**Appendix 1**

**Specification**

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## Section 1 Scope of Services

We are seeking to a point a Contractor for the provision of Waste Collection services (the ‘service’) involving the provision of skips and the subsequent collection and processing/disposal of waste. The service is required in support of our construction projects across the Wakefield district.

The service will primarily cover roofing projects. However will not be limited to these and there may also be requirements arising for ad hoc skips, at environmental schemes and any other projects which may arise throughout the duration of the contract.

**1.1 Background and Context**

We have a strategic objective within our Business Strategy to upgrade our housing stock. This includes roofing projects, environmental projects and other ad hoc projects throughout the Wakefield district.

Please note we make no guarantee of any minimum or maximum volume of work throughout the duration of the contract. Moreover, any quantities provided are estimates only and no guarantee is given that these will be met or exceeded.

Please see Appendix 3 for specification and price matrix for waste removal services. Please clarify anything through this tender process that is not clear to the bidder in order to provide a complete rate.

**1.2 Statement of Requirements**

Please refer to Appendix 3 – Pricing Document

**1.3 General Scope**

The Contractor must ensure that it has sufficient skips available to fulfil orders placed by us and must use reasonable endeavours to ensure skips are in good condition and fit for purpose.

**Roofing Projects**

Re-roofing works are typically undertaken in ‘schemes’. Each scheme involves re-roofing works to several properties. The number of properties per scheme varies and, for example, all may be located on the same street or scattered throughout two or more nearby streets within a particular location such as one of our estates.

Presently we have 443 individual properties to re-roof with the 2024/25 financial year (12 months ended 31 March 2025). These 443 individual properties are spilt across several schemes and we will provide the Contractor with our programme of works upon commencement of the contract and upon each commencement of each financial year thereafter throughout the duration of the contract.

We require a waste management service in support of these re-roofing works. Each property will require approximately 4 skips throughout the duration of the work, these could for example be two 8-yard skips and two 4-yard skips. Factors which determine the actual number of skips required are, for example;

* property size, and
* whether the roof tiles, once removed, are to be reclaimed or disposed of, and
* whether any additional works are to be undertake which may also generate waste materials (eg: rendering, external wall insulation, roofline works and or re-pointing).

We commit to completing a roof refurbishment to a property within a time frame of 4 to 5 days and to the full completion of all works to a property within 35 days. Our site management team will discuss with the Contractor the specific requirements for waste container provision and collection throughout the duration of these works.

We require skips to be picked up at the end of every working day, and skips to be dropped off on a morning, this will mean there is the likelihood of multiple skips of different types to be collected and dropped off on a daily basis throughout the duration of the project, there will also be multiple projects open at the same time. Once skips have been removed from properties, they will need to be subsequently transported away for disposal, treatment and/or processing.

All container collections, deliveries and exchanges must be made on weekdays only between the hours of 8.00am and 4.00pm Monday to Friday.

The Contractor is required to undertake a site survey of each re-roofing scheme prior to commencement of works.  This survey is typically carried out in conjunction with us plus our re-roofing and scaffolding sub-contractors in order for all parties to agree optimal working practices, including the locations and logistics for waste skips. The Contractor will be required to attend pre-start meetings with us and other contractors working on the site.

Wherever possible, and in the majority of cases, waste skips are to be located on the driveway or in the front garden of each property being re-roofed.  Occasionally skips may need to be located on the public highway, on the pavement or on a grassed area outside the property boundary.  In such circumstances the Contractor shall, at its own expense, obtain any and all necessary permits and permissions for siting skips in these locations.

The Contractor shall, at its own expense, comply with any and all statutory requirements relating to signage, barriers and / or warning lights fitted to or marking the presence of skips.

All waste materials – roof tiles, roofing felt and wooden battens – are placed together in the same skip.  On occasion we may arrange to reclaim roof tiles rather than dispose of them.  Consequently this waste stream is classified as Construction and Demolition Waste under EWC code 17 09 04

The service required is very reactive with skips being delivered, exchanged and collected on the same day.  Skips are rarely, if ever, left on site overnight.  Where possible we will book skips by giving the contractor 48 hours’ notice.  However, the reactive nature of the service means the contractor will be required to deliver, exchange and collect skips with just 3.5 hours’ (ie half a day’s) notice.  We may also cancel skips at short notice – for example during periods of inclement weather when roofs cannot be stripped.

In light of the reactive nature of the service there will be occasions when we require to contact the contractor outside normal working hours.  Typically, between the hours of 7 am and 8.30 am on weekdays and between 4 pm and 6 pm on weekdays.  Consequently, the contractor must be contactable during these time

**Environmental Schemes**

Environmental schemes typically encompass works such as new driveways (asphalt) to include works to the path & to install drop kerbs, timber fencing, metal fencing, masonry walls, paving and soft landscaping.

We estimate undertaking one or two environmental projects each year. The waste collection requirements for each project would be discussed in advance with the Contractor. This waste stream can be classified as the following categories EWC17 05 04 Soils and stones,17 01 01 Concrete, 17 01 07 Mixtures of concrete, bricks, tiles and ceramics.

**Ad-hoc Requirements**

We have various ad-hoc waste management requirements arising from time to time. These are mostly in support of voids (ie: empty property) schemes and component replacement projects. These may include elements such as refurbishment works, garden clearances and land clearances. These works occur at sites throughout the Wakefield district. Consequently this waste stream is classified as Construction and Demolition Waste under EWC code 17 09 04

**1.4 Regulations and Standards**

All works undertaken shall comply with the appropriate Regulations, British Standards and Codes of Practice and in accordance with Appendix A WDH Health and Safety Policy.

It is a requirement that any Contractors working on behalf of ourselves have the skills and training deemed necessary by WDH. For the purpose of this waste collection service this includes;

* Health and Safety at Work Act 1974
* CDM Regulations 2015
* Asbestos Awareness
* Noise Safety Awareness
* Manual Handling Training
* Needlestick Awareness
* Gas Safety Awareness (Regulation 8)
* Driving Licence
* Waste carriers licence
* Management of Health and Safety at Work Regulations 1999

The Contractor is required to ensure its employees are up to date with best practice and regulations within the industry throughout the duration of the contract.

The Contractor shall, as required by us, provide copies and evidence of all of the above and shall furnish us with update details and versions throughout the duration of the contract.

**1.5 Construction (Design and Management) Regulations 2015 (CDM 2015) Policy**

The Contractor must adhere to CDM Regulations 2015. These Regulations set out the responsibilities and duties of managers, or their delegated officers, and also provide a summary of the Construction (Design and Management) Regulations 2015 (CDM 2015). Please refer to Appendix D.

**1.6 Waste transfer notes**

It is also a mandatory requirement that “Controlled Waste Description and Transfer Note” (aka “Annual Waste Transfer Note” or “Season Ticket”), waste transfer notes and hazardous consignment notes are provided electronically.

Invoices supplied by the Contractor must be accompanied by copies of the waste transfer notes to which they relate. Failure to do so, could result in non or delayed payment.

**1.7 Customer Care**

We put tenants ‘at the heart of everything we do’. Consequently, the Contractor must ensure that, when delivering services, their personnel conduct themselves in a polite, professional, and courteous manner at all times. In addition, the Contractor’s personnel are required to be sensitive to people’s lifestyles, religious beliefs, and ethnic origins.

Work areas must be kept as tidy as possible during works and must be left in a clean and tidy state at the end of each working day and upon completion of works.

It is not permissible for Contractors to dispose of trade and other waste in domestic refuse skips (e.g.: wheelie bins) at our tenanted properties. All waste must be disposed of to comply with current Environmental legislation.

WDH has a ‘no radio’ policy whilst working at, within or around the homes of our tenants. Contractors are required to comply with this ‘no radio’ policy and ensure that their personnel deliver works in a considerate manner to minimise disruption and disturbance to WDH tenants and the public.

The Contractor’s personnel are not permitted to use gas supplies, electricity supplies, water supplies or toilet facilities in any WDH properties – either tenanted or untenanted – unless they have obtained prior written agreement from us.

All project issues must be communicated through WDH’s channels (to be agreed in advance with us) and shall not be channelled directly or indirectly via our tenants and/or other residents..

All the Contractor’s personnel must carry a WDH ID visitors’ badge, which shall be supplied by WDH and must always be visible. All badges must be returned on completion of the work, inform WDH immediately if any badges are lost or stolen.

The Contractor must comply with the WDH Customer Care Policy located in Appendix B and Safeguarding Children and Adults at Risk Procedures at Appendix C.

## Section 2 Contractor Obligations

## 2.1 Orders

The Contractor will have a procedure for the receipt, logging and processing of Purchase Orders including the issuing of Work and monitoring all stages of a Purchase Order from receipt to invoice.

The Contractor shall have a procedure for accurately capturing the time and date of completion of Purchase Orders, and any reasons for delay. The Contractor shall also have a procedure on how this data is communicated to WDH.

## 2.2 Management Information and reporting

The Contractor must provide management information reports, in Excel spreadsheet format, at both monthly and yearly intervals.. Additionally the Contractor may be required to provide ad hoc management information reports when requested to do so by ourselves from time to time.

Should the Contractor propose to provide management information via a web portal, then this should be single sign-on and there should be the function to export the above information in Excel spreadsheet format.

2.2.1 Monthly management information

Monthly management information shall be available to us in the first week of each calendar month and shall summarise contractual activity within the previous calendar month. This management information must be available in Microsoft Excel format or able to be easily transferred/exported into Microsoft Excel.

The management information shall include, as a minimum, a single line item for each container delivery, collection and/or exchange. and, for each line item, the following information is required:

* Order number, property, address, postcode, Date requested, date completed, price (excluding VAT), total turnaround time
* the container type delivered, collected or exchanged;
* a description of the waste stream within the container and its EWC code;
* the actual weight of waste (in tonnes) within the container
* whether the delivery, collection and/or exchange was aborted or failed (ie: a wasted journey)
* the associated cost.

2.2.2 Annual management information

The Contractor shall, within one month following each anniversary of the contract, furnish us with summary management information applicable to all activity within the preceding 12 months. This summary management information must be available in Microsoft Excel format or able to be easily transferred/exported into Microsoft Excel and must summarise for each site from which collections have been made, the waste streams collected and for each of these waste streams:

* the total container collections in the preceding contract year
* the total actual amount of tonnes of waste collected in the preceding contract year
* how the waste is treated
* the treatment location
* the end destination
* what position on the waste hierarchy it occupies
* the associated total annual cost

2.2.3 Additional reporting requirements

The Contractor must provide us with details of any sub-contractors used to service our account, including their name, location, details of how they process and/or dispose of our waste, including where it is treated, its end destination and what position on the waste hierarchy their processing and/or disposal solution occupies.

These details must be provided to us immediately upon commencement of the contract, and upon each anniversary (ie: annually) of the contract thereafter, and immediately upon any change of circumstances which in any way affects these details.

2.2.4 Leaving and Returning to a Property

Contractors must inform the scheme manager, appropriate site contact or resident when leaving to collect materials or to obtain further instructions etc. If it is necessary to leave, advise the resident/ manager of the anticipated return time to complete the work and why it is necessary to leave the property before the work is completed. If a site diary is in use then record your movements on it.

Ask if materials and tools can be left (temporarily stored) in a particular place, checking they will not cause inconvenience or pose a health and safety risk to the customer these will be left at the contractors own risk and must be safe and secure to prevent accident or injury.

On Completion of the Job.

* Ensure that all works are complete to a satisfactory standard.
* Leave the area of work clean and tidy (in the condition they found it).
* Ensure that any furniture removed to carry out the service is returned to its original place.
* Inform the resident/ WDH representative that the work is complete (and what works has been carried out).
* Inform WDH that the work is complete, and provide any associated paperwork.

2.2.5 Exit Strategy

At the end of the Contract, if applicable, data will transfer to WDH and/or new Service Provider(s) at no additional cost to WDH.

The Contractor is required to produce an exit management plan that supports WDH in a smooth transition to a new service provider(s). The exit strategy will be created in conjunction with WDH early on in the contract and will be kept up to date throughout the life of the contract.

The Contractor will cooperate with WDH and the new service provider(s) to ensure that a smooth transition takes place within an agreed period of time.

## Section 3 Performance Measures

**3.1 Key Performance Indicators (KPIs)**

The Contractor’s performance will be monitored throughout the duration of the contract against a series of Key Performance Indicators (KPIs) against which the Contractor will provide appropriate management information (MI) required by us.

Appropriate WDH employees will utilise this performance data to manage the contract and co-ordinate appropriate action plans with the Contractor in order that service levels are maintained.

The Key Performance Indicators which shall be used to measure performance are set out in the table below.

The Contractor shall monitor its performance against each Performance Indicator and shall send us a monthly report detailing the level of service actually achieved.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Performance** | **Target** | **Responsibility and Measurement (Minimum Service Level)** |
| Quarterly Contract Management Meetings | Contract Management Meetings to be held Monthly/Quarterly and attended by required personnel with sufficient data provided to monitor service performance | 100% | WDH Contract Manager/ Contractor Account Manager |
| Valuations | Valuations for payment will be issued on time and accurately with no discrepancies. | 95% | Contractor Account Manager |
| Health & Safety Regulations | Health and Safety Regulations must be adhered to | 100% | WDH Contract Manager / Contractor Account Manager  Record the Number of Health and Safety Regulation Breaches per site |
| Traffic Management issues | Delivery of the services must be in line with the site Traffic Management Plan | 95% | WDH Contract Manager / Contractor Account Manager  Record the number of traffic management issues per site |
| Work in Progress update | Weekly meeting held on site to discuss past weeks progress and this week’s programme | 95% | WDH Contract Manager. Contractor Account Manager |
| Quality Control | 100% of all works to be quality checked, inclusive of accuracy of documentation (WTN) | 95% | Contractor Account Manager |
| Prompt response to requests | Reactive response to site requirements, skips to be picked up & dropped off on a daily basis within the prescribed times. | 95% | WDH Contract Manager  Record the number of requests answered in timescales |
| Customer satisfaction | Measure customer satisfaction levels by receiving no complaints of the service from The Successful Tenderer. | 100% | Contractor  No complaints about the service provided received by WDH. |
| End of day checks | Measurable against full site check at the end of each day for H&S and cleanliness | 95% | Contractor / WDH |
| Maintain corporate target of at least 55% recycling target | Measurable against waste transfer notes received | 55% | Contractor  WDH to monitor waste transfer notes received. |

If, after having provided WDH with a monthly report details its performance against the KPI’s, the Contractor has failed to meet one or more of the minimum service levels, the Contractor will provide an action plan to WDH within seven (7) days which sets out how the Contractor proposes how it will address and improve its performance.

Where the Contractor fails to meet the minimum service level(s), as detailed above, for three (3) consecutive one (1) month periods this shall constitute a Material Breach which is not capable of remedy and WDH may terminate the Contract in accordance with contract clause 23.1.1

## Section 4 Contract Management and Reporting Requirements

Upon commencement of the contract we will hold an implementation meeting with the Contractor to review the following:

* The appointment/assignment of a contract manager for both parties.
* An overview of the staff to be engaged in the service delivery and organisation chart.
* A contract management meeting schedule for the duration of the contract (Monthly, quarterly, etc). The meeting schedule will include operational service delivery meetings, contract review meetings and annual reviews.
* Governance structures for both parties to support relationship management and escalations
* Contact details for both parties for relevant departments (finance, communications etc.)

The Contractor will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. Throughout the contract term the Contractor will provide regular reports to WDH in regards to its delivery of the services provided, both reactive and proactive and to demonstrate performance against all of the key objectives outline above.

There is a key requirement for the Contractor to:

* Meet our Contract Manager/team for operational and contract performance meetings throughout the contract period.
* Maintain clear lines of communication to report issues and raise queries including invoices and payments and general service queries.
* Collect, collate and report on a range of agreed indicators on a monthly basis and provide a monthly report to the our contract manager.
* Discuss and review the performance report with our contract manager and provide any additional information/clarification, if required.
* Work with us to deliver the contract outcomes, address issues and support with service improvements.
* Undertake appropriate actions for the contract management of the social value commitments made as part of the tender bid and work with WDH to deliver Social Value outcomes throughout the contract period.
* Provide an end of year report, if required, detailing performance, proposals for efficiencies or improvements, benefits realisation and achievement against milestones – in conjunction with the annual contract review.
* Prepare an end of project report and lessons learned to be submitted 3 months before the contract end date.

It is envisaged that contract review meetings will be conducted quarterly (ie: every three (3) months); although this may vary from time to time. More frequents with WDH operational employees responsible for the day to day running of the contract will likely be required. An annual strategic review of the contract will also be undertaken by us with the Contractor.

Management Information is to be provided by the Contractor on a basis agreed with us, and as follows:

The Contractor shall as a minimum, free of charge, submit management information reports electronically to us on an agreed basis (initially monthly), covering the period since the date of previous management information reports. These should be submitted no later than 5 working days from the end of the period in question in an appropriate format required by WDH, for example, Excel.

The information must be appropriate to the management of the contract and therefore be available in sufficient detail, up to date, accurate and timely. The final content of these reports shall be agreed between ourselves and the Contractor during the mobilisation period and on an ongoing basis, but will consist of but not restricted to:

* Records of any Health & Safety issues
* Any efficiency gains or reduction in carbon footprint
* Equipment information relating to the asset register and condition of the equipment
* KPI’s
* Customer Satisfaction

## Section 5 Charges and Payment

Application for payments will be submitted by the Contractor for the works designated to an individual Contractor required under the programme and a 100% check/ inspection will be undertaken by WDH/ Contract Administrator. Upon completion of the inspection, and subject to the works being of satisfactory quality, WDH will approve/amend and agree the value within seven days of receipt of the valuation. WDH will at this point provide the Contractor with a purchase order number for invoice.

Charges will be as detailed within Schedule 4 – Charges and Payments to the contract.

WDH shall pay all (cleared and undisputed) invoices 30 days in arrears subject to the accuracy of submitted invoices and that the services provided have been in accordance with the contract conditions via BACS

Invoices should be issued digitally and in accordance with the requirements of our Exchequer Team and user department.

WDH Exchequer Services email: [exchequerservices@wdh.co.uk](mailto:exchequerservices@wdh.co.uk)

We operate a P2P (purchase to pay) system and a ‘No Purchase Order number, No Pay’ policy. Consequently the Contractor must ensure that every invoice submitted to ourselves clearly states the WDH Purchase Order number to which it relates.

Furthermore, any Contractors sub-contractors must be paid on the same terms by the Contractor, in accordance with Public Contract Regulations 2015 regulation 113.

## Section 6 Sustainability

As part of our commitment to being a responsible, sustainable business, we want to ensure that we are striving to minimise the environmental impact of our operations. Through our Sustainability Plan we have a target to reduce our carbon footprint and to further embed our environmental management system within our business.

It is therefore imperative that we take advantage of any immediate and future opportunities to reduce the carbon footprint associated with any of our waste, actively seek to move our waste up the waste hierarchy and identify and realise any associated cost savings. Furthermore, as a responsible, sustainable business, we want to ensure that our wider environmental impact, and the environmental impact of our Contractors, is also as low as possible.

For the purpose of this tender and any associated existing and/or future services, the waste hierarchy shall be defined as:

