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Contract

NHDC 202302-01: The Provision of Waste and Recycling Collection and Street Cleansing Contract

North Hertfordshire District Council

F03: Contract award notice

Notice identifier: 2025/S 000-021724

Procurement identifier (OCID): ocids-h6vhtk-03b1bf

Published 15 May 2025, 1:06pm

Section I: Contracting authority

I.1) Name and addresses

North Hertfordshire District Council

Council Offices, Gernon Road

Letchworth Garden City

SG6 3JF

Contact

Chloe Hipwood

Email

Chloe.Hipwood@north-herts.gov.uk

Telephone

+44 01462474000

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.north-herts.gov.uk

Buyer's address

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

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

NHDC 202302-01: The Provision of Waste and Recycling Collection and Street Cleansing Contract

Reference number

NHDC 202302-01

II.1.2) Main CPV code

- 90000000 - Sewage, refuse, cleaning and environmental services

II.1.3) Type of contract

Services

II.1.4) Short description

North Hertfordshire District Council (the 'Council') is currently out to procurement for the provision of a waste and recycling collection and street cleaning contract. Further information in regards to this opportunity can be found in II.2.4) Description of the procurement field). Organisations wishing to take part in this project are invited to "express interest" which will give access to the full procurement documents in the e-tendering system. Please see VI.3) Additional information for further information. Any questions relating to this procurement must be made via the correspondence area in the e-Tendering system, in accordance with the procurement documents and can be addressed to the main contact as shown in the details above.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £230,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

North and East Hertfordshire. There may in the future be a need for some routes to service villages on or just across the border with Essex or Cambridgeshire however this would be minimal.

II.2.4) Description of the procurement

The successful bidder (the "Contractor") will provide the following services in the delivery of the Contract:

a) Waste Collection and Recycling Services:

- a. Household Residual Waste collection;
- b. Household Dry Recycling collection;
- c. Household Food Waste collection;
- d. Household Garden Waste collection (chargeable);
- e. Household Bulky Waste including WEEE collection;
- f. Other non-domestic Waste and Recycling collection;
- g. Commercial Waste and Dry Recycling collection;
- h. Clinical Waste

b) Cleansing Services:

- a. Mechanical and manual cleansing;
- b. Public car parks cleansing;
- c. Litter bin and specialised bins;
- d. Removal of fly-tipped materials and abandoned waste;
- e. Dead animals clearance;
- f. Special events cleansing; and
- g. Seasonal leaf fall collection

c) Other Services:

- a. Container Management;
- b. Customer Relationship Management;
- c. Service Requests and Complaints Management; and
- d. Communications.

The Contractor may also be required to make the following Anticipated Changes to the services:

- a. Alternative collections for paper and cardboard
- b. Free Household Garden Waste collection
- c. Depot move

The Authority may require the Contractor to provide the Anticipated Changes under the Contract, but does not commit to doing so. The procurement documents provide further information about these elements of the services. In the delivery of the Contract, the Authority requires the achievement of the following key service priorities:

- o Maintain and/or improve service standards through efficient working.
- o Achieve service improvements, greater resilience, efficiencies, cost reductions or better performance through service alignment.
- o Deliver service changes aligned with the government's Resources and Waste Strategy which demonstrate a net environmental benefit.
- o Work in partnership with contractors to develop and evolve a carbon management plan identifying how operations can deliver year on year carbon savings and move towards services with net zero carbon emissions.
- o Improve efficiencies and enhance the offering for chargeable waste and recycling services and explore commercial opportunities.
- o Work in partnership with contractors to explore new opportunities to reduce costs and ensure the delivery of financially sustainable services.
- o Providing residents and customers with improved and enhanced online self-serve opportunities delivering any service changes with this in mind.
- o Work in partnership with contractors to improve and modernise working practices and make our services an attractive place to work.
- o Work with the Herts Waste Partnership and other partners to share knowledge, best practice, reduce waste and embed circular economy principles in service delivery.

The Authority intend to make sites available for provision of the Services. Bidders are referred to the procurement documents. Following submissions of the completed SQs, the Authority will apply the selection stage criteria, as set out in the

procurement documentation. The Authority intends to select three (3) (and no more than four (4)) economic operators to progress from the SQ stage to the invitation to participate in dialogue and invitation to submit detailed solutions stage. The Authority will then commence dialogue with the bidders who have passed the SQ Stage and at the conclusion of these dialogue meetings, bidders will be required to submit their detailed solutions. Following evaluation of detailed solutions the Authority will invite all the bidders to detailed dialogue sessions. Once the Authority identifies the solution/solutions capable of meeting its needs, dialogue will be concluded and bidders invited to submit a final tender before a preferred bidder is selected that represents the Most Economically Advantageous Tender.

II.2.5) Award criteria

Quality criterion - Name: Quality criteria are given a total weighting of 55% (10% of which is Social Value) / Weighting: 55

Cost criterion - Name: Price criteria are given a total weighting of 45%. Sub-criteria and their weightings are stated in the procurement documents. / Weighting: 45

II.2.11) Information about options

Options: No

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

Competitive dialogue

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: [2023/S 000-007034](#)

Section V. Award of contract

Contract No

NHDC 202302-01

Title

The Provision of Waste & Recycling Collection And Street Cleansing Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 October 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Veolia

210 Pentonville Road

London

N1 9JY

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £23,000,000

Total value of the contract/lot: £247,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

Strand

London

WC2A 2LL

Telephone

+44 02079476000

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

100 St. Paul's Churchyard, London

London

EC4M 8BU

Email

info@cedr.com

Telephone

+44 02075366000

Fax

+44 02075366001

Country

United Kingdom

Internet address

<https://www.cedr.com/>

VI.4.4) Service from which information about the review procedure may be obtained

Centre for Effective Dispute Resolution

100 St. Paul's Churchyard

London

EC4M 8BU

Email

info@cedr.com

Telephone

+44 02075366000

Fax

+44 02075366001

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