

Schedule 3

Service Delivery Plan

The Service Delivery Plan will outline how a textile recycling bank service for Dorset Council will be provided to the required specification and will form part of the contract.

The successful tenderers responses provided to the tender evaluation questions will form the basis for the Service Delivery Plan.

The Service Delivery Plan will include, but will not be limited to:

1. Implementation of a new service

- Commitment to providing service users with continuity of service
- Evidence of sufficient resource
- Detail of expertise in textile collection, recycling, and reuse
- Provision of Recycling Banks – professional and standardised appearance, quality, capacity, and operability.
- Approach for dealing with contamination.
- Procedure for dealing with fly tipped material adjacent to the Recycling Banks

2. Satisfying Audit Requirements

- Compliance with the council's statutory requirement for reporting
- Weights of textiles collected (KGs)
- Frequency of collections
- Details of contamination in Recycling Banks
- Details of fly tipped material adjacent to Recycling Banks
- Achieving submission deadlines
- Reporting on KPI's
- Details of End Destinations

3. Commitment to adding value to the contract.

- Increase in different types of materials that can be accepted.
- Reputable partners for end destinations.
- Evidence of investments towards circular economy.
- Innovation within the textiles recycling industry.
- Increasing provision of Recycling Banks within the Dorset Council area.

4. Consideration of improved access to banks for those with protected characteristics.

- Details relating on the provision of accessible Recycling Banks
- Innovation on design of future Recycling Banks

5. Maintenance of capacity and usability

- Maintenance of capacity between collections
- Maintenance of usability between collections

- Dealing with vandalism
- Misuse / fly tipping
- Wear and tear
- Service continuity

6. Social Value

- Partners in Communities
- Good Employer
- Green and Sustainable
- Ethical Procurement