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**SOFT MARKET TESTING**

REQUEST FOR INFORMATION

**Leicestershire county council -Home composting volunteer programme**

**Deadline for responses: Monday, 16 March 2020**

**THIS IS NOT A CALL FOR COMPETITION**

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# Purpose and Process

## Introduction and Purpose of this document

### The purpose of this Soft Market Testing (SMT) is to gauge interest from the market and to investigate options for the home composting volunteer programme required by Leicestershire County Council as described under [Section 2. Background](#_Background).

### This will enable the Council to examine the key issues that relate to the opportunities available, and refine our approach which will inform the decision-making process that needs to be undertaken prior to any possible future procurement.

### This is not an invitation to bid, this is solely a request for information (RFI) and no direct business will be awarded as a result of completing this RFI. Responding to this document does not advantage or disadvantage any Supplier in any possible future procurement process. No Supplier selection or Supplier preference is implied.

## Process

### To respond to this RFI, please read [Section 2Background](#_Background) carefully and respond to the questions detailed in Section 3 below.

### The timetable for this SMT exercise is as follows:

|  |  |
| --- | --- |
| **Date of issue of RFI document** | **28/02/2020** |
| **Deadline for clarifications** | **9/03/2020** |
| **Deadline for return of completed RFI submissions** | **16/03/2020(Noon)** |

## RFI Clarifications

### Please note that the Council reserves the right to amend the above timetable. In submitting a response to this RFI, parties do so on the conditions set out in this RFI. All documents comprising the RFI return must be completed and uploaded to the East Midlands Tenders portal ([www.eastmidstenders.org](http://www.eastmidstenders.org)) by the submission date/time.

### In order to submit your RFI response, you are required to upload it onto the portal and ensure you click the ‘**submit response**’, prior to the closing date and time. **Any amendments to the submission date/time will be communicated through the portal** and where practical, appropriate adverts updated.

## Terms of Engagement

1.9 Please note that requesting this information does not bind the Council to enter into any formal obligation or commitment to future business with any Supplier. All costs and expenses incurred by or on behalf of Suppliers in respect of this RFI, including preparing and submitting the RFI response are wholly the responsibility of the Supplier. The Council accepts no liability for these costs, including costs which may arise out of, or result from, any variation or amendment of terms and conditions of the RFI or termination of this process.

1.10 This document is provided for information and discussion purposes only and does not represent an offer capable of legal acceptance. This document is not intended to be exhaustive and the Council reserves the right to add to or amend the document as more information becomes known. The Council may withdraw this RFI at any time without incurring any liability.

1.11 The information contained herein is the property of the Council and whilst every effort is made to ensure the accuracy of such information, it is supplied without liability for errors or omissions.

**Confidentiality**

1.12 The information contained in this RFI and any communications connected to this RFI are confidential and only for the recipient’s knowledge. As such, no information included in this RFI or any communication connected to it may be disclosed to any other party without the written consent of the Council’s named contact person.

# Background

### Leicestershire County Council manages a group of approximately 70 volunteers who support the aims and activities of the Waste Initiatives & Environment teams. All volunteers undertake some degree of promotional or advisory activity relating to home composting in Leicestershire, and approximately 45 of these volunteers specialize in the promotion of home composting in their local communities.

### Leicestershire County Councils Waste Initiatives and Environment teams currently work in partnership with a registered charity, under a working agreement, to jointly recruit, train and support the activities of home composting volunteers in Leicestershire. The role of these volunteers is ambassadorial, they promote the uptake of home composting and related waste prevention behaviors across Leicestershire and ensure those already home composting in Leicestershire continue to do so effectively.

### Leicestershire County Council is looking to implement a contract for the provision of the essential services listed below:

### **Project co-ordination**

### Partnership working to achieve the effective design and delivery of a volunteer programme compliant with relevant Leicestershire County Council policies and current national legislation. For example, those pertinent to volunteer recruitment, training and management.

### Partnership working to ensure home composting volunteers are compliant with current legislation and relevant Leicestershire County Council policies and procedures pertinent to them and their activities, for example General Data Protection Regulations.

### Support in the development of policies and procedures relating to the management of home composting volunteers.

### The provision of a volunteer role description which meets the aims of Leicestershire County Councils Waste Initiatives & Environment teams in the promotion of home composting to residents, and the effective support of existing home composters in Leicestershire.

### Provision of support and advice on volunteer management issues relating to home composting volunteers as requested by the Waste Initiatives & Environment teams, and or the volunteers themselves.

### Provision of support in managing, motivating and supporting home composting volunteers as needed across Leicestershire.

### Ongoing monitoring and an annual evaluation of the performance of the home composting volunteers in line with the Councils targets and objectives.

### The provision of technical advice on home composting and related issues to Leicestershire residents via Waste initiatives and Environment team members, and home composting volunteers as required

### Attendance at regular (proposed quarterly) action planning meetings.

### Ongoing monitoring and an annual evaluation of volunteer feedback and the quality of their experience.

### Partnership working with the Waste Initiatives & Environment teams, and the volunteers, on the co-ordination of volunteer’s day-to-day voluntary activities and associated campaigns.

## Volunteer training

### Support with the recruitment of home composting volunteers to the role.

### The training (initial and in-service) of new and existing home composting volunteers to a pre-agreed programme with pre-agreed learning outcomes.

## A volunteer support package

### The development and provision of materials and resources to help the volunteers engage Leicestershire residents with home composting. This may include but is not limited to: access to pertinent teaching resources, factsheets and or newsletters in printed and / or digital format.

### The provision of materials and resources to enable the home composting ambassadors to maintain up to date knowledge and to keep them motivated. This may include but is not limited to: access to pertinent learning resources, factsheets, workshops, newsletters in printed and / or digital format.

## In addition to the essential services listed above, the following desirable services could be included in the contract:

## - Support in the recognition and reward of significant volunteering achievements and milestones.

## - Provision of a range of benefits for home composting volunteers.

## - Impact reporting encompassing waste prevention, but also where possible any associated financial, environmental, health & wellbeing and social benefits resulting from the volunteer home composting scheme.

## - Other actions to help volunteers feel valued and demonstrate the value of their work to other audiences.

# Request for Information

### This section contains requests for information in key areas that will help to inform the options available for future contract. Interested parties can provide responses to all or some of the questions.

### Please feel free to provide additional information regarding services offered which you think would be useful in relation to this exercise. The Council reserves the right to seek further clarification from any submission should it be required.

### Should you as an interested party require further clarification on any aspect of the information requested within this document, please send questions via the EastMidsTender system using the messaging facility.

### Please note that this is a consultative exercise and therefore any submissions made during this consultation will not be taken into consideration during any eventual procurement exercise that may follow.

### Interested Parties should note that any responses received during this exercise will be treated as confidential information and it is the intention of the Council not to share this information with any third parties. However, please be aware that we are subject to the disclosure requirements of the Freedom of Information Act (FoIA) and that potentially any information we hold is liable to disclosure under that Act. For this reason, we would strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under the FoIA that request will be dealt with in accordance with the legislation.

**A. General Information**

A1 Full name, address and website:

|  |  |
| --- | --- |
| Organisation name |  |
| Address |  |
| Town/city |  |
| Postcode |  |
| County |  |
| Website |  |

A2 Main contact for correspondence about this questionnaire:

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| Telephone number |  |
| Mobile phone number |  |
| Email address |  |

**B Key Questions for Consideration**

|  |  |
| --- | --- |
| **Q1. Of the following services please mark all those you are able to provide;** | |
| Support with the recruitment of home composting volunteers. | Yes  No |
| The training (initial and in-service) of home composting volunteers. | Yes  No |
| The provision of materials and resources to assist the volunteers in engaging Leicestershire residents with their messages. | Yes  No |
| The provision of technical advice (on home composting issues) as required to Leicestershire residents via active home composting volunteers and Waste Initiative & Environment team staff. | Yes  No |
| Partnership working with the Waste Initiatives team where necessary on the co-ordination of volunteer’s day-to-day activities. | Yes  No |
| Ongoing monitoring and an annual evaluation of the performance of the home composting volunteers in line with the Councils targets, outputs and objectives. | Yes  No |
| Ongoing monitoring and an annual evaluation of volunteer feedback and the quality of their experience. | Yes  No |
| Support in the recognition and reward of significant volunteering achievements and milestones. | Yes  No |
| Attendance at regular (proposed quarterly) action planning meetings. | Yes  No |

|  |
| --- |
| **Q2. Please detail your experience of providing a similar service.** |
| Please type your response here: |

|  |
| --- |
| **Q3. How would you structure the delivery of the contract? Please provide a summary of your recommended solution.** |
| Please type your response here: |

|  |
| --- |
| **Q4. What mechanisms would you employ for recognising and rewarding the contribution of volunteers?** |
| Please type your response here: |

|  |
| --- |
| **Q5. What contractual provisions could significantly reduce the contract price?** |
| Please type your response here: |

|  |
| --- |
| **Q6. What contractual provisions could significantly increase the contract price?** |
| Please type your response here: |

|  |
| --- |
| **Q7. What would be your lead time requirements to establish a service from the date of award?** |
| Please type your response here: |

|  |
| --- |
| **Q8. Leicestershire County Council is considering a firm contract period of 2 years with the option to extend for a further 2 years in 12-month increments.**  **In your opinion, what would be the most cost-effective contract duration, and why?** |
| Please type your response here: |

|  |
| --- |
| **Q9. Are there any innovations (in place or upcoming) that may positively affect service delivery e.g. innovations in respect of service design, technology or communications?** |
| Please type your response here: |

|  |
| --- |
| **Q10. We are looking for informal expressions of interest in these services at this stage to establish the level of market interest. Would your organisation be interested in bidding for these services?** |
| Choose an item. |

|  |
| --- |
| **Q11. If yes, how would you bid for the work? Please select one of the following;** |
| Choose an item. |

|  |
| --- |
| **Q12 If no, please explain why your organisation would not be interested in bidding for these services.** |
| Please type your response here: |

|  |
| --- |
| **Q13. Any further comments you wish to make.** |
| Please type your response here: |

**Thank you for completing this questionnaire.**