

**OJEU REF - 2009/S 84-121429 LONDON BOROUGH OF HARINGEY  
COLLECTION OF WASTE & RECYCLING, STREET CLEANSING AND OTHER  
ENVIRONMENTAL SERVICES**

**OUTPUT SPECIFICATION**

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# INTRODUCTION

## OVERVIEW AND SERVICE OBJECTIVES

The London Borough of Haringey, one of 32 London boroughs, was established in 1965, with the setting up of the Greater London Council. The borough is 29.59 sq kilometres in size and sits in North London. According to official (ONS) estimates, Haringey's Population in 2006 was 225,700 and has approximately 92,170 households (2001 Census). The Borough includes five major busy town centres (Tottenham High Road, Wood Green Metropolitan Centre, Crouch End, Muswell Hill and Highgate) along with major sporting venues and a number of entertainment venues.

The Council is committed to providing value for money services, improving quality at lower cost and delivering a cleaner, greener and safer borough. The tendering for the integrated waste management contract is seen as exciting opportunity to enhance quality and value for money. The purpose of this Output Specification seeks to set out the Council's output requirements in relation to the collection of Waste and Recycling, Cleansing, Winter Services and other Environmental Services. The procurement process seeks to encourage and allows bidders the freedom to introduce innovative solutions in how the Council will deliver Services in the future.

The Council is seeking from this procurement to achieve the following objectives;

- to produce a contract that will deliver first class Services, which will throughout the Contract Period demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- to ensure that the contract will deliver demonstrable value for money services with the ability for ongoing efficiency improvements year on year;
- to deliver sustainable Services reducing the Council's carbon footprint by aiming for a carbon neutral service;
- to ensure the contract includes the requirement to monitor residents' perception both on a borough wide basis and within their local neighbourhoods;

- to ensure the Contract is flexible and encourages innovation to take account of the changing demands to reduce the impact of climate change throughout the Contract Period;
- to ensure the Contract changes public perception and behaviours where ultimately citizens will engage proactively with the Council to reduce their carbon footprint, minimise the amount of waste they produce and maximise the amount of waste they segregate for reuse, recycling, composting and recovery;
- to engage with citizens and communities to increase environmental awareness so that the perception of waste management services moves to services which focus on resource recovery.

## **SCHEDULE A- GENERAL SPECIFICATION**

### **OUTLINE**

This General Specification is applicable to the Waste Collection Services, Cleansing Services and Winter Service throughout the Contract Period.

### **DEFINITIONS**

As set out in the draft contract documentation.

### **CUSTOMER SERVICES**

**Output A1- Provision of a high quality, accessible customer relationship management service which is convenient, helpful and responsive to customer needs.**

**Output A2- To develop performance indicators and targets with appropriate mechanisms to measure and report on customer service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure customer service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce customer services provision that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- how to provide accessible customer services that communicates with the diverse and transient communities within the Borough;
- different community engagement methods to receive all communication relating to the Services, capable of processing all enquires, reports and complaints generated, electronically, or through e-mail, telephone, letter or in person;

- how the information from the community engagement methods employed can be shared with the Council;
- how the Council and the Contractor ensures that messages relating to the Services are consistent;
- how all their staff act as good ambassadors for the Council, including answering customer enquiries/complaints in a helpful and informed manner;
- how all their staff can be enabled and encouraged to report any street scene defects or problems;
- how to ensure all staff, vehicles, plant and equipment are presented in a manner which promotes a positive image for both the Contractor and the Council;
- how to utilise to best effect up to date and emerging communication channels for receiving and responding to complaints, enquiries and service requests.

## **ENVIRONMENTAL PROMOTION AND AWARENESS**

**Output A3- To design, provide and manage an education and awareness service which positively changes public behaviour on environmental and sustainability issues relating to this Contract.**

**Output A4- To develop performance indicators and targets with appropriate mechanisms to measure and report on the environmental promotion and awareness service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure environmental promotion and awareness service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce an environmental promotion and awareness service that will demonstrate continuous improvement, seeking to achieve London and/or

national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;

- how to provide accessible educational and promotional services that communicates with the diverse and transient communities within the Borough;
- how ways of working in partnership with the Council can deliver this output.

## **CUSTOMER SATISFACTION**

**Output A5- The Contractor will develop, implement and operate the Services in a manner that delivers increasing public satisfaction.**

**Output A6- To develop performance indicators and targets with appropriate mechanisms to measure and report on customer satisfaction performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure customer satisfaction performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a customer satisfaction service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- methods to monitor and gauge customers' views of the Services to assist in developing and improving services in order to meet local needs;
- how they can learn from feedback and complaints from the public to reduce the level of complaints;
- how they can implement a '*can do*' and '*getting it right first time*' culture;

- how they can ensure the rapid response to the rectification of any missed work or poor performance;
- how Services can be designed with sufficient flexibility to recognise the special requirements of deprived areas, vulnerable people and the diverse and transient nature of the communities within the Borough.

## **PERFORMANCE AND VALUE FOR MONEY**

**Output A7- Provision of services that will deliver the Council's strategic objectives meeting all statutory and legal requirements.**

**Output A8- Provision of services that demonstrate continuous improvement in performance over the Contract Period.**

**Output A9- Provision of services that demonstrate value for money over the Contract Period.**

**Output A10- To develop performance indicators and targets with appropriate mechanisms to measure and report on continuous improvement in performance and value for money.**

The Contractor shall;

- Undertake an Annual Service Report and develop an Annual Service Improvement Plan which will address the delivery of on-going continuous improvement and value for money.

The Contractor may wish to consider;

- to produce a contract that will deliver first class Services, which will throughout the Contract Period demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- how to minimise the overall cost of operating the Services and reduce future costs whilst continuing to improve performance through the development of

innovative solutions designed to meet changing customer demands as well as changes to legislation, performance targets and Council objectives;

- the following standards;
  - any legislative or regulatory standard;
  - standards set by good industry practice;
  - standards set within approved Codes of Practice;
  - standards facilitating the Authority's obligations under CAA e.g. Use of Resources.
  
- standards set within the Authority's;
  - Customer Service Standards;
  - Complaints guidelines and procedure;
  - Community consultation guidelines;
  - Corporate identity guidelines.
  
- The Council's strategic documents, including;
  - Sustainable Community Strategy;
  - Regeneration Strategy;
  - Greenest Borough Strategy;
  - Recycling Strategy.
  
- External bodies strategic documents, including;
  - North London Joint Waste Strategy;
  - The Mayor's Waste Strategy
  - Climate Change Act;
  - The Mayor's Climate Change Action Plan.

## **SUSTAINABLE SERVICES**

**Output A11- To design, provide and manage all services in a sustainable and environmentally sensitive way that maximises efficient use of resources and minimises CO<sub>2</sub> emissions.**

**Output A12- To design, provide and manage services which demonstrates continuous improvement in environmental performance over the Contract Period.**

**Output A13- To develop performance indicators and targets with appropriate mechanisms to measure and report on the sustainable service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure sustainable services, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a sustainable services that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- how all services are designed, operated and managed to be sustainable, reducing the use of energy and resources whilst minimising environmental impacts with the aim of working towards the provision of carbon neutral Services;
- how they can minimise waste and maximise the amount of waste that is reused, recycled and recovered;
- the adoption of Green Purchasing policies;
- how the specification and application of recyclable and reusable products can be encouraged;
- how they can work with and engage local businesses, social enterprises and community and voluntary organisations to create local opportunities.

## **SERVICE MONITORING**

**Output A14- To design, provide and manage a contract monitoring system which produces quality data, engenders trust by confidently reflecting actual performance**

**of the Services and being able to identify poor performance or customer dissatisfaction in order to resolve issues in a timely manner.**

The Contractor may wish to consider;

- how the Contractor's monitoring systems are fully integrated and compliment the Client Monitoring Systems.

## **EMERGENCY WORK**

**Output A15- To design, provide and manage a service to deal with emergencies which is responsive to needs at all times.**

The Contractor may wish to consider;

- the range of emergencies which may include, but not be limited to, the impact of/removal of;
  - Flooding;
  - Oil/Diesel spillages;
  - Making safe following accidents;
  - Fly Tipped Hazardous waste;
  - Dead animals;
  - Fly tipped waste causing an obstruction.

## **CONTINGENCY PLANNING**

**Output A16- To design, maintain and where necessary, implement contingency and recovery plans for reducing, mitigating and/or negating the impact of failure of the Services in whole or part.**

The Contractor may wish to consider;

- the Council's Business Continuity and Recovery Plans.

## **SPECIAL EVENTS**

**Output A17- To design, provide and manage a Special Events service, to include waste collection and cleansing services before, during and after Special Events to achieve the outputs as set out in Schedules B and C.**

**Output A18- To design a Special Events service which maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

The Contractor may wish to consider;

- the list of special events as cited in appendices.

## **MOBILISATION**

**Output A19-To design, provide and manage the service to ensure a seamless transfer and continuity of the service upon the commencement of the Contract.**

The Contractor may wish to consider;

- the integration of the incumbent Contractor's team with the Council's in-house recycling team.

## **RECORDS AND INFORMATION PROVISION**

**Output A20- To design, provide and manage a records and information system that records all data and information relating to the delivery of the Services and to make this available to the Council.**

The Contractor may wish to consider;

- how accurate and transparent data can be measured and recorded in order to produce performance indicators and cost information as required by the Council for its day to day management and its completion of statutory and other submissions;
- how an accurate record of contract assets will be maintained to ensure effective management and maintenance and to provide clarity about the responsibility for assets during the contract and the ownership at the expiry or termination of the contract;
- how accurate records of all schedules of work, programmes of work, ad hoc work, round and beat schedules will be maintained;
- how the records and information systems are fully integrated and compliment the Council's records and information systems.

## **HEALTH AND SAFETY**

**Output A21- To design, provide and manage the Services to maximise the health, safety and welfare of all persons who may be affected by its operations and activities.**

**Output A22- To develop a mechanism to report details of any contraventions relating to Health and Safety legislation.**

**Output A23- To develop a mechanism to report details of any accidents or near misses.**

The Contractor may wish to consider;

- how to regularly monitor, audit and review health and safety management, safe working practices and risk control measures;
- how to amend risk assessments, safe working practices and risk control measures or any other systems in light of any significant changes.

## **QUALITY ASSURANCE**

**Output A24- To have in place an accredited quality assurance system throughout the Contract Period.**

The Contractor may wish to consider;

- how to introduce accredited self regulating procedures, controls and apply them rigorously and consistently;
- how their claims, reports and records are verified both internally by verification personnel, and by external, government appointed, inspectors and auditors.

## **ASSET MANAGEMENT**

**Output A25- To design, provide and manage a system for the provision, maintenance and replacement of all Assets used in the delivery of the Services.**

The Contractor may wish to consider;

- how Assets will be replaced;
- how suitable facilities are available for the maintenance of assets used in the delivery of the service;
- how substitute Assets will be employed whilst the principal asset is undergoing maintenance;
- how existing Assets owned by the Council will be transferred to the Contractor;
- how Assets are maintained in accordance with the manufacturers instructions.

## **RESOURCES**

**Output A26- To ensure sufficient management, staff, labour, plant and materials to provide the services required within this contract.**

**Output A27- To ensure that all staff are adequately trained to provide the services required within this contract.**

The Contractor may wish to consider;

- how to keep up to date training records for all staff employed to deliver these Services;
- how terms and conditions of transferred staff meet the requirements under TUPE legislation.

## **DEPOT MANAGEMENT**

**Output A28- To manage the Council's depot facilities effectively.**

The Contractor may wish to consider;

- the responsibilities for the security of the site;
- the day to day management of parking on the site;
- cleaning and general maintenance;
- potential commercial opportunities arising from available depot facilities;
- how facilities will be maintained and developed to accommodate changes during the Contract Period.

## **SCHEDULE B- WASTE SERVICES**

### **Key Outputs**

#### **SERVICE OUTLINE**

The provision of comprehensive quality waste collection services throughout the Contract Period for household waste including the collection of materials suitable for reuse, recycling, composting and recovery and the collection of bulky/WEEE waste and clinical waste.

The management of household reuse and recycling centres.

#### **RESIDUAL AND RECYCLED WASTE COLLECTION**

**Output B1- Provision of a scheduled residual and recycled waste collection service that maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output B2- To design, provide and manage a collection service to;**

- **ensure that receptacles are provided with appropriate capacity to contain all waste and maximise the amount of waste segregated for reuse, recycling, composting and recovery;**
- **ensure that receptacles are collected and returned to the specified collection point;**
- **minimise missed collections;**
- **provide timely remedial action in the event of missed collections;**
- **ensure the prevention and clearance of any spillage.**

**Output B3- To design, provide and manage an assisted collection service for those elderly, infirm or disabled persons who are physically unable to present household waste and recyclables at standard collection points. The Contractor shall make provisions for an assisted collection service.**

**Output B4- To develop performance indicators and targets with appropriate mechanisms to measure and report on residual and recycled waste collection service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure residual and recycled waste collection service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a residual and recycled waste collection service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- the Council's network management duty to comply with the TMA (2006);
- the collection of residual and recyclable waste from flats above shops where such properties have limited waste storage facilities and other properties which are hard to reach;
- how the integration of the services (e.g. links to Cleansing Service), can be designed and managed to contribute to the improvement in street cleansing and proactively reduce fly tipping;
- how operatives will be able to assist the Council in identifying and prosecuting littering and fly tipping offenders;
- how household and non household waste tonnage can be accurately identified and measured;
- how to provide a Christmas tree collection service;
- that the Council currently provides an Assisted Collection Service to approximately 470 households;
- the number and location of existing bring bank sites as cited in appendices;

- the frequency and the day of collection(s) of the current residual and recycled collection services as cited in the appendices.

## **BULKY/WEEE/HAZARDOUS HOUSEHOLD WASTE COLLECTION**

**Output B5- Provision of a Bulky/WEEE/hazardous Waste Collection services that maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output B6- To design, provide and manage a collection service to ensure;**

- the service is responsive to meet local needs;
- minimises missed collections;
- timely remedial action in the event of missed collections;
- the prevention and clearance of any spillage.

**Output B7- To develop performance indicators and targets with appropriate mechanisms to measure and report on bulky/WEEE/hazardous household waste collection service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure bulky/WEEE/hazardous household waste collection service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a bulky/WEEE/hazardous household waste collection service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- that the Council currently provides an on request free service to households for the collection of listed 'White Goods.'

- that the Council currently provides an on request chargeable service for bulky household waste collected from households;
- that the Council currently provides an annual free, community clear up service to collect selected bulky items from households with front gardens;
- how the integration of the services (e.g. white goods and chargeable bulk household waste collection services) can be designed and managed to reduce the amount of fly tipping;
- the distribution of existing bulk storage points managed by Homes for Haringey as cited in the appendices.

## **CLINICAL WASTE COLLECTION**

**Output B8-Provision of a confidential Clinical Waste Collection Service that is appropriate to meet the needs of the user.**

**Output B9- To provide and manage clinical waste receptacles to meet the needs of the user and comply with all applicable legislation and guidance (HTM0701).**

The Contractor may wish to consider;

- that the Council currently provides a free service to approximately 363 residents of varying frequency, occupying domestic premises subject to referral;
- the frequency and the day of collection(s) of the current Clinical Waste Collection Service as cited in appendices.

## **SCHOOLS and COUNCIL BUILDINGS**

**Output B10- Provision of a scheduled Schools and Council buildings collection service that maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output B11- To design, provide and manage a collection service to;**

- **ensure that receptacles are provided with appropriate capacity to contain all waste and maximise the amount of waste segregated for reuse, recycling, composting and recovery;**
- **ensure that receptacles are collected and returned to the specified collection point;**
- **minimise missed collections;**
- **provide timely remedial action in the event of missed collections;**
- **ensure the prevention and clearance of any spillage.**

**Output B12- To develop performance indicators and targets with appropriate mechanisms to measure and report on school and Council building waste collection service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure school and council building waste collection service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a school and council building waste collection service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- that when collecting waste and recycling from school premises provisions must be made to minimise risk to young people;
- the frequency and the day of collection(s) of the current school and Council building waste collection service as cited in the appendices.

## **COMMERCIAL WASTE COLLECTION**

**Output B13- To design, provide, manage and market a commercial waste collection service that maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

The Contractor may wish to consider;

- how the Council's legal requirements in respect to commercial waste will be fulfilled;
- how the weight of commercial waste and commercial recyclable materials collected will be accurately determined and recorded;
- the development and implementation of innovative solutions in regards to commercial waste which could include potential partnering arrangements with the Council;
- how the integration of the commercial waste collection service can be designed and managed to contribute to the improvement in cleansing and proactively reduce fly tipping;
- how operatives will be able to assist the Council in identifying and prosecuting littering and fly tipping offenders.

## **HOUSEHOLD REUSE AND RECYCLING CENTRES**

**Output B14- Management of household reuse and recycling centre service that maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output B15- To develop performance indicators and targets with appropriate mechanisms to measure and report on household reuse and recycling centre service performance.**

The Contractor may wish to consider;

- in developing and setting targets to measure household reuse and recycling centre service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a household reuse and recycling centre service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- that the Council currently provides 2 sites at: Park View Road, Tottenham, N17 9AY and at 35, High Street, Hornsey, N8 7QB. The Hornsey Centre has an educational centre;
- how the integration of the services (e.g. bulky/WEEE collection service), can be designed and managed to reduce fly tipping;
- how to maximise the use of the centres, reviewing;
  - Opening times;
  - Recycling streams offered;
  - Ease of use for the public;
  - Making a visit a pleasant experience;
  - Education and promotion.

## **SCHEDULE C- CLEANSING SERVICES**

### **Key Outputs**

#### **SERVICE OUTLINE**

The provision of comprehensive quality cleansing services throughout the Contract Period for all applicable land use classifications (as defined by NI195), including the removal of graffiti, fly posting and fly tipping, clinical waste and the control and removal of weeds on hard surfaces and stain removal for Primary Retail and Secondary Retail land use classifications. Also, the provision of cleaning services for the Council's traditional public conveniences.

#### **CLEANSING SERVICES**

**Output C1- Provision of comprehensive cleansing services that delivers the highest possible performance standards and maximises the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output C2- To design, provide and manage street based receptacles including, but not be limited to, litter bins, cigarette bins, gum bins, dog waste bins and 'On the go' recycling bins ensuring that they never become full or overflowing.**

**Output C3- To design, provide and manage a leaf fall service that prioritises the removal of leaves to reduce risk to citizens.**

**Output C4- Provision of a fly tipping removal service which proactively reduces the amount of fly tipped waste and delivers the highest possible performance standards in the removal of fly tipped waste thereby maximising the amount of waste segregated for reuse, recycling, composting and recovery.**

**Output C5- Provision of a graffiti and fly posting removal service that delivers the highest possible performance standards.**

**Output C6-Provision of a weed control and removal service that delivers the highest possible performance standards in the control and removal of weeds on areas which include hard surfaces.**

**Output C7- Provision of a stain removal service from Primary Retail and Secondary Retail land use classifications that delivers the highest possible performance standards.**

**Output C8- To develop performance indicators and targets with appropriate mechanisms to measure and report cleansing service performance.**

**Output C9- Provision of a cleaning service for traditional public conveniences in Haringey, including the opening and closing of these conveniences; and the provision of consumables.**

The Contractor may wish to consider;

- in developing and setting targets to measure cleansing service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a cleansing service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- how to deal with the expedient removal of racist and offensive graffiti and fly-posting;
- how to deal with removal of clinical waste in the normal delivery of this service;
- how to support the Council in continuing to achieve a score of 1 for NI 196;
- how the integration of the services (e.g. links to Residual and Recycled Waste Service), can be designed and managed to contribute to the improvement in cleansing and proactively reduce fly tipping;

- the required service provision for cleansing services around educational establishments;
- the required service provision for cleansing services due to the Council's vibrant night time economy;
- the provision of street washing specifically within town centre areas;
- how to capture data to fulfil the legislative requirements relating to NI 196/Flycapture Database;
- how operatives will be able to assist the Council in identifying and prosecuting offenders of littering, fly tipping and graffiti/fly posting;
- how cleansing methods can be adopted in areas that are heavily obstructed by parked vehicles;
- how the services can be designed to reflect residents concerns in dealing with dog fouling;
- the distribution of existing litter bins, cigarette bins, gum bins, dog waste bins and the 'On the go' recycling bins as cited in the appendices;
- the Council's commitment to providing deep cleansing and to the removal of reported dog mess;
- the timely reporting of defects found at public conveniences to the Council for remedial action;
- the men's toilet at Coombes Croft only opens on Spurs match days and is only required to be open from 3 hours before kick-off time until one hour after the final whistle.

## **SCHEDULE D-WINTER SERVICE**

### **Key Outputs**

#### **SERVICE OUTLINE**

The provision of a winter service throughout the Contract Period including proactive and reactive actions to deal with ice or snow.

#### **WINTER SERVICE DUTY**

**Output D1- Provision of the highest possible level of service to ensure safe passage along highways and other land uses is not endangered by ice and/or snow.**

**Output D2- To design, provide, manage and locate salt bins to reduce risk to citizens.**

**Output D3- To develop performance indicators and targets with appropriate mechanisms to measure and report winter service performance.**

The Contractor shall:

- take due regard of the Council's approved Winter Service Plan which shall be reviewed and updated annually.

The Contractor may wish to consider;

- in developing and setting targets to measure winter service performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a winter service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;

- how to effectively predict the weather and road conditions that are likely to lead to the formation of ice or snow throughout the different areas of the Borough with innovative solutions;
- how to ensure comprehensive and fully detailed clear records of all plans, decisions, actions and outcomes taken at all locations;
- the arrangements required for co-operating with neighbouring boroughs, emergency services, public transport providers, statutory bodies and providers of essential services;
- how resources from other Services that form part of this contract, which has been suspended, can be re-deployed to support the winter service operation;
- the list of existing salt bin locations as cited in appendices.

## **SCHEDULE E- Vehicle, Plant and Equipment Provision and Maintenance Service**

### **Key Outputs**

#### **SERVICE OUTLINE**

Throughout the Contract Period the Contractor will need to provide, maintain, service, repair and manage vehicles (including specialist attachments), plant and equipment required by the Council for delivering its services, outside the delivery of the Services as outlined in this Contract.

The Council will retain the role of Operator with regard to the provisions of the Goods Vehicles (Licensing of Operators) Act 1995 for the entire fleet used by the council.

The provision of fuel for vehicles, plant and equipment required by the Council.

#### **PROVISION OF VEHICLES**

**Output E1- To design, provide and manage the provision, maintenance and repair (including breakdown recovery) service for all vehicles, plant and equipment required for council services outside the delivery of Services as outlined in this Contract e.g. parks/ground maintenance vehicles.**

**Output E2- To develop performance indicators and targets with appropriate mechanisms to measure and report vehicles, plant and equipment maintenance and service performance.**

The Contractor shall;

- ensure all Council vehicles (including specialist attachments), plant and equipment must comply with the relevant legislation and licensing requirements;
- provide vehicles, plant equipment through purchase, lease or hire as specified and approved by the Authorised Officer;

- be responsible for the management and administration of insurance claims management relating to council leased or hired vehicles.
- consider the existing leased vehicles and how they will be transferred over as part of this contract;
- ensure that all vehicles purchased, leased or hired (including specialist attachments), plant and equipment receive fully inclusive planned preventative maintenance/servicing, safety inspections, manufacture recalls and all defect repairs in accordance with manufacturer's recommendations and legal requirements, including all fair wear and tear, fluids, parts and labour;
- make provision to repair damage caused by collisions, vandalism and unfair wear and tear to all vehicles (including specialist attachments), plant and equipment in accordance with manufacturer's recommendations and legal requirements by prior agreement with the Authorised Officer and compliance with the Council's vehicle insurance policy;
- that any waste arising in the provision of the maintenance and repair service is treated and or disposed off to maximise the amount of waste segregated for reuse, recycling and recovery.

The contractor may wish to consider;

- in developing and setting targets to measure vehicles, plant and equipment maintenance performance, bidders should make reference to the standards set within good industry practices and approved codes of practice;
- how to produce a vehicles, plant and equipment maintenance service that will demonstrate continuous improvement, seeking to achieve London and/or national comparator upper quartile performance for all National Performance Indicators reported to the Audit Commission;
- how vehicles, plant and equipment will be replaced;
- how substitute vehicles, plant and equipment will be employed whilst the principal asset is undergoing maintenance;

- a list of vehicles (including specialist attachments), plant and equipment currently used by the Council as cited in the appendices. This list identifies those vehicles that are considered to be specialist and also provides ownership/lease details.

## **MANAGEMENT**

**OUTPUT E3- To design, provide and manage a records and information system in relation to the vehicles, plant and equipment provided under this part of the contract specification, in accordance with the requirements laid down in the General Specification, Records and Information Section.**

## **FUEL PROVISION**

**OUTPUT E4- To make provision for the continuous fuelling of vehicles, plant and equipment provided under this part of the specification.**

The contractor may wish to consider;

- renewable fuel options;
- a fuel management system to identify the fuel used by users;
- use of the on-site fuelling facilities at Ashley Road Depot.