

Method Statements

Sub-criterion 1 – Infrastructure plans

No.	Method Statement	Points available out of 3,000 pts.
MS 1	<p>ICT Systems</p> <p>ICT systems, including precise details of systems proposed and a detailed ICT map showing how inputs are converted to outputs; how the Council gets access to these outputs and other data; and including details of reference sites where the proposed systems are in place and proposals for ICT mobilisation/set-up.</p> <p>Tenderers are required to set out how they will utilise the Council's chosen Customer Relationship Management system. Tenderers should set out what reporting requirements they believe will be fulfilled by use of this system, and how those reporting requirements not fulfilled by the system will be met. Tenderers shall demonstrate how the reports can be used to demonstrate adherence to the performance standards and requirements set out in the Specification.</p>	300
MS 2	<p>Infrastructure</p> <p>Depot infrastructure, including details of proposed sites (including the Council's depot) and how they are to be used, both short-term and longer-term (to include any planning and licensing matters).</p> <p>Infrastructure plans, including plans for management of materials, facilities to be used for processing, and any planning and licencing matters.</p>	300

MS 3	<p>Management of Assets</p> <p>Plans for procurement and management of assets, materials, equipment and sub-contractors, including details of supply chains etc. and policies and proposals on environmental issues and sustainability – to include for vehicles, containers and other key assets plus major sub-contractors.</p>	150
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Sub-criterion 2 – Operational delivery

No.	Method Statement	Points available out of 3,000 pts.
MS 4	<p>Operations</p> <p>Vehicle and staffing resources for all waste collections, including bulky waste & clinical waste – including reference examples of stated productivity levels to justify the resource levels proposed.</p> <p>There should be specific references to each waste collection activity (residual waste, garden waste, food waste and recyclables) plus reference to communal collections, assisted collections, households with difficult or narrow access, households whose collection points are not on the public highway and the expected increase in households over the life of the Contract.</p> <p>The Method Statement should also cover container delivery / management, bulky waste (including working with the 3rd Sector), clinical waste and container management (including the provisions for nappies and associated hygiene products).</p>	600

MS 5	<p>Customer Care</p> <p>Proposals and policies in respect of staff and their conduct – including customer care policies and standards; proposals for dealing with customer complaints and improving customer satisfaction; staffing policies; details of training policies; details of recruitment policies including measures to ensure that opportunities are effectively advertised locally; and policies aimed at retaining staff.</p>	400
MS 6	<p>Monitoring, Management and Supervision</p> <p>This to include details as to how staff will be supervised, monitored and audited to meet the standards of the Specification; details of the proposed Contract Manager and other senior staff members including details of relevant experience. a diagrammatic management structure together with numbers of staff at all levels;</p>	300
MS 7	<p>Health and Safety</p> <p>Health and Safety Management, including a copy of the Tenderer's health and safety manual and details of reporting procedures.</p>	300

Sub-criterion 3 – Mobilisation, innovation and added value

No.	Method Statement	Points available out of 3,000 pts.
MS 8	<p>Mobilisation</p> <p>Mobilisation plan, including details of resources for co-ordination of the mobilisation plus reference examples of successful mobilisations: this to</p>	300

	include details from the date of Contract Award until either the end of December 2019 or the date that any proposed changes to collection / operational schedules are fully implemented, whichever is the later. This to include statements on approach to TUPE and pensions.	
MS 9	<p>Innovation and Added Value</p> <p>Innovation and Added Value, in terms of items or points not already contributing to other Method Statements. This to include statements regarding Social Value; any proposals which could increase the recycling/composting rate, including the collection of additional materials; and activities to support the local economy, the third sector and / or community groups.</p>	200
MS 10	<p>Corporate Management</p> <p>Proposals for overall management of the Contract and working with the Council (in addition to the local supervision and management provisions of MS5 and MS6), including proposed Partnering arrangements and the Tenderer's Quality Management processes and Business Continuity Plan. Within this Method Statement, Tenderers are required to show an appreciation for the Council's wider strategic aims and how a successful Service contributes to these; and how they would return Services to normal following the loss of (a) working day(s) due to inclement weather.</p>	150