

Appendix A: Specification

UKRI-5294: BGS Integrated Waste Management & Recycling Service

at

**BGS
Nicker Hill
Keyworth
Nottingham
NG12 5GG**

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1 Introduction

British Geological Survey (BGS) has a requirement for an integrated waste collection and recycling service at its headquarters **single site in Keyworth, NG12 5GG**.

BGS seeks to award a **4-Year Contract**, with a single Service Provider, who is ideally capable of providing in-house, the full range of requirements detailed in this Specification.

We require Service Providers to:-

- work collaboratively with suppliers and contractors to develop innovative recycling solutions for our wide range of waste generated on site.
 - support BGS in reaching environmental sustainability waste recycling targets.
 - develop and support responsive, value-driven solutions that evolve with our needs over time.
- ❖ Service Model Flexibility Expectations – We require Service Providers to expressly be in agreement to, and have both the willingness and capability, to readily accommodate Service Model Flexibility on an ‘as and when’ required basis, as our service demand for each waste stream changes. **ESSENTIAL**
- ❖ **‘Service Model Flexibility’** is the Service Providers ability (**and express agreement stated within their bid Response**), to seamlessly switch, either-way, between the Scheduled services ‘price-per-lift’ and ‘pay-by-actual-weight’ price models submitted (**Appendix B - Price Schedule Table A and Table F**). **ESSENTIAL**
 - ❖ Appendix B - Price Schedule Table F (‘pay-by-actual-weight’ price model), for Scheduled services, may at any time, during the contract and throughout any extended period, following a change request, replace the Scheduled services ‘price-per-lift’ price model in Table A.

The Contract *initially* will be awarded on a ‘price-per-lift’ model basis for Scheduled services (**Appendix B - Price Schedule Table A**) and for Unscheduled / adhoc services (**Appendix B - Price Schedule Tables B to E, plus Table G**) using a ‘pay-by-actual-weight’ model - based on a price per tonne/unit with fixed tariff of costs for transport, packaging, chemist attendance (where applicable) and waste transfer note (WTN). **ESSENTIAL**

Quotes ARE REQUIRED to utilise the Cost Model fixed tariff pricing for items such as:

- Transport
- WTN
- Packaging materials
- Chemist attendance
- Fixed container (e.g. 60 ltr drum)

Customer at the time of requesting quotations will provide all necessary details such as accurate size of item and any photos that may be relevant to the quoting exercise. **ESSENTIAL**

- ❖ Price Evaluation (Appendix B, Price Schedule): Price will be evaluated, combining the scores from **Appendix B - Price Schedule Tables A to E**).

Out of scope - Non-medical radioactive waste and personal hygiene services.

Details of our full requirements are outlined within this Specification and its annexes.

2 Objectives

The Service Provider shall actively:

- A. Support BGS in developing the Circular Economy concept of reducing, reusing and recycling waste with the ultimate aim to turn all waste into a resource by reintroducing it into the production cycle instead of disposing of it.
- B. Support BGS in achieving our overall carbon reduction targets (see Specification **Annex 6** for details).
- C. Support BGS in reaching their Environmental Sustainability Waste Reduction Targets (see Specification **Annex 6** for details).
- D. Develop existing recycling activity, as well as providing proposals to increase the levels of correct segmentation and chemical identification at source.
- E. Provide plans on how they set out to deliver extra value throughout the Contract; such as how they plan to provide new ways of recycling waste that would normally go to landfill e.g. crisp packets, plastic lab pipettes and soft plastics.
- F. Support BGS in the delivery of new 'Simpler Recycling' legislation.

BGS seeks to reuse or recycle as many of its non-hazardous waste streams as possible and currently this includes paper, cardboard, newspapers and magazines, plastic bottles, metals, glass and wood.

In line with the progressive and forward-looking intent of this Contract, the Service Provider shall:

- G. Actively and tangibly demonstrate its commitment to maintaining 100% diversion from landfill and over the Contract duration.
- H. Demonstrate how waste audits would be carried out in order to ensure 0% waste to landfill conversion is met, within the first 12-month of the Contract. Waste audits would include waste stream analysis, measuring recycling levels, potential rebate opportunities, exploring innovative solutions and identifying any compliance issues apparent.

2.1 Sustainability

The Service Provider will support BGS to achieve net-zero greenhouse gas emissions in waste management.

The Service Provider must ensure that the site has sufficient information provision through signage on bins, and supplementary signage and training provided where requested, in order for users to dispose of waste correctly. In addition, adequate training for relevant staff on the process to report faults and raise queries, ensures they are well informed to maximise the success of the waste being disposed of.

The Service Provider will analyse and report what improvements to waste and recycling facilities can be made at BGS's site, particularly onsite processing of food waste, rebate for metal and unique waste streams such as lab plastics

The Service Provider will share their own targets towards net zero with BGS and periodically report on progress towards these and share any lessons learned.

Where the Service Provider can demonstrate that a point has been reached where residual emissions cannot be eliminated, they can propose off-setting techniques. These should only be employed as a final step not as an alternative to carbon reduction in the first place. Where off-setting methods are proposed they must demonstrate accreditation that complies with the ISO14064:2 standard or equivalent.

All reporting by the Service Provider should have a focus on carbon reduction and demonstrate the impact changes to the waste management scheme have on carbon emissions.

The Service Provider must share data on the emissions arising from each waste stream within the Contract with BGS on a quarterly basis.

In its reporting the Service Provider should reflect the GHG Protocol Corporate Standard classification for a company's GHG emissions.

These are three 'scopes'

Scope 1 emissions - direct emissions from owned or controlled sources.

Scope 2 emissions - indirect emissions from the generation of purchased energy.

Scope 3 emissions - all indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.

Sustainability should not be seen in isolation but embedded throughout the Service Provider's Service.

2.2 Social Value

Service Providers are expected to align to the principles, obligations and aspirations set out in the Social Value Act (2012)¹ when delivering projects under this Contract.

Based on the Social Value Model², UKRI have outlined the Key Themes relevant to the Contract.

The Service Provider will include the progress on both BGS's and the Service Provider's Social Value policies in its regular reports to BGS.

Social Value should not be seen in isolation but embedded throughout the Service Provider's Service.

The Service Provider will record and demonstrate Social Value benefits delivered to BGS's local community.

Where appropriate the Service Provider will include local SME's and Voluntary Sector Organisations within its supply chain or work with them in environmental awareness raising activities, recycling drives, charitable donations and sponsorships of local youth activities and sports teams, work with disability groups, BAME groups, homeless, ex-offenders, veteran groups (this list is not exhaustive).

¹ [Public Services \(Social Value\) Act 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2012/10/section/1)

² [Procurement Policy Note 002 The PPN002 Social Value Model](#)

2.3 Training

The Service Provider should on request from BGS, offer to provide training to staff for them to fully understand why waste segregation is required and their role in maximising it. This training may also include dealing with spillages.

The training may be delivered directly by the Service Provider or the Service Provider may review and supplement existing BGS training programmes, or a combination of the above.

As part of the above, the Service Provider should utilise the findings of waste audit reports to raise awareness of the impact of non-segregation and the benefits of achieving it. The training can and should involve a combination of signage and in-person delivery.

The training should be aimed at and tailored for, all staff groups. It should take account of different levels of training, knowledge and experience; take account of staff who may not have a good command of the English language and use pictures or photos which will assist with any language barriers.

The training should be delivered by competent and suitably qualified individuals. Training should be recorded and monitored and reported on at Contract Monitoring meetings.

3 Requirements

We are looking to source the provision of a reliable and regular collection of a range of waste streams as detailed in **Table 1** (see below). The Terracycle schemes in **Table 2** (see below) may be introduced in due course of the Contract.

Availability of a wide range of skips/receptacles in terms of size and usage (including adhoc and emergency situations, that would require a bin/skip to be delivered within 48 hours of being requested).

As part of the bidder's response, BGS request details of the end disposal route for all waste streams (A flow chart with the journey each waste stream goes on, as an attachment would be sufficient).

- Where possible please also provide an example of a *unique* waste stream you have managed for a previous customer to show how we can reduce our non-recyclable waste and demonstrate how we will be able to work collaboratively with you in the future with unique waste streams we identify on site.

BGS require a Chemist to be provided and present on **all** Chemical Waste collections to ensure identification of Chemical Hazards and ensure no contamination occurs on collection. **ESSENTIAL**

The Service Provider must have in place a fully auditable identification and tracking system from point of collection to disposal of all waste streams.

A computerised/web-based tracking system is required.

A carbon calculator for movement of the waste is also required.

3.1 Bin provision and containerisation

BGS currently has various containers in bin stores across the site, supplied by the named providers below. Specification **Annex 5** provides the images of all the existing storage containers.

Scheduled services

No	Waste Stream	Current Provider ¹	Container Type Required	Qty Required
1	General waste	ENVA	1100 ltr Euro	6
2	Dry Mixed Recycling (DMR) - Plastics and Tin		1100 ltr Euro	6
3	Dry Mixed Recycling (DMR) - Cardboard & Paper		10-yard Front End Loader (FEL)	1
4	Mixed Glass		240 ltr Wheelie Bin	1
5	Food Waste	Olleco	240 ltr Wheelie Bin	3
6	Confidential Waste	Shred Station	Lockable Units (approximate size 860 x 550 x 390)	27

Note: 1. The information about current provider is for reference only.

Unscheduled / Adhoc services

No	Waste Stream	Current Provider ¹	Container Type Required	Qty Required
7	Cooking Oil (EWC 200125)	Olleco	60 ltr Drum (lidded)	4
8	Wood	ENVA	20-yrd RORO	1
9	Metal - mixed	Central Waste	12-yrd Skip (With cover)	1
10	Bulky Waste		12-yrd Skip	1
11	Aggregates	ENVA	8-yard Open Top Skip	1
12	*Chemical/Misc. Hazardous (non-healthcare, including engineering and laboratory generated waste)	BGS	None required. 3 x BGS Portacabins (*storing 220 ltr drums and various sized containers)	(None*)
13	WEEE (Bulky appliance, such as fridges, TV, etc)		Pallets	(various)
14	WEEE (Mixed WEEE, such as computer monitors, cables, small appliance)	William Environmental	1m ³ IBC	6
15	Batteries		60 ltr Drum	3
16	Lighting tube & bulbs	TBA	Lighting tube coffin	1

Note: 1. The information about current provider is for reference only.

*All Chemical and Hazardous Waste containers are owned by BGS.

- Despite being owned by BGS, these containers are exchanged on each collection (hence packaging costs in the Appendix B Price Schedule relevant tariff),

The Service Provider shall have over-riding responsibility for bin and container provision including responsibility for their maintenance and renewal. The Service Provider shall monitor the condition of bins and containers on site and provide a report for BGS's review for recommended repairs or replacement.

To assist with Ad Hoc skip service requirements, the Service Provider shall provide the containers free on loan or advise on **Appendix B- Price Schedule, Tables A to F plus Table G** (as appropriate) any skip rental charge (along with a container emptying charge) for a range of open waste skips capacities.

Options for enclosed, lockable open skips are also required. It is assumed, unless otherwise stated on the Pricing Schedule, that the same lift/ per kilogramme fee/rebate will apply regardless of container size.

Table 1 - Waste Streams / Containers

SEE: Annex 1 - Site Plan - Bin Locations
 Annex 2 - Hazardous waste list typical example
 Annex 3 - WEEE and batteries waste list typical example
 Annex 4 - Confidential waste internal site bin locations

<u>Waste Stream</u>	<u>Historical/ Estimated Weight (kg)</u>	<u>REQUIRED Bins/Containers</u>	<u>REQUIRED Frequency</u>	<u>Ready Start Date</u>	<u>Days REQUIRED to be collected on</u>
General Waste	16,500 kg /year	6 x 1100 Litre EURO	Twice Weekly	Day 1	Tues and Thurs
Dry Mixed Recycling (DMR) - Plastics and Tin	15,600 kg /year	6 x 1100 Litre EURO	Twice Weekly	Day 1	Tues and Thurs
DMR - Clean Cardboard	4,400 kg /year	1 x 10-yard Front End Loader (FEL)	Weekly	Day 1	Mondays
Food Waste – Cat 3 Abp Not for human consumption	3,400 kg /year	3 x 240 Litre Wheelie Bin	Fortnightly	Day 1	Alternative Wednesday
Confidential Waste	4,000 kg /year	27 x Lockable bins (860 x 550 x 390mm)	Fortnightly	Day 1	Alternative Wednesday
Mixed Glass	420 kg /year	1 x 240 Litre Wheelie bin	Fortnightly	Day 1	Wednesday
Cooking Oil (EWC 20 01 25)	1,200 L /year	4 x 60L drums (Lidded)	<i>On demand</i>	Day 1	<i>ADHOC</i>
Wood	1,900 kg /lift	1 x RORO – 20 yard	<i>On demand</i>	Day 1	<i>ADHOC</i>
Metal - Mixed	2,200 kg /lift	1 x 12-yrd Skip (With cover)	<i>On demand</i>	Day 1	<i>ADHOC</i>
Bulky Waste	2,500 kg /lift	1 x Skip – 12 Yard	<i>On Demand</i>	Day 1	<i>ADHOC</i>
Aggregates	6,000 kg /lift	1 x 8-yard (Open Top) Skip	<i>On demand</i>	Day 1	<i>ADHOC</i>
Chemical/Misc. Hazardous (non-healthcare, including engineering and laboratory generated waste)	Various	<i>Not required from the Service Provider</i>	<i>On demand</i>	Day 1	<i>ADHOC</i>
WEEE (Bulky appliance, such as fridges, TV, etc)	Various	<i>Not required from the Service Provider</i>	<i>On demand</i>	Day 1	<i>ADHOC</i>
WEEE (containing POPs) (Computer monitors, cables, small appliance, etc.)	Various	6 x 1m ³ IBC	<i>On demand</i>	Day 1	<i>ADHOC</i>
Batteries	Various	3 x 60L Drums	<i>On demand</i>	Day 1	<i>ADHOC</i>
Lighting tubes and bulbs	200 kg /lift	1 x Coffin container	<i>On demand</i>	Day 1	<i>ADHOC</i>

Notes

1. Anything stated as **ADHOC** should be in place to be collected from **Day 1** as and when required.

2. **ADHOC Collection Demand (per annum)** - Dependant on business need/activity, the number of collections we could expect to require, in a 12 month period are as follows:-

Waste Stream	Collections
Cooking Oil (EWC 20 01 25)	5
Chemical/Misc. Hazardous waste)	1
Wood -Mixed Grade B and C	5
Metal - Mixed	6
Bulky Waste	14
Aggregates	1
WEEE	2

There is the potential for some additional Confidential Waste collections (over and above the scheduled fortnightly frequency).

Table 2 - 'Terracycle' Schemes – Desirable

(to be collected on demand, from a date to be agreed)

Waste Stream	Containers Currently on Site
Crisp Packets	1 x Large 38 x 38 x 100 cm
Soft Plastics	1 x Large 38 x 38 x 100 cm
Laboratory Gloves	1 x Large 38 x 38 x 100 cm
Disposable garments	1 x Large 38 x 38 x 100 cm
Pens	1 x Large 38 x 38 x 100 cm

3.2 Compliance

The Service Provider shall be required to have up to date waste carrier licencing and comply with all waste carrying and disposal legislation.

The Service Provider shall use only appropriate licensed waste management contractors and shall retain waste transfer documentation regarding material that may contain waste collected from BGS that it transfers to any third party, so that the documentation can be for inspected by the Service Manager.

The Service Provider shall provide all insurances and licences of any sub-contractors in use to BGS through the portal.

A copy of the waste transfer documentation, duly completed by all relevant parties, should be submitted to BGS **within 10 Working Days** upon successful delivery to the transferee or consignee.

BGS require a Chemist to be provided and present **on all Chemical Waste collections** to ensure identification of Chemical Hazards and ensure no contamination occurs on collection.

The Confidential Waste Shredding & Recycling can be conducted on site or off-site. If it is conducted off-site, a certification of destruction should be provided by the Service Provider for each collection.

3.3 Health & Safety

The Service Provider shall demonstrate a strong commitment to Health and Safety throughout all aspects of its organisation, this shall be particularly important in relation to the provision of robust record management and auditing processes so as to ensure statutory and best practice compliance.

The Service shall be carried out in accordance with all legislative and environmental compliance requirements and relevant BGS Safety, Health & Environment (SHE) Codes.

All incidents, near misses and injuries (whether of a major or minor nature) shall be reported to Service Manager **within 12 hours, or within 2 hours** if the incident is major who reports to a H&S SHE Assure system.

In the event of an incident, injury or near miss the Service Provider must report to the Service Manager.

BGS H&S representative may investigate such reports and request specific remediation action in direct relation to the H&S key performance indicators.

The Service Provider is responsible for ensuring that the COSHH Regulations are complied with in full by their employees or subcontractors in the performance of this Contract.

The Service Provider shall provide all measures, which under the Health and Safety at Work Act 1974, or the working rules of any industry, the Service Provider is required to take in connection with Health, Safety and Welfare.

BGS's Occupational Health facilities, namely toilets, canteen and first aid room, are for the use of Service Provider's personnel only in emergency. First Aid equipment and other facilities for dealing with minor injuries shall be provided by the Service Provider.

All Service Providers' employees and their subcontractors working on BGS's sites have to attend a Health and Safety Induction course, standard as part of the BGS contractors induction, which lasts about one hour. The Service Provider is to keep records of those who have attended.

The Service Provider shall ensure that their operatives, including those of his subcontractors, comply at all times with the safety measures required by BGS's Safety, Health and Environment Codes. The Service Provider is responsible for ensuring all site operatives including subcontractors are fully inducted into the site safety operations, management of Service Providers SHE code 15.

The Service Provider shall inform the Service Manager of the name of their nominated In-House Safety Officer; regular attendance by the Safety Officer is required and a Health and Safety report is to be included in reporting.

It is a condition of appointment to this Contract that the Service Provider employs for confidential waste collection, only persons who have satisfactorily completed a DBS (Disclosure and Barring Service) application form and received a DBS Certificate, available on line from www.gov.uk/government/organisations/disclosure-and-barring-service. The method BGS will use to monitor and audit this will be advised during the tender period or before mobilisation.

3.4 Audit

The Service Provider will be subject to audit by BGS (typically once a year, but may be more), or their appointed agent, as regards performance, quality and statutory compliance measures against agreed KPIs (**see Table 3 in section 6.3**). Consequently, the Service Provider shall be required to facilitate collaborative waste audit activities and supply supporting documentation when requested at no additional cost.

The Service Provider must be able to provide an auditable identification and tracking system detailing from point of collection until end disposal destination, for all waste streams (Scheduled and ADHOC). This should be provided through the Service Provider portal, on a web based tracking system.

Following the Year One Service Improvement Audit and Reviews, Services will be audited annually, or as often as necessary in order to achieve compliance with legislative change and maintain BGS's progress towards its sustainability goals, the Service Provider will advise the Service Manager to enable BGS to develop and implement new policies and approaches to waste management. These will include processes to encourage and maximise reuse, preparation for reuse and recycling and minimise recycling contamination.

4 Contract Management

The Service Provider shall, in agreement with BGS, *appoint one senior member* of their staff (known as the 'Contract Manager') to provide effective liaison between all sections of their own organisation and BGS for this Contract.

The Contract Manager will be contactable during office hours, Monday to Friday, 9 am to 5 pm but provide a mechanism for emergency contact out of hours should there be waste that is presenting a risk or hazard.

Meetings will be established to ensure good lines of communication and as a means to progressing and developing the service delivery in line with the requirements and requests, including the strategic vision as per the BGS Environment & Sustainability Strategy. Minuted actions will be progressed within agreed timescales.

The Contract Manager will be required:

- To attend monthly service review meetings with the Service Manager during the mobilisation period and produce minutes.
- To attend monthly service review meetings with the Service Manager after the Contract Commencement Date and produce minutes.
- To attend quarterly review meetings, to discuss any ongoing missed KPI's, contract review. UKRI Procurement will be in attendance.
- To provide timely submission of all management information in the required format.
- To provide timely performance and reporting against required key performance indicators in the agreed format.
- To ensure that key waste related documentation is maintained such as bin locations.
- To provide remediation plans against underperformance.
- To report on key sustainability industry or government changes.
- To make recommendations on innovation and improvements.
- To manage any instructions and service changes that BGS may require.
- To proactively manage Contract change requests, and ensure that the customer portal is always up to date with these changes; ensuring all invoices raised are in accordance with the prevailing contract details
- To manage any complaints; and
- To promptly and diligently address any invoicing queries.

The monthly service review meetings will focus (but not be limited to):

- A review of the latest data, including the number of collections carried out, tonnages, recycling rate performance and carbon emissions
- A review of any Service Provider issues or remediation, in the period including:
 - Missed Collections
 - Spillages
 - Health and safety incidents
- A review of service issues that BGS can address including access issues and bin contamination
- Review of spend data
- Service provision recommendations / enhancements to improve efficiency or value including bin capacity, container numbers and collection frequencies
- Discussion of innovative or technical proposals to enhance sustainability measures including additional source separation, new waste streams etc.

- Update and report on Report on Risks and Opportunities via Risks and Opportunities Register
- Discussion of any forthcoming changes in the size or use of buildings that may affect the quantity or composition of waste and the timescale in which service changes may be required
- Quarter 1 of year two and proceeding years of the Contract will require an annual report collating all data.
- It is envisaged that BGS may invite other Service Providers (e.g. its cleaning supplier) to attend part of the quarterly service review meeting, so that any issues relating to the interface between the contracts can be discussed.
- It is envisaged that the services required by BGS will change during the lifetime of the Contract. The Contract Manager will be responsible for ensuring that the services provided are flexible and adapt to accommodate such changes in a timely way.

5 Handover / Mobilisation / Exit Management

Following award of Contract, the Service Provider and BGS will work closely to confirm and progress Handover and Mobilisation Plans, including co-ordination for bin replacement from incumbent supplier to the Service Provider.

Key milestone dates will be agreed during mobilisation for provision that is not specified as required from 'Day 1'.

A Service Providers Plan detailing key activity such as provisioning of bins and containers will be required **within 4 weeks** following Contract award.

5.1 Exit Management

On the request of the Service Manager the Service Provider updates the Service Providers Plan to include for the transition of the service to a new supplier.

The Service Provider provides details on:

- The demobilisation of the Service Providers staff and equipment, including any specific requirements for the transition of the Service Providers staff and equipment to BGS or Others.
- The handover of documentation required for the continuation of the service (including but not limited to risk and method statements), including information held electronically where reasonably required.
- The cessation of access to the Affected Property, including the return of site-specific access passes; and

At the request of the Service Manager the Service Provider attends meetings or workshops with the Service Manager and a new supplier to agree the day-to-day transition of the service (if required) prior to the end of the service period.

The Service Manager issues a Transition Schedule to the Service Provider and new supplier to confirm agreed actions.

6 Service and Performance Management

In particular, the Service Provider shall:

- Provide a single service access contact point for all related services requested by the Service Manager to be acknowledged within the same Working Day and responded to accordingly
- Advise on the frequency and undertake Scheduled collections of waste on the agreed and appointed days.
- Collections are only required to be undertaken between Monday and Friday,
- Rectify any Missed Collections, within 1 Working Day.
- Provide quotations for the removal of Unscheduled wastes (Engineering waste, WEEE & batteries and laboratory hazardous waste) within 10 Working Days of receiving a request
- Arrange for the removal of a skip for Unscheduled wastes (catering oil, wood, metals, bulky waste and aggregates) within 7 Working Days of receiving a request from the Estates Helpdesk or Service Manager
- Respond to emergency situations with 24 hours of the request being made. This could include but is not limited to the delivery of an additional bin or skip on request.
- Arrange for the replacement of a damaged bins or containers within 1 Working Day of receiving a request from the Estates Helpdesk.
- The Service Provider (and their sub-contractors) will assist the Service Manager in ensuring that BGS meets its responsibilities as waste holder under the “duty of care” regulations.
- Have sufficient plans for business continuity in particular due to inclement weather.

6.1 Year One Service Review Improvements

There is a strong focus required on service improvements during the life of the Contract. We require compliance with waste management targets and; additionally, we require a year one service improvement audit, review and implementation to cover, as a minimum: -

- a) Confidential Waste System
- b) Legislative Change & improvements and Innovation
- c) Initiatives to reduce carbon footprint and environmental impacts from waste collection and disposal operations
- d) KPIs and targets

During the mobilisation phase, the Service Provider and BGS will jointly agree key milestone dates for the audits to take place within one year of the Contract Commencement Date.

These audits will provide costed options for BGS to review, alongside associated Implementation Plans. The Service Provider shall make no additional charge for the service of providing this activity and BGS is under no obligation to take forward.

a) Confidential Waste System

The Service Provider will audit the current confidential waste system and make recommendations.

The Service Provider should ensure that the shredded paper is recycled and diverted from landfill as close to 100% as they can demonstrate is possible.

The Confidential Waste Shredding & Recycling can be conducted on site or off-site. If it is conducted off-site, a certification of destruction should be provided by the Service Provider for each collection.

b) Legislative Change & improvements and Innovation

To be included in the Year One Service Improvement Review, and during the life of the Contract, as often as necessary, the Service Provider will advise on legislative change to ensure compliancy as well as progress towards our sustainability goals.

The Service Provider will advise and support the Service Manager to enable BGS to develop and implement new policies and approaches to waste management. These will include processes to encourage and maximise reuse, preparation for reuse and recycling and minimise recycling contamination.

The output of this input will be the development by BGS of their internal actions, which will align with the BGS Environmental Sustainability Strategy. The Plan may include annual targets for landfill, waste minimisation, re-use and recycling and will link to future key performance indicators following year 1.

c) Initiatives to reduce carbon footprint and environmental impacts from waste collection and disposal operations

The auditor should review their Year One Service and recommend viable improvement initiatives to reduce carbon footprint and environmental impacts. These initiatives can be about choosing local recycling facilities to shorten the waste journey or recommendations on how BGS can focus in waste reduction and recycling campaign within their site.

d) KPIs and Targets

The KPIs and associated targets for the contract is illustrated in **Table 3**. BGS will accept reasonable changes of them, subject to mutual agreement. The auditor should review the existing KPIs and targets in each annual review exercise and propose to BGS any improvements.

6.2 Reporting & Customer Portal

BGS is required by the government to provide reporting on the waste removed from its site.

To enable BGS to meet this requirement and secure and strengthen its waste data, where the Contract involves the Service Provider removing BGS's waste from its site, the Service Provider must produce a monthly contract report to be sent to the Service Manager via email by the 10th Working Days of each month.

- This must include all waste activity in that period with a cumulative total over the financial year period and structured to provide quarterly view of each waste stream.
- In addition, reporting must address all of the agreed KPIs.

The following Management Information is required every month:-

- A. **ESSENTIAL:** ACTUAL weight (in kilogrammes) **of each waste type**, including but not limited to all the waste types listed in **Table 1** excluding chemical/hazardous (non-healthcare) wasteremoved from site broken down by:

- Type of Waste.
- European Waste Catalogue (EWC) Code.
- Name of Waste Carrier and Carrier Licence Number.
- Name of Broker and Broker Licence Number (if applicable).
- Name and Location of Treatment/Transfer Site.
- Treatment/Transfer Site Licence Number.

B. Percentage of all collected waste streams that is:

- Reused
- Recycled
- Composted
- Anaerobically Digested
- Incinerated with Energy Recovery
- Incinerated without Energy Recovery
- Landfilled.

C. Monthly trend information for the above (provided in a graph)

D. Waste by bin identity and location identifying where under or over utilised.

E. Bin condition report, details of replacements & identified replacement costs

F. Any relevant certification and documentation must be held by the Service Provider in safe storage (including digitally on their system) throughout the life of the Contract and made available to the Service Manager.

G. Bin contamination report

H. Bin location report to be maintained

I. Skip report – skips on site by date delivered, removed, still on site

J. Monthly reporting should also include all Contract KPI's

6.2.1 Customer Portal

The Service Provider, shall proactively manage Contract change requests, and ensure that the customer portal is always up to date with these changes; ensuring all invoices raised are in accordance with the prevailing contract details. **ESSENTIAL**

BGS require ACTUAL weight collection data **for each waste stream** via regular key account reports and access to a dedicated contract customer portal for **both Scheduled and Unscheduled** services. **ESSENTIAL**

All weight and container Information must be capable of being exported from the portal to allow additional granular manipulation alongside a standard suite of waste data reporting templates. **ESSENTIAL**

We should be able to:

1. View our Scheduled service details
2. Book in exchanges of skips

3. Make enquiries for new tipping options
4. Export reports:-

Waste tonnages –

1. Individual container weights and overall weight trends by type/by location and waste stream, individual container weight data (allows us to identify trends & solutions)
Waste site ranking - highlight areas of site and producing more waste
2. Tonnes diverted from landfill, recovered and recycled (by location)
3. Recycling rates – by waste stream

Service Success –

1. Overall service success rates
2. KPI Success summary
3. Live schedules

Documentation –

1. Main provider licences and insurance
2. Sub-contractor licences and insurance
3. Annual WTN for scheduled services
4. Digital copies of ADHOC WTN
5. Customer service cases

Finance and data –

1. Monthly spend by location
2. Future predicted spend
3. Invoices
4. Backing data for scheduled and unscheduled services

Environmental -

1. Carbon data – emissions reporting
2. Waste Tracking - End destination of waste
3. Number of vehicle movements

6.3 KPI's, Performance and Remediation Mechanisms

6.3.1 Service Credits

The Service Provider shall report on a monthly basis against all of the KPIs (detailed below in **Table 3**), providing cumulative totals structured by month, and by quarter, for each financial year (01 April – 31 March).

The Service Provider will identify areas of non-performance against all KPIs, and where there is no required service credit, improvement by Remediation Plan is required to be submitted within the corresponding monthly reporting period.

At each assessment date 15% of the total value of the amount due may be withheld in respect of low performance as identified and reported by the Service Provider, or as evidenced by BGS, in the previous assessment period. The sum of a deduction from the amount due is calculated using the Key Performance Indicator Service Credits in **Table 3**.

The Service Credits for non-performance are weighted, then applied 15% of the amount due.

Nil returns service credits should be reported. A correction to a deduction for non-performance will be made at the next assessment date.

6.3.2 Ratchets for “Consecutive or Repeated Failure “

A ratchet will apply to the total value of KPI related service credits for each aspect of low performance for frequent or repeated failure of the KPI target (the “Ratchet”).

Such ratchets of 1.5 will be applied if any aspect of performance has failed the KPI for two (2) consecutive months the ratchet will apply to the service credit for the second month.

A repetition ratchet of 1.75 will be applied if any aspect of performance has failed the KPI for three (3) consecutive months the ratchet will apply to the service credit for the third month.

Example calculation:

Monthly Charge (EXAMPLE)	15% of Monthly charge	KPI 1 20% of Threshold	KPI 2 20% of Threshold	KPI 3 20% of Threshold	KPI 8 20% of Threshold	KPI 9 20% of Threshold	Total Service Credit	2nd month Ratchet 1.5	3rd month Ratchet 1.75	Month #1: MISSED plus Ratchet additional Credit. Value DUE
£1,000.00	£150.00	£30.00	£30.00	£30.00	£30.00	£30.00	£150.00	0	0	£150.00
Monthly Charge (EXAMPLE)	15% of Monthly charge	KPI 1 20% of Threshold	KPI 2 20% of Threshold	KPI 3 20% of Threshold	KPI 8 20% of Threshold	KPI 9 20% of Threshold	Total Service Credit	2nd month Ratchet 1.5	3rd month Ratchet 1.75	2nd Consecutive Month - Ratchet additional credit Value DUE
£1,000.00	£150.00	£30.00	£30.00	£30.00	£30.00	£30.00	£150.00	£225.00	0	£225.00
Monthly Charge (EXAMPLE)	15% of Monthly charge	KPI 1 20% of Threshold	KPI 2 20% of Threshold	KPI 3 20% of Threshold	KPI 8 20% of Threshold	KPI 9 20% of Threshold	Total Service Credit	2nd month Ratchet 1.5	3rd month Ratchet 1.75	3rd Consecutive Month - Ratchet additional credit Value
£1,000.00	£150.00	£30.00	£30.00	£30.00	£30.00	£30.00	£150.00		£262.50	£262.50

6.3.3 Bedding in Period

The KPIs and all service credits are only applicable from month two (2) of the service commencement date, to allow appropriate time for familiarisation and mobilisation.

6.3.4 Remediation Plan

The Service Provider will identify and supply in the monthly reporting regime, performance which falls below the key performance target level(s).

Agreed target(s) for performance improvement and a date for review will be set and communicated by BGS.

BGS has the option to seek a service from another provider & apply for service compensation.

Table 3 Key Performance Indicators						
KPI #	Service Credit Weighting	KPI Area	Definition	Details	Measure	Consequence
1	20%	Missed Collections & Cancellations – Scheduled Services	Missed Collections (individual bin, entire stores or full site), for Scheduled Services, due to Service Provider error. Where a collection is Cancelled this is classified as a “Missed Collection”.	If a Scheduled waste collection is Missed or Cancelled, the Customer will be promptly notified about the delay or error. The Service Provider shall ensure that the waste collection will be rescheduled as a priority to ensure minimal disruption to the Customer. Missed Collections should be rectified within 1 Working Day of the failed collection.	More than 2 Missed or cancelled Scheduled Collections in any 1 calendar month period. Calculated monthly using helpdesk logs and service portal records.	Service credit.
2	20%	Missed Collections & Cancellations – UnScheduled Services (Catering Oil, Wood, Metals, Bulky Waste & Aggregates)	Service Provider to collect UnScheduled waste (Catering Oil, Wood, Metals, Bulky Waste & Aggregates) within 7 Working Days of request. Where an agreed collection is Cancelled this is classified as a “Missed Collection”.	Once a customer enquiry is received (through email, phone or portal booking) the service should be rescheduled to take place as soon as possible. Where a Cancellation occurs an agreed UnScheduled collection then the Supplier shall source an alternative subcontractor. If the container is not already on site an alternative supplier shall be sourced. However, if the container is on site, then the Suppliers’ associated 3 rd party service partner would be required to uplift the container.	More than 2 Missed or cancelled UnScheduled Collections in any 1 calendar month period Calculated monthly using helpdesk logs and service portal records.	Service credit
3	20%	Missed Collection Rectification	Missed Collections not rectified within 2 Working Days where the supplier is at fault.	Missed Collection Rectification shall mean where some or all of the individual waste stream containers are not lifted on the due day. “Clearance” – where a ‘Missed Collection Rectification’ cannot be completed in the required timescale, then the Supplier shall, at no charge to BGS, complete a Clearance to ‘skim’ the containers concerned, or provide additional containers, to alleviate the waste build-up as an interim measure. A skim shall remove an agreed and appropriate proportion of the container contents to ensure that the container does not subsequently become ‘Overweight’ in the interim rectification period. Clearance activities shall not be classed as a Rectification of a Missed Collection.	More than 2 Missed Rectification Collections in any 1 calendar month period. Calculated monthly using helpdesk logs and service portal records.	Service credit
4	N/A	Accidents and Incidents - reporting	All health and safety related accidents and incidents, including near misses, should be reported to BGS within 4 hours.	When an accident or incident occurs, including any near misses, it should be reported to the customer within 4 hours. If possible whilst on site, to allow an incident report to be completed and recorded on the customers records. As much detail as possible of the incident including location and time, should be provided to the customer to qualify.	Calculate monthly comparing Service Provider data logs and BGS reporting systems and security incident reports.	Non chargeable – but have potential to terminate in the event of serious breach.
5	N/A	Accidents and Incidents - investigation	All health and safety related accidents and incidents, including near misses, should be investigated by the Service Provider, with a completed incident report, to BGS within 7 Working Days.	When an accident or incident occurs, including any near misses, a thorough investigation should take place and be completed within 7 Working Days. This will be marked by the receipt of an incident report to the customer contract contact. If input is needed from BGS as part of this investigation, namely CCTV or witness statements, this should be acquired within the 7 days.	Calculate monthly comparing Service Provider data logs and BGS reporting systems and security incident reports.	Non chargeable – but have potential to terminate in the event of serious breach.
6	N/A	Solutions – unscheduled non-hazardous	Tipping options for non-hazardous unscheduled waste (skips, confidential etc) to be quoted for within 72 hours, upon all required information is provided to the Service Provider.	Once a customer request for quote is received, a solution and quote should be provided within 2 Working Days. This is inclusive of additional skips, pallets or additional bags of confidential waste, one off lifts of metals or non-hazardous furniture etc. Customer at the time of requesting will provide all necessary details such as accurate size of item and any photos that may be relevant to the quoting exercise.	Calculated monthly using helpdesk logs, email records and service portal records.	Non chargeable – but have potential to terminate if continuous failure to comply

7	N/A	Solutions – UnScheduled hazardous	Lifting quotes for hazardous waste (Engineering waste, WEEE & batteries, and laboratory hazardous waste) shall be provided within 10 Working Days, upon all required information is provided to the Service Provider.	<p>Quotes ARE REQUIRED to utilise any fixed tariff pricing for items such as:</p> <ul style="list-style-type: none"> - Lift of individual waste stream, if available on the Priced Schedule - Transportation - Consignment note and/or WTN processing - Packaging - Chemist attendance (for Laboratory Hazardous Waste only) - Container rental and exchange charges (e.g. 60 ltr drum for batteries) <p>Customer at the time of requesting will provide all necessary details such as accurate size of item and any photos that may be relevant to the quoting exercise.</p>	Calculated monthly using helpdesk logs, email records and service portal records.	Non chargeable – but have potential to terminate if continuous failure to comply
8	20%	Accurate Weight Data	Detailed MI data – including actual weight data, portal reports – shall be provided by the end of the first 10 Working Days of the following month.	<p>Management Information (MI) including: weights, collection location, actual weights, zero waste to landfill status, waste destination, EWC, number of lifts, receptacle size, costs, recycling and recovery details and carbon emissions to be provided within the first 10 Working Days of the following month.</p> <p>Inclusive of data and reports (provision to be agreed in mobilisation) availability on the portal.</p>	Monthly report to be emailed and backing data to be made available via portal by the end of the first 10 Working Days of the following month.	Service credit - for the month to which the data relates.
9	20%	Invoicing – submission and accuracy	Invoicing should be submitted within 10 Working Days of period end and should accurately reflect the agreed pricing terms.	Invoicing terms agreed referencing lift or weight based pricing structure as appropriate and any fixed pricing for tariffs and unscheduled waste collections.	Monthly data to be submitted for approval within 10 Working Days of period end.	Service credit - for the month to which the data relates.
10	N/A	Compliance – legislative and customer policies	The Service Provider shall be compliant with all relevant legislation (e.g. COSHH) and the Customer’s policies as they relate to the management and the delivery of the Services.	<p>Practiced mechanisms should be in place to ensure control measures in place are successful in keeping the Service Provider and customer in compliance with legislation.</p> <p>To ensure that the potential negative impact of non-compliance (reputational, health and wellbeing, commercial or other) do not materialise.</p> <p>Any new legislation and its impact on the contract should be presented to the customer in a timely manner such that any changes to procedure and policy may be enacted prior to commencement of any new legislation.</p> <p>Any failure to abide by the Health and Safety protocols will be dealt with seriously. An immediate notification will be sent to the affected parties and the Customer, including authorities, if applicable. A comprehensive and corrective action plan will be developed and implemented to rectify any non-performance issues promptly. The concerned staff will receive additional training and educations on health and safety protocols.</p>	Quarterly audit.	Non chargeable – but have potential to terminate if in the event of significant compliance failings.

NOTES: *Service credit Calculation – please see Specification section 6.3 KPI’s, Performance and Remediation Mechanisms.

UKRI reserve the right to terminate the contract should the service credit ‘ratchet’, as described in the specification, be applied to three consecutive months.

Definitions

“Cancellation” – where a collection that is due, whether Scheduled or UnScheduled, is notified in advance by the Supplier as being unable to be fulfilled (e.g. Due to vehicle breakdown, staff absences such as no show to duty or chemist sickness). *Excludes collections due on bank holidays.* The Supplier is required to notify BGS as soon as possible and provide rectification arrangement details for agreement. Where a Scheduled collection is Cancelled this is classified as a “Missed Collection”. Where a Cancellation is for a booked UnScheduled collection then the Supplier shall source an alternative subcontractor. If the container is not already on site an alternative supplier shall be sourced. However, if the container is on site, then the Suppliers’ associated 3rd party service partner would be required to uplift the container.

“Clearance” – where a ‘Missed Collection Rectification’ cannot be completed in the required timescale, then the Supplier shall, at no charge to BGS, complete a Clearance to ‘skim’ the containers concerned, or provide additional containers, to alleviate the waste build-up as an interim measure. A skim shall remove an agreed and appropriate proportion of the container contents to ensure that the container does not subsequently become ‘Overweight’ in the interim rectification period. Clearance activities shall not be classed as a Rectification of a Missed Collection.

“Missed Collection” – shall mean where some or all of the individual waste stream containers, for Scheduled Services, are not lifted on the due day.

“Overweight” – means the kilogram weight that exceeds the maximum weight limit stipulated in the Contract for the waste stream container. Details of the limits and per kg charges are detailed in the Contract, Schedule 3 Charges. Container lifted weights for EURO & FEL containers are ascertained on BGS premises and RORO container weights shall be ascertained at a public weighbridge.

“Scheduled” – shall mean a continuous service, having an annual Waste Transfer Note (WTN)/ season ticket.

“Unscheduled” – shall mean adhoc on-demand collections with no fixed/contractually preset Collection Day. A Non-Scheduled Collection, when it has an agreed Collection Day, does not become a “Scheduled” collection as contractually defined.

“Working Day” – means between 7.00-16.00 (Monday to Friday, excluding bank Holidays).

SLA's

1. All WTN to be provided electronically
2. All WTN (skips and ADHOC collections) to have accurate EWC codes and details
3. All appropriate licences and permits to be maintained and provided on the portal to BGS. This should reflect the current sub-contractors used.
4. All containers should be provided in suitable condition for site. If non suitable containers are provided, they should be replaced within 24 hours.
5. Carbon and recycling data to be collated over the first 12 months to create a baseline
6. Meetings to be held in accordance with the Agreement, including a summary of KPI's (waste generated by material type, volumes, account development & additional value/development opportunities)
7. Portal should always be available – any planned maintenance or downtime should be notified in advanced and alternative method of booking services to be provided.

8. Provide quotations for the removal of Unscheduled wastes (Engineering waste, WEEE & batteries and laboratory hazardous waste) within 10 Working Days of receiving a request
9. Arrange for the removal of a skip for Unscheduled wastes (catering oil, wood, metals, bulky waste and aggregates) within 7 Working Days of receiving a request from the Estates Helpdesk or Service Manager
10. Provide lifting quotes for hazardous waste (Engineering waste, WEEE & batteries, and laboratory hazardous waste) within 10 Working Days, upon all required information is provided to the Service Provider
11. Respond to emergency situations with 24 hours of the request being made. This could include but is not limited to the delivery of an additional bin or skip on request.
12. Arrange for the replacement of a damaged bins or containers within 24 hours or 1 Working Day of receiving a request from the Estates Helpdesk.

7 Other Contract and Site Related Requirements

7.1 Subcontracting

A sub-contractor will be deemed any person, entity or company, which provides services similar to this Specification or might be described as a waste or disposal business.

With prior notice, subcontractors may be used by the Service Provider for the supply of services.

Details must be provided to BGS as part of its tender response and thereafter for any new subcontractors.

The Contactor manages and controls the service provided by the subcontractor exactly as they would his/her employed staff and to the requirements of this Specification.

7.2 Site Rules

7.2.1 Personnel

The Service Provider shall ensure all operatives deployed on site conduct themselves in a reasonable manner, are not under the influence of alcohol, recreational drugs or sensory impairing medication etc.

Each member of his workforce shall wear the required Personal Protective Equipment (PPE) necessary to carry out his work. Visibility jackets and the like should be endorsed with the Company name/or logo.

BGS shall have full power to require the Service Provider to cease to employ on site any person in his employ whom BGS (whose decision shall be final and conclusive) may consider negligent in the execution of any work or incompetent or to have misconducted themselves and the Service Provider shall forthwith comply with any such requirement.

7.2.2 Vehicles

Any vehicles of the Service Provider used on site shall be insured and operated as though they were on the highway and subject to the Road Traffic Acts. This is additional to any other insurance, which the Service Provider deems necessary to cover their liabilities and responsibilities under the Contract.

Drivers of such vehicles shall hold current driving licences.

The Service Provider shall ensure that their subcontractors observe this regulation.

No vehicles are to be left on site overnight.

7.2.3 Site Access

Access to Site for the Service Provider's traffic, including that of his subcontractors and workpeople, will be via the main entrance of the site on Nicker Hill.

The Service Provider will be permitted to use such roads and paved areas as are authorised by BGS. They shall keep them thoroughly clean and limit the weight and class of vehicles as directed. They will be held responsible for all damage, including damage by subcontractors and suppliers, which, in the opinion of BGS, is occasioned by non-compliance with BGS's instructions or is not due to fair wear and tear.

Site speed limits must be observed. Operatives who do not comply with the site speed limits may be removed from site.

Obstruction of roads and paved areas will not be permitted unless notice has been given in writing and approval obtained.

The Service Provider should note that all persons and vehicles entering or leaving BGS's sites are liable to be searched.

On completion of the site bin collection service the driver must leave a duty of care collection note with site security, this must include number of containers emptied.

7.2.4 Restricted Areas

The Service Provider will be informed of restricted areas and all employees, agents and subcontractors of the Service Provider will have to obtain permission from the Service Manager to enter any restricted area.

Permits for Work where required for access to certain controlled areas of site, must be obtained prior to work commencing via the Estates Helpdesk, BGS will advise on this system and process as part of mobilisation.

Permission granted will be in the form of a permit which will give the date and time. In addition, the permit will give details of work to be performed and of any other specific requirement.

Where the restricted area is a Radiation Controlled area the permit system will also include the issue of a radiation-monitoring device to check for exposure. The SHE Code 29 applies to work in restricted areas.

7.2.5 Utilities

All utilities shall be provided free of charge to the Service Provider. The Service Provider shall ensure this facility is not abused and ensure that it is used safely, and all procedures are adhered to ensuring consumption is controlled and offers value for money to BGS.

8 Finance and Invoicing

The Service Provider will issue all invoices on a monthly basis **by the 15th of each month** to BGS to enable assessment purposes. The Service Provider shall ensure the information and data provided on each and every invoice is correct with sufficient quality checking process. BGS will assess and once validated will then provide these to UK SBS finance team for payment.

Where sub-contracting arrangements exist, the Service Provider shall arrange for all invoices to be co-ordinated with BGS receiving one consolidated monthly invoice.

For the avoidance of doubt, UKRI is the contracting body and is solely, and fully responsible for the approval and payment of all BGS invoices.

All invoices must quote:

- 1) the Purchase Order number
- 2) contract price per lift for Scheduled services; and for Unscheduled services the contract price per tonne/unit, or unit cost and itemise any associated fees for the collection of each waste stream; and
- 3) must state the relevant Note/ Certificate number(s):
 - a. Waste Transfer Notes,
 - b. Hazardous Waste Consignment Notes and
 - c. Certificates of Destruction.
- 4) The following supporting invoice information is required **for each type of waste stream:-**
 - a. Site Location.
 - b. Date of Uplift.
 - c. Number and size of each container collected
 - d. Total weight for bulk collection.
 - e. Any bin or other equipment adhoc rental where appropriate.
 - f. Copy of associated relevant Transfer Note/ Consignment Note/ Certificate of Destruction
 - g. Backing data – ACTUAL weight data for ALL lifts