmso.gov.uk/acts/acts2000/20000036.htm)
  - Information Commissioner's website: <http://ico.org.uk/>

### **A2.2 Confidentiality**

- 2.2.1 The information supplied by the Council in connection with this procurement must be treated as confidential, however it may be disclosed for the purpose of obtaining quotations required for the preparation of the bid and for insurance purposes.
- 2.2.2 The information provided by the Tenderers in their submissions will be treated as confidential by the Council (for exceptions to this rule please refer to A2.1 above).

### **A2.3 Disclaimer**

- 2.3.1 The Council has prepared this ISOS. The Council will not accept any responsibility or liability for advising any recipient of any changes or additions to the information contained in this ISOS, or any other information relating to the project which comes to its attention.
- 2.3.2 Although every care has been taken in preparing the ISOS, no representation, warranty or undertaking, expressed or implied, is, or will be made, and no responsibility or liability will be accepted by the Council or by any of its officers, employees, servants, agents or advisers ('Connected Persons') as to the accuracy or completeness of the ISOS or any other written or verbal information made available to any interested party or its advisers. Any liability, however arising, is disclaimed.
- 2.3.3 Data provided by the Council to interested parties will be given in good faith but interested parties will have to make their own investigations and



interpretation. No liability will be accepted by the Council for the accuracy or completeness of that data.

- 2.3.4 Neither the receipt of this ISOS by any person, nor any information contained in it or distributed with it, or subsequently communicated to any interested party or its advisers is, or is to be taken, as constituting the giving of investment advice by the Council.
- 2.3.5 Nothing in this document is, or should be, relied on as a promise or representation as to the future. The Council reserves the right, without principle, to change the procedure for the project competition or any of the proposals or information in relation to the project.
- 2.3.6 The Council reserves the right not to follow up this invitation in any way and/or withdraw from the procurement process, and no expense incurred by any person in responding to the invitation and preparing an expression of interest will be reimbursed by the Council or Connected Persons. The Council reserves the right not to award a contract.

[Back to Contents](#)