



3- Specification

Contract Reference

T00116CO

Contract Title

Corporate Secure Shredding

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1 Specification

1.1 Overall Scope and Nature of the Requirement

The Tender is in relation to secure shredding, destruction and (wherever possible) recycling of sensitive and sometimes confidential Authority paper and media waste. The Contract will be available to use by all of the Authority's business units all corporate buildings and other Authority locations throughout Torbay. The Contract may also be used at commencement or in the future, by the Torbay Economic Development Company, English Riviera Tourism Company and any future arms-length companies wholly owned by the Authority and by schools and academies within the Torbay area.

The detailed arrangements will be mainly 'performance' based, in that the Tender will detail the outputs required and the Applicants are required to demonstrate how they intend to deliver the services to the quality and standards required.

1.2 Specific Requirements

1.2.1 The Contract is to provide, a collection or 'on-site' shredding and waste removal service, on an agreed or ad-hoc basis, from various corporate buildings and other Authority sites throughout Torbay. (A list of the Authority's current corporate locations is included at section 1.8 of this Specification). The majority of the material will be paper but there is also a requirement for the shredding of CD's, floppy discs, old hard drives, old smart cards, plastic credit type cards, cassettes, video tapes, IT software, uniforms and security items and any other associated products.

1.2.2 Secure collection then destruction and disposal.

- Where bags are used, these must be clearly labelled identifying the departmental cost centre and contact name (see Appendix A Console Label for example label)
- The Contractor will be expected to collect the material on a monthly basis (regular collection schedule) or on an ad-hoc basis (please refer to section 1.3.2, below), to be shredded from the collection points inside the building and take to the shredding vehicle. The waste will be transported securely to the Applicant's business premises for a thorough destruction process.

1.2.3 'On-site' secure destruction in a specially equipped vehicle.

- Using a specially equipped vehicle(s), the successful Applicant will securely and thoroughly destroy all waste 'on-site' at the locations of Torbay Council Business Units, as and when requested (please refer to section 1.3.2, below).
- If required, staff members of the Authority must be allowed to witness full destruction of confidential waste material.
- The destroyed waste will then be transported securely to the successful Applicant's business premises for disposal.

1.3 Generic Requirements

- 1.3.1 The successful Applicant will be expected to provide numbered, secure lockable containers to store all waste and collect it on agreed dates or on an ad-hoc basis, as required. Each container should identify the Authority's department and contact name and the providers contact name and telephone number, see Appendix A Console Label (for example label).
- 1.3.2 When shredding on an ad-hoc basis takes place, the successful Applicant should be able to shred the desired waste within five working days of the initial contact.
- 1.3.3 The successful Applicant shall be required to undertake monthly collections from each and all locations. A rota/collection day for each location must be specified and identified on each locker.
- 1.3.4 All shredding must be 'cross-cut' (or a secure equivalent method) and may require a two-cut shredding, then mulch process – depending on departmental requirements.

If your Company uses an equivalent secure shredding process, the Authority will require **full** details of how this is carried out and may request to visit your Company's nearest facility, to ensure the process would be carried out in accordance with the Contract.

- 1.3.5 The successful Applicant will need to demonstrate bulk destruction of all waste provided. The Authority's departments should not be required to 'prepare' waste specially for shredding, such as removing covers, staples, metal prongs, staples or clips.
- 1.3.6 Lockable bin/console containers to store confidential waste before shredding takes place must be made available to all the Authority's departments as required, on a rent-free basis. These will be supplied in a light oak or steel grey colour (as required) and to an average approximate size of 900mm high x 500mm wide x 500mm deep. The Authority currently has but is not restricted to forty five plus (45+) consoles which will be likely to increase over the duration of the Contract.
- 1.3.7 The successful Applicant should be accredited by a recognised body within the Shredding Services /Secure Waste disposal industry.
- 1.3.8 The successful Applicant should provide all collection services for both 'on-site' and 'off site', without any call-out charges. If possible the Authority wishes to continue paying only for the collected waste charges (by weight), within this new Contract, without any call-out charges.
- 1.3.9 All collected waste material must be transported directly and securely from the Authority's sites to your Company's business premises (or Sub-Contractor's if applicable), within a locked business vehicle and then stored securely, until the destruction process is undertaken.

- 1.3.10 The successful Applicant will provide a comprehensive Certificate of Secure Destruction on collection of the waste covering all disposals, detailing the Authority's department and location. The certificate should guarantee that all the removed waste will be shredded and disposed of securely, in a responsible environmentally friendly manner (not just sent to landfill).
- 1.3.11 It is important that any new agreement fits in with the Authority's environmental commitments on recycling and sustainability. As a basic requirement, all waste must be proven to be disposed of responsibly, to reduce the impact on the environment. Where possible, the destroyed waste must be sent for recycling and successful Applicant will need to demonstrate that a significant amount of their waste is recycled.
- 1.3.12 As well as paper and board, the successful Applicant will be required to shred and securely dispose of other materials. These must include (but are not limited to) the following items: CD's, floppy discs, old hard drives, old smart cards, plastic credit type cards, cassettes, video tapes, IT software, uniforms and security items and any other associated products. IT software, uniforms and security items, etc.
- This may well prove advantageous to Business Units within the Authority and will be a valuable addition to this Contract.
- 1.3.13 As part of the Contract award, the successful Applicant will be required to provide Management Information (MI) relating to Contract usage, and arrange Contract review meetings on a quarterly or bi-annual basis.
- 1.3.14 The successful Applicant must charge by the amount of waste per Kilogram. Please refer to 5 Pricing Submission.

1.4 Service Requirement (Standards)

- 1.4.1 For the successful Applicant to deal with complaints effectively and promptly and to log all complaints, which must be made available as a part of Management Information (MI), if required by the Authority.
- 1.4.2 For the successful Applicant to comply with the financial processes set down by the Authority.

1.5 Mandatory Requirements

- 1.5.1 The Authority may require shredding on an ad-hoc basis to take place. Your Company will be required to confirm that your Company will be able to shred the desired waste within five (5) working days of the initial contact.
- 1.5.3 The Authority will require collections to be completed on a fortnightly basis. A rota of which sites/floors will be collected on which day would be required.

- 1.5.4 The Authority requires all lockable bin/consols to be supplied to all Torbay Council departments free of charge and rent free. There is to be no limit to the number of bins/consols that will be required for each department.
- 1.5.5 Your Company must ensure that all of their company business vehicles are registered and fully ensured for business use.
- 1.5.6 Your Company must ensure that a comprehensive Certificate of Secure Destruction will be issued guaranteeing that all waste is destroyed and disposed of in an environmentally friendly manner and that this will be issued to each department, for every collection made.
- 1.5.7 Your Company must be accredited by a recognised body within the Shredding Services/Secure Waste disposal industry.
- 1.5.8 Your Company must be able to offer 'on-site' destruction of highly confidential/sensitive waste material 'on-site' at a Council location as the Authority requires. Council Officers must be able to witness secure destruction of such material, if required.
- 1.5.9 Your Company must ensure that all shredding removed from Torbay Council sites will be transported to the Companies (or Sub-Contractors) premises via a locked business vehicle and then stored securely, until the destruction process is undertaken.
- 1.5.10 Your Company will be required to ensure that all of you're organisation's operatives providing the services within this Contract, will have undertaken an in date Basic Disclosure check, by the commencement of Contract.
- 1.5.11 Your Company will be required to send all invoices directly to the Council's central Payments Section at the Town Hall ensuring each invoice details the Torbay Council official order number(s), contact name & the name/location of the collection.
- 1.5.12 Your Company will confirm there will be no minimum weight restrictions for collections.
- 1.5.13 Your Company will confirm there will be no call out charges for collections.
- 1.5.14 Each secure bin/console will required to have a unique label (see Appendix A – Console Label) provided by your Company.
- 1.5.15 Your Company must have a full and up to date Health and Safety policy.
- 1.5.16 Your Company must disclose if in the last five years you have received any prosecutions for contravention of Health and Safety legislation and be able to provide details if required.

1.6 Additional Requirements

- 1.6.1 The Authority is a dynamic and ever-changing organisation, with flexible accommodation needs. The successful Applicant will be obliged to reconcile those changing needs against the SLA's established upon award of Contract. Any SLA's will be established by negotiation between the Authority and the successful

Applicant prior to Contract award, sign up and start of Contract and be reviewed at the inaugural formal performance review meetings.

1.6.2 Thus, a recognised process of agreeing changes is needed, including robust negotiations, additions and expansions, reductions; and/or any other adjustments that the Authority may see fit to make and enforce.

1.6.3 The schedule of current Authority’s sites included at section 1.8 below, details the locations currently requiring possible collection of waste or ‘on-site’ shredding. Additional and/or alternative locations may need to be included in the future, as the Contract develops.

1.7 Further Services Offered

The Applicant will be expected to suggest as part of their response to the questions in 4 Tender Submission any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

1.8 Availability of the Contract

This Contract will be available to use by all business units within the Authority, for the provision of secure collection, destruction, disposal and recycling of shredding waste from all corporate buildings and other Authority locations throughout Torbay. The Contract may also be used at on commencement or in the future, by the Torbay Development Agency/Torbay Economic Development Company, English Riviera Tourism Company and any future arms-length companies wholly owned by the Authority and by schools and academies within the Torbay area.

For indicative purposes only; a list of the Authority’s current corporate locations where shredding may be required, is as follows:

Location	Full Address	Locations within buildings
5 Vaughan Parade	Carlton Chambers Torquay. TQ2 5JG	Ground, 1 st , 2 nd and 3 rd Floors
Area Office - Brixham Town Hall (also New Cross, Bolton Cross)	Market Street Brixham. TQ5 8LZ	All Designated Office Areas, 1 st and 2 nd Floors
Brixham Library	Market Street Brixham TQ5 8EU	
Churston Library	Broadsands Road Paignton. TQ4 6LL	

87 Abbey Road	Abbey Road Torquay. TQ2 5NN	Ground Floor
Paignton Library and Information Centre	Great Western Road Paignton TQ4 5AG	
Parkfield	38 Esplanade Road Paignton TQ3 2NH	
Torquay Library	Lymington Road Torquay TQ1 3 DT	
Torquay Town Hall (inc. Electric House, Professional Development Centre, Lower Library, Assembly Room and Upton Vale buliding)	The Town Hall Castle Circus Torquay. TQ1 3DR	All
Tor Hill House	Union Street Torquay. TQ2 5QW	All

Whilst these are the current sites to be serviced within Torbay Council, they are subject to change as the Contract develops over time.

1.9 Scope and Nature of Possible Modifications or Options

1.9.1 For all secure collections from the Town Hall and Tor Hill House buildings, the successful Applicant may be required to sign in and out at the Building's reception area (before and after collections), to comply with the Authority's Health and Safety and Fire Safety Regulations.

1.10 Contractor Requirements

1.10.1 The Authority will hold a central budget for this service. But each business unit will be responsible for raising individual 'open' purchase orders to the successful Applicant. The individual purchase order numbers must be quoted on all corresponding invoices issued by the successful Applicant. All individual comprehensive Certificates of Secure Destruction must be issued for each collection made, to the business unit concerned, guaranteeing that all waste is destroyed and disposed of in an environmentally friendly manner.

1.11 Contract and Performance Review Requirements

Reviews will normally be carried out on a quarterly basis. Initial meetings will take place during the first four to six weeks after Contract start-up and may continue. However if the Council is satisfied, quarterly reviews may well be sufficient, from then onwards.

1.11.1 Management Information

Applicants should, by way of on-going Contract performance be prepared to produce management information. The exact format and duration will be agreed between the Contractor and Authority Authorised Representative. The Contractor should be able to produce the agreed management information in an electronic format such as Microsoft Excel or any other such format as specified by the Authority. This will be at no cost to the Authority.

Applicants shall be able to produce management information for the following, but not limited to:-

- Number of agreed collections or 'on-site' shredding and waste removal visits
- Number of ad hoc collections or 'on-site' shredding and waste removal visits
- Details/list of Authority ordering departments
- Amount of work carried out both on-site and off-site
- Detail of materials shredded/destroyed
- Percentage of waste material from Torbay Council, sent for recycling (if known)
- Percentage of waste material from Torbay Council, sent for landfill (if known)
- Number of complaints received – and their resolutions
- Number of compliments received
- Invoice submittal
- Invoice payment
- Costs per collection or 'on-site' visit by department
- For the Contractor to ensure that it and all of its members of staff uphold their duties in respect of the relevant legislation covering all aspects of Equality and Diversity
- Manner and appearance of Contractor's staff to be polite and professional at all times
- When shredding on an ad-hoc basis takes place, the successful Applicant should be able to shred the desired waste within five working days of the initial contact

1.12 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority.

Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

1.13 Awarding the Contract on Behalf of Other Contracting Authorities

1.13.1 The Authority is purchasing on behalf of other contracting authorities: No