

## **INVITATION TO TENDER**

**May 2020**

### **Development of a Flats Recycling Package calculator tool - Reference 2020/21 – 01**

#### **1. Overview**

This invitation to tender is issued by the London Waste and Recycling Board (LWARB) ('the Customer') on behalf of the Resource London programme. The tender is for the provision of consultancy services ('the Service Provider') to develop a tool which London's waste authorities can utilise to calculate the cost benefit of the Flats Recycling Package (detailed below).

#### **2. Background to Resource London**

Resource London is a support programme for London waste authorities, helping them to achieve recycling targets set by the Mayor of London and national government. The objectives of the Programme are to: reduce the city's waste footprint and reinvigorate recycling to make a significant contribution towards the Mayor's ambition for London to achieve 65% recycling by 2030 and to make an effective contribution to the Mayor of London's CO2 emissions performance standard.

In 2017-18 Resource London established a flats initiative to reinvigorate London's household recycling efforts for residents living in purpose-built flats, specifically targeting housing estates and large blocks of social housing.

More information about Resource London can be found on our website [www.resourcelondon.org](http://www.resourcelondon.org).

#### **3. Background to the requirement**

In 2018, Resource London set up a two-year project in partnership with housing association Peabody and six inner London boroughs to better understand the barriers to recycling for people who live in purpose-built flats (flats) and discover what practical measures could be taken (by housing providers, building managers and service providers) to help overcome them.

As part of the project, Resource London developed the Flats Recycling Package, a set of measures to bring the look and feel of the bin areas up to a common standard, and to provide residents with clear and reliable information about recycling and rubbish services. The Flats Recycling Package was rolled out across 12 Peabody estates in six London boroughs and was successful in significantly improving recycling performance.

The Flats Recycling Package consisted of the following elements:

- Clean and well-maintained bins and bin area
- Adequate collections to prevent overflows (min 60L/hh/wk)
- Appropriate apertures on recycling bins to prevent contamination but take plastic bag of recycling
- Collection of the six main recyclable materials
- Clear and visible signage on and above the bins
- Bins located conveniently for residents

- Recycling leaflet sent once a year to residents
- Posters highlighting recycling messages
- Residents informed of what to do with bulky waste.

Following this success, Resource London has recommended that the Flats Recycling Package is rolled out to all existing flats in London and has developed a toolkit and a range of downloadable assets and guidance to enable organisations (housing providers, building managers and service providers) to do this.

For London boroughs, (and housing associations and providers) to make decisions on rolling out the Flats Recycling Package they need to understand the cost-benefit of it. Resource London are procuring this piece of work to develop a cost calculator or similar tool to provide our stakeholders with a way of calculating the cost-benefit.

Although the primary audience for the tool is London boroughs, we would like the tool to be able to be used by other organisations such as housing providers and therefore the tool will need to be developed to accommodate this.

Full details of the project and Flats Recycling Package can be found at:

[\(https://resourcelondon.org/resources/research-and-innovation/making-recycling-work-for-people-in-flats/\)](https://resourcelondon.org/resources/research-and-innovation/making-recycling-work-for-people-in-flats/).

#### **4. Objective of this work and requirements**

Resource London requires a Service Provider to develop a tool for calculating the cost benefit of rolling out and maintaining the Flats Recycling Package. The calculator will use monitoring and evaluation data collected during the Peabody recycling project as well as cost information that is available from Frameworks and other sources. It is likely that some information will need to be developed/gathered by the Contractor.

The aim of the calculator is three-fold:

- i) to estimate the cost of rolling out and maintaining the Flats Recycling Package;
- ii) to estimate the savings achievable as a result of implementing the Flats Recycling Package (i.e. through increased recycling and reduced disposal costs);
- iii) to estimate other benefits e.g. borough recycling rate, service equality.

We anticipate the boroughs (and housing providers) being able to utilise the tool to calculate an approximate cost-benefit of rolling out the Flats Recycling Package in order to secure support. The tool will need to consider the differential costs associated with rolling out and maintaining the Flats Recycling Package to flats under a range of ownership i.e. local authority housing, social housing, private housing. Please note that the tool must not be too onerous for users to complete.

##### **(i) Costs**

Capital costs are all those one-off costs associated with implementing the Flats Recycling Package which include but are not limited to; upgrading bin storage areas including bins, signage/stickers, lighting, noticeboards etc.

Revenue costs are all those on-going costs which include but are not limited to, conducting inventories, design and printing and delivery for posters/leaflets, collection costs, cleaning costs and project management costs.

Implementation of the Flats Recycling Package is likely to be done on a phased basis so the calculator will need to estimate the cost for a specific number of flats as well as the borough overall.

The calculator will need to consider all overheads associated with delivery, such as FTE staff, ICT equipment/ phone, uniform, workspace and vehicle hire cost/ fuel usage.

(ii) Savings

All those potential savings associated with increases in capture rate and decrease in contamination rate. This could include reduced bin hire costs, diversion from landfill/incineration etc.

(iii) Other benefits

All those additional benefits such as increases in recycling rate, service equality and resident satisfaction. It must be noted that some of these benefits are not financial or easily quantifiable.

The Service Provider will be expected to work with an advisory group (which has already been recruited by Resource London) including five local authority officers (and representatives from the London Environment Directors Network (LEDNET)) to ensure the tool is fit for purpose and the cost and savings assumptions are realistic. The service provider will be expected to consult with the group at the beginning, middle and end of the project. In addition to consulting with the local authority officers, the Service Provider will be expected to have a meeting with key housing providers for the same reason as the local authority officers. It is likely that all consultation will be virtual.

## 5. Confirmation of deliverables

- 5.1 Attendance at a virtual inception meeting to discuss the detailed requirements of the project.
- 5.2 Inception meeting minutes setting out the key outcomes, conclusions and action points, and a revised methodological proposal, if required, including a detailed description of how the work will be delivered and the objectives met.
- 5.3 Attendance at four (virtual) advisory group meetings with the stakeholders during the project.
- 5.4 Estimate the costs, savings and other benefits; and prepare a summary for sign off by the project manager and advisory group.
- 5.5 Regular (weekly) telephone review updates with the Resource London project manager during the project.
- 5.6 A Flats Recycling Package calculator tool with guidance notes.
- 5.7 A webinar to explain to stakeholders how to use the tool.
- 5.8 Support one local authority to work through the cost calculator tool for the flats in their borough – assume 2 days of support.

## 6. Timetable

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

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

| <b>Milestone</b>                             | <b>Date</b>                      |
|--|----------------------------------|
| Invitation to Tender issued                  | Friday 29 May 2020               |
| Deadline for clarification questions         | Friday 5 June 2020 12:00         |
| <b>Tender return deadline</b>                | <b>Friday 19 June 2020</b>       |
| Inception meeting and advisory group meeting | Early July 2020                  |
| Delivery of calculator tool                  | Late August/early September 2020 |
| Delivery of webinar                          | Late August/early September 2020 |
| Support local authority through tool         | September 2020                   |

## 7. Interface/ Contract management

The main point of liaison between the Service Provider and the Customer will Gemma Scott, Local Authority Support Manager, Resource London (LWARB).

[gemma.scott@lwarb.gov.uk](mailto:gemma.scott@lwarb.gov.uk) / 07503 734477.

**All clarification questions should be sent to [info@lwarb.gov.uk](mailto:info@lwarb.gov.uk) – by midday Friday 5 June 2020.**

## 8. Quality of Service

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

## 9. Delivery Personnel

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

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

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

Resource London officers may at its discretion request that the Service Provider remove and replace any Key Personnel from the service that Resource London considers in any respect unsatisfactory in the delivery and performance of the contract. Resource London shall not be liable for the cost of replacing any Key Personnel.

Bidders may include other specialists ("Sub-contractors") in their Delivery Teams. However, the Service Provider will remain entirely responsible for the performance of the service. Such Sub-

contractors must act in accordance with the terms and conditions of the contract entered into between LWARB and the Service Provider.

## 10. Submissions

Bidders are requested to submit:

- Details of their suitability to fulfil the contract, how the contract is to be managed and their approach to delivering the required specification within the project timeline indicated in 8 above. To include examples of relevant project experience. **Maximum 10 sides of A4** (excluding project experience and CVs which can be included as an Appendix).
- Details of the personnel comprising the Delivery Team, including CVs (should be no more than 3 pages) and a description of their role in delivering the contract.
- A Pricing Schedule giving day rates<sup>4</sup> and anticipated number of days for nominated personnel (see Appendix 1) to **include VAT and expenses**.

**Bids must be submitted by Midday on Friday 19 June 2020 with the reference “LWARB tender: 2020/21– 01” to [info@lwarb.gov.uk](mailto:info@lwarb.gov.uk)**

## 11. Contract

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

The following special terms shall apply: Travel and Expenses

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

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

| <b>SUBSISTENCE</b>                                    |   |
|---|---|
| Hotel accommodation                                   | Value for money must be sought at all times. Cost should not exceed £200 per night in Greater London and £175 per night elsewhere. Extras such as newspapers, minibar costs and entertainments will not be reimbursed.<br><br>Prior approval should always be sought before hotel stays are booked. |
| <b>TRAVEL</b>   | Actual costs incurred only may be claimed.  |
| Public Transport (Train, tube, tram, bus, light rail) | Rail travel must be standard class. Upgrades to First Class travel may be paid personally but are not reclaimable.  |
| Taxis   | Taxis are only to be used in exceptional circumstances when other public transport is unavailable or impractical. Actual costs only may be claimed.   |

|         |  |
|---------|--|
| Mileage | You can only use your car where reasonable public transport is not available, and you have a valid business insurance cover. HMRC approved rates are applied |
|---------|--|

*\*additional expenses to be agreed with LWARB prior to being incurred.*

## 12. Evaluation

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

criteria: \_\_\_\_\_

<sup>4</sup>At a minimum staff are expected to be paid the London Living Wage.

| <b>Evaluation criteria</b>  | <b>Weighting</b> |
|---|------------------|
| Price <sup>5</sup>  | 25%              |
| Suitability of proposed methods to meet the objectives of the project including delivering the project within the given timescales. | 40%              |
| Authority of allocated personnel, their skills and technical capability and the time allocated for their specific task.             | 30%              |
| Approach to project management, including proposals for working effectively with multiple stakeholders                              | 5%               |

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

Responses will be evaluated based on written submissions, but in the event of a high response rate and numerous submissions, a shortlist of two or three Service Providers will be drawn up and presentations required. These presentations will not ask for any additional development, but rather a face-to-face presentation of your submission.

## 13. Acceptance of bids

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

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

#### **14. Period for which bids shall remain valid**

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

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<sup>5</sup> This will be assessed by deviation from the lowest compliant tender

## Appendix One Pricing Schedule

### Specification for the provision of consultancy services

Ref 2020/21 - 01

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

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

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

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