****

Service Information Document for

Waste Management Services

For

LEEDS COLLEGE OF ART

**Originator: Corina Kettlewell**

**Date: November 2016**

**Approved by:**

**Type: Tender**

**Revised:**

Contents

[1. INVITATION TO TENDER LETTER 3](#_Toc468180545)

[2. INSTRUCTIONS TO TENDER 4](#_Toc468180546)

[3. TENDER TIMETABLE 5](#_Toc468180547)

[4. GENERAL CONTRACT REQUIREMENTS 6](#_Toc468180548)

[5. LEEDS COLLEGE OF ART; SERVICE INFORMATION DOCUMENT (SID) 8](#_Toc468180549)

[5.1. Service Requirements 8](#_Toc468180550)

[5.2. Campus Overview 8](#_Toc468180551)

[5.3. Site Constraints 9](#_Toc468180552)

[5.4. Government Objectives 9](#_Toc468180553)

[5.5. Contract Objectives 10](#_Toc468180554)

[5.6. Mobilisation Process 10](#_Toc468180555)

[5.7. Overview of Requirements 10](#_Toc468180556)

[5.8. GENERAL SERVICE REQUIREMENTS 11](#_Toc468180557)

[6. SCOPE OF SERVICES 12](#_Toc468180558)

[7. QUALITY 14](#_Toc468180559)

[8. INSURANCES 14](#_Toc468180560)

[9. THE WORKING ENVIRONMENT 14](#_Toc468180561)

[10. ACCESS PROTOCOLS, SECURITY AND CONTROL 15](#_Toc468180562)

[11. CONTROL AND SUPERVISION OF THE WORKS 15](#_Toc468180563)

[12. SUB-CONTRACTORS 15](#_Toc468180564)

[13. WASTE CONTAINERS AND COLLECTION 15](#_Toc468180565)

[14. EMERGENCY COLLECTIONS 16](#_Toc468180566)

[15. TIMES OF COLLECTIONS 16](#_Toc468180567)

[16. EMPTYING FREQUENCY 16](#_Toc468180568)

[17. SEGREGATION OF WASTE 16](#_Toc468180569)

[18. WASTE REDUCTION 16](#_Toc468180570)

[19. WASTE RECYCLING 16](#_Toc468180571)

[20. COMMERCIAL ARRANGEMENTS 17](#_Toc468180572)

[21. PAY PER LIFT AND WEIGHING WASTE 17](#_Toc468180573)

[22. VEHICLE TRACKING AND CLIENT PORTAL 17](#_Toc468180574)

[23. OPTIONAL WASTE 17](#_Toc468180575)

[24. LEGAL REQUIREMENTS 18](#_Toc468180576)

[25. CONTRACT MANAGEMENT 19](#_Toc468180577)

[26. PERFORMANCE REVIEW MEETINGS 19](#_Toc468180578)

[27. PERFORMANCE MONITORING 19](#_Toc468180579)

[28. SERVICE REPORTING AND MANAGEMENT INFORMATION 20](#_Toc468180580)

[29. ANNUAL SERVICE REPORTS 21](#_Toc468180581)

[30. INVOICING 21](#_Toc468180582)

[31. COMPLAINTS HANDLING 21](#_Toc468180583)

[32. RECORD KEEPING 22](#_Toc468180584)

[33. REFERENCES 22](#_Toc468180585)

# INVITATION TO TENDER LETTER

Monday 5th December 2016

**RE: LEEDS COLLEGE OF ART WASTE TENDER**

Leeds College of Art wishes to invite your company to tender for the management and disposal of waste services (non-hazardous and optional hazardous waste).

The new contract is due to commence W/C 17th April 2017. The contract duration is for 2 years with 2 twelve month extensions subject to satisfactory performance.

You are invited to provide your proposals for waste services in accordance with the College’s requirements and, terms and conditions. We enclose the following;

* Main Specification - Service Information Document (SID)
* Appendix A - Pricing Schedule
* Appendix B – Scoring Criteria
* Appendix C - Waste Invitation to Tender Questionnaire (including Non-Collusion Statement and Form of Tender)
* Appendix D – Terms and Conditions
* Appendix E – HS 41 Health & Safety Contractor & Supplier Guidelines
* Appendix F – Contractor Competency Questionnaire

N.B. The Contractor Competency Questionnaire will be used post evaluation. It will not be used for scoring however the Supplier will need to satisfactorily complete in order to award a contract.

To assist you in preparing your proposal a site visit has been organised for all contractors to attend. The site visit will start at Blenheim Walk, and we will walk to the Geoff Hodgeson House (optional confidential waste only), and Vernon Street. The visit is expected to take no longer than 2.30hrs subject to Q&A’s on site. Please report to Blenheim Walk reception (LS2 9AQ, parking unavailable), at **10am Tuesday 13th December 2016.**

We kindly ask you to acknowledge receipt of your invitation to tender documents and confirm attendance on site at Blenheim Walk by emailing corina.kettlewell@leeds-art.ac.uk.

Please submit your tenders electronically to tenders@leeds-art.ac.uk no later than **10.00am Tuesday 10th January 2017** addressing your tender submission to the Facilities Manager, Corina Kettlewell with reference WASTE\_2016/17.

Please contact me if you have any queries relating to the tender or the documentation, all queries will be published on The Contracts Finder <https://www.gov.uk/contracts-finder>

Yours Sincerely

Corina Kettlewell

Facilities Manager

# INSTRUCTIONS TO TENDER

Your completed Tender must be submitted using to tenders@leeds-art.ac.uk not later than the time and date stated in the Invitation to Tender letter.

Tenders submitted after the time and date stipulated may, at the sole discretion of Leeds College of Art, be rejected.

All details of the Invitation to Tender, enclosed documents and the subsequent amount Tendered must be treated as private and confidential and thus shall not be disclosed to any party, whether your Tender is successful or not, unless non-disclosure would prevent Leeds College of Art from fulfilling its obligations under the Freedom of Information Act 2000.

Should you decline to Tender, all electronic or hard copy documents comprising the Invitation to Tender shall be destroyed. Confirmation of this action must be made to Leeds College of Art.

It is your responsibility to ensure that you have received all of the documents listed in the Invitation to Tender letter and that each is complete in the number of pages and the reproduction of each page.

Prices should be submitted on the Pricing Schedule in Appendix A. Each item must have a unit rate or price entered in the appropriate section and be extended and totalled accordingly.

You are required to abide by your Tender for the period of 12 calendar months from the submission date stated in the Invitation to Tender letter or any extension thereof and which may be accepted at any time during such period.

Where Leeds College of Art discovers any errors or omissions in your Tender, this will be pointed out and you will be given the opportunity either to confirm you adhere to the Tender sum or to correct the error omission. Your decision and any subsequent adjustment must be confirmed in writing. Leeds College of Art reserves the right to disqualify incomplete Tenders.

No Tender or any part of it shall be deemed to have been accepted, unless such acceptance shall have been notified to the Tenderer in writing by Leeds College of Art.

Tenders submitted must be strictly in accordance with the Tender Documentation. Should you wish to discuss any part of the Invitation to Tender or should you discover any discrepancies therein or be in any doubt as to the meaning thereof you should at once notify the Signatory of the Invitation to Tender letter. All such matters are to be cleared within the tender period.

Leeds College of Art shall not be responsible for or pay for any losses or expenses that may be incurred by you in the preparation and submission of your Tender.

The Form of Tender must be completed by an authorised signatory as it is acts as an electronic signature.

# TENDER TIMETABLE

See below the expected timetable for the tender process. The College reserve the right to change any of the dates:

|  |  |
| --- | --- |
| **Tender Stages** | **Suggested Dates** |
| Email tender invitations | W/C 5th December 2016 |
| Open Day for all Suppliers at College sites | Tuesday 13th December 2016 |
| Deadline for Tender Queries | Friday 16th December 2016 |
| Deadline for returns of ITT’s | Tuesday 10th January 2017 10am |
| Evaluation of ITT’s | Tuesday 10th January 2017 to Thursday 12th January 2017 |
| Post-bid Clarifications  | Thursday 19th January 2017 |
| Site Visits | By Appointment |
| Recommendations to Board of Governors | Wednesday 1st March 2017 |
| Final Evaluation/agree successful supplier | Monday 6th March 2017 |
| Issue Award and Unsuccessful Letters | Monday 6th March 2017 |
| Award/Sign Contract | Tuesday 21st March 2017 |
| Contract Start Date | W/C 17th April 2017 |

# GENERAL CONTRACT REQUIREMENTS

Please also refer to the Contractor Guidelines attached to the tender documents and the points below.

AUDIT ACCESS

Leeds College of Art may undertake periodic audits and site visits of the later stages and final destinations of their waste. This will allow the Supplier to demonstrate that steps have been taken to prevent the illegal treatment of waste.

VARIATIONS

In the event where building alterations or changes in the building use necessitate changes in the number of, type of, or location of containers, or the access to the containers in the schedule, Leeds College of Art will review the position with the Supplier. The overall cost of the Services shall be adjusted pro rata in accordance with the rates in the tender, if appropriate with all collections terminating at the same contract end date.

INSPECTION OF THE SITE

Suppliers are advised that they must, before submitting a tender, ascertain the nature of each site and all local conditions and restrictions likely to effect the execution of the works and services; Leeds College of Art will not accept costs omitted by the Supplier after contract award. See Tender Timetable in section 3 for site visits.

Suppliers shall contact Corina Kettlewell, Facilities Manager, to confirm attendance at each site visit. No visits are to be made direct to the building without prior arrangement.

POST BID CLARIFICATION MEETING

Should your company be short-listed you must be prepared to undertake a formal presentation to members of the Estates and Finance department at Leeds College of Art. Your named Account Manager will be required to attend such a presentation. The meeting is scheduled for Thursday 12th January 2017.

SERVICE LEVEL AGREEMENT

As part of your tender submission please submit a draft service level agreement, detailing how you would propose to operate the Contract on a day-to-day basis.

The named Account Manager will work with Leeds College of Art Facilities Manager and/or Facilities Supervisor to define the Service Level Agreement for the contract.

SITE VISITS

Site visits may take place to your premises to evaluate the candidate screening process at a pre-arranged time and date

VEHICLE CONTROL

Throughout the Contract Period the Supplier shall observe all Road Traffic Regulations, Statutory, Leeds College of Art or manufacturer’s regulations and recommendations in respect of the operation and maintenance of vehicles used for the provision of the Services.

WORK WEAR

The Supplier’s staff must be provided with suitable protective clothing which must clearly be labelled with the Contractor’s name and worn at all times whilst on Leeds College of Art campuses.

NUISANCE

The appointed Supplier shall prohibit employees from causing any unreasonable disturbance whilst on Leeds College of Art campuses, this includes but is not restricted to the use of radios, cat calling or the use of the horns (except the using of reversing alarms).

The Supplier shall take care not to cause disturbance to Leeds College of Art neighbors, adjacent businesses and nearby residents when undertaking collections at any of the College campuses.

RISK ASSESSMENTS & METHOD STATEMENTS

A risk assessment is to be carried out prior to the commencement of site works, in accordance with Regulation 3 of the Management of Health and Safety at Work Regulations 1999. The Risk assessment shall incorporate the procedures carried out by the Supplier’s operatives and should include the following:

* Assessment of tasks;
* Hazard identification and risk assessment;
* Identification of safe methods;

SIGNS, BARRIERS AND ROPING OFF

The Supplier shall take all necessary steps to sign, barrier and rope off any areas deemed unsafe for pedestrians and vehicles when undertaking duties. Accidents as a result of carelessness are the liability of the Supplier.

ADVERTISING

The Supplier will not display or permit advertisements to be displayed on this site without the consent of the nominated Facilities Manager and/or Facilities Supervisor.

SMOKE, NOISE AND PETS

Smoking within any part of the building is not permitted at any time and the noise generally shall be kept to a minimum. Pets of any kind are not allowed on the campus.

GENERAL POINTS

Leeds College of Art continually strives to achieve best value for money. In this context, we are interested to receive any valid suggestions from Suppliers on any relevant aspects of this tender which would result in value for money advantages for Leeds College of Art. Such suggestions shall be in writing as an additional option to the tendered price and shall be part of the Tender submission.

# LEEDS COLLEGE OF ART; SERVICE INFORMATION DOCUMENT (SID)

## Service Requirements

This Service Information Document (SID) details the non-hazardous waste management services required by Leeds College of Art (the Purchaser), and optional hazardous waste management services. The Supplier will be required to provide the following services in accordance with this SID:

* Planned waste collections at all of the identified locations;
* Provision and maintenance of waste storage bins as identified;
* Periodic cleaning of bins;
* Reactive waste collections as instructed;
* Proactive approach to reducing the College’s waste and improving environmental credentials

Mandatory waste streams must be priced and details of hazardous waste processing and management should be offered as part of the tender.

Collections shall be priced per lift and the Supplier shall work with the College to identify whether collection by weight is more cost effective. There will be no charge issued to Leeds College of Art for undertaking service reviews and altering the collections to make cost savings in this way.

## Campus Overview

Leeds College of Art are tendering waste services for all three sites, all of which are located within Leeds City Centre. The following buildings (Affected Property) are listed below however Leeds College of Art reserves the right to add or remove any buildings (or part thereof) with prior written notice:

* Blenheim Walk, Leeds, LS2 9AQ – Higher Education
* Vernon Street & Rossington Street, Leeds, LS2 8PH – Further Education
* 160B Geoff Hodgeson House, Leeds, LS2 9EN – Office (optional collection of Confidential Waste only)

Currently 700 further education students and 70 staff based at Vernon Street. A further 200 staff teach 1300 higher education students at Blenheim Walk. Blenheim Walk and Vernon Street provide bespoke art courses in both higher and further education.

Many of the workshops and studios allow bespoke art education to take place; this can generate a variety of waste.

Further information on the College can be found at <http://www.leeds-art.ac.uk> however the College teaches (and is not limited to);

* Woodworking
* Photography
* Fine Art
* Printed Textiles
* Fashion
* Ceramics

Blenheim Walk and Vernon Street operate for 51 weeks of the year with 1 week building closure over Christmas, and bank holidays. At certain times during the academic calendar waste disposal demands fluctuate. The Supplier must work flexibly with Leeds College of Art to accommodate peaks and troughs in demand at certain times of the academic calendar.

Leeds College of Art currently use an intermediary service. Our preference is to appoint a main contractor to manage waste disposal and to improve the overall waste management and education of staff and students.

Leeds College of Art are expanding the Blenheim Walk site and a new facility of approximately 6000m2 will require servicing in 2018/19. The student population is expected to double by 2019 and the successful supplier is expected to work with the College prior, during and after the new building has been completed to facilitate waste collections and improve the Colleges waste management.

A proposal of how additional waste can be managed during changes should be provided.

## Site Constraints

All bins must be clearly labelled and must be stored tight against the wall, or in their respective positions not obstructing access (areas at both sites are fire evacuation routes).

Leeds College of Art will issue the Supplier with gate keys/fobs/access instructions and will require that the Supplier and Supplier’s subcontractors manage their own access to this courtyard at times agreed with Leeds College of Art. The Supplier must they (and their subcontractors) lock gates following service collections and maintain a secure site.

BLENHEIM WALK SITE EXISTING CONSTRAINTS

There are two bin compounds at Blenheim Walk. General waste, recyclable waste, fluorescent tubes and refectory waste are located within a courtyard off the residential street Archery Road, and through locked double gates.

The second gated compound is off St Marks Road, a residential street. This is a rear yard containing skips, WEEE waste, Ink & toner waste, and the extraction hopper collecting sawdust waste. Again the same security principles apply in accordance with Archery Road.

VERNON STREET SITE EXISTING CONSTRAINTS

Vernon Street site is a city centre location with narrow streets around the perimeter. Access to the bins is via Rossington Street which is shared with Leeds Civic Museum via locked double gate.

GEOFF HODGESON HOUSE SITE EXISTING CONSTRAINTS

Geoff Hodgeson House is in a city centre location on a busy road. The only collections required here are ad-hoc confidential waste and may be tendered as an optional waste stream. Access to this site is via an intercom (staffed hours Monday to Friday 8:30am-5pm) and collections should take place during office hours.

## Government Objectives

Leeds College of Art is committed to its Carbon Management Plan and HEFCE objectives of achieving sustainable waste management by:

1. Reducing the amount of waste produced
2. Making the most efficient use of waste
3. Selecting waste management options which minimise the risk of environmental pollution and harm to human health
4. Adhering to the hierarchy of waste
5. As laid out in the 1995 White Paper ‘Making Waste Work’

Leeds College of Art recognises the need to manage their waste disposal utilising the ‘best available techniques not entailing excessive cost’, and reducing cost.

The Supplier shall be required to enter into a contract to provide the relevant Services in accordance with the stated objectives and in accordance with the terms and conditions outlined in the SID and Tender documents.

## Contract Objectives

The Contractor is required to achieve an effective and efficient waste collection service at each of the identified Properties. The key objectives are to:

* Provide a cost efficient, quality driven service that achieves 100% of scheduled collections for all identified Properties. This will be a KPI and all scheduled collections must be on time
* Maximise volumes of waste materials recycled and help the College to minimise waste
* Maintain safe working practices including the use of a recognised risk assessment/ management system to ensure that standards remain consistently high and that any reduction in the quality of service is recognised and corrected
* Provide clear audit information on a monthly basis, as a minimum meeting with Leeds College of Art HESA requirements (section 27. Service Reporting and Management Information) and where necessary on request.
* Achieve Zero waste to landfill in line with the waste hierarchy – reduce, reuse, recycle, recovery and landfill

## Mobilisation Process

Leeds College of Art require the contractor to provide a mobilisation strategy with their tender documentation. This should outline a seamless transition from the old contract to the new and offer minimal disruption to Leeds College of Art. Normal service should resume with a new Supplier. The College reserves the right to refuse or amend the mobilisation to reduce risk and disruption at award of contract.

Keys for all sites awarded will made available at the College’s Blenheim Walk reception 1 week before the contract commences. These keys must be collected during normal College operating hours.

Alterations to the existing bin collections may be made during the contract to minimise disruption at the start of the contract term.

## Overview of Requirements

DEFINITIONS OF NON-HAZARDOUS WASTE MANAGEMENT

The non-hazardous waste management service provided by the Supplier shall consist of the following types of non-hazardous waste management;

* Planned Waste Collections – refers to all waste collections which are carried out on a daily, weekly and monthly basis in accordance with a pre-agreed planned programmed as required to maintain the Affected Property to the required standards as defined in this SID;
* Reactive Waste Collections – refers to any waste collections carried out in response to:
	+ An occurrence of non-compliance with the pre-agreed planned programme and is intended to ensure waste does not collect at any of the identified Properties. These collections will be at no cost to the Purchaser.
	+ Additional reactive waste collections shall be provided on a call-off basis charged to the Employer on a monthly basis in accordance with the pre-agreed additional collection rates.

The vast majority of the waste produced by the Leeds College of Art is controlled waste and includes waste produced by office work, food handling, workshops, studios and other domestic activities.

## GENERAL SERVICE REQUIREMENTS

Leeds College of Art has determined the appropriate frequencies, within the time constraints for waste collections, to suit the needs of the core services to maintain a safe and clean environment for all users. Waste collection frequencies are to be no less than those specified in the Pricing Schedule in Appendix A unless with prior written agreement of Leeds College of Art.

Leeds College of Art expect all staff engaged on the contract are trained appropriately on the delivery of waste management services and the operation of relevant information. It is expected that all personnel where appropriate received training as follows;

* COSHH regulations as issued by the Health and Safety Executive;
* Manual handling;
* Site Health and Safety Induction;
* Individual training for each piece of powered equipment
* Driving a vehicle for waste collections

The Supplier shall:

* Ensure that the Services achieve all relevant statutory obligations;
* Ensure that Services do not interfere with the activities of the Purchaser;
* Prepare and submit waste collections and recycling records in line with Leeds College of Art template (HESA requirements), on a monthly basis;
* Replace bins correctly after a task is completed;
* Not damage or disfigure any part of Purchasers Property in the course of waste collections;
* Ensure that all equipment used in the delivery of Services meets relevant electrical and mechanical safety requirements.
* The Supplier is to ensure that all its Staff meet the following requirements:
* All staff have successfully passed the Suppliers own recruitment and pre­-employment checks, such as but not necessarily limited to satisfactory health checks and references from previous employers;
* All staff have a valid UK work permit where required;
* All Supplier personnel and subcontracted staff shall be suitably qualified, trained and experienced in providing the services required by the Supplier;
* All Supplier personnel shall be made aware of an adhere to relevant policies and requirements of the Purchaser or a relevant user organisation of the facilities insofar as they may apply to the delivery of Services;

All Supplier personnel shall wear a uniform including appropriate footwear and, if required, appropriate PPE.

Contracts will be awarded to those Suppliers that have the proven ability to provide the best service for each waste stream(Appendix A Pricing Schedule) in relation to cost and environmental requirements.

The scope of work comprises of the provision of a comprehensive service including the collection, removal and disposal of controlled waste from the Leeds College of Art. The contract shall have a key focus on waste minimisation, recovery, and recycling.

# SCOPE OF SERVICES

PLANNED NON-HAZARDOUS WASTE MANAGEMENT REQUIREMENTS

The provision of non-hazardous waste management services is to be based on a 51-week provision for all sites and to the frequencies set out in the Pricing Schedule. The Supplier is expected to submit, and develop the following to Leeds College of Art:

* Appropriate method statements
* Planned waste collection programme

Both method statements and programmes shall form part of the Suppliers Plan. The Supplier shall in conjunction with Leeds College of Art continuously review and amend the Suppliers Plan with the view to improve the service delivery through innovation and efficiency savings.

OPTIONAL HAZARDOUS WASTE MANANAGEMENT REQUIREMENTS

From time to time the College generates hazardous waste. Leeds College of Art will contact the awarded supplier to seek assistance with disposal.

If the Supplier is able to handle and manage hazardous waste the Supplier shall submit further details of types process and accepted.

ADDITIONAL SERVICES

The Supplier may be asked to provide management and collection services for the following waste streams;

* Batteries
* Confidential
* Sawdust
* Chemical Waste (photo processing chemicals)
* Hazardous Waste
* Adhesive and Solvent Waste
* Cooking Oil

The Supplier shall provide details of whether containers can be provided for the above and highlight whether the waste streams be collected. Provide details in the tender submission.

ENVISAGED WASTE COLLECTION CYCLE

Leeds College of Art envisages the Contractor undertaking planned waste collections according to the frequencies outlined in Appendix A Pricing Schedule; however this is open for discussion where the Supplier believes a more cost efficient solution is practical without compromising standards or limiting space at the Affected Property(s).

REACTIVE WASTE COLLECTIONS

The Supplier shall provide a reactive waste collection service to address reactive waste collections requests from Monday to Saturday as well as continue with the envisaged waste collection cycle.

Requests shall be responded to within the response times below as specified by the Leeds College of Art.

PRIORITY CATEGORISATION

The responsive waste collections shall be provided on a priority categorisation basis in line with the following guidance for the use of each priority category:

* Rectification - Waste collections to resolve an occurrence of non-compliance with the pre-agreed planned collection programme. These collections require immediate action and are at no cost to Leeds College of Art.
* Routine - Additional waste collections requested by the Facilities Manager and/or Facilities Supervisor

The Supplier shall respond and rectify within the following rectification periods:

|  |  |
| --- | --- |
| Priority Category | Collection Period |
| Rectification | 24 hours |
| Routine | As agreed with Facilities Manager and/or Facilities Supervisor |

BIANNUAL CLEANING OF BINS

The Supplier shall be responsible for the cleaning and maintenance of bins provided by the Supplier for use by Leeds College of Art, for the duration of the contract. Bins shall be cleaned on a bi-annual basis, the dates of which shall be scheduled and agreed with Leeds College of Art on an annual basis. Access to the Properties for periodic cleaning of bins by agreement with the Facilities Manager and/or Facilities Supervisor.

PROVISION OF WASTE BINS

The Supplier shall be responsible for providing suitable bins and any reasonable repair, maintenance and replacement required throughout the duration of the contract. All costs associated with this are deemed to be included in the Contract fixed lump sum price for planned waste collections. Leeds College of Art will only be responsible for any costs relating to repair and/or replacement caused by misuse by Leeds College of Art staff.

SPECIALIST SUPPORT

Leeds College of Art is a specialist educational establishment which prides itself on being a market leader. The Supplier shall offer where possible (and are not limited to);

* Educational workshops and seminars
* Statistics (and literature) for students and staffs
* Recycled Arts and Crafts materials for potential projects (insurances permitting)
* Innovation for reducing waste, cost and improving the service

Leeds College of Art is also committed to its Carbon Management Plan and the Supplier shall be issued any relevant extracts on contract award to work with the College on waste matters and meeting the targets set out in this document.

EDUCATIONAL AND LOCAL OPPORTUNITIES

The Supplier shall state in their submission whether local initiatives for apprenticeship schemes, local employment opportunities or collaborative projects with Leeds College of Art are possible. Other opportunities the Supplier can offer are welcomed in the Tender.

# QUALITY

The Service provided by the Contractor shall be subject to the quality standards detailed in this section.

APPROACH TO QUALITY

The Supplier shall implement a Quality Management System (QMS) in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for auditing and monitoring the quality of the services.

The Supplier shall further hold and maintain valid IS09001, IS014001 and OHSA518001 accreditation or an equivalent at all times to ensure:

* Commitment to quality
* Expert service delivery
* Environmental waste licences are current and applicable

A high quality, high value for money and expert service delivery shall be demanded from the Supplier to ensure continuously high standards of reliability, availability and presentation.

The Supplier shall commit to accurate and visible self-monitoring and quality audit of their performance by providing data to fair and accurate produced results against the predetermined and agreed Service Level Agreements as detailed in this Service Information Document.

# INSURANCES

The Supplier shall at all times maintain the following insurance;

* Public liability insurance of no less than £5,000,000 (five million pounds), with a reputable insurer
* Employers liability insurance of no less than £5,000,000 (five million pounds), with a reputable insurer

Leeds College of Art shall require that the Suppliers sub-contractors receive both public liability and employer’s liability insurance of the above cover levels.

Evidence of insurances should be provided in the Tender submission.

# THE WORKING ENVIRONMENT

The Supplier shall ensure at all times that all waste collections are undertaken with due regard to the working environment.

Supplier’s personnel shall at all times be neat, tidy and clean in appearance and wear a uniform/PPE that will bear a clearly identifiable company emblem.

All personnel shall undertake their duties without creating an untidy appearance of the working environment; equipment will be clean and shall not visually or audibly create a nuisance or disturbance to occupants of the Affected Property or nearby properties. Personnel including any sub-contractors shall be polite, courteous and considerate at all times.

The Supplier at no time whatsoever shall leave equipment unattended or in a position where they obstruct the occupants of the Property and/or may give rise to breaches in health and safety.

# ACCESS PROTOCOLS, SECURITY AND CONTROL

The Supplier shall be required to conform to the prevailing security requirements of each individual Property, which may include the signing of site access logbooks.

# CONTROL AND SUPERVISION OF THE WORKS

The Supplier shall ensure that the Contract is properly managed and the services are adequately supervised at all times. The Contractor shall observe all instructions from Leeds College of Art and all reasonable requests from the Facilities Manager and/or Facilities Supervisor or their nominated Representative(s).

# SUB-CONTRACTORS

The Supplier shall not employ sub-contractors to undertake the main duties of this contract. The main duties of this contract are the collection of;

* General waste management
* Recyclable waste (metal, card, paper, plastic etc.) management

Where the Supplier intends to employ suitable sub-contractors for optional waste streams the Supplier shall declare such intention to Leeds College of Art by providing a schedule of sub­-contractors in respect of this Contract. If at any time the Supplier wishes to replace a sub-contractor, then the Supplier shall bring this to the attention of the Leeds College of Art, with 4 weeks notice, whom reserves the right to decline the use of any proposed sub-contractor.

Costs in respect of sub-contracted waste streams may be provided and cost shall not increase for at least the first year of the contract.

The Supplier’s sub-contractors will be bound by the conditions of contract agreed between Leeds College of Art and the Supplier.

# WASTE CONTAINERS AND COLLECTION

The Supplier shall be responsible for providing the number and type of waste storage containers appropriate for each sites requirement as detailed in the Appendix A Pricing Schedule, at the contractors cost.

The Supplier shall state if they are able to provide ad-hoc skips specifically for builder’s waste and studio and/or workshop waste. If so, please detail how waste from the skips would be segregated into hazardous and non-hazardous. Price in Appendix A Pricing

The Supplier shall maintain containers in good condition appropriate to the collection environment; replace or repair from fair wear and tear, at no extra cost to Leeds College of Art.

The Supplier shall detail how they would deal with additional waste left outside the waste storage containers.

The Supplier shall leave the container sites in a clean and tidy condition to the satisfaction of the Leeds College of Art after each collection. No waste is to be left on Site after collection and the containers must be returned to the point of collection.

On arrival at a waste collection point should the Supplier find the site to be in an untidy/unfit condition that prevents the Supplier’s personnel from collecting, they are to inform either the Facilities Manager or Facilities Supervisor immediately. In the instance this is not possible the Cleaning Supervisor or Building Service Operative should be informed.

# EMERGENCY COLLECTIONS

The Supplier shall be able to provide an emergency waste collection service when requested by Leeds College of Art. Please state your emergency response time in your tender submission.

# TIMES OF COLLECTIONS

The Supplier shall make collections of main waste streams (general, paper, card, recyclable) during the hours scheduled in Appendix A. Skips and other waste streams may be collected during normal working hours, unless otherwise requested by prior arrangement with Leeds College of Art.

For the purposes of this tender, normal working hours shall be deemed to be Monday to Saturday, excluding public and Leeds College of Art holidays, from 06:00 to 18.00.

All collections will be carried out discretely and with minimal impact on the neighbouring businesses and residential properties.

# EMPTYING FREQUENCY

The emptying frequency is set out in Appendix A. Leeds College of Art reserve the right to amend the emptying frequency to suit the operations and the academic year.

# SEGREGATION OF WASTE

Leeds College of Art requires the facility to segregate types of waste in order to minimise the amount of waste sent to landfill and to increase the opportunities for recycling. The Supplier shall provide details of their ability to segregate within the tender for each individual waste stream (Appendix A Pricing Schedule). Please provide full details.

Where a segregation facility is proposed for Leeds College of Art sites, the Supplier shall ensure that the facility is clearly identifiable and labelled to allow the segregation.

# WASTE REDUCTION

Leeds College of Art are keen to reduce the amount of waste produced for collection and put to landfill. The Supplier shall provide advice, guidance and actively work with Leeds College of Art to develop a waste reduction programme. The Supplier shall detail how they will implement such a programme – please provide example action plan.

The Supplier shall also detail the waste reduction facilities that they will provide as part of the service. In particular, the Supplier will detail whether or not they are able to recycle the materials listed in Appendix A that form part of our Leeds College of Art waste streams. In addition, where a third party sub contractor is used to provide a service for any of the waste streams above then the Supplier will makes this clear and provide details.

# WASTE RECYCLING

Leeds College of Art is seeking to improve its environmental performance through the increased re-use and recycling of its waste. Suppliers shall include proposals for the development and maintenance of current internal recycling initiatives, or the implementation of new schemes for the materials in which they are interested.

Current recycling initiatives include paper, cardboard, toner and inkjet cartridges, metals, and fluorescent lamps and tubes, mobile phones and computers.

Tenders should outline any proposals that reduce environmental burden through the excessive transportation of waste, may involve social benefit to the local or regional community, or that have given appropriate consideration to re-use before recycling.

Proposals should maximise the potential for re-use or recycling, and highlight cost-effective solutions to reduce Landfill Tax costs and aim for zero landfill waste.

# COMMERCIAL ARRANGEMENTS

The Supplier shall provide details of any commercial arrangements that may generate revenue, such as:

* Landfill tax credits
* Recycling

Please detail any proposals you may have at this stage which both parties could develop for mutually beneficial, including but not limited to revenue /profit sharing for the above type of initiatives

# PAY PER LIFT AND WEIGHING WASTE

Leeds College of Art require the service to be a pay per lift service in the first stages of the contract. The Supplier shall not collect bins or charge for lifts which are empty to half empty.

The Supplier however will monitor the waste collected and will work with Leeds College of Art to determine whether it is more cost effective for the College to pay per bin weight. Leeds College of Art may request weight information and costs at any time during the contract.

Leeds College of Art reserve the right to pay per lift.

The Supplier shall have a facility for weighing each site’s waste by collection point in order to raise an accurate invoice should pay by weight be adopted. The information provided should include weight, date, time bin number and location.

Please detail the type of weighing system proposed and the capabilities of the system.

The Supplier shall allow Leeds College of Art to be present as and when required to observe the waste weighing process.

In addition to weighing waste Suppliers may offer alternative solutions, which must demonstrate, similar cost efficiency and waste control benefits.

# VEHICLE TRACKING AND CLIENT PORTAL

The Supplier may have a facility for Leeds College of Art to track vehicles or a portal to view waste information such as lifts, weight, collections and vehicle movements. Details should be provided.

# OPTIONAL WASTE

Prices for waste management services may be included or excluded from the contract at the decision of Leeds College of Art. Any optional waste streams included (not necessarily at the start of the main contract), will operate under the main contract terms and conditions, terminating on the same date as the main contract.

Separate notice to terminate will not be required and the Supplier shall confirm at the end of the contract, all optional waste streams will also cease.

# LEGAL REQUIREMENTS

The Supplier must carry out all works expeditiously and in strict compliance with all relevant legislation, or latest superseding version including and not limited to the:

* Leeds College of Art policies and procedures, industry good practice guidelines;
* Health and Safety at Work Act 1974
* Environmental Protection Act 1990
* Environment Act 1995
* Environment Protection [Duty of Care] Regulations 1991
* Controlled Waste Regulations 1992
* Controlled Waste (Registration of Carriers and Seizure of Vehicles Regulations 1991
* Control of Substances Hazardous to Health Regulations 1994
* Waste Management Licensing Regulations 1994
* Hazardous Waste Regulations 2005
* Carriage of Dangerous Goods & Use of Transportable Pressure Equipment Regulations 2004
* Any amendments to the above and all other statutory obligations not specifically referred to herein
* Any regulations and guidance issued by the Environment Agency, DEFRA, Department for Transport or HSE

The Supplier is to be a specialist in their field and it is expected that they comply with all appropriate legislation and advise Leeds College of Art of its obligations by law. The following minimum standards are expected;

* Section 34 of the Environmental Protection Act 1990 places a duty of care upon any person who imports, produces, carries, keeps, treats or disposes of controlled waste or, as a broker, has control of such waste to ensure that all such activities are carried out in an authorised manner.
* The Supplier shall be registered with a waste regulation authority. It is therefore essential that the Supplier provides, as part of the tender response, appropriate documentation clearly identifying that they are registered with a waste regulation authority. The Supplier shall confirm the registration with the relevant authority prior to acceptance of any proposal.
* The Supplier shall ensure that any carrier or disposer involved in the Works shall be licensed to carry the waste that is required as part of the Works. The Supplier shall provide in the tender response licence details in respect of any such disposer or carrier.
* The Environment Protection [Duty of Care] Regulations 1991 require the person transferring the waste, and the person to whom it is transferred to complete and sign a waste transfer note containing specific information. Copies are to be held for 2 years.
* The Supplier shall provide Leeds College of Art with all waste transfer notes and certificates of incineration in respect of all types of waste.
* Collection, transfer and disposal must comply with current legislation. Where there are changes to the legislation the Supplier shall actively engage with Leeds College of Art to ensure that both parties are meeting at least the minimum legal requirements.
* The Supplier shall be responsible for obtaining all licenses/permits as may be required under any statute, regulation or by-law of any local authority; or any statutory undertaking or at common law. In this respect the Supplier will at the commencement date of the contract and at other times as required by the Environment Protection Act provide transfer notes in the form prescribed by the Environment Protection Act 1990.
* The Supplier shall include a copy of their company’s own health and safety policy in his tender response.
* The Supplier shall assist Leeds College of Art with regards to any forthcoming legislation, if requested.

# CONTRACT MANAGEMENT

The Supplier shall provide a fully managed service and performance regime to facilitate and minimise disruptions to all Affected Property.

The Supplier is expected to work in partnership with Leeds College Art. The Supplier is required to provide a named person responsible for the management of the contract.

# PERFORMANCE REVIEW MEETINGS

PERIODIC PERFORMANCE REVIEW MEETINGS

Initially on a monthly basis, reducing to quarterly by agreement with the Facilities Manager and/or Facilities Supervisor; the Supplier’s nominated contract manager will be required to meet with the Facilities Manager and/or Facilities Supervisor to review the performance and effectiveness of the Contract on the basis of the Service reports as outlined below. These meetings are used as a forum for raising queries, comments and suggestions, as well as discussing:

* Service review for the period;
* Recycling records;
* Innovation / service upgrades / changes in working practices etc.;
* Mutual agreement for sign-off of monthly payment (when required)
* Key Performance Indicators (KPIs)

# PERFORMANCE MONITORING

MONITORING REGIME

It suits the philosophy of Leeds College of Art to operate an intelligent “Client" role with regard to the management of Services. The management team is therefore relatively small and the onus is solely on the Supplier to demonstrate full ownership of the service monitoring requirements, including an auditable trail for collection, transfer and disposal or incineration of waste.

The Supplier will provide management structures and processes that guarantee effective and efficient service management and reporting. The Facilities Manager and/or Facilities Supervisor retains the right to directly instruct any employee of the Supplier at the Affected Property.

The Supplier is required to undertake the following monitoring regime:

* The Supplier is required to complete a weekly audit on its service performance to ensure the performance Standards are continuously being met;
* To Supplier shall take note of the prioritisation of reported Performance Failures by Leeds College of Art;
* To Supplier shall operate procedures and systems to record information on performance monitoring and reporting; and
* To monitor the performance of the Service and compilation of performance reports.

# SERVICE REPORTING AND MANAGEMENT INFORMATION

MONTHLY SERVICE REPORTS

The Supplier shall provide management information electronically per month in respect of each collection location at their own cost to support and inform regular performance review meetings between Leeds College of Art and the Supplier.

Each service report shall detail the performance of the Supplier over the preceding month. The Supplier shall use the service reports to demonstrate continuous improvements in service delivery in terms of efficiency, economy and effectiveness.

The service reports shall at a minimum include;

* Monthly cost and breakdown for payment
* Performance statistics on all waste management services undertaken:
	+ Numbers of reported missed collections;
	+ Number of Rectification Collections dealt with within rectification periods;
	+ Rectification Collections not dealt within rectification periods;
	+ Number of outstanding Rectification Collections not yet dealt with
* Contract variation requests;
* Forthcoming changes in legislation;
* Health and Safety breaches, incidents, and accidents, near misses and recordable accidents relating to the utilisation of the premises for Supplier parties;
* Recycling data; and
* Review of staffing numbers, contract management structures, service delivery proposals and contractual issues if any changes have occurred.
* General Collection data in waste stream to Higher Education Statistics Agency data submissions (subject to change dependent of legislation);
	+ No of bins
	+ Location of bins
	+ Total number of collections/lifts
	+ Total number of missed collections of waste containers
	+ Total tonnage of waste collected and split for waste outcome i.e. recycled, RDF or other, per month (see table for example)
	+ Breakdown of costs per lift i.e. container rental, landfill and disposal costs

A sample management information report should be included in your tender response.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Aug | Aug | Aug | Aug |
|  | Tonnes  | Recycled  | RDF | Landfill |
| Mixed General Waste  | 11.89 | 9.75 | 2.14 | 0 |
| Cardboard | 2.01 | 2.01 | 0 | 0 |
| Mixed Recycling  | 0.96 | 0.96 | 0 | 0 |
| Sawdust  | 0 | 0 | 0 | 0 |
| Mixed WEEE |   |  |   |   |
| Fluorescent Tubes |   |  |   |   |
| Toner Cartridges & Ink |   |  |   |   |
| Other waste streams collected listed on individual rows |  |  |  |  |
| Total  | 14.86 | 12.72 | 2.14 | 0 |

*Example of basic breakdown information for monthly statistics to assist with College annual Higher Education Statistics Agency submissions. Skip data to be detailed and accurate.*

# ANNUAL SERVICE REPORTS

The Supplier shall provide Leeds College of Art with an annual service report at their own cost and following each Contract Anniversary Date. This annual service report shall at a minimum include:

* Annual performance review of the Service;
* Accumulated statistical overview of overall performance of the preceding year;
* Overview of preceding year's events/occasions of best practice and areas requiring improvement;
* Subsequent service improvements to be implemented for the succeeding year; and
* Changes to planned waste collections for the succeeding year.

# INVOICING

The Supplier shall submit an application for payment as part of their service report and will include;

* The fixed price of one twelfth of the agreed annual waste collection value (minus cost savings realised through initiatives)
* Any chargeable reactive service requests in the month prior to the date of the invoice

The Supplier shall act in accordance with Leeds College of Art Conditions of Purchase for Goods and/or Services Appendix D.

# COMPLAINTS HANDLING

The Supplier shall inform Leeds College of Art of all complaints received about the service. The Supplier shall not deal directly with complaints received from neighbouring properties, Leeds College of Art students, visitors or the general public.

A dedicated Account Manager will manage the contract and this person (details to be provided) is expected to work with Leeds College of Art to respond to complaints.

Complaints raised directly by Leeds College of Art from the service, will be actioned by the Account Manager and ensure that a senior employee and any specialists attend meetings at the request of Leeds College of Art.

# RECORD KEEPING

The Supplier shall as part of the Services maintain and continuously update the following records and information:

* Waste collection data;
* Customer satisfaction surveys records;
* Health and Safety records;
* Internal and external auditing records;
* Meeting minutes and actions;
* Management records including staff names, lists of responsibilities
* Management structure and sub-contractor records; and
* Any other records relevant to the Non-hazardous waste management services.

All the above records are to be made available for inspection by Leeds College of Art within reasonable time scales. Following the expiry of the Contract, all the above data and any other data relevant to the delivery of the Services are transferred to Leeds College of Art including Contractor maintained data at no additional cost to Leeds College of Art.

# REFERENCES

The Supplier shall offer two current references. These references will be contacted during the tender evaluation period.