

# Treatment and Disposal Contract – Quality Evaluation Guidance

	Service Delivery Plan Section	Guidance				
<b>PASS / FAIL</b>	<b>2. Site Operations – Opening Hours &amp; Planning Permission</b>	<p><i>See: Core Spec - section 17</i></p> <p>Should as a minimum meet the availability requirements within the specification. This should be included in a planning permission for a waste site which must be achieved no later than contract award. Where this is being provided by a third-party operator a letter of support from the operator must be included with the submission. A 'fail' score will result in your organisation's tender being disqualified.</p>				
<b>PASS / FAIL</b>	<b>5. Performance – Minimum Requirements</b>	<p><i>See: Relevant Material Category Specification - section 5</i></p> <p>Tenderers should provide evidence of being able to achieve the minimum performance standards set out within the relevant Material Category Specification(s). A 'fail' score will result in your organisation's tender being disqualified.</p>				
<b>PASS / FAIL</b>	<b>6. Waste Acceptance Criteria</b>	<p><i>See Relevant Material Category Specification - section 6</i></p> <p>Should as a minimum be able to accept the wastes detailed within relevant material specific specification(s). A 'fail' score will result in your organisation's tender being disqualified.</p>				
<b>PASS / FAIL</b>	<b>11. Weighbridge</b>	<p><i>See Core Spec - section 16</i></p> <p>Provision of a weighbridge in accordance with the Core Specification. A 'fail' score will result in your organisation's tender being disqualified.</p>				
<b>SUB CRITERIA: 40%</b>						
Weight	Service Delivery Plan Section	Guidance	Score 0 - Unacceptable	Score 1 - Basic	Score 3 - Good	Score 5 - Excellent
<b>2.5%</b>	<p><b>1. General Objectives/ Contract Scope</b></p> <p>See Core Spec ref: section 3.</p>	<p><b>Tenderer Guidance</b></p> <p>Tenderers Should outline the proposed solution explaining how the tenderer will meet the requirements detailed with the contract scope.</p>	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.

		<p><b>Evaluator Guidance</b></p> <p>Tenderers should provide an overarching response that links the provision of the services to the key strategic drivers (e.g. CEP) for the authority both at a local and national level.</p> <p>Tenderers need to demonstrate how they will deliver a flexible Waste management system capable of responding to usage, technical, regulatory and economic developments within the Waste management industry during the Contract Period</p>	<p>Fails to provide a response.</p>	<p>Basic Response – referencing some strategic drivers. Limited detail on responsiveness to industry changes.</p>	<p>Good Response – illustrates a good understanding of strategic drivers and relates this to the provision of Dorset services.</p> <p>Provides examples of how the company has responded to previous changes in the industry.</p>	<p>Excellent Response – demonstrating how the key strategic drivers link and influence the proposal for services.</p> <p>Examples are provided showing historic and forward looking responses to change within the industry.</p>
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>15%</b>	<p><b>2. Site Operations – Availability</b></p> <p>See Core Spec ref: section 17.</p>	<p><b>Tenderer Guidance</b></p> <p>a. Should detail the locations, availability, capacity and relevant consents for each of the proposed facilities.</p> <p>b. Should as a minimum meet the availability &amp; planning permission requirements within the specification –</p>	<p>No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.</p>	<p>Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.</p>	<p>Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.</p>	<p>Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.</p>
		<p><b>Evaluators Guidance</b></p> <p>All Delivery Points shall be open (as a minimum) and ready to receive deliveries of Contract Waste between the hours of:</p> <p>07:30 to 16:30 Monday to Friday;</p>	<p>Fails to meet the basic requirement in the Core Specification</p>	<p>Basic Response – Meets specification requirement and evidences with relevant planning permission</p>	<p>Good Response – meets and exceed specification requirement within normal opening hours, evidenced with planning permission and Environmental Permits.</p>	<p>Excellent Response – meets and exceeds specification requirement and provides costs of additional out of hours availability. Evidenced of planning permissions and Environmental Permits for each delivery point.</p>

		07:30 to 11:30 on Saturdays  07:30 to 15:00 on Saturdays for Christmas catch-up collections for at least three Saturdays following Christmas.			Explains traffic management and swift how turn around will be achieved.	Explains traffic management plans for each delivery point and how Authority Staff and their agents will be managed when delivering Contract Waste.  Explains traffic management and how swift turn around will be achieved.
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>5%</b>	See Core Spec ref: section 17.	<b>Tenderer Guidance</b>  Provision of opening hours over and above minimum requirements	No additional time	Less than one hour	More than one hour but less than 24-hour operation	24-hour operation
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>10%</b>	<b>3. Contingency</b>  See Core Spec ref: section 19	<b>Tenderer Guidance</b>  The Contingency Plan should be provided for both contingency delivery points and contingency processing facilities. This should include evidence of permitting and availability along with a process description and how these facilities will meet the requirements of the core specification and material Category specifications. Where contingency is being provided under sub-contracting arrangements evidence of these arrangements should be provided.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>	No contingency plan provided.	Basic contingency arrangements identified and described	Good contingency plan identified with clear information about alternative delivery points and treatment or disposal facilities including	Excellent contingency plan identified with clear information about alternative delivery points (within close proximity) and treatment or disposal

Weight	Service Delivery Plan Section	Guidance	Score 0 - Unacceptable	Score 1 - Basic	Score 3 - Good	Score 5 - Excellent
					agreements to provide capacity, site opening times, planning permissions and environmental permits	facilities including agreements to provide capacity, site opening times, planning permissions and environmental permits
<b>5%</b>	<b>4. Process Description</b>  See Relevant material Category Specification sections 1,3 & 4	<b>Tenderer Guidance</b>  For each of waste stream a detailed description of the proposed treatment process should be included. This should include process flow diagrams and images to illustrate the various stages of each process.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>	Fails to provide process description of bid solutions	Basic description of process bid to manage contract waste. Limited information regarding process output and end destinations of materials	Good description and illustration of processes bid to provide services, explaining how compliance with the relevant specifications will be achieved. Inclusion of the relevant accreditations, end destinations address details for output materials.	Excellent description and illustration of processes bid to achieve and exceed the requirements of the core and material Category specifications. Descriptions of process output, detailed end destination information provided including addresses and environmental permits. Details of relevant accreditations provided.
<b>25%</b>	<b>5. Performance</b>  See Relevant material Category Specification sections 5, 11 & 12	<b>Tenderer Guidance</b>  Tenderers should provide evidence of being able to achieve the performance standards set out within the relevant material Category specification.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.

		<p><b>Management Information Systems</b></p> <p>Tenderers should detail how they propose to manage the data and information generated from the provision of services. This should include data process flows and details of how the system will be backed up and kept secure.</p> <p><b>Performance Monitoring</b></p> <p>Tenderers should detail and provide evidence to support how performance will be monitored and reported in respect of the KPIs and treatment performance requirements as detailed within the material Category specification.</p>				
		<p><b>Evaluator Guidance</b></p> <p>This section seeks to ensure tenderers have a sound and appropriate approach to data and information management for the contract</p>	<p>Fails to provide a response that addresses the requirements of the specification</p>	<p>Basic response that provides some confidence that the performance standard is achievable, MIS systems are in place and capable of providing the necessary contract information and a system will be developed or is already in place to capture the data to report on KPIs</p>	<p>Good response that provides evidence and confidence that the required performance standards can be met.</p> <p>Detailed description of MIS including example of how information can or could be reported for the contract.</p> <p>Company approach to performance monitoring is detailed and discusses how the KPIs of the contract will be monitored.</p>	<p>Excellent Response provides evidence and confidence that the required performance standards can be met and exceeded.</p> <p>Detailed description of MIS including example of how information can or could be reported for the contract.</p> <p>Discusses compatibility with authority systems – namely Bartec and Webaspx</p> <p>Company approach to performance monitoring is detailed and discusses how the KPIs of the contract will be monitored.</p>
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>

5%	<b>6. Waste Acceptance Criteria</b>  See Relevant material Category Specification section 6	<b>Tenderer Guidance</b>  a. Should as a minimum be able to accept the wastes detailed within relevant material Category specification(s)  b. Any wider acceptance of materials should be detailed.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>  See – Material Category Specifications for full details	Fails to meet minimum waste acceptance levels	Minimum waste acceptance met	Minimum waste acceptance met with some wider scope for additional acceptance.  Approach to waste acceptance detailed.	Minimum waste acceptance met with extensive scope for additional acceptance.  Approach to waste acceptance detailed. The ability of the process to adapt over time to changing composition discussed.
Weight	Service Delivery Plan Section	Guidance	Score 0 - Unacceptable	Score 1 - Basic	Score 3 - Good	Score 5 - Excellent
5%	<b>7. Treatment Facility - Output(s) Marketing Plan</b>  See Relevant material Category Specification section 7	<b>Tenderer Guidance</b>  The strategy toward sourcing and securing outlets for treatment outputs should be detailed within the Marketing Plan. Evidence of supply arrangements should be provided.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.

		<b>Evaluator Guidance</b>				
		This section seeks to ensure tenderers have a robust set of outlets for the outputs their processes.	No marketing plan provided	Basic Marketing Plan Provided identifying anticipated destinations for output materials	Good marketing plan provided identifying a strategy to source outlets for materials for the duration of the contact.	Excellent marketing plan providing details of a range of outlets for process outputs, including, addresses, permits and planning permissions and intended uses etc.
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>5%</b>	<b>8. Management Staff</b>  See Core Spec ref: Section 9	<b>Tenderer Guidance</b>  Include organisational structures listing relevant qualifications, and experience.	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>	No details of management staff provided	Basic organisation structure provided  24-hour contact identified – provision of contact details	Organisation structure provided with brief descriptions of key contract personnel.  24-hour contact identified – provision of contact details	Organisation structure provided with evidence of qualifications and experience of key contract personnel.  Contact details provided  24-hour contact identified – provision of contact details
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>5%</b>	<b>9. Environmental &amp; Quality Management Systems Management</b>  See Core Spec ref: Section 10	<b>Tenderer Guidance</b>  Evidence and examples of such systems should be provided	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the

			specification and contract requirements.	specification and contract requirements.	specification and contract requirements.	specification and contract requirements.
		<p><b>Evaluator Guidance</b></p> <p>A good management system is essential for the operation of waste management services and in now a regulator requirement for all operators. Tenderers with well-established and accredited systems will score highest</p>	No systems in place or intention to achieve with the first year	Intention to achieve environmental and quality systems with the first year	Established environmental and quality management system running prior to contract commencement	Established and accredited environmental and quality management systems running prior to contract award.
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>10%</b>	<p><b>10. Health and Safety</b></p> <p>See Core Spec. ref: Section 14</p>	<p><b>Tenderer Guidance</b></p> <p>Tenderers should detail their proposed approach to the management of health and safety for the provision of the service. Evidence of delivering similar management in a comparable service should be provided. This should be supported by examples of Site Users Rules and the management of traffic at the facilities</p>	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<p><b>Evaluator Guidance</b></p>	Fail to provide a response to H&S requirements in relation to the service	Basic response to H&S approach for contract services provided with some examples of key documents	Good response to H&S covering all areas of the core specification with a 3+ examples of relevant risk assessments/ site user rules applicable to the services.	Excellent response to H&S providing evidence of a culture within the organisation that promotes continuous improvement and best practice. Provides 5+

		Tenderers need to demonstrate their approach to H&S for the provision of contracted services. Evaluators need to be convinced that the use of the facilities by its staff and agents will be managed well and are safe operating environments.			Provision of H&S Policy Statement	examples of relevant risk assessments/ site user rules applicable to the services.  Provision of H&S Policy Statement  Details of a nominated H&S representative for the contracted services with evidence of their qualifications.
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>2.5%</b>	<b>12. Innovation</b>	<p><b>Tenderer Guidance</b></p> <p>The Authority is seeking a progressive and innovative contractor who is capable to responding in a mutually beneficial way to market changes. Tenderers should detail their approach to the emerging Resources and Waste Strategy for England as well as providing examples of how they have adapted to change in the past.</p>	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>	No response	Basic understanding of the Waste and Resources Strategy demonstrated and potential changes to the waste composition as a result of changes.	Good understanding of the Waste and Resources Strategy demonstrated and potential changes to the waste composition as a result of changes.  Possible solutions/ideas to these changes demonstrated with prior examples of how tenderers have responded to previous changes in market conditions in the past that was mutually beneficial.	Comprehensive understanding of the Waste and Resources Strategy and potential changes to the waste composition as a result of changes.  Possible solutions/ideas to these changes demonstrated with prior examples of how tenderers have responded to previous changes in market conditions in the past that was mutually beneficial.

						<p>Use of technology to improve systems and processes</p> <p>Ability to change outlets within the contract for most benefit (environmental and economic) for both parties.</p> <p>Contribution to R&amp;D projects</p>
<b>Weight</b>	<b>Service Delivery Plan Section</b>	<b>Guidance</b>	<b>Score 0 - Unacceptable</b>	<b>Score 1 - Basic</b>	<b>Score 3 - Good</b>	<b>Score 5 - Excellent</b>
<b>5%</b>	<b>13. Education offering</b>	<p><b>Tenderer Guidance</b></p> <p>Tenderers should detail what in the way of promotional and education support they will offer for the duration of the contract to support the Authorities awareness work. Where applicable examples of previous similar support should be included.</p>	No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.	Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.	Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.	Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
		<b>Evaluator Guidance</b>	No response	Site visits offered to community groups, including school children with adequate risk assessments for such visits already established and in place (and PPE provided for all visitors).	Site visits offered to community groups, including school children with adequate risk assessments for such visits already established and in place (and PPE provided for all visitors).  Promotional material available to include on authority website regarding the end destinations of waste, and contribution to combined leaflets/information.	Site visits offered to community groups, including school children with adequate risk assessments for such visits already established and in place (and PPE provided for all visitors).  Education room at facility that can be used as a briefing room prior to site visits.  Promotional material available to include on authority website

						<p>regarding the end destinations of waste, and contribution to combined leaflets/information.</p> <p>Sponsorship of specific campaigns for householders (e.g. prizes)</p>
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