## Background to the requirement

Wolverhampton City Council (the Council) requires a Provider to provide various washroom facilities and consumables, carryout installation, appropriate servicing, and maintenance at required intervals and provide excellent account management and a responsive customer service.

Wolverhampton Homes (WH) is an Arm’s Length Management Organisation, wholly owned by Wolverhampton City Council. The contract will be available to use by Wolverhampton City Council (WCC) and Wolverhampton Homes (WH).

The Council and WH are seeking a suitably experienced Provider who has current experience of working within Local Authorities environment, ideally with a strong operational base within the West Midlands, thus allowing for both adequate contract support and operational flexibility that is to be delivered to support the contract as and when needed moving forwards into this contract term.

The Council and WH must ensure that clinical waste is stored, segregated, and handled in a secure manner. The Council and WH ensure compliance by having a contract in place with a Provider to deliver Washroom Services to the premise’s dependant of the Council and WH.

## Scope

The Council and WH are looking to procure washroom services to assist in ensuring the personal safety of employees and general public whilst on site and in The Council premises.

The Council and WH have a requirement for washroom services provider to provide washroom services to the Council buildings.

Within the Council, currently the main customers are Facilities Management, Adult Education and the Visitor Economy sections of the Council.

In addition, other Council establishments will order their own Washroom Services directly, this includes, but not limited to, Adult Education sites, Community Centres, Leisure Centres and other buildings the Council occupies and provide services from.

This agreement is to be used by Wolverhampton City Council and Wolverhampton Homes.

WCC and WH reserve the right to add or remove locations to the contract during the term.

### Products and Services

The Council requires dependable equipment that will provide good hygiene standards which meet all health and safety regulations in a cost effective and efficient manner to support our operations.

The Council require robust and adequate technical support and experience to provide excellent maintenance and urgent response repair work. In addition to the maintenance requirements the Council require the installation and commissioning of goods to be fully resourced. The Council wishes to appoint a Provider who is capable of providing this service, including general advice and assistance during the Contract period.

The Provider will provide new equipment that can be purchased outright or rented. The Provider may be required to remove existing equipment where appropriate and replace with new equipment.

Sites that currently have equipment that was purchased outright may not wish to upgrade immediately at the start of this contract but may be likely to upgrade during the life of this contract. Equipment that is currently on lease has a common termination date of 30th April 2024.

This contract is for the provision of washroom services and hygiene consumables suitable for a washroom environment.

**The requirements include, but not limited to:**

* Sanitary Collection and Disposal Service
* Nappy and Incontinence Waste Collection and Disposal Service
* Medical Collection and Disposal Service
* Sharps Collection and Disposal Service
* Clinical/Incontinence Waste Collection and Disposal Service
* Disposal of Offensive Waste
* Rental of Roller Towels
* Rental and Purchase of Hand Dryers
* Washroom Equipment
* Dust Mats

### Optional products

In addition to the core products and services, the Provider must provide pricing on some optional elements, these items are usually sourced via alternative contractual arrangements with other contracts, however, from time to time, or where there are compatibility issues with the products supplied by other Providers (i.e. by the Cleaning and Janitorial Products contract) these items may be ordered via the contract.

* Soap Dispenser
* Paper Towel
* Water Management System
* Hygiene Bag Dispenser
* Low Risk Waste Collection
* Hand Sanitiser
* Water Management System

The Council cannot at this stage estimate the volume of usage of these products. The Provider must provide pricing based on one single item.

### Service frequency

The Council will require the Provider servicing of machines at various sites is to be at frequencies determined by the needs of each site. The frequency options for servicing sites must include as a minimum the following options:

* Weekly
* Fortnightly
* Monthly
* Bi-annually
* Annually

### Repairs & replacements

The Provider Must provide a repair Service (parts & labour) between 9.00 am to 4.30 pm Monday to Thursday, 4.00 pm Friday. The maximum response time to all Service/breakdown calls shall be four working hours and repaired within 8 hours.

Where Equipment cannot be repaired within the maximum response time of 8 hours a replacement machine of similar capacity shall, if requested, be provided. This Equipment will be free on loan until the sites own Equipment is repaired and returned. The 8 hours shall commence from the time of the telephone call reporting the breakdown.

In addition to maintenance calls to repair equipment, a preventative maintenance call programme shall be carried out in accordance with Manufacturers recommendations that will also be agreed with the Council.

## General Requirements

### The following services are required as a minimum

#### Delivery of goods as and when specified

#### Replacement of goods

#### Removal and disposal of waste

#### Reporting damages

### Site Locations

The site locations are to be advised by Facilities Management at the Council and WH as required.

### Account Management

### Local Account Management services are required to provide customer advice, guidance and support to service users across the city. Account information to be supplied on time monthly and quarterly meetings held to discuss the service

### Site Surveying

Sites are to be reviewed annually to ensure each location is optimising the most energy and

cost efficient goods and services that are available on the contract.

### Innovation Proposals

The Council requires the successful Provider to provide timely advice, guidance and recommendations that will yield year-on-year savings through the life of the contract.

As a minimum the council expect an annual plan and implementation of site visits that outlines current goods and services and makes recommendations for service and goods improvement and changes that will provide sites with savings – in real terms and in energy efficiencies.

### Other

Enabling and supporting the implementation of new goods and services to meet each

sites' requirement is required.

### Contract Management

The successful Provider will be required to provide a nominated Contract Manager who will be responsible for providing a single point of contact for the contract and will be responsible for the management of the contract.

The Council requires the successful Provider to have robust business processes in place for the implementation of and management of the Contract (including contract management arrangements and clear mobilisation and communication plans) prior to and throughout the contract period.

The Council requires the successful Provider to monitor and manage the performance of the contract, against agreed levels of service and ensure that services are supplied in an efficient and effective way.

Routine liaison by the successful Provider with the Council is to be carried out through the Council’s Contract Manager who will act as the point of contact for service performance, management information and the management of the contract.

The Council and WH require the successful Provider to take a proactive approach to their role. It is expected that they will give timely advice and guidance, for example regular progress reports on any service issues. In addition, the Council requires the successful Provider to inform the Council and WH of any innovative ways of working to enable the cost effective provision of this service without compromising the overall quality.

The successful Provider is to have robust business processes in place for the end to end supply of services and for the on-going management of the contract and associated services and should demonstrate this through their tender response and any future service provision.

### Provider Addition and Removal of Sites

A number of offices may close down throughout the contract period. The Council requires a provision to facilitate some possible re-siting or removing of Equipment during this contract period without the Council incurring any penalty charges.

During the term of the contract the Council may add or remove sites to the contract, the Provider must report on these changes as part of the Management Information reports.

### Health and Safety

Proper safeguards are to be taken to prevent danger to children and any other person whenever their vehicles are on Council premises.

### Providers Personnel

The Council require all staff who provide services to all site locations covered by this contract have been checked by Disclosure and Barring Services (DBS Checks).

The Contractor will ensure, at his own cost, that all operative and all sub-Contractors employed on this contract undergo DBS checks.

Where operatives may have unsupervised access to children, in particular Education and Social Services, in addition to Enhanced DBS checks, the Contractor must have rigorous checking procedures in place and substantial documentary evidence to prove that the operatives have been correctly identified by the Contractor as being the persons who have undergone Enhance DBS checks or are in the process of undergoing DBS checks and are in possession of an identification card which confirms who they are and shows a current photograph got them.

The Contractor is responsible for ensuring that the named person is the person who is sent to the site to commence and undertake work.

The Contractor will provide the Contract Administrator during the contract mobilisation period a list of all Staff employed on this contract (including sub-contract workers) indicating:

* The name of the employee; the date of the DBS/Enhanced DBS check or when the application was made;
* Certificate number
* The process undertaken to determine suitability of the operative to work on this contract, should the disclosure have highlighted any previous convictions.

The Contractor shall ensure all employees and sub-Contractors wear Identification Badges positioned in a prominent position, at all times.

### Leasing Agreements

The Council will not enter into any financing agreements or lease rental agreements arranged by the Provider unless previously agreed with the Councils Corporate Procurement representative.

For all agreements, prices will be fixed for two years and reviewed in line with the prevailing Consumer Price Index (CPI) rate on the second anniversary of the contract commencement date for the following two-year period. Evidence of increased costs must be submitted with all requests for a price increase. Any requests for a price increase without supporting evidence will not be considered. Any price increase will be granted at the sole discretion of the Council.

All agreements will be for a 'Fixed' Term and will cover all maintenance and servicing. On completion of this period the contract shall be deemed to have expired. The length of the agreement must not extend beyond the life of the contract.

All rentals agreements entered into during the term of the contract will expire on the last day of the Contract, the termination of such agreements shall not require any other notification of cancellation (written or otherwise) by the Council or WH. Any continuation of contract must be arranged through Corporate Procurement.

A sample rental contract document must be submitted with the bidder’s tender submission.

## The requirements

### Goods

All machines and products supplied to the Council must conform to the appropriate British Standards, or equivalent and EU Directives and follow the Environmental Protection (Duty of Care) England Regulations 2003 throughout the period of the Contract.

**Faulty goods**

Any machines or units supplied to the Council that are faulty will be replaced immediately free of charge.

The Council shall be able to recover from the Provider all costs incurred by the Council (including labour) ) due to goods being supplied of poor quality, faulty and which do not conform to the specification.

### Services

The Council require the following services as a minimum:

* The delivery of goods as specified, the replacement of goods, taking away waste, waste disposal, reporting damages and providing replacements
* Servicing sites at frequencies determined by the needs of each site. The frequency options for servicing sites must include as a minimum, - weekly, fortnightly, monthly, bi-annually and annual options
* Local Account Management services to provide customer advice, guidance and support to service users across the city
* Reviewing sites to ensure each location is optimising the most energy and cost efficient goods and services that are available on the contract
* Presenting recommendations to the Council and cluster managers for cost savings and/or price reductions through innovative solutions
* Enabling and supporting the implementation of new goods and services to meet each sites’ requirements
* Centralised contract management services that provides customer advice, guidance and support, management information and reports, and contract efficiency and optimisation services.

### Fitting and Removal of Equipment

It is the responsibility of the Contractor to install machines and to ensure that all walls and surfaces are repaired and fixed at the end of the Contract period.

All equipment is to be fitted free of charge by the Contractor. It will be the responsibility of the Contractor to remove the equipment and repair the plaster/paint work (if applicable) within two weeks after the expiry date of the Contract. Removal of any equipment at the end of an agreement will be at the Contractors own expense.

## Functional requirements

The Provider must guarantee an 'uptime' of 95% on all equipment measured over a 13-week period. 'Uptime' means functioning correctly in accordance with machine specifications including attachments and associated equipment.

Where equipment fails to meet this standard, the Contractor shall agree to replace the Equipment, if requested to do so, at no extra cost to the Council.

The Council require a guarantee that if any site is unhappy with the equipment's performance within 3 months of installation the Contractor will exchange it for the same or a similar model free of charge.

Machines that are installed, with a coin mechanism, on a rental basis should have coin mechanisms replaced free of charge, in the event of a change in currency.

## Performance requirements

The Council require the successful provider to provide effective and responsive communication between the Provider and all Service Areas at the Council. This will include a service level of a maximum of 6 hours to respond to all telephone or email correspondence from the Council.

### Environmental Factors

#### Energy & Environmental factors

The Council seek to minimise contributions to global warming by reducing the consumption of energy; considering energy conservation, energy efficiency and reductions in energy pollution.

#### Waste, Recycling and Renewable Energy

The Council seek to actively reduce the production of waste, to reuse materials where possible, recycle everything possible and recover energy from waste where feasible.

#### Collections and Waste Disposals

* Collections and waste disposals must be made in line with all relevant and current legislation. This includes, but is not restricted to the following:
  + Carriage of Dangerous Goods by Road Regulations
  + The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009
  + RoHS
  + COSHH
  + WEEE Directive
  + Landfill (England and Wales) Regulations 2002
  + The classification, packaging and labelling of Dangerous Substances Regulations 2006
  + Environmental Protection (Duty of Care) Regulation 1991
  + The European Waste Catalogue (EWC)
  + Control of Pollution Act 1974 section 17
  + Hazardous Waste Regulations (England and Wales) 2005 and Amended 2009
  + The Waste (England and Waste) Regulations 2011
  + Control of Pollutions (Special waste) Regulations 2005

### Site Access Arrangements

The responsibility for ensuring access rests with the Contractor. During the mobilisation, the Provided shall be provided with Access Times and, where applicable access fobs to enable entry into the Client’s properties

Any access fobs provided shall be returned at contract end.

If an access fob is lost, the Contractor is to inform the Client immediately. Costs for replacement fobs shall be the responsibility of the Contractor

### Implementation requirements

The successful tenderer must complete a full survey of all Wolverhampton sites before the contract commences, to ensure that all records are up to date and all products are in stock. The current Provider to remove their products at a minimum, 24 hours before the incoming provider installation of products.

### Off Boarding

The Provider is expected to remove all products installed free of charge within the timescales agreed at the discretion of the Customer prior to the end of the contract

### Contract/service management requirements

#### Key Performance Indicators

The Customer is committed to continuous improvement and will utilise a suite of key performance indications (KPIs) to measure the progress of the Provider over the duration of the contract. Performance against KPIs will be reviewed regularly by the Parties, as set out in this Specification.

#### Management Information

Management Information to be provided on a quarterly basis, aggregated quarterly Management Information to be provided at quarterly performance review meetings. Information requested to be sent to the specific Manager, 1 week before the meeting.

* Scheduled Services completed on time in full in compliance to the agreed programme of works.
* Customer Enquiries responded to within 2 days.
* Number of complaints received in a 30 day period.
* Management information supplied on time monthly and discussed at quarterly meetings.
* On time and accurate invoicing split by cost centre
* Innovation initiatives yearly plan - Advice, guidance and recommendations that will yield year-on-year savings through the life of the contract
* Company accreditation for example CSE IIP (Accreditations to be maintained during the term of the contract)