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Contract

Provision of an Operations Management solution and In-Cab Technology for Waste & Recycling

Denbighshire County Council

F03: Contract award notice
Notice identifier: 2022/S 000-011302
Procurement identifier (OCID): ocds-h6vhtk-02ce0c
Published 3 May 2022, 9:59am

Section I: Contracting authority

I.1) Name and addresses

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712194

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

www.denbighshire.gov.uk

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an Operations Management solution and In-Cab Technology for Waste & Recycling

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is looking to invest in a quality and cost effective end-to-end digital solution from a single supplier to modernise Waste and Recycling services across the Authority. This solution will comprise of:

- An end-to-end digital solution which combines in-cab units, back office system and database capability for a variety of tasks including:

- An "out of the box" system with minimal configuration

- Automation of administrative tasks (completion/closure of CRMs for tasks such as missed collections, bulky household collections and delivery of containers)

- Provide additional/continual service efficiencies through automated task allocation based on Council priorities

- Viewable accurate and live data of round completion/work flows for back office staff/managers with manual work (re)distribution capabilities dependant on service need

- Configurable database which contains property/user information, including container type and size, contamination history, application for containers history, enforcement history (including pictures/evidence), additional requirements (assisted collections) and subscription information for garden waste/AHP etc.

- Manual input from Operatives using the in cab system to input completion of work streams (collection rounds etc.) and identify where manual intervention is needed (contaminated containers, replacement containers, safety/welfare issues and orphan bins/fly tipping.

- A mobile hardware solution (rugged touchscreen device) which can be mounted into Waste and Recycling Fleet, allowing for a full user interface. There will also be a requirement for the supplier to fit the devices and then retrofit a number of these units to our new waste fleet in 2023.

- Real-time connectivity between back office system and in-cab units, allowing for tasks to be "pushed" from back office to specific crews for resolution and updates "pushed" back from the in-cab into the back-office. This will include an offline mode for when the device is in an area of poor signal.

- Sufficient users/licences must be provided to enable the council to deploy the solution across the Waste Department. This will be approximately 45 in-cab units and 20 back office users. However, with the upcoming service change, there may be a requirement for the provider to provide additional licences in the future.

- Automated integration with routing software, to allow for real-time changes in routes

(including multiple changes) to be applied across the solution, for route optimisation but also to allow for full flexibility when building and implementing new routes as part of the service change and continual efficiencies.

- Two-way information sharing between the in-cab system and route optimisation software, allowing actual data to inform route efficiencies.

- Full integration with the Council's CRM system (currently Civica C360), automated data transfer and information sharing and automation of closing CRMs e.g. a missed container requested or container delivery.

- Importing of existing data held by Council systems into the solution, including database information, BS7666 Gazetteer, GIS mapping data, CSV files etc.

The aim is to have a fully configured and functional system by March 2022.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL13 - Conwy and Denbighshire

Main site or place of performance

Denbighshire County Council

II.2.4) Description of the procurement

The Council is looking to invest in a quality and cost effective end-to-end digital solution from a single supplier to modernise Waste and Recycling services across the Authority. This solution will comprise of:

- An end-to-end digital solution which combines in-cab units, back office system and database capability for a variety of tasks including:

- An "out of the box" system with minimal configuration

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- Provide additional/continual service efficiencies through automated task allocation based on Council priorities

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II.2.5) Award criteria

Quality criterion - Name: Product, Support & Maintenance / Weighting: 6

Quality criterion - Name: Implementation / Weighting: 4

Quality criterion - Name: Operations Management System / Weighting: 6

Quality criterion - Name: In-Cab Technology / Weighting: 8

Quality criterion - Name: Integration with Route Optimisation / Weighting: 8

Quality criterion - Name: Trade Waste and other Service Requirements / Weighting: 4

Quality criterion - Name: Customers and Integration / Weighting: 4

Price - Weighting: 60

II.2.11) Information about options

Options: Yes

Description of options

During the duration of the contract there may be requirements to purchase the same software to implement in other areas of the authority. In addition, Denbighshire's Route Optimisation Software is due for renewal during the duration of this contract and there may be a requirement to purchase this from the successful supplier.

These two purchases are not guaranteed.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2021/S 000-018078

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

Instructions

1. Log in to PROACTIS at https://supplierlive.proactisp2p.com

2. If you are already registered on the Proactis portal please Login and start at Step 14 of these instructions if not go to STEP 3

3. Click the "Sign Up" button at the bottom of the window

4. Enter your correct Organisation Name, address and Primary Contact Details. You will need to create the Organisation ID and User Name. If you have a generic email address for your organisation e.g. tenders@xxx.co.uk then please use this as the primary contact email address.

5. Please make a note of the Organisation ID and User Name, then click "Register"

6. You will receive an email asking you to "Click here to activate your account". This takes you to Enter Organisation Details.

7. Please enter the information requested, click the ">" on the screen and follow the instructions ensuring that you enter all applicable details.

8. In the Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice.

Please ensure that the selected codes are relevant to your business to ensure that you get notification of opportunities that are of interest.

9. In the Buyers screen please select Denbighshire County Council (you may register with other organisations if you wish)

10. In the Primary Contact Details screen please ensure that all information is complete. (Please see note 4 above)

11. Accept the Terms and Conditions and then click ">". This takes you to the Welcome window.

12. In the Finish screen please enter a new password and note all your Login details for future reference.

13. Now click "Complete Registration" and you will enter the Supplier Network page.

14. On the centre of the screen click "Opportunities". This will take you to the list of current opportunities available to you.

15. Click the ">" that relates to this notice, this will take you into the PQQ or Tender Request and click "Register Interest". Note there may be several opportunities that appear on this screen, please ensure that you select the correct one.

16. In the "Your Opportunities" screen please note the closing time and date for completion of the relevant project. Please review the

"Items" tab (Tender stage only) and the Documents tab (PQQ and Tender stages) as there will be information relating to the project held

here. The Documents are accessed by clicking the down arrow underneath the General tab. Please ensure that you download all documents to your PC as you will be required to complete and upload some of them as part of your submission.

There are instructions on how to complete your submission in the Guidance for Bidders document.

17. You can now either create your response", or "Decline" this opportunity

(WA Ref:120920)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom