

Invitation to tender

28 January 2016

Improving kerbside recycling performance - support for Harrow Council: Reference 2015/16 - 14

1. Overview

This invitation to tender is issued by the London Waste and Recycling Board (LWARB) ('the Customer') on behalf of the Resource London programme and Harrow Council for the provision of consultancy services ('the Service Provider') to provide technical support for improving kerbside recycling for Harrow Council.

2. Background to Resource London

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

Its primary goal is to help local authorities across London achieve 50% recycling by 2020. The stated objectives of the programme are to:

- achieve the Mayor of London's target that London recycles 50% of local authority collected waste by 2020;
- make an effective contribution to the Mayor of London's CO2 emissions performance standard; and
- make a significant contribution towards England achieving its 50% household waste recycling target in 2020.

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

3. Background to the requirement

The borough of Harrow lies in the north-west corner of greater London and is one of the most diverse boroughs in London with 58% of its population from ethnic minorities¹. There are 239,000 residents living in approximately 86,500 properties of which over 30% are flats (purpose built and conversions).

Harrow Council is a waste collection authority with waste disposal managed by the West London Waste Authority. All waste collection services are in-house.

Residents on the kerbside collection are provided with a:

- 240l grey or green wheeled bin for residual waste, collected fortnightly;
- 240l blue wheeled bin for fully co-mingled recyclate, collected fortnightly;
- 23l food waste container for weekly separate collections; and
- 240l brown wheeled bin for garden waste

Up until September 2015, food and garden waste was co-collected in the brown wheeled bin. However at the beginning of October 2015, the Council rolled out a separate food waste collection and provided residents with a kitchen caddy, a one-off roll of 50 liners and an external food waste container. From April 2016, the garden waste will be a subscription only

¹ ONS 2011

service. The roll out of the food waste has been very successful with an average collection of 150 tonnes per week. Residents can purchase liners from the Council at £2.50 for a roll of 50 with a minimum order of five rolls.

The Council does not collect side waste and there should be one residual waste bin per household for collection. However officers estimate there are approximately 5,000 extra residual waste bins borough-wide due to historical poor regulation of container provision.

Officers are keen to explore methodologies for their kerbside services to drive more of the waste into the recycling/food stream in order to increase their recycling rate and decrease costs. Officers have been discussing a number of ideas and would like to understand the impact of:

- a rebalance of the residual waste capacity through smaller bins, less frequent collections (i.e. three weekly), removing multiple bins; and
- increasing the frequency of recycling collections.

4. The specified requirement

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

- Further restriction of residual waste;
- Increasing recycling collections; and
- Removal of extra bins from those households that have them

The Service Provider will also be asked to include the outcomes of similar changes implemented by other councils.

In addition, the review would need to consider the communications and/or enforcement resources that would be needed for the different options modelled, and what the wider impacts could be on fly-tipping and tonnages at the HWRC etc.

The overall aim is to provide Harrow Council with the information and evidence to consider further restrictions on residual waste – in order to drive more waste into the recycling and organics stream, and decrease costs of the service.

5 The project deliverables are:

- 5.1** Attendance at a project inception meeting with Harrow Council and Resource London on Monday 22 February 2016 10.00 – 11.30 at the Council's depot on Forward Drive, Wealdstone HA3 8NT. This meeting will be attended by the head of operations and the waste and recycling service head. This meeting will provide an opportunity to:
- Agree the scenarios to be explored;
 - Establish if there are any barriers politically etc for any of the scenarios;
 - Discuss the proposed methodology; and
 - Agree timelines and project management

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

- 5.2** Calculate the cost and performance of the agreed scenarios that meet the Council's criteria of increased recycling and reduced costs. This should take into account the bullet point list the specified requirements in section 4.

- 5.3** Throughout the project the Service Provider shall provide regular project updates by email, telephone or in person (whichever is appropriate at the time of the project) with Resource London and the Council. This will be agreed at the inception meeting.

- 5.4 Production of a draft report for consideration by Resource London and amend following Resource London's input prior to submitting to Harrow Council.
- 5.5 Attendance at a meeting with the Council and Resource London to discuss the results.
- 5.6 The production of a final report, incorporating feedback from the above meeting.

6 Timetable

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

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

Milestone	Date
Invitation to Tender issued	28 January 2016
Deadline for clarification questions	5 February 2016
Tender return deadline	Midday 15 February 2016
Inception Meeting	Monday 22 February 2016
Submission of final report	15 April 2016

7. Interface/ Contract management

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

beverley.simonson@resourcelondon.org / T: 07795 616922

8. Quality of Service

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

9. Delivery Personnel

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

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

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

Resource London may at its discretion request that the Service Provider remove and replace any Key Personnel from the service that Resource London or Harrow Council considers in any

respect unsatisfactory in the delivery and performance of the contract. Resource London or Harrow Council shall not be liable for the cost of replacing any Key Personnel.

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

10. Submissions

Bidders are requested to submit:

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

Bids must be submitted by **midday on Monday 15 February 2016** with the reference “LWARB tender: 2015/16 – 14” to info@lwarb.gov.uk

11. Contract

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

The following special terms shall apply:

Travel and Expenses

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

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

Hotel accommodation	Up to 3 Star hotels should be used. Actual cost up to a maximum of £150 per night in Greater London and £110 per night elsewhere. NB extras such as newspapers, telephone calls, laundry, room service, films and mini bars are not claimable.
TRAVEL	
Public Transport (Train, tube, tram, bus, light rail)	Actual cost. NB you cannot claim travel from home to your normal place of work or vice versa. Rail travel will be standard class.

Taxis	Only to be used in exceptional circumstances. Actual cost.
Mileage	Private cars may only be used where reasonable public transport is not available and you have a valid business insurance cover. HMRC approved rates are applied.

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

12. Evaluation

Resource London and Harrow Council must be satisfied that each potential contractor has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services. The process we use to select contractors is a competitive one. Your tender submission will be evaluated by Resource London by looking at the following criteria:

Evaluation criteria	Weighting
Price ²	30%
Methodology – the proposed approach and timeline to deliver the project requirements.	35%
Authority of allocated personnel, their skills and technical capability including that of options modelling for local authority household waste collections.	35%

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

13. Acceptance of bids

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

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

14. Period for which bids shall remain valid

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

² This will be assessed by deviation from the lowest compliant tender

Appendix One Pricing Schedule

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

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

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

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

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