

2.1 Introduction

In February 2021 Glasgow City Council will cease to provide a free bulk uplift service to the residents of Glasgow City. There has been mistaken acceptance that bulk uplift was part of the Council's core duties and wrapped up in Council Tax. This is not the case. Glasgow City Council propose to offer a bulk pick up service of £35 per uplift. CDHA have consulted with our tenants and owners and the majority of our residents voted for us to deliver a bulk removal service. We have considered how we might do this and now seek prices from suitably equipped contractors to carry out this service on a weekly basis. The tenderer shall provide vehicular facilities for the uplift and transportation to Shieldhall Recycling Centre Renfrew Rd, Glasgow G51 4SL of bulky waste from back court areas and open spaces and lanes in the ownership or management of Cathcart & District Housing Association Ltd (CDHA).

2.1.2 What is required?

CDHA will consider tenders from suitably qualified and established companies equipped and experienced in collection and removal of bulky waste which will thereafter be taken direct to the local authority recycling centre at Shieldhall. We anticipate that this service can be provided two days a week with the area being split into two parts and each part being cleared every fortnight. (So, one week you will concentrate on a list of streets and the 2nd week on a different list of streets) We will ask our estate staff to collate details of where bulk is lying and encourage residents to email details. These details will then be passed to the contractor at the start of each week. We would expect any additional items that have been put out since we received the notifications to be uplifted if in the area where the contractor is working.

2.1.3 What are the expected tonnages?

Approximately 104 tonnes annually of bulky items of household waste will be collected on behalf of CDHA and taken to the designated recycling centre. **Please note dumping charges are being waived by the Council for this service provided by a Registered Social Landlord and therefore there will be no need to add dumping charges to your tender. The Successful contractor's business details will be logged at the GCC depot to allow for regular disposal of bulk**

2.1.4 When will the material be collected?

CDHA intends that the service will be delivered weekly with our stock being split into two and each half worked on alternate weeks. This arrangement may be changed by negotiation depending on demand for service. All bulk will be uplifted from the common areas of our properties which cover approx. 116 tenements. Our Estate staff will provide a weekly sheet detailing the location of any bulk to be uplifted, this may not be exhaustive:

The successful tenderer will be required to satisfy CDHA that they can accept material during the planned operating hours. The hours of work are between 9 am and 4.30 pm

Tenderers must submit a flat rate for this service, no caveats will be acceptable. Tenderers who fail to do so, shall be eliminated from the procurement process.

2.1.5 How will it be delivered?

CDHA wishes to consider Tenders from companies using appropriate caged vehicles or similar. They must be able to satisfy H & S stipulations regarding safe transporting of bulky items to the appropriate recycling centre. Tenderers should provide the full postal address, including postcode of their primary location.

2.1.6 Contract Monitoring

CDHA shall implement monitoring systems to ensure that the requirements contained within the Contract, are being adhered to. The monitoring shall be continuous and consist of a variety of checks carried out by the Housing Association staff during their estate management duties.

Accordingly, CDHA shall monitor and measure the successful tenderer's performance via the Key Performance Indicators (KPIs), detailed below. It shall be the successful tenderer's responsibility to attain the target performance in accordance with each criterion stated:

No	Subject	Success Criteria	Target	Assessment Criteria
1	Operation Times	All reported bulk will be removed during the week that the report is given to operatives	100%	Signed sheet returned to CDHA Office
2	Damage to Parked vehicles	There shall be no incidents of damage to parked vehicles due to contractor operations or conditions.	98%	Any accident should be reported to CDHA and owner of vehicle if known at time of incident.
3	Record Keeping	All consignments shall be recorded and reported accurately.	100%	Signed Sheets to CDHA
4	Reporting	Reports shall be provided at the end of each working week	100%	Management Information Reports
5		Evidence of holding the necessary licences, permissions and consents shall be provided on a quarterly basis.	100%	Management Information Reports
6	Payments	The tenderer shall provide invoices in respect of the contract to CDHA by the date set down by CDHA.	100%	Management Information Reports

		Payment will be made on Third Wednesday of each month.		
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2.1.7 **Contract expectations**

CDHA shall convene routine contract performance meetings that will be attended and chaired by a CDHA Officer and the Contractor's 'Contract Manager', at an agreed frequency throughout the duration of the contract. The agreed frequency of the contract performance meetings is anticipated to be quarterly, however this may be adjusted at CDHA's discretion. Items for discussion at the contract performance meetings may include, but are not limited to are:

- General comments and conclusions on the overall standard being met of the Statement of Requirements;
- Results from CDHA's 'Authorised Officer's' monitoring observations pertaining to the quality achieved in complying with the contract, any reports of unsatisfactory performance and as necessary comments, queries and complaints raised;
- The successful Contractor's strategy for improving its performance;
- Any specific events, accompanied with appropriate records which have affected or shall affect the contractor's performance;
- Changes within the successful Contractor's personnel, method of operation, etc associated with this Contract;
- Any instances of damage or insurance claims that have resulted from the contract
- Such other relevant items that may arise and require to be included at the 'Authorised Officer's' discretion.

2.1.8 **Managing the contract**

Adhoc meetings and / or visits may be convened by CDHA's 'Authorised Officer' where considered necessary to ensure that the requirement is being met in accordance with the 'Contract Delivery Plan' and the associated 'Method Statements'.

The successful tenderer shall appoint a suitably experienced 'Contracts Manager' who shall be responsible for the day to day operation of the contract. The 'Contract Manager' shall be the first point of contact for CDHA and will have sufficient delegated powers to deal with operational and contractual issues without referring to the successful tenderer's board of directors, etc.

The successful tenderer shall also provide CDHA with a list of all staff who will be working on the CDHA contract.

CDHA and the successful tenderer shall monitor performance of the Contract to ensure that the level and quality of resources employed to perform the Contract, comply with the conditions of the Contract. In the event that the successful tenderer fails to perform the Contract to the required standard, CDHA reserves the right to terminate the Contract in accordance with the provisions of the "Termination" within the conditions of the contract of the ITT.

2.1.9 Contract Delivery Plan

The successful tenderer shall produce and maintain an up to date 'Contract Delivery Plan' for the lifetime of the Contract. The 'Contract Delivery Plan' shall be made up from the method statements requested and will contain detailed information pertaining to the method of operation and schedule of labour, plant and equipment that will be utilised in connection with the operation of the facilities used by the successful Tenderer in performance of the Contract.

2.1.10 Method Statement

The method statements shall outline the arrangements which the successful Tenderer proposes to lawfully make to accept, handle, and dispose of in such a way as to ensure that neither CDHA nor the successful tenderer are in breach of the Duty of Care or any like duty under common law. The successful tenderer shall also outline the arrangements it proposes to make to ensure the availability of the facilities employed in delivering the Contract, within the terms of the Contract, particularly, but not exclusively, to deal with adverse weather conditions and vehicle breakdown, and the contingency arrangements that shall be invoked in the event of the non-availability of the service employed to deliver the terms of the Contract.

2.1.11 Emergency arrangements/contingency

During the period of the contract and in the event of an emergency, the successful tenderer shall ensure that all emergency procedures are adhered to. If due to that emergency the successful tenderer is unable to perform the Contract they shall be obliged, at their cost, to make reasonable alternative arrangements to CDHA's complete satisfaction. Such emergency arrangements, should be fully detailed in the tender. The successful tenderer shall immediately inform CDHA of the reason for the unavailability of the service, and the date and time when it is expected to be reactivated

The successful tenderer shall also regularly review the 'Contract Delivery Plan' and the associated method statements, and advise CDHA's appointed 'Authorised Officer' of any such amendments.

2.1.12 Reports required

The successful Tenderer is required to provide details of their contract management reporting as part of the 'Contract Delivery Plan'. The reports require to be produced and presented to CDHA in a suitable spreadsheet format, in line with CDHA's financial reporting periods. CDHA shall provide the dates for these periods, which are normally four weeks in duration, although some variations can occur. As a minimum, the reports should contain:

- Details of areas picked up from and dates of work; This report should be forwarded electronically on a weekly basis in a suitable format e.g. M.S. Excel

- Confirmation of safe dumping and dates
- Any other relevant information specifically requested by CDHA's 'Authorised Officer'; and
- summary report detailing the information provided on a 4 weekly basis.

2.2 Duration

- 2.2.1 The Contract duration will be from approximately April 2021 to March 2024 CDHA reserves the right to extend this up to two 1-year periods until January 2026.
- 2.2.2 For the avoidance of doubt, should the award of contract be delayed, the end date of the contract will remain in accordance with 2.2.1 above.