

TORBAY COUNCIL

Part 2 Specification

Contract Reference

TCORP1920

Contract Title

**Occupational Health Services – for
South West Infrastructure Services
Company Ltd (SWISCo)**

Contents

1.	Overall Scope and Nature of the Requirement.....	3
2.	Specific Requirements	5
4.	Data Protection, Information Sharing and Information Security.....	9
5.	Health & Safety	10
6.	Invoicing	11
7.	Added Value.....	12
8.	Scope and Nature of Possible Modifications or Options.....	13
9.	Awarding the Contract on Behalf of Other Contracting Authorities.....	14

1. Overall Scope and Nature of the Requirement

Further Competition bids are invited for the supply of the service as described in this Specification, which is utilising ESPO framework 985 Occupational Health Services.

The contract shall be subject to ESPO framework 985 Call-Off Terms for Occupational Health services 2019.

This Specification should be read in conjunction with the attached Appendix C - ESPO 985_19 Framework Specification.

The Authority has set out several Mandatory Requirements within this Specification, these are identified with the inclusion of the wording **(Mandatory Requirement)** against whole sections or individual requirements. Applicants will be required to confirm their compliance with these Mandatory Requirements within their Stage Two Tender Submission.

South West Infrastructure Services Company Ltd Overview

South West Infrastructure Services Company Ltd hereinafter referred to as SWISCo are a wholly owned company of Torbay Council and deliver several statutory services on their behalf as well as undertaking some commercial activities.

These services include, inter alia, the following: -

- All domestic waste collections
- Domestic recycling collections
- Waste management and transfer for disposal to specialist sites
- Household waste recycling centre
- Highway maintenance activities
- Grounds and parks maintenance activities
- Street cleansing
- Fly tipping clean up and remediation
- Vehicle maintenance and workshop activities for a large commercial fleet
- Winter maintenance including gritting, ice, and snow clearance
- Bulky waste collections and disposal
- Commercial waste collections and transfer
- A 24/7/365 support hub to support out of hours activities and act as a point of contact for lone workers and supporting local emergencies.

SWISCo will be treated, for the purposes of the Occupational Health contract, as part of Torbay Council and its employees will participate in all strands of the occupational health provision: -

Health screening – the effects of employee health on ability to work

Statutory medicals – medical examinations prescribed for certain roles, and

Health surveillance – effects of the work on the health of individuals

SWISCo employs a total of circa 220 employees and engages circa 70 agency personnel, many of whom are medium to long term so may, if undertaking a relevant role or task, need to be included in some of the occupational health services.

SWISCo are headquartered in offices at Aspen Way, Yalberton Industrial Estate, Paignton, TQ4 7QR, and have a medical room that is for the use of the occupational health provider to undertake private face to face consultations and health surveillance when required.

2. Specific Requirements

This Specification sets out the Authority's specific requirements in relation to the provision of Occupational Health Services. It is the Authority's expectation that all Applicants meet these requirements and will demonstrate this in their responses to the Method Statements and Technical Questions within 4 Stage Two Tender Submission.

Core Requirements

SWISCo Service Requirements

(Mandatory Requirement) SWISCo own and operate a large fleet of commercial vehicles and therefore have a cohort of professional drivers, these number approximately 35, the drivers will require statutory medicals as and when they are due.

SWISCo's employees and agency workers who carry out the activities listed in Section 1 above are exposed to a variety of health hazards that have the potential to cause occupational diseases or associated health issues. SWISCo's risk assessment programme has identified which of these health hazards meets the legal thresholds for undertaking health surveillance. The type of surveillance differs from role to role and the requirement for each of the relevant job types is set out in the table below. This schedule, which includes a brief description of the tasks and the types of exposures that the personnel encounter is not exhaustive, there may be other areas where risk assessments identify further surveillance requirements:

Job role	Task and hazard descriptions	Required Health Surveillance	Approximate Number of personnel
Waste and Recycling collection operatives	Glass collection noise above intervention levels	Annual audiometry	100
	Constant lifting and manual handling	Annual Musculoskeletal test	
Operations support Hub	Night workers	Annual night worker assessment	6
Fleet and Garage Technicians and Lead Hands	Maintaining vehicles in a workshop exposure to fumes	Annual Respiratory/lung function	10
	Exposure to solvents and oils	Annual Dermatological	

Job role	Task and hazard descriptions	Required Health Surveillance	Approximate Number of personnel
	Exposure to noise levels within the workshop setting over the intervention levels.	Annual audiometry	
Highways maintenance operatives	Exposure to silica and dusts through concrete saws	Annual respiratory/lung function	30
	Exposure to hand-arm vibration through jackhammers and other percussive tools	Annual HAV tier 2 & tier 3 every third year	
	Construction tool noise above the intervention levels	Annual audiometry	
Commercial waste and recycling operatives	Constant lifting and manual handling	Annual Musculoskeletal test	6
Parks and open spaces operatives	Exposure to hand-arm vibration and noise using mowers, strimmer's, and other grounds maintenance equipment	Annual HAV tier 2 & tier 3 every third year	30
		Annual audiometry	
Waste and recycling operatives – Transfer station	Glass and machinery noise above intervention levels	Annual audiometry	14
	Dust and other airborne contaminants	Annual respiratory/lung function	

Job role	Task and hazard descriptions	Required Health Surveillance	Approximate Number of personnel
Plant and FLT drivers and banksmen various locations	Various	Annual general health screening, (BMI, BP & Urinalysis), Whisper test, Musculoskeletal, Vision (Distance), Site vehicle (Driver assessment)	12
School crossing patrol officers	General	Annual general health screening, (BMI, BP & Urinalysis), Whisper test, Vision (Distance),	20

The service provider will provide monthly year to date management information on the numbers of employees who have completed their HS and those programmed to be completed. Nominated staff within the service provider will update the client's SHE-Assure electronic OHSE management system on a contemporaneous basis with all completed appointments.

VACCINATIONS, BLOOD TESTS AND MEDICATION

With reference to Section 19 Vaccinations, Blood Tests and Medication 19.1 to 19.17 of the (Appendix C) ESPO 985_19 Specification the Authority expects the Service Provider to comply with each of the requirements.

3. Contract and Performance Review Requirements

CONTRACT MANAGEMENT

(Mandatory Requirement) To enable the smooth running of the contract effective Contract Management is imperative to ensure that the Service is being delivered as agreed to the required level of performance and quality.

The Contract will be performance managed through the use of Contract Management Meetings all held via Zoom. In addition to Section 9. Contract Management 9.1, 9.2, 9.3, and 9.4 of (Appendix C) ESPO 985_19 Specification the Authority requires a monthly call between the Service Provider Account Manager and the Authority Contract Manager and the sharing of an Actions Log to ensure any issues raised with the running of the Contract are resolved in a timely and effective manner, agreeable to both parties.

REPORTS TO BE PRESENTED AT MEETINGS

With reference to section 10. Reports To Be Presented at Meetings on the (Appendix C) ESPO 985-19 Specification 10.1 to 10.5 the Authority requires all reports as detailed.

MANAGEMENT INFORMATION

With reference to Section 16 Management Information 16.1 to 16.4 of the (Appendix C) ESPO 985_19 Specification the Authority expects the Service Provider to comply with all requirements.

The Authority expects to be provided with Management Information as agreed by both parties on a quarterly basis.

CUSTOMER SERVICE

(Mandatory Requirement) The Authority expects the Service Provider to demonstrate an ongoing commitment to delivering a high standard of customer service. The minimum standard expected is a demonstration of the standards needed to deliver and improve the customer service experience as required in Part 4 Award Questionnaire Section B Method Statement 1.

(Mandatory Requirement) With reference to Section 14 Complaints and Suggestions 14.1 to 14.9 of the (Appendix C) ESPO 985_19 Specification the Authority expects the Service Provider to comply with each of the requirements. In addition the Authority expects the Service Provider to demonstrate an ongoing commitment to delivering a high standard of complaint handling. The minimum standard expected is a demonstration of the standards needed to handle a complaint as required in Part 4 Award Questionnaire Section B Method Statement 2.

4. Data Protection, Information Sharing and Information Security

(Mandatory Requirement) The Authority expects that the service provider has formal Data Protection Information Security Policies (including a breach incident management policy) in place which are appropriate to their processing, storage or handling of Authority data. You must be able to supply the Authority with evidence of this policy as requested.

- The service provider must comply in all respects with the provisions of the General Data Protection Regulations 2018 and Data Protection Act 2018.
- The service provider must sign the Authority's Data Protection Data Processing Agreement (Appendix D) where processing activity will be undertaken on the Authority's behalf, and must keep a record of any processing activity carried out.
- The product supplied by the service provider must comply with the Medical Records Act.
- The Authority expects that the service provider has formal Data Protection Information Security Policies (including a breach incident management policy) in place which are appropriate to their processing, storage or handling of Authority data. You must be able to supply the Authority with evidence of this policy as requested.
- All electronic data (email and media) must be encrypted in transit. The method of transmitting and receiving Authority data must be specifically agreed with the Authority in advance.
- The service provider must be able to demonstrate the training their staff are required to undertake in respect of data protection and information security.
- The service provider must be able to comply with data subject rights requests within the statutory timescales set out within the GDPR.

5. Health & Safety

(Mandatory Requirement) The service provider is expected to maintain the highest standard with respect to the health and safety and demonstrate these standards through the provision of safe systems of work with respect to the provision of occupational health services. The service provider will ensure that it operates appropriate infection control protocols, and its staff are fully aware of their responsibilities when operating on Torbay Council's or SWISCo's premises. Staff operating from these sites will ensure they have been adequately inducted and fully understand the emergency procedures in place and are also familiar with the local incident reporting systems.

The service provider must ensure that relevant Health and Safety Legislation is always complied with. This will include the provision of relevant risk assessments and the demonstration of competency through the submission of CV's supported by training certification. Torbay Council will also require the provider of its Occupational Health services to inform it of any incidents that occur that are: -

- causally linked to the provision of services to Torbay Council and/or SWISCo, and
- any others where the learning can be adopted within the services supplied to Torbay Council and/or SWISCo.

The service provider is to notify Torbay Council's or SWISCo's Occupational Health and Safety team, whichever is relevant, of any incidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) associated with the provision of services under this contract, the report is to be made within 24 hours of the service provider becoming aware of the incident being reportable.

The service provider is to notify Torbay Council immediately should it be subject to any formal Health and Safety action from an enforcing authority. This will include, inter alia, any letters where notification that Fee for Intervention is to be applied, the serving of any Section 21 Health and Safety at Work Act (HaSWA) Improvement Notices or Section 22 (HaSWA) Prohibition Notices or notification of a prosecution under any Health and Safety legislation.

The service provider will complete the health and safety submission questions in Part 4 of the tender to demonstrate that you are an organisation that has systems for ensuring effective occupational health, safety and environmental (OHSE) management systems and performance.

6 Invoicing

6.1 *Mandatory Requirement* With reference to Section 15 Ordering Invoicing and Payment 15.1 to 15.7 of the (Appendix C) ESPO 985_19 Specification the Authority has the additional requirements

For the purpose of invoicing the Authority for additional services charges an excel spreadsheet must be submitted to the Authority's Contract Manager for authorisation by Contract Manager and Referring Manager prior to an invoice being issued. The spreadsheet must include all details of all additional charges:

- a. details of the specific elements of health surveillance;
- b. details of Occupational Health Physician services;
- c. details of Occupational Health Nurse services;
- d. welfare services;
- e. Occupational Health Physician follow up;
- f. date;
- g. name;
- h. department;
- i. cost centre;
- j. name of referring manager;
- k. action details;
- l. time taken;
- m. cost;
- n. contract management and travel costs;
- o. disbursements/GP reports;
- p. pre-employment checks details such as name, location, departments, type of screening, start/end date of process.

Invoices should be sent to the Authority's Contract Manager by the end of the following month in which the additional charge has taken place. The service provider must be able to comply with this request.

Payment will be made in accordance with Torbay Council's specific payment terms.

Any invoice received by Torbay Council that does not meet the terms outlined above will be automatically rejected and returned to the Applicant without payment. The Applicant will be expected to correct any and all errors and re-submit the invoice to Torbay Council. Torbay Council will record each instance of a query or dispute, the nature of the query or dispute and the time taken to resolve the query or dispute in order that it may better manage those instances to avoid recurrence.

7 Added Value

7.1 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.

7.2 Social Value, Sustainability, Environmental Considerations

With reference to Section 8 Social Value 8.1 to 8.2 of the (Appendix C) ESPO 985_19 Specification the Authority expects the Service Provider to comply with each of the requirements. The Authority has additional requirements.

The Authority is seeking a Provider who will add value to the Contract by providing additional community benefits which support the Council's ambitions for a prosperous and healthy Torbay, as identified in the Corporate Plan 2019-2023

<http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/>

- 7.2.1 Applicants should take into account the following key areas in formulating their response:
- 7.2.2 Jobs: Promote local skills and employment;
- 7.2.3 Growth: supporting growth of responsible regional business;
- 7.2.4 Social: Healthier, safer and more resilient communities;
- 7.2.5 Environment: protecting and improving our environment;
- 7.2.6 Innovation: promoting social innovation.

8 Scope and Nature of Possible Modifications or Options

The Authority is willing to consider future possible Modifications or Options, based on the following:

- a. The emergence of new and evolving relevant technologies which could improve the Services;
- b. New or potential improvements to the Services;
- c. Changes in ways of working that would enable the Services to be delivered at lower costs and/or greater benefits to the Authority;
- d. An increase or decrease in staffing numbers, including the addition or reduction of schools, academies and other third parties using the Contract; or
- e. Factors that could not be reasonably foreseen by the Authority at the time of tender issue.

9 Awarding the Contract on Behalf of Other Contracting Authorities

The Authority is not purchasing on behalf of other contracting authorities.