

Appendix A – Method Statements

QUESTIONS BIDDERS ARE REQUIRED TO ANSWER

The responses to the questions in this Appendix along with the prices submitted in the pricing schedule will be used to evaluate the responses received under the criteria and weighting system. Please refer to the Award Criteria detailed in Table 1 and Table 2: Detailed Criteria and Weightings. Familiarise yourself with this and the Authority's Specification before completing this Appendix 2.

Each Method Statement (MS) answer must address all the details required in the question and the Specification, in comprehensive prose, punctuated, and in clear understandable plain English. A list of bullet point text will not suffice as an answer.

Each Method Statement should be written clearly and unambiguously explaining how, if appointed the Bidder will fulfil the Authority's requirements. Wording such as "the Contractor shall or will" should be used; indefinite terminology such as "proposes", "intending" and "may" should be avoided as far as is possible.

Each Method Statement should be comprehensive when read alone. All of the information required shall be included as part of the response and not included elsewhere or in any other Method Statement unless specifically requested.

Each Method Statement should be uploaded to the Procurement Portal as a separate document, clearly labelled with the Method Statement number, subject and name of Bidder.

Method Statement No. 1: ICT SYSTEMS

Maximum Score 10 – Weighting 3%

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

Systems

- An explanation of the ICT systems proposed;
- Including precise details of systems proposed and how effectively they meet or exceed the Authority's stated requirements in the Specification;
- A detailed ICT map showing how inputs are converted to outputs;
- An explanation of how the Authority will be given effective access to these outputs and other data;
- The impact the systems will have on operations both in regard to potential disruption to existing Council operations if any, and in regard to beneficial effects on the operation of the contract;
- The advantages the systems will provide the Authority;
- The response may be supported by details of reference sites where the proposed systems are in place, how they perform and the benefits that have been provided to the Authority to illustrate the deliverability of the proposal;

Integration and mobilisation

- Details of the efficient integration and mobilisation timetable for ICT; and

Customer Relationship Management

- Bidders are required to set out how they will utilise the Authority's chosen Customer Relationship Management system (Forms Firm step).
- Bidders should set out what reporting requirements will be fulfilled by use of this system, an explanation on how those reporting requirements not fulfilled by the system will be met, and how the reports can be used to demonstrate adherence to the performance standards and requirements set out in the Authority's Specification.

NO WORD COUNT

Method Statement No. 2: INFRASTRUCTURE**Maximum Score 10 – Weighting 3%**

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

- An explanation of how the Authority's depot is to be used effectively, both short-term and longer-term (to include any planning and licensing matters).
- Infrastructure plans, including plans for efficient management of materials, facilities to be used for processing, and any how planning and licencing matters will be addressed effectively.
- An overview of the Bidder's depot proposal, including storage of vehicles, equipment and containers and how the Bidder will efficiently manage the depot;
- A detailed plan of the facility showing how operations will fit onto the site;
- Clear estimates as to any costs of building / adapting the facility;
- Site Supervision and security maintained to a high standard;
- Proposals for maintaining excellent H&S standards at the depot;
- Details of suitable sanitary and welfare facilities provided for all staff, including on service vehicles;
- Vehicle maintenance arrangements;
- Details of Depot and Vehicle insurance arrangements;
- Proposals for handling and treating (including Recycling) materials, including details of the facilities used;
- Where a specific facility is to be used (e.g. Materials Recovery Facility) – details of appropriate operational days and hours;
- Effective methods of handling to ensure material qualities are maximised; and
- Proposed end markets for Recyclables.

NO WORD COUNT

Method Statement No. 3: MANAGEMENT OF ASSETS**Maximum Score 10 – Weighting 1%**

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

Bidders should provide plans for the effective procurement and management of assets, materials, equipment and sub-contractors. Details should be provided in respect of your methodology for co-ordinating your supply chain in order to deliver projects more efficiently in the following areas:

- Policies and proposals in relation to vehicles, containers and other key assets plus major sub-contractors
- Plans for the procurement and management of assets and sub-contractors (including insurances) should be provided;
- The response should include details of how you will ensure healthy supply chain management in respect of vehicles, containers and other key assets plus major sub-contractors; and purchasing policies for general supplies to ensure service performance. This may include tracking systems to ensure performance.
- Supply details of prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)
- All proposals should demonstrate inclusion of environmental and sustainability considerations

NO WORD COUNT**Method Statement No. 4: OPERATIONS****Maximum Score 10 - Weighting 6%**

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

The response should cover as a minimum the points below to demonstrate deliverability of the contract:

- Appropriate levels of vehicle and staffing resources for all waste and recycling collections including bulky waste & clinical waste (including explanation of pass rates, seasonality and vehicle capacity/tip times) for both the current services and new services;
- Examples of stated productivity levels which must include details of travelling times to / from depots and delivery points to illustrate deliverability;
- Analysis of the arisings to be collected and resources for carrying those tonnages;
- Detailed operational methodology for effectively undertaking the current services;
- Detailed operational methodology for effectively undertaking the new services;
- Explanation of the efficient methodology and resource deployment for all services (Refuse, Recycling, Food Waste, Garden Waste and

Bulky Waste);

- Proposals for achieving safe methods of work in relation to collection, and assessing the risk of collection activities;
- Appropriate working hours and Bank Holiday arrangements;
- Proposals for effectively complying with the Council's Side Waste policy;
- Proposals for effectively dealing with narrow / restricted access collections (including households whose collection points are not on the public highway);
- Proposals for effectively dealing with Assisted Collections;
- Proposals for effectively dealing with Missed Collections;
- Proposals for effectively dealing with Spillages;
- Proposals for effectively collecting Waste and Recycling from communal properties;
- Proposals for effective container delivery / management, clinical waste and container management (including the provisions for nappies and associated hygiene products).
- Excellent contingency arrangements in the event of failure to perform collection service;
- Proposals for effectively managing Bulky Waste, including use of / engagement with the Third Sector.
- Effective planning to address the expected increase in households over the life of the Contract.

Note: If a score of less than 4 marks is achieved for this question your Bid shall be excluded, not considered further and rejected from the process.

NO WORD COUNT

Method Statement No. 5: CUSTOMER CARE

Maximum Score 10 - Weighting 5%

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

Customer service

- Proposals for implementing customer care policies and standards, particularly the conduct of the Bidder's staff;
- Methodology for dealing with customer complaints, including any proposals for improving customer satisfaction;

Data

- Provide proposals for effectively dealing with and controlling personal data securely. The proposals should include; details of access controls in place, use and storage of paper information, destruction and minimisation processes, securing of laptops and removable media; details of technical security, firewalls and encryption. Bidders are referred to Section 6 of the part completed Information Sharing Protocol supplied as part of this ITT. (The successful Bidder will be required to complete this documents and written confirmation is required that this is agreed) ;
- Plans for effectively training and developing staff in respect of personal data handling
- Details of who is processing personal data and where personal data will be stored and managed are also required; and copies of proposed data sharing arrangements / agreements are also required.

Recruitment

- Description of the Contractor's recruitment policy and methods of staffing the Services (including staff retention).
- Details of training, staffing and recruitment policies and policies aimed at retaining staff.

Note: If a score of less than 4 marks is achieved for this question your Bid shall be excluded, not considered further and rejected from the process.

NO WORD LIMIT

Method Statement No. 6: MONITORING, MANAGEMENT AND SUPERVISION

Maximum Score 10 – Weighting 3%

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

This shall 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;

- Proposals for Monitoring, Management and Supervision of the services as delivered on a day-to-day basis;
- A diagrammatic management structure together with numbers of staff at all levels;
- Details of the Managerial, Supervisory and Administration resources deployed on the Contract
- Details of how spare resources will support the services;
- Proposals for how the ICT system and technology will support the monitoring, management and supervision of the Contract (without repetition of MS 1);
- Details of how the Contractor will meet the Council's reporting requirements; and
- Service resilience and Business Continuity.

NO WORD COUNT

Method Statement No. 7: HEALTH AND SAFETY**Maximum Score 10 – Weighting 3%**

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

- Proposals for effectively managing overall health and Safety including a description of the Health and Safety Responsibilities of the team to be deployed at the Harlow site and how these will be implemented and monitored
- Corporate Support provided in support of this contract including:
 - A description of the corporate governance arrangements for Health Safety and Welfare
 - A description of relevant Health safety and Welfare policies and how these will be implemented and monitored
 - Details of senior and intermediate management staff who will support the staff to be wholly or mainly employed on the contract including a description of their Health Safety and Welfare responsibilities
 - Details of staff within the bidder's organisation with specific health and safety responsibilities, such as dedicated Safety or Safety Health and Environment Officers, including their qualifications and how they will support the team to be deployed at the Harlow site and senior and intermediate management.
- Proposals for the suitable provision of equipment and facilities, required to meet the Health and Safety standards of the contract; and
- Health & Safety manual and details of effective reporting procedures.

NO WORD COUNT

Method Statement No. 8: MOBILISATION**Maximum Score 10 – Weighting 3%**

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

A mobilisation plan, including details of resources for co-ordination of the mobilisation plus reference examples of successful mobilisations: this to include details from the date of Contract Award until end of May 2020. The plan should include statements on approach to TUPE and pensions.

- Overview diagram of how the Bidder will mobilise this Contract from the date of Contract Award until end of May 2020;
- Detailed proposals for managing the mobilisation of this Contract, including resources and specialist staff;
- Specific description of how the Bidder's ICT proposals shall be mobilised;
- Proposals for mitigating transition problems;
- Proposals for managing TUPE and pensions; and
- Referenced examples of recent successful comparable mobilisations.

NO WORD COUNT

Method Statement No. 9: INNOVATION AND ADDED VALUE

Maximum Score 10 – Weighting 2%

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

The response to include but not be limited to the following:

- any proposals which could increase the recycling/composting rate, including the collection of additional materials and reducing contamination levels;
- any proposals for achieving continuous improvement on the Contract; and
- increasing public awareness of the impact of improperly disposed of waste
- identify initiatives that would reduce contaminants in the recycle stream with key items being food waste, nappies and textiles working in co-operation with the Council
- Third Sector engagement

NO WORD COUNT

Method Statement No. 10: CORPORATE MANAGEMENT

Maximum Score 10 – Weighting 5%

Bidders should provide a response to the following matters taking into account the Authority's requirements set out in the Specification.

Proposals for overall management of the Contract and working with the Authority (in addition to the local supervision and management provisions of MS5 and MS6), and the Bidder's Quality Management processes and Business Continuity Plan.

Within this Method Statement, Bidders are required to show an appreciation and understanding of the Authority's wider strategic aims and how a successful Service contributes to these; as follows:

- An explanation of the Bidder's effective management processes (avoiding repetition of MS5 & MS6) including any relevant accreditations;
- The Bidder's Quality Management processes and Business Continuity Plan.
- The Bidder's understanding of the Authority's wider strategic aims and how a successful Service contributes to these;
- How the Bidder would rapidly return Services to normal following the loss of (a) working day(s) due to inclement weather; awards,
- Details of testimonials and membership of any recognised bodies relevant to the services;
- Proposals for ensuring high performance on this contract through effective management; and
- Proposals for helping the Authority deliver a high quality service for its residents.

NO WORD LIMIT