



## **Waste & Recycling Collection, Street Cleansing, Grounds Maintenance, Burials and Associated Services**

### **SPECIFICATIONS**

#### **-(B) WASTE AND RECYCLING COLLECTION (revised specification to be applied from 6<sup>th</sup> June 2016)**

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## **Waste & Recycling Collection, Street Cleansing, Grounds Maintenance, Burials and Associated Services**

### **(B) WASTE AND RECYCLING COLLECTION SPECIFICATION**

# 1 INTRODUCTION

## Overview and Service Objectives

- 1.1 In 2009/10 the Council collected approximately 107,724 tonnes of Household Waste: which included 27,140 tonnes of dry recycling (from kerbside recycling schemes, from the HWRCs and from 'Neighbourhood Recycling Sites'); 13,314 tonnes of composted waste (Garden Waste from the kerbside scheme and from the HWRCs plus Food Waste collected at the kerbside); and 67,271 tonnes of Residual Waste from domestic collections and from the HWRCs. The Council's annual recycling and composting performance in 2009/10 under NI 192 was 37.63 %, making the Council an 'upper quartile' performer for London in this regard. A full summary of Waste tonnage data, including detailed breakdowns of these figures is provided at schedule 27.
- 1.2 The Contractor shall work with the Council to meet the objectives set out in 1.1 above and to improve Ealing's environment by:
- a) Operating methods of work which allow the highest standards of health and safety to be achieved, as considered by the Health and Safety Executive;
  - b) Adhering to changing legislation;
  - c) Implementing collection methods and support systems which shall achieve the highest levels of stakeholder satisfaction.
  - d) Employing service methods flexible enough to account for changing patterns of Household Waste composition i.e. changing patterns in the volume and range of Residual Waste.
  - e) Improving Waste and Recycling Services so that the relevant National Indicators, in particular NI 191, NI 192 and NI 193 (or equivalent) are upper quartile performance in England.
  - f) Working with the Council to reduce the volume of CO<sub>2</sub> emissions as described in NI 185 (or equivalent).
- 1.3 This Specification sets out the Council's requirements in relation to the performance of the Contractor and the requirements for the provision of the Services offered by this Contract. The Council seeks to allow the Contractor the freedom to introduce innovation in Service delivery in order to meet the desired objectives within the parameters of the Specification.

## The Services Required

- 1.4 ~~From the 6 June 2016 At the start of the Contract Period~~ the Contractor shall be required to ~~continue to~~ operate the ~~Current~~ Services in accordance with this Specification, namely:
- (a) ~~Weekly-Fortnightly~~ Residual Waste collection from households ~~from sacks and from 180-litre, 140-litre, or 240-litre, or 360-litre, 660-litre or 1100-litre wheeled-bin Containers or fortnightly residual waste collection from sacks for households unsuitable for wheeled bins or~~

- weekly where expressly agreed by the supervising officer; and weekly or more frequently from communal Bulk Bin Containers;
- (b) Weekly collection of Residual Waste and Recyclables from Schedule 2 premises, and treatment of Recyclables collected;
  - (c) Collection of Residual Waste and Recyclables from Council owned premises and other commercial premises (Commercial Waste) and treatment of Recyclables collected;
  - (d) Fortnightly Weekly collection of Dry Recyclables to a composition as defined by the Supervising Officer (paper, cardboard, cartons, cans, aerosols, foil, engine oil, textiles, shoes, batteries, glass bottles and jars and mixed plastics) from households, from kerbside boxes wheeled bins including excess recyclable waste placed beside ; or bins; or fortnightly collection from kerbside boxes or sacks for households unsuitable for wheeled bins or weekly collection where expressly agreed by the Supervising Officer from sacks (paper, cardboard, cans, aerosols, foil, glass bottles and jars and plastic bottles); separate collection of engine oil, shoes, textiles and batteries from beside the wheeled bin, kerbside box or sack; or weekly collection of Dry Recyclables from communal Bulk Bin Containers (paper, glass (separated by colour) and cans) or mixed Dry Recyclables, and treatment of Dry Recyclables collected;;
  - (f) Weekly-Fortnightly collection of Garden Waste from households and Schedule 2 premises from Approved Sacks, either 90-litre reusable sacks or compostable sacks, and 240-litre wheeled bins;
  - (g) Weekly collection of Food Waste from households from 23-litre Containers, from communal Bulk Bin Containers and from Schools from 240-litre wheeled-bin Containers;
  - (h) The provision of a separate Clinical Waste collection Service from private households and care homes and the transportation to Disposal Sites as agreed with the Supervising Officer will be suspended from date 1<sup>st</sup> April 2016.;
  - (i) The separate collection of bulky Household Waste, including arrangements for reuse and recycling where possible;
  - (k) The management of Containers for Waste, including purchase, storage, delivery and retrieval.
  - (l) Provide maintain, empty, relocate, reposition or exchange and clean a variety of specialised Containers, located at the Council's network of Neighbourhood Recycling Sites, as required by the Supervising Officer, and treatment of Recyclables collected.
  - (m) Provide a suitably permitted waste transfer station at Greenford depot for the bulking of collected dry mixed recycling into third party vehicles as directed by the Supervising Officer.

## **Service Options**

~~1.5 — In addition, the Contractor is required to provide prices for the following Service Options:~~

~~Fortnightly collection of Dry Recyclables, co-mingled from a wheeled-bin Container, plus the treatment of the material collected.~~

~~Fortnightly collection of Residual Waste from a wheeled-bin Container, (where appropriate, depending on property types);~~

~~Fortnightly collection of Garden Waste from households and Schedule 2 premises on the basis of a paid subscription from 240-litre wheeled-bin Containers or from biodegradable sacks; and~~

~~Collection of additional materials from communal Bulk Bin Containers including mixed plastics, cardboard and Food Waste.~~

~~1.6 For each of the options which involve the use of wheeled-bin Containers the Council acknowledges that wheeled-bin Containers shall not be suitable for all households and the Contractor shall provide these households with either a (weekly or fortnightly, as appropriate) collection of Residual Waste and Garden Waste from sacks as per the current methodology. The Contractor shall also be responsible for providing, delivering and collecting Dry Recyclables from Approved Sacks to these households as directed by the Supervising Officer.~~

~~1.7 Should the Council decide to take up any of the Service Options described above, the Council shall issue a Variation to change the Current Services. The Contractor shall work closely with the Council to implement the Variation and the precise timing and details shall be as instructed by the Supervising Officer.~~

## **Property Numbers**

- 1.8 The current number of properties that receive Waste Services throughout the Contract Area is 127,306. Additionally, the Council collects from a number of schools, community halls and other Schedule 2 premises as well as Commercial waste from commercial premises.
- 1.9 Changes in the number of properties shall be notified by the Supervising Officer to the Contractor at the Commencement Date, and shall be the base number of properties. ~~In his price, t~~In his price the Contractor shall allow in his price for an increase in the number of properties up to an additional 1,000 standard properties during the Contract Term, above the notified base number. For clarity these are properties which receive kerbside box or sack collections for Dry Recyclables, kerbside collections of Residual Waste from sacks or wheeled bin Containers. In his price, the Contractor shall allow for an increase in the number of Bulk Bin Container lifts up to an additional 300 during the Contract Term. For clarity these are properties which receive Residual Waste and Dry Recyclables collections from Bulk Bin Containers.
- 1.10 Additional properties shall take the form of new build or conversions of existing structures and first occupied. The annual Contract Sum shall be reviewed each year by the Supervising Officer and adjusted, where it exceeds these levels, to take into account the additional properties.

## **2 THE SERVICES**

### **Collection of Residual Household Waste**

#### **Residual Waste Sacks**

- 2.1 The Contractor shall provide a ~~weekly- fortnightly~~ collection of Residual Waste to households that are not supplied with wheeled-bin Containers, or weekly residual waste collection from households expressly agreed by Supervising Officer. The Contractor shall collect all Residual Waste clearly presented for collection. This may include black sacks, bin liners, and other plastic sacks. No form of containment for Residual Waste is provided by the Council for these households but the Council requires the residents of these households to present Residual Waste in sacks and/or sacks stored in dustbins (not



wheeled-bins). In either case, Residual Waste shall be presented for collection by the householder or occupier at the designated Collection Point as detailed in Clauses 4.8 to 4.17 of this Specification.

- 2.2 The volume of Residual Waste removed from households that are not supplied with a wheeled-bin Container shall not be restricted in quantity and the Contractor shall be required to collect all Residual Waste presented correctly but excluding bulky Household Waste which is defined in Clauses 2.43 to 2.57 Where uncontained Residual Waste has been presented that is clearly intended for disposal, the Contractor shall collect the Waste and record the property location and a description of the Residual Waste and shall notify the Supervising Officer of the incident. The Contractor shall leave an Advisory Notice reminding the resident of the Council Policy that all Waste should be contained in a tied ~~black~~-sack. This procedure should continue for repeated incidences of Residual Waste not properly presented, at no additional cost, ~~all at no additional cost~~ to the Supervising Officer.
- 2.3 Where households use dustbins to store their Residual Waste, the Contractor shall empty the bin, return the bin to the Collection Point and securely replace lids (where provided). Bins shall not be stacked one inside each other after the collection of Waste. Where residents present their Residual Waste for collection in dustbins, the Contractor shall remove liners full of Residual Waste (e.g. in ~~black~~-sacks) from the bin, leaving any residue of Residual Waste not contained in the liner remaining loose in the bottom of the bin following collection. The Contractor shall leave an Advisory Notice reminding the resident of the Council Policy that all Waste should be contained in a tied ~~black~~ sack.
- 2.4 The Contractor shall only collect Residual Waste from households where the Waste is clearly of a household nature. This may include small bulky articles (e.g. disposable nappies and animal litter). The Contractor shall not collect, or empty a sack, dustbin or other Container presented for Residual Waste collection that contains, large volumes of Garden Waste; WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment); large volumes of liquid (e.g. paint, oils or solvents); or soil, brick, rubble, hardcore or other heavy bulky items. In these cases, the Contractor shall affix an Advisory Notice to the Container/Item. The Contractor shall also note the property and location where the unauthorised Waste is presented, as appropriate, and shall notify the Supervising Officer of the incident, giving the location/address of the property where the unauthorised Waste was presented.
- 2.5 The Contractor shall allow for the collection of Waste from balconies or basements, for example at the rear of flats above shops, as listed in schedule 2. Sacks or bins shall not be thrown up or down basements, from balconies or terraces and shall be handled with due care and attention at all times.

- 2.6 Schedules 18 and 25 (updated) list the roads in the Contract Area, with a clear description as to which use sacks and which use wheeled-bin Containers, and their current day(s) of Residual Waste collection.

### **Residual Waste Wheeled Bins**

- 2.7 The Contractor shall provide a weekly—fortnightly collection of Household Residual Waste from wheeled bins provided by the Council, in the clearly defined wheeled-bin areas, as defined in Schedules 18 and 25.
- 2.8 The volume of Residual Waste removed from households supplied with wheeled bin Containers shall not be restricted during the initial 6 week implementation phase, where excess waste will be placed inside the bin following tipping. Where there is excess Waste over and above that which can be presented in a wheeled-bin with the lid closed—open but not shall overflow, this shall be recorded by the Contractor. The Contractor shall record the property location where excess Residual Waste has been presented and each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection shall notify the Supervising Officer of the incident.—This procedure should continue for repeated incidences of excess Residual Waste presented and beyond the initial 6 week period, the excess Residual Waste shall continue not to be collected, at no additional cost, unless instructed otherwise by the Supervising Officer. During Christmas, Easter, bank holiday catch up and other religious festivals, excess Residual Waste will be collected at no additional cost.
- 2.9 The Contractor shall only collect Residual Waste from households where the Waste is clearly of a household nature. This may include small bulky articles (e.g. disposable nappies and animal litter). The Contractor shall not collect, or empty a sack, dustbin or other Container presented for Residual Waste collection that contains, large volumes of Garden Waste; WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment); large volumes of liquid (e.g. paint, oils or solvents); or soil, brick, rubble, hardcore or other heavy bulky items. In these cases, the Contractor shall affix an Advisory Notice to the Container/Item. The Contractor shall also note the property and location where the unauthorised Waste is presented, as appropriate, and shall notify the Supervising Officer of the incident, giving the location/address of the property where the unauthorised Waste was presented.
- 2.10 The Contractor shall ensure that every supplied wheeled bin presented for collection is fully tipped using the collection vehicle mechanical hoist. The Contractor shall ensure that emptied Containers are returned, with their lids closed, to the Collection Point. Containers shall always be placed back to the Collection Point and never thrown or dropped.
- 2.11 Schedules 18 and 25 (updated) list the roads in the Contract Area, with a clear description as to which use sacks and which use wheeled-bin Containers, and their current day(s) of Residual Waste collection

## **Residual Waste Bulk Bin Container Collections**

- 2.12 The Contractor shall provide a collection service for Household Residual Waste from Bulk Bin Containers provided by the Council.
- 2.13 Schedules 7 and 10 list the locations in the Contract Area which use bulk bin Containers, and their current Day(s) of Residual Waste collection and the frequencies for emptying these Containers (including Schedule 2 premises). The Contractor shall continue to collect Residual Waste from these Bulk Bin Containers at the locations and frequencies specified by the Supervising Officer.
- 2.14 The volume of Residual Waste removed from Bulk Bin Containers shall not be restricted in quantity and the Contractor shall collect all Residual Waste presented for collection. The Contractor shall ensure that any uncontained Residual Waste or spillage occurring at any location, including in and around bin storage areas, is removed whether or not the spillage was the fault of the Contractor's staff. The Contractor shall report repeated incidences of uncontained Residual Waste presented or spillage at Bulk Bin Container storage areas to the Supervising Officer and Residual Waste shall continue to be collected, at no additional cost, unless instructed otherwise by the Supervising Officer.
- 2.15 Where Bulk Bin Containers are located in Bulk Bin Container storage areas the Contractor shall be required to open and/or unlock any gate or door as necessary to gain access and crews should carry a standard Fire Brigade key for this purpose or use keys/codes as supplied by the Council for this purpose. The Contractor shall be responsible for these keys for the duration of the Contract Term and shall be required to return all keys at the end of the Contract. Where appropriate such access shall be along paths etc provided and shortcuts shall not be taken across gardens, hedges or walls.
- 2.16 When removing Bulk Bin Containers for emptying, the chute hopper cut off plate shall first be closed and the Container beneath it emptied. An empty Container shall then be placed under the chute and the cut off plate opened before leaving and locking the bin store room. All bagged and loose waste (excluding bulky Household Waste items) shall be collected and spillages (inside and outside the bin store room or area) shall be cleaned up. Any defects to cut off plates, doors, locks, lighting etc should be reported to the Supervising Officer.
- 2.17 The Contractor shall ensure that Bulk Bin Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lid locks) are fitted, the locks shall be applied. Only where there is insufficient space in a bin store room should any Containers be left outside. Where access doors or gates have been unlocked, the Contractor shall ensure these are locked once the Containers have been emptied and returned.

## **Collection of Dry Recyclables from Households**

**Wheeled Bins, Household Boxes and/or Sacks**

- 2.18 The Contractor shall provide a ~~weekly~~ fortnightly collection of Dry Recyclables on the same day of the Week as the household's Residual Waste collection and on the alternate week to the Residual Waste collection. Schedule 18 (updated) lists all the roads in the Contract Area and their current Day ~~and Week~~ for recycling collection. The collection of Dry Recyclable materials will be to be targeted for collection of a composition as defined by the Supervising Officer. are: paper, cardboard, cartons, aerosols, steel and aluminium cans, mixed plastics, aluminium foil, engine oil, household and car batteries, glass bottles and jars shoes and textiles. Householders are requested to present engine oil, and batteries separately beside the wheeled bin, and shoes, tied/-in pairs, and textiles in separate plastic carrier bags beside the wheeled bin. The ~~and the~~ remaining Dry Recyclables should be presented in ~~44 litre boxes~~ 240-litre wheeled bins.
- 2.19 Residents are provided with one (1) ~~44-litre box~~ 240 litre wheeled bin for Dry Recyclables, however if they have requested further kerbside boxes/bins these shall have been supplied by the Council. In addition, ~~from Contract Commencement~~, the Council shall cease to issue white reusable sacks and residents will be asked to place all Dry Recyclables in ~~kerbside boxes~~ wheeled bins or excess recyclable waste beside the bin either in sacks, kerbside boxes or loose for bulky recyclable items. It is recognised that some residents will continue to place reusable sacks for collection and the Contractor shall collect materials from these. The Council will undertake a period of resident education to ensure such instances are minimised. Following Contract Commencement, residents shall be able to request additional ~~kerbside boxes~~ wheeled bins -if additional capacity is required.
- 2.20 The Contractor shall also provide ~~a weekly~~ a fortnightly collection or weekly where expressly agreed by the Supervising Officer, of Dry Recyclables from kerbside boxes or sacks from properties unsuitable for wheeled bins and from Bulk Bin Containers. Dry Recyclables of a composition as defined by the Supervising Officer are presented co-mingled/mixed in clear plastic sacks, kerbside boxes and Bulk Bin Containers for collection. which are to be provided by the Contractor from 9,000 properties (properties on red routes, flats above shops, medium sized blocks of flats 13-24 properties); and from Bulk Bin Containers. Dry Recyclables (paper, cardboard, aluminium foil, steel and aluminium cans, glass bottles and jars and mixed plastics) are presented co-mingled in clear plastic sacks and Bulk Bin Containers for collection. Locations are in Schedules ~~(updated)~~ 14 and 15.
- 2.21 The Contractor shall collect all Dry Recyclables clearly intended for collection at the designated Collection Point specified in Clauses 4.8 to 4.17 including uncontained Dry Recyclables. The contractor shall inspect each bin prior to tipping and either remove un-recyclable material or in the case of significant contamination shall return the wheeled bin, without emptying, to the collection point and affix an Advisory Notice provided by the Contractor and approved by the Supervising Officer. Where ~~Each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection. there are repeated incidences of uncontained Dry Recyclables the Contractor shall collect the Dry~~

~~Recyclables and record the property location where loose Dry Recyclables have been presented and the Contractor shall record the property location where loose Dry Recyclables have been presented and shall notify the Supervising Officer of the incident.~~ Uncontained Dry Recyclables shall continue to be collected, at no additional cost, unless instructed otherwise by the Supervising Officer. In addition, the Contractor shall notify the Supervising Officer of streets where Dry Recyclables are consistently not put out for collection and/or it appears that householders are not participating in the scheme.

2.22 ~~The Contractor shall ensure that every supplied wheeled bin presented for collection is fully tipped using the collection vehicle mechanical hoist. The Contractor shall ensure that emptied Containers are returned, with their lids closed, to the Collection Point. The Contractor shall ensure that emptied Containers, lids/nets and non-recyclable items are returned to the Collection Point.~~ Containers shall always be placed back to the Collection Point and never thrown or dropped. ~~Non-recyclable items should be placed in the Container and an Advisory Notice provided by the Contractor and approved by the Supervising Officer. Additionally the Contractor shall record the property location where non-recyclable materials have been presented and shall notify the Supervising Officer of the incident.~~

2.23 The Contractor shall ensure that Dry Recyclables are collected separately from other Waste and ensure that Dry Recyclables do not become mixed or contaminated with other Wastes at any stage of the collection, transportation and unloading operation. The Contractor is responsible for the handling of collected Dry Recyclables as prescribed in sections 2.120 to 2.134 inclusive.

## Bulk Collections

- 2.24 The Contractor shall provide a weekly collection of Dry Recyclables from bulk recycling Containers. Dry Recyclables (paper, mixed glass ~~(separate clear, brown and green)~~ and cans) ~~shall be separately presented a~~ and the Contractor shall maintain separation of the Dry Recyclables during the collection, transportation and unloading operation. The location and number of existing bulk recycling Containers to be emptied is listed in updated Schedule 8. The Council anticipates that the number of bulk recycling Containers for Dry Recyclables shall increase over the Contract Term and the Contractor shall be paid for collecting these in accordance with the submitted Tender rate.
- 2.24 The volume of Dry Recyclables removed from bulk recycling Containers shall not be restricted in quantity and the Contractor shall collect all Dry Recyclables presented for collection, including uncontained Recyclables. Repeated incidences of Dry Recyclables not properly presented for collection shall be reported to the Supervising Officer in writing but the Dry Recyclables shall continue to be collected unless the Contractor should be instructed otherwise by the Supervising Officer. For the avoidance of doubt, wherever possible, the Contractor shall ensure that any uncontaminated Dry Recyclable material left beside Bulk Bin Containers that is clearly intended for recycling shall indeed be collected as Dry Recyclables by the relevant vehicle.
- 2.26 The Contractor shall ensure that bulk recycling Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lids) are fitted, the locks shall be applied.
- 2.27 The Contractor shall ensure that Dry Recyclables are collected separately from other Waste and ensure that Dry Recyclables do not become mixed or contaminated with other Wastes at any stage of the collection, transportation and unloading operation.
- 2.28 Where the Contractor discovers a bulk recycling Container that contains large volumes of non-recyclable material, the Contractor shall not empty these Containers, but should report each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection the incident immediately to the Supervising Officer and make arrangements for the Container to be collected as Residual Waste within one (1) Working Day.
- 2.29 All Dry Recyclables collected shall become the property of the Contractor. The Contractor is responsible for the processing of the Dry Recyclables at a suitable licensed facility (if appropriate), the sale of this Dry Recyclable material and for ensuring they are recycled, including the maintenance of an audit trail. No recycling credits shall be paid to the Contractor, in respect of Waste recycled, by the Supervising Officer as part of this Contract.



## Collection of Food Waste

- 2.30 The Contractor shall provide a weekly Household Food Waste collection service on the same day of the week as the households' Residual Waste collection. The Food Waste collection Service shall comprise the weekly collection of Food Waste from private households utilising 23 litre Containers and a weekly collection from communal Bulk Bin Containers. The 23 litre Containers shall have a vertical carrying handle with hinged lid and locking mechanism.
- 2.31 The Service shall involve the collection of all kitchen organic materials including meat products. The volume of Food Waste removed shall be restricted to that contained within 23 litre Containers. Where excess Food Waste over and above this is presented, the Contractor shall not collect it and affix an Advisory Notice, supplied by the Contractor and agreed by the Supervising Officer, to this excess Food Waste. The Contractor shall record the property location where excess Food Waste has been presented and each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection.~~shall notify the Supervising Officer of the incident. This procedure should continue for repeated incidences of excess Food Waste presented.~~
- 2.32 Residents will be recommended to use newspaper or compostable liners to line food waste Containers. The Contractor shall make every effort to identify, and subsequently not collect, Food Waste Containers that have been contaminated with inappropriate liners (e.g. plastic bag) or non-targeted Waste (e.g. Residual Waste or Recyclables).
- 2.33 The Contractor shall ensure that emptied Containers are returned, with their lids closed and in a locked position, to the Collection Point. Containers shall always be placed back to the Collection Point and never thrown or dropped.
- 2.34 The Contractor shall also provide a weekly Food Waste collection service, from 240-litre wheeled-bin Containers, to Schools as per Clauses 2.63 to 2.68.
- 2.35 The Contractor shall deliver the Food Waste to the relevant West London Waste Authority Disposal Site ~~Greenford Depot Bulking Facility~~ where it shall be dispatched for onward transfer to approved Reprocessor (WLWA Contract). ~~The Council may require food to be direct-delivered to Transport Avenue (Brentford).~~

## Collection of Garden Waste

### The ~~Current~~ Service

- 2.36 The Contractor is required to provide a weekly~~fortnightly~~ collection of Household Garden Waste on the same day of the Week as the households'

Residual Waste collection. In addition, the Contractor shall collect Garden Waste from Schedule 2 premises as listed in schedule 22.



- 2.37 The Contractor shall collect Garden Waste presented in Approved Sacks, either reusable or compostable or 240-litre wheeled bins from the Collection Point. Residents shall not be limited in the number of reusable or compostable sacks they can present for collection. Compostable sacks are used by e.g. properties on red routes.
- 2.38 The Contractor shall collect or empty Approved Sacks or 240-litre wheeled bins even where their contents protrude upwards above the top of the sack so long as this can be done safely and the sack weight does not exceed 20 kilograms. Approved Sacks shall be transferred directly from the Collection Point to the Contractor's vehicle and not deposited in any other place. Once emptied, Approved Sacks or 240-litre wheeled bins shall be returned to the household from which they were originally presented. The Contractor shall endeavour to secure the Approved reusable Sacks in a tidy manner and in a suitable location to prevent trips and to prevent them being blown away.
- 2.39 Garden Waste presented other than in an Approved Sack or 240-litre wheeled bin should not be collected and the Contractor shall affix an Advisory Notice to the container. The Contractor shall record the property location where the sack presented is not an Approved Sack and shall notify the Supervising Officer of the incident. The exception to this shall be during the period from the Working Day following Boxing Day until the end of January each year when the Contractor shall, in addition, collect biodegradable Christmas trees that have been presented by residents either in or beside an Approved Container or on its own on their Garden Waste collection Day. The Contractor shall be deemed to have allowed for this in his Tender rates.
- 2.40 The Contractor shall notify the Supervising Officer where an Approved Sack is no longer serviceable and has not been emptied. Each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection.
- 2.41 The Contractor shall ensure that Garden Waste is collected separately from other Waste and shall ensure that Garden Waste does not become mixed or contaminated with other Wastes at any stage of the collection, transportation and unloading operation.
- 2.42 The Contractor shall be responsible for replacing free of charge to the Supervising Officer any Approved Sack damaged, lost/not-returned by the Contractor under this Contract.

### **Collection of Bulky Household Waste**

- 2.43 The Council currently operates a bulky Household Waste collection Service, for which any charges are administered by the Council. Residents request a collection via the Council's customer services department and AM (07.00 to 12.00 noon) or PM (12.00 noon to 15.00) appointments, Monday to Friday are offered on a first-come, first-served basis. If a specific AM or PM appointment is not required then the collection will be made within five Working

Days of receipt of the payment. The Contractor shall provide a bulky Household Waste collection Service across the Contract Area from the Commencement Date, in order to maintain the current service. The Supervising Officer shall administer the Service and issue instructions to the Contractor. The contractor shall make provision for the collection of up to 7,800 bulky waste collections in accordance with volumes and rates specified in the pricing schedule, across the categories detailed in 2.47 below.

- 2.44 The Supervising Officer shall require the scheduling and allocation of appointments to be maintained real time, in order that they can be offered and booked as quickly as possible. This includes next day collections, subject to the availability of appointment slots.
- 2.45 The Contractor shall collect bulky Household items such as furniture etc, metal items and also items of household WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment) including, but not limited to, televisions, computers, fridges, freezers, washing machines, tumble driers, cookers etc, from individual households, as specified by the Supervising Officer. In addition, the Contractor shall be required to collect all bulky Household Waste via the use of non-compaction vehicles and deliver to the appropriate Disposal Site. The Contractor shall ensure that no CFC gases escape from refrigerators or freezers whilst they are under his control.
- 2.46 The Contractor shall set out measures to maximise re-use and recycling as part of the bulky Household Waste collection service, and engage with and support the activities of locally-based charitable organisations in the re-use and recycling of recovered products and materials.
- 2.47 The Contractor shall collect the following categories of bulky Household Waste as instructed by the Supervising Officer:
- a) ~~Up to three fridges/freezers (a service which is currently not charged for by the Council);~~
  - b) Up to eight items of bulky household items, excluding fridges and freezers, ~~for which the Council currently charge £20; and~~
  - c) More than eight items of bulky household items, excluding fridges and freezers, for which the Council charges according to an estimate of size.
- 2.48 If a resident wishes to arrange a collection for more than eight items the Supervising Officer shall instruct the Contractor to visit the property and make an estimate of the total size of the items to be collected in metres squared. The Contractor shall then notify the Supervising Officer of the details of the aforementioned Bulky Collection, which shall when instructed by the Supervising Officer be collected by the Contractor and paid for in accordance with the submitted Tender rates.
- 2.49 The Contractor shall normally only collect bulky Household Waste that is placed within the property boundary.

- 2.50 The Contractor shall ensure that every effort is made to contact the owner of the Waste at the time of collection and to obtain any necessary signatures confirming satisfactory completion of the Service, and that care is taken by the workforce to avoid damage to property when entering upon premises. Only the items of waste detailed on the instruction issued by the Supervising Officer shall be collected by the Contractor.

- 2.51 In the event that the Contractor is unable to collect Waste from a property then the Contractor shall leave an Advisory Notice approved by the Supervising Officer notifying the occupant of the reason for the non collection and shall notify the Supervising Officer by the end of the working day of the reason why the collection of Waste could not take place. Unless instructed otherwise by the Supervising Officer, the Contractor shall be required to organise for the recollection of the Waste on the next working day and shall allow in his Tender rates for two abortive visits to each property. Payment to the Contractor for the Waste collection shall be made by the Supervising Officer in accordance with the appropriate successful collection or unsuccessful collection Tender rate in the Pricing Schedule. In the event of failure by the contractor to make a collection in line with specification requirements, the Council reserves the right to withhold relevant payment accordingly, in line with tendered pricing schedule rates.
- 2.52 The collection of bulky Household Waste shall be programmed by the Contractor and the Supervising Officer in order to ensure that collections are made throughout the Contract Area on a weekly basis, and that collection appointments are made and kept to.
- 2.53 The Supervising Officer shall set up and maintain arrangements for the receipt of requests for this Service directly from households. Requests made to the Contractor for this Service should immediately be referred to the Supervising Officer.
- 2.54 For collections requested outside of the appointment system and unless otherwise instructed by the Supervising Officer, the Contractor shall remove bulky Household Waste within five working Days from the receipt of the instruction from the Supervising Officer. The Contractor shall record the date that the instruction was received and the date that the collection was made and supply this data to the Supervising Officer at the end of each day.
- 2.55 The Contractor shall ensure that all items of bulky Household Waste are delivered to the appropriate Disposal Sites. The Contractor shall ensure that all fridges, freezers and other 'white goods' are delivered separately and that there is also separation of Reusable Items, Recyclables and Metals where required at the Disposal Site.
- 2.56 If, when making a bulky Household Waste Collection, the Contractor discovers that Hazardous Household Waste (including, but not limited to, asbestos) has been presented for collection then the Contractor shall not collect this Waste. The Contractor shall notify the occupier the reason for non-collection by affixing an Advisory Notice, provided by the Contractor and authorised by the Supervising Officer, ~~concerned~~. The Contractor shall record the property location where Hazardous Household Waste has been presented and shall notify the Supervising Officer of the incident. The Supervising Officer shall contact the householder and arrange a suitable collection of the Hazardous Household Waste.

- 2.57 The Council has set a target to reuse/recycle 30% of the bulky Household Waste. The Contractor shall make arrangements to enable suitable materials to be diverted from disposal and reused or recycled. The Council shall actively support any arrangements made with charitable or community organisations for the reuse or recycling of bulky Household Waste. Where arrangements have been made for the reuse/recycling, the Contractor may propose alternative delivery points and is not required to deliver the materials to any of the listed Disposal Sites.

### **The Collection of Other Household or Commercial Waste**

- 2.58 This element of the service involves the collection of Household Waste, Commercial Waste or other Waste from Domestic, Commercial or Council Owned Premises, or from other premises at the request of the Council. The Waste may be:-

- a) Household Waste in large quantities (including unbagged Garden Waste) and any Household Waste (except Clinical Waste and Asbestos) described in Paragraph 4 of The Controlled Waste Regulations 1992.
- b) Commercial Waste in addition to that collected under a Waste Collection Agreement
- c) Waste from premises having no Waste Collection Agreement with the Council
- d) Waste from Council housing, including collections from tower blocks store rooms and underground car parks
- e) Waste from Council's educational establishments
- f) Waste from properties subject to a notice served under Section 4 of the Prevention of Damage by Pest Act 1949.

- 2.59 Instructions issued to the Contractor by the Supervising Officer for this part of the Service shall state the approximate volume of Waste to be collected.

### **The Collection of Prescribed Household Waste**

- 2.60 The collection of Household Waste which is prescribed only by virtue of being from a premise listed in Schedule 2 of the Controlled Waste Regulations 1992 shall be provided by the Contractor. The Contractor shall collect separately presented Residual Waste contained in approved Containers, provided and maintained by the Contractor and approved by the Supervising Officer, at the frequencies specified by the Supervising Officer. The Contractor shall note that at some locations, cardboard shall be presented separately and affixed with a Pre-Paid Council Branded Sticker provided by the Council and the Contractor shall collect this material separately for Recycling. The precise locations of Schedule 2 premises requiring this Service, and the current frequency of collection for Residual Waste, are included in schedule 4. This Service shall be provided five day a week between 07.00 and 17.00. An exception to this is on Blue Roads where the Contractor shall collect Pre-Paid Commercial Waste Sacks on Saturdays and Sundays between the hours of 07.00 and 20.00. In addition the Contractor shall collect Pre-Paid Commercial

Waste Sacks in the Ealing Broadway Area (schedule 5) 7 days a week between the hours of 06.00 and 20.00.

- 2.61 The Contractor shall ensure that Bulk Bin Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lids) are fitted, the locks shall be applied.
- 2.62 All Dry Recyclables collected shall become the property of the Contractor.

### **The Collection from Schools**

- 2.63 The Contractor shall collect separately presented Residual Waste, and Recyclables including paper, cans, cardboard and Food Waste contained in approved Containers, provided and maintained by the Contractor and approved by the Supervising Officer, weekly.
- 2.64 For the collection of Food Waste, schools are provided with a supply of compostable liners and are also advised that they can use newspaper to line food waste Caddies. The Contractor shall make every effort to identify, and subsequently not collect, Food Waste Containers that have been contaminated with inappropriate liners (e.g. plastic bag) or non-targeted Waste (e.g. Residual Waste or Recyclables).
- 2.65 The Contractor shall ensure that Bulk Bin Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lids) are fitted, the locks shall be applied.
- 2.66 All Dry Recyclables collected shall become the property of the Contractor.
- 2.67 Food Waste from schools shall be delivered by the Contractor to Transport Avenue where it shall be tipped by the Contractor into a hopper via a rear discharge vehicle.
- 2.68 The Council anticipates that the number of Bulk Bin Containers for Recyclables shall increase over the Contract Term and the Contractor shall be paid for collecting these in accordance with the submitted Tender rates. The Contractor shall be particularly vigilant in terms of health and safety where collecting from all educational establishments such as schools and colleges where potentially large numbers of young people are likely to be found either inside or outside the premises. Any vehicle reversing manoeuvres shall therefore be undertaken only under the guidance of a 'banksman' and collection from educational establishments should be timed so as not to coincide with the establishments start, finish and break times. For guidance purposes only, the Contractor is advised that start times are generally from 08.30 to 09.00, finish times are estimated to be from 15.00 to 17.00 and break-times vary throughout the day.

## **The Clinical Waste Service – suspended from 1st April 2016**

- 2.69 The Contractor shall provide a separate Service for the weekly collection of Clinical Waste, ensuring that residents are allocated a regular day each week. Clinical Waste shall be presented in UN approved Containers (which includes appropriate UN approved Sacks), supplied by the Contractor and approved by the Supervising Officer, from households and Council owned premises.
- 2.70 The Contractor shall also provide an ad-hoc Collection Service, for the collection of Clinical Waste from premises as instructed by the Supervising Officer as required. Where an ad-hoc collection is required, the Supervising Officer shall instruct the Contractor of the address and details of the collection, a minimum of one working day before the collection is required.
- 2.71 The Contractor shall collect all Clinical Waste Containers from the Collection Point at each Household receiving this Service and shall transport and dispose of the Clinical Waste in accordance with all statutory requirements, Health and Safety Executive and Environment Agency Guidelines, to a permitted facility or as directed by the WLWA and agreed by the Supervising Officer prior to Contract Commencement. The Contractor shall be required to maintain Duty of Care compliant records of Waste delivered to Facilities and report this monthly to the Supervising Officer.
- 2.72 At the same time as collecting Clinical Waste from Households, the Contractor shall leave the same number of UN approved Containers (including Sacks) on a like for like basis, at the collection location for use during the following week. The Contractor should include the costs of provision and delivery of Containers in his Tender.
- 2.73 Clinical Waste shall only be collected by the Contractor if presented in Approved Containers. The Contractor shall ensure that all Containers are securely fastened at all times.
- 2.74 The Contractor shall not use any form of compaction vehicle for the collection or transporting of Clinical Waste. The Contractor shall ensure that all Clinical Waste is transported in enclosed rigid containers (maximum capacity of 3 m<sup>3</sup>). All Clinical Waste Sacks shall be placed in secondary rigid containers by the Contractor for transportation to the Clinical Waste Discharge Point.
- 2.75 The Contractor shall exercise the necessary care and attention to ensure that Clinical Waste is delivered to the Discharge Point in undamaged Clinical Waste Sacks, as per container requirement above.
- 2.76 The Contractor shall be responsible for locating and providing (a) Discharge Point(s) for the receipt and treatment of Clinical Waste collected and shall provide the following information to the Council as part of the Programme of Service in respect of the Discharge Point (s):
- a) Name and address of the Discharge Point(s).
  - b) Waste Carrier Licence
  - c) Name of Local Authority where the Discharge Point(s) is/are registered.

- d) Name, Address and Registration Number and licence details of the Discharge Point(s).
  - e) The address of the Environment Agency Office responsible for permitting the Discharge Point(s).
  - f) Confirmation from the Environment Agency that the Discharge Point(s) has the required permits in respect of Clinical Waste.
  - g) Risk assessment for the collection and transport of Clinical Waste.
- 2.77 The Contractor shall not change the Discharge Point(s) without agreeing this with the Supervising Officer and supplying details of the new Discharge Point(s) as required above.
- 2.78 Schedule 3 provides details of those Households which currently require Clinical Waste collections. The Supervising Officer shall inform the Contractor of any additions or deductions from the Premises listed at schedule 3. The Contractor shall notify the Supervising Officer in writing of any Households that in his opinion have ceased to require the service.

### **Special Conditions Relating to the Clinical Waste Service**

- 2.79 The Clinical Waste collection service shall be carried out by the Contractor in accordance with the requirements of this Specification and/or further requirements as may be instructed by the Supervising Officer following consultation with the Health and Safety Commission or the Environment Agency.
- 2.80 The drivers and/or operatives of all vehicles shall be ADR compliant and provided with appropriate protective clothing, which they shall be required to wear at all times when loading onto or discharging Clinical Waste from the vehicle.
- 2.81 The Contractor shall not store any materials or items of protective clothing in the load compartments of the vehicle.
- 2.82 The Contractor shall provide and maintain for each vehicle a full set of vehicle cleansing and disinfecting equipment, which shall include a mop, bucket, disinfectant, dust pan and brush.
- 2.83 The Contractor shall provide and maintain for each vehicle a full set of sanitary cleansing items which shall include hand cleanser/soap, a hand scrubbing brush and towels all contained in a lockable compartment separate from the load carrying part of the vehicle and positioned for safe access by operatives at all times.
- 2.84 The Contractor shall ensure that the collection vehicle is thoroughly cleaned and disinfected immediately following any spillage inside the load compartment.
- 2.85 The Contractor shall ensure that the collection vehicle is thoroughly cleaned and disinfected at least once every week.
- 2.86 In the case of any substitute vehicle being used in lieu of the normal collection vehicle, the Contractor shall also ensure that it is thoroughly cleaned and disinfected at the end of its period of temporary use.



- 2.87 The Contractor shall ensure that all Clinical Waste collected in the vehicle is disposed of as specified and on the same day as the collection.
- 2.88 The Contractor shall maintain records of all collections of Clinical Waste, which shall include the address of the premises from which the waste is collected, the registration number of the vehicle used, the number of Containers collected, the time and date collected and the Discharge Point of the Waste.
- 2.89 Where the collection is made from Schedule 2 or Council Owned Premises then the record shall be countersigned by the trader or Council Officer responsible for the premises concerned.
- 2.90 The Contractor shall obtain receipts from the operators of the Discharge Point each time Clinical Waste is delivered. The receipt shall detail the registration number of the vehicle, the load weight (Net and Tare), the date and time and the Discharge Point.

### **The Commercial Waste Service**

- 2.91 The Council provides a Commercial Waste Service to commercial premises in the Borough for the collection of Commercial Waste, using 660 litre and 1100 litre wheeled-bins, paladin bins and pre-paid sacks. The Contractor shall note that at some locations, cardboard shall be presented separately and affixed with a Pre-Paid Council Branded Sticker provided by the Council and the Contractor shall collect this material separately for Recycling.
- 2.92 The Contractor shall provide a dedicated service (i.e. collecting only Commercial Waste that is contracted to Ealing Council) for the collection of Commercial Waste and cardboard for recycling as described in 2.9.1.
- 2.93 The Contractor shall provide a Commercial Waste Service to the premises listed, and at the frequencies indicated, in Schedule 4 which are the premises which have a Commercial Waste agreement with the Council. The Supervising Officer shall notify the Contractor of any changes to this Schedule at the Commencement Date and on a regular basis throughout the Contract Period and the Contractor shall revise collections as appropriate. The Supervising Officer shall notify the Contractor of changes to the premises for collection and/or of changes to the quantities and/or of additional ad hoc collections for the Commercial Waste Service.
- 2.94 The Contractor shall provide a six (6) day a week (Monday to Saturday) Service for the collection of Wheeled Bin Containers between 07.00 and 17.00.
- 2.95 The Contractor shall provide a five (5) day a week Service for the collection of Pre-Paid Commercial Waste Sacks and Pre-Paid Council Branded Stickers between 07.00 and 17.00 throughout the Contract Area. ~~An exception~~In addition to this ~~is on Blue Roads where~~ the Contractor shall collect Pre-Paid Commercial Waste Sacks and Pre-Paid Council Branded Stickers on Saturdays and Sundays between the hours of 07.00 and 20.00. In addition the Contractor shall collect Pre-Paid Commercial Waste Sacks and Pre-Paid Council Branded Stickers in the Ealing Broadway Area seven (7) days a week between the hours of 06.00 and 20.00.

- 2.96 The Contractor shall collect Commercial Waste presented in approved Council branded Residual Waste sacks, cardboard affixed with approved Council branded stickers and wheeled-bin Containers (e.g. 660 litre wheeled bins, 1,100 litre wheeled bins, paladins).
- 2.97 The Contractor shall be responsible for delivering a Container or the supply of pre-paid sacks to new customers, within 5 working days of notification by the Supervising Officer. This request shall be considered notification that the customer requires the service to commence on the next scheduled occasion.
- 2.98 The Contractor shall ensure that accurate details are recorded on worksheets where it is found that a Commercial Waste customer:-
- a) has closed its business;
  - b) is presenting Commercial Waste for collection in excess of that specified in their Commercial Waste agreement and/or in Containers not specified by the Supervising Officer;
  - c) is failing to properly contain liquid or other Wastes within the Container used, such that Litter, stains, slipping or tripping hazards are caused or are likely to be caused;

The Supervising Officer shall investigate the Contractors reported information detailed in this Clause 2.9-8 and shall advise the Contractor of the outcome and the delivery of the service.

- 2.99 In the case of Clause 2.9-8 b), the Contractor shall not collect any Commercial Waste presented in excess of that agreed in their Commercial Waste Agreement. In these incidences the Contractor shall, where possible, post an advisory leaflet supplied by the Supervising Officer, at the premises concerned notifying the customer of the nature of the problem and that the Council is being informed. The Contractor shall record the location where excess Commercial Waste has been presented on the daily worksheet and notify the Supervising Officer of the incident including the number/amount of excess sacks/loose Waste presented. This procedure shall continue for repeated incidences of excess Commercial Waste which shall continue to be collected, at no additional cost, unless instructed otherwise by the Supervising Officer.
- 2.100 The Supervising Officer shall agree the points of collection for Commercial Waste with the customer who has entered into a Commercial Waste agreement with the Council and advise the Contractor accordingly. The Contractor shall be required to make all collections regardless of the distance between the collection point and the nearest vehicular access.
- 2.101 The Contractor shall ensure that Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lid locks) are fitted, the locks shall be applied.
- 2.102 The Contractor is prohibited from collecting Commercial Waste from premises that do not have a Commercial Waste agreement with the Council.

## Neighbourhood Recycling Sites Service

- 2.103 The Contractor shall be responsible for managing the provision and emptying of all Containers located on Neighbourhood Recycling Sites throughout the Contract Area (as per schedule 17 updated). Reimbursement for the purchasing of Containers shall be on an 'open book' basis: whereby the Contractor shall be required to obtain three quotations for the supply of Containers on the basis of specifications supplied by the Supervising Officer; and submit these to the Supervising Officer for approval. The Contractor shall then order the Containers; and the Contractor shall be reimbursed on the basis of the purchase price paid to the supplier on production of an invoice and receipt. Should the Supervising Officer not be satisfied with the quotations submitted by the Contractor, he shall have the right to seek alternative quotations.
- 2.104 This shall include all Commuter Bins (240 litre wheeled containers) as set out in schedule 13 (updated) which are provided for the collection of newspapers near commuter sites, e.g. railway stations.
- 2.105 The Contractor shall collect and empty all glass, paper, plastic, cardboard and can Containers sited on Neighbourhood Recycling Sites. The ownership of the glass, paper, plastic, cardboard and cans collected shall remain with the Contractor and the Contractor shall ensure that all material is recycled in accordance with the requirements of the Contract.
- 2.106 ~~The Contractor is advised that some of the Council's Neighbourhood Recycling Sites cater for the collection of textiles, shoes and books and the Contractor shall collect such materials, ensuring the same are recycled in accordance with the requirements of the Contract.~~
- 2.107 The Contractor is advised that some of the Council's Neighbourhood Recycling Sites cater for the collection of plastics. Bidders are required to provide a provisional sum for the servicing of these Containers and shall collect such materials, ensuring the same are recycled in accordance with the requirements of the Contract.
- 2.108 All Neighbourhood Recycling Site Containers shall be emptied 'on site' i.e. they are not to be removed by the Contractor from the site for emptying.
- 2.109 The Contractor shall be responsible for maintaining the Neighbourhood Recycling Site Containers and keeping them in good working order and of an appearance to promote a good quality service. The Contractor shall ensure that Containers are regularly inspected and that latches, doors, hinges, and handling attachments are kept in good working order. Any damage or deterioration of Containers including painted surfaces shall be immediately reported to the Supervising Officer.
- 2.110 Containers shall be repaired by the Contractor when so instructed by the Supervising Officer and the Contractor shall be paid for the repair in accordance with the submitted Daywork Rate; except that where repairs are

required due to damage caused by the Contractor, in this case the Contractor shall be responsible for the cost of the repair. The Contractor shall ensure that the Containers are clean externally at all times and internally when not in use.

- 2.111 The Contractor shall promptly report to the Supervising Officer any instances of graffiti and/or fly posting on Containers. The Contractor shall empty all Neighbourhood Recycling Site Containers at a frequency that ensures that no Container is more than 75% full at any time.
- 2.112 The Supervising Officer may make changes to Neighbourhood Recycling Site access due to for example changes to opening hours, holidays, car parking, and the Contractor shall be required to accommodate these when scheduling collections.
- 2.113 Notwithstanding the requirements of Clause 2.111 the Contractor shall empty any Container that is full, overflowing, or likely to overflow, as directed by the Supervising Officer by the end of the Working Day if reported before midday, or by midday the following Working Day if reported after midday.
- 2.114 The Contractor shall ensure that suitable recyclable material found adjacent to the recycling Container shall be placed in the appropriate Container. The Contractor shall ensure that the area surrounding the recycling Containers is left in a safe, clean and tidy condition after each collection.
- 2.115 If any recycling Container is temporarily inaccessible due to parking, adverse weather or the like, the Contractor shall reschedule a collection to take place within one Working Day of the attempted collection. No additional payment shall be made to the Contractor for such events and the Contractor shall be deemed to have allowed for this in his Tender rates.
- 2.116 The Contractor shall take due care during emptying and collection to ensure that members of the public and residents are not inconvenienced or disturbed either by noise or by obstructions.
- 2.117 The Contractor shall ensure that all vehicles used for the servicing of Neighbourhood Recycling Sites shall be fitted with appropriate bin weighing technology, in order to provide comprehensive records of all materials collected for recycling. The Contractor shall record the date and time of each lift of each recycling container emptied. This record, together with copies of weighbridge tickets shall be retained and made available to the Supervising Officer on request.
- 2.118 The Contractor shall be required to assist in the installation, relocation, or withdrawal of new and existing Neighbourhood Recycling Sites as directed by the Supervising Officer. Such work shall be paid for in accordance with the submitted Daywork Rates.
- 2.119 The Contractor shall ensure that all recycling containers have adequate signs, or that other provision is made, to ensure that they can be used correctly. Signs, notices and labels on banks shall be provided by the Supervising Officer.

#### **Handling of Dry Recyclables**

#### **Transfer facility for Dry Recyclables**

2.120 The Contractor shall provide a fully consented waste transfer station (either at the Greenford Depot or at an alternative site if required to manage a contingency event) for the bulking of collected Dry Recyclables into third party vehicles as directed by the Supervising Officer.

2.121 The Contractor shall be responsible for obtaining and maintaining consents for the transfer of Dry Recyclables at the Greenford depot, and for ensuring that alternative facilities are appropriately consented to operate for the intended purposes.

2.122 In the event that the Contractor nominates a contingency waste transfer facility for Dry Recyclables, it shall inform the Council and other third parties (as nominated by the Council) with no less than 24 hours' notice of the details of the alternative site, including the relevant timeframes to which the contingency plan will apply.

#### Loading

2.123 The Contractor shall load haulage vehicles which are directed by the Council to the Greenford waste transfer facility (or a contingency facility as specified by the Contractor) with Dry Recyclables in an efficient and timely manner. The Contractor shall be capable of loading any type of bulk haulage vehicle that should arrive to collect Dry recyclables.

2.124 The Contractor shall achieve a turnaround time for such vehicles (measured from weighbridge to weighbridge) for loading these vehicles of no greater than 30 minutes.

2.125 The Contractor shall ensure that payloads are optimised in order to reduce the overall vehicle movements to the satisfaction of the third party transport provider/ MRF operator.:-

2.126 The Contractor shall work in partnership with the Council and other third parties (as nominated by the Council) to schedule the timing of bulk haulage vehicles which are collecting Dry Recyclables, such that the timing works optimally for all parties.

#### Material handling and Contamination

2.127 The Contractor shall deliver the services such that no contamination is introduced to the Dry Recyclable material stream, and so that Good Industry Practice is applied to the handling and storage of waste, and such that it shall not be mixed with other waste types.

2.128 In the course of its duties under this contract, the Contractor shall visually inspect the Dry Recyclable material, prior to loading into bulk haulage vehicles, and shall use reasonable endeavours to remove any contamination which is identified where it is safe and practical to do so.

2.129 Where contamination is identified within the Dry Recyclable materials, the Contractor shall take all reasonable endeavours to identify the source of the contamination. The Council expects that the Contractor will be able to identify the vehicle that tipped the contaminants, such that appropriate communication and enforcement action can be taken.

2.130 Where a third party haulage vehicle loaded with dry mixed recyclable materials by the Contractor is subsequently refused to tip at the receiving facility, then the vehicle shall be returned to the Contractor who shall then be responsible for handling such waste. The Contractor shall undertake a full investigation as to why a load of contaminated material was sent from the site, and shall take all reasonable endeavours to prevent a reoccurrence by assisting with identification of the source of the contamination. In the event of a dispute due to the level of contamination in the load, the contractor shall liaise directly with the MRF operator. All costs associated with the handling of this material are the responsibility of the Contractor.

Weighing

2.131 The Contractor shall provide to the Council and to other parties nominated by the Council weighbridge data in respect of vehicles collecting ~~dDry mixed~~ ~~rRecyclables~~. Weighing processes and equipment shall be calibrated and shall comply with best industry practice. Weighbridge data shall be produced in an electronic format

Other

2.132 The Contractor shall attend regular contract interface / management meetings as requested by the Council.

2.133 The Contractor shall provide adequate welfare facilities for drivers collecting ~~dDry mixed~~ ~~rRecyclables~~.

2.134 The Contractor shall ensure that all drivers of bulk haulage vehicles collecting ~~dDry mixed~~ ~~rR~~ecyclable materials are provided with a site induction and any training required.



### 3 THE SERVICE OPTIONS

#### ~~Overall Service Requirements~~

- ~~3.1 The Contractor is required to provide Tender rates for the following Service Options:~~
- ~~a) Fortnightly collection of Dry Recyclables, co-mingled from a wheeled-bin Container, plus the treatment of the material collected.~~
  - ~~b) Fortnightly collection of Residual Waste from a wheeled-bin Container, (where appropriate, depending on property types);~~
  - ~~c) Fortnightly collection of Garden Waste from households and Schedule 2 premises on the basis of a paid subscription from 240-litre wheeled-bin Containers and from compostable sacks; and~~
  - ~~d) Collection of additional materials from communal Bulk Bin Containers including Food Waste and co-mingled Dry Recyclables.~~
- ~~3.2 For each of the options which involve the use of wheeled bin Containers the Council acknowledges that wheeled bin Containers shall not be suitable for all households and the Contractor shall provide these households with either a (weekly or fortnightly, as appropriate) collection of Residual Waste; Garden Waste from Approved Containers; or Dry Recyclables from Approved Sacks. The Contractor shall also be responsible for providing and delivering Approved Sacks to these households as directed by the Supervising Officer.~~
- ~~3.3 For the co-mingled Dry Recyclables Service the Contractor shall collect the following dry recyclables (as a minimum) paper, cardboard and thin printed card, steel and aluminium cans, aluminium foil, glass bottles and jars, cartons, mixed plastic (types 1, 2, 4, 5 and 6 ). The Contractor is invited to suggest further types of dry recyclables that they are able to collect from households as part of the Service Options.~~

#### ~~Possible Service Options for Residual Waste~~

- ~~3.4 In the case of fortnightly collection of Residual Waste from a wheeled-bin Container, the Contractor shall phase in a fortnightly collection of Residual Waste from 240-litre wheeled-bin Containers on the same day of the week as the Dry Recyclables, Food Waste and Garden Waste collection. The Council acknowledges that wheeled-bin Containers shall not be suitable for all households and the Contractor shall additionally provide such households that cannot use a wheeled-bin Container with either a weekly or fortnightly collection of Residual Waste from sacks (provided by the householder). The Contractor shall continue to collect Residual Waste from bulk Containers as specified in Clauses 2.12 to 2.17.~~

### ~~Possible Service Option for Garden Waste~~

~~3.5 — The Contractor is required to provide a fortnightly collection of Garden Waste from households that pay a subscription. In addition, the Contractor shall collect Garden Waste from Schedule 2 premises as listed in schedule 22. The Supervising Officer shall issue to the Contractor a list of registered properties for this service throughout the Contract Period.~~

~~3.6 — The Contractor shall collect Garden Waste presented in either 240-litre wheeled-bin Containers or Approved compostable Sacks, which are to be provided by the Contractor, from the Collection Point specified in Clauses 4.8 to 4.17. Residents shall not be limited in the number of sacks they can present for collection.~~

~~3.7 — The Contractor shall empty Containers and Approved Sacks even where their contents protrude upwards above the top of the sack so long as this can be done safely and the sack weight does not exceed 20 kilograms. Approved Sacks shall be transferred directly from the Collection Point to the Contractor's vehicle and not deposited in any other place. Once emptied, Approved Containers shall be returned to the household from which they were originally presented.~~

~~3.8 — Garden Waste presented other than at a registered property shall not be collected and the Contractor shall, affix an advisory notice supplied by the Contractor and approved by the Supervising Officer, and the Contractor shall record the property location where the Garden Waste was presented and shall notify the Supervising Officer of the incident. The exception to this shall be during January when the Contractor shall collect, for recycling, biodegradable Christmas trees from any household in the Borough which is not serviced by Bulk Bin Containers. During January the Contractor shall suspend the chargeable Garden Waste collection service. The Contractor shall be deemed to have allowed for this in his Tender rates.~~

~~3.9 — The Contractor shall ensure that Garden Waste is collected separately from other Waste and ensure that Garden Waste does not become mixed or contaminated with other Wastes at any stage of the collection, transportation and unloading operation.~~

### ~~Possible Service Option for Dry Recyclables~~

~~3.10 — The Contractor shall phase-in a fortnightly collection of Dry Recyclables from 240-litre wheeled-bin Containers on the same day of the week as the Residual Waste, Food Waste and Garden Waste collection. The Council acknowledges that wheeled-bin Containers shall not be suitable for all households and the Contractor shall additionally provide such households that cannot use a wheeled-bin Container with a fortnightly collection of Dry Recyclables from Approved Sacks or boxes. The Contractor shall collect Dry Recyclables from bulk Containers as specified in Clauses 2.24 to 2.29.~~

~~3.11 — There is no limit to the amount of Dry Recyclables that householders can present for collection. The Contractor shall collect all targeted Dry~~



~~Recyclables clearly intended for collection at the designated Collection Point specified in Clauses 4.8 to 4.17 including loose material such as flattened cardboard. Where uncontained Dry Recyclables, with the exception of flattened cardboard, are consistently presented, the Contractor shall affix an advisory notice, supplied by Contractor and approved by the Supervising Officer, on to the Container. The Contractor shall record the property location where uncontained Dry Recyclables have been presented and shall notify the Supervising Officer of the incident. This procedure should continue for repeated incidences of Dry Recyclables not properly presented and the Recyclables shall continue to be collected, at no additional cost, unless instructed otherwise by the Supervising Officer.~~

~~3.12 The Contractor shall ensure that Dry Recyclables are collected separately from other Waste and ensure that Dry Recyclables do not become mixed or contaminated with other Wastes at any stage of the collection, transportation and unloading operation.~~

~~3.13 All Dry Recyclables collected by the Contractor shall become the property of the Contractor. Without prejudice to the Conditions of Contract, the Contractor is responsible for the processing of the Dry Recyclables at a suitable licensed facility (if appropriate), the sale of this Dry Recyclable material and for ensuring they are recycled including the maintenance of an audit trail. No recycling credits shall be paid to the Contractor, in respect of Waste recycled, by the Supervising Officer as part of this Contract.~~

~~3.14 The Contractor shall purchase store and deliver Approved Sacks for Dry Recyclables as follows and as approved by the Supervising Officer:~~

~~Clear sacks for Dry Recyclables for properties unable to store a wheeled bin as part of the Possible Service Option for Residual Waste:~~

~~SIZE: 914mm x 736mm x 457mm Gusset sides to be provided with gusset weld bottom.~~

~~GAUGE: 110 gauge (28 microns)~~

~~MATERIAL: Recycled high density polythene~~

~~BRANDING: Sacks to be overprinted in black with the wording Ealing Council in upper case lettering~~

~~RECYCLABLES ONLY in upper case lettering~~

~~Please securely tie your sack in lower case lettering~~

~~3.15 The Contractor shall deliver 104 sacks per property per year delivered in two rolls of 26 sacks twice per year, with delivery times as instructed by the Supervising Officer.~~

~~3.16 The Contractor shall deliver Approved Sacks to the locations specified and at the quantity and frequency as detailed in Clause 3.15 and as directed by the Supervising Officer. This shall include ad hoc deliveries of Approved Sacks to new properties and properties where residents have recently moved to as requested by the Supervising Officer. The Supervising Officer shall provide reasonable notification to the Contractor of any changes to the number and location of properties where sacks shall be delivered.~~

~~3.17 When delivering Approved Sacks the Contractor shall ensure that~~

~~sacks are secured in such a way as to minimise the problems associated with security, safety and litter. The Contractor shall ensure that Approved Sacks are placed through letter boxes wherever possible or left in a secure location in residents' gardens or driveways (in which case the Contractor shall deliver a note through the letterbox advising the resident that they have had a delivery of sacks). Any missed or stolen sacks shall be replaced by the Contractor within one Week and at no extra cost to the Supervising Officer.~~

### **Possible Service Option for Bulk Bin Containers**

#### **The Collection of Food Waste****(implemented 1<sup>st</sup> April 2013)**

- 3.18 The Contractor shall provide a weekly collection service for Household Food Waste from Bulk Bin Containers (240 litre) provided by the Council.
- 3.19 The volume of Food Waste removed from Bulk Bin Containers shall be restricted to that contained in the wheeled bin Containers. The Contractor shall ensure that any uncontained Food Waste or spillage occurring at any location, including in and around bin storage areas, is removed and the area is left swept clean whether or not the spillage was the fault of the Contractor's staff. The Contractor shall report repeated incidences of uncontained Food Waste presented or spillage at Bulk Bin Container storage areas to the Supervising Officer.
- 3.20 For the collection of Food Waste from Bulk Bin Containers, residents are advised by the Supervising Officer that they can use newspaper to line food waste Caddies, or supply their own compostable liners. The Contractor shall make every effort to identify, and subsequently not collect, Food Waste Containers that have been contaminated with inappropriate liners (e.g. plastic bag) or non-targeted Waste (e.g. Residual Waste or Recyclables). The Contractor shall report repeated contaminated Food Waste presented at Bulk Bin Container storage areas to the Supervising Officer.
- 3.21 Where Bulk Bin Containers are located in bin storage areas the Contractor shall be required to open and/or unlock any gate or door as necessary to gain access and crews should carry a standard Fire Brigade key for this purpose or use keys/codes as supplied by the Council for this purpose. The Contractor shall be responsible for these keys for the duration of the Contract Term and shall be required to return all keys at the end of the Contract. Where appropriate such access shall be along paths etc provided and shortcuts shall not be taken across gardens, hedges or walls.
- 3.22 The Contractor shall ensure that Bulk Bin Containers are returned to their proper positions after they have been emptied, their lids replaced or closed where applicable and, where wheel or other locking mechanisms (including lid locks) are fitted, the locks shall be applied. Only where there is insufficient space in a bin store room should any Containers be left outside. Where access doors or gates have been unlocked, the Contractor shall ensure these are locked once the Containers have been emptied and returned.

#### **Dry Recyclables**

~~3.23 The Contractor shall include in its Tender an option for the addition of separate collections of mixed plastics and cardboard from Bulk Bin Containers for the collection of Dry Recyclables.~~

### **Possible Service Option for Ealing Homes**

- 3.24 In addition to the bulky Household Waste service described above, the Council requires a provisional priced option for the provision of six (6) dedicated 7.5 tonne vehicles (four (4) with tail lifts) each crewed by a driver and loader, which will undertake work arranged by Ealing Homes. The Contractor shall provide the service Monday to Friday each week, to start no earlier than 08.00 and to finish no later than 16.00; and on Sundays between 08.00 and 12.00 noon The Contractor shall visit Housing Land as per schedule 6 and shall collect all bulky Household Waste items clearly discarded for collection. In addition to these routine schedules, the dedicated fleet and staff shall be required:
- a) To respond to ad-hoc requirements on sites other than those described in the routine schedules;
  - b) To remove personal items post eviction, and store as directed;
  - c) To clear garages of personal items post eviction and remove items fly tipped there. To also clear garages as instructed following abandonment;
  - d) To assist in the clearance of personal items from internal communal areas of blocks and storage of same as directed; and
  - e) To assist in the delivery of stores and other cleaning materials and equipment to sites across the Borough.
  - f) To liaise with Estate Services staff on site to identify items for removal and to deal with residents directly in a courteous and professional manner at all times, including obtaining signatures as necessary to confirm removal has taken place.
  - g) To proactively identify and remove bulky items on designated estates.
  - h) To be available for interview in connection with any complaints and to provide every assistance in resolving complaints within agreed timescales.
- 3.25 In order to provide the Contractor with an indication of the work that may be required by this service, in the calendar year Jan 10 to Jan 11 the current fleet drove 66,800 miles and collected 900 tonnes.
- 3.26 In providing the service described in this Clause 3.2.4 the Contractor also shall comply with Clause 2.45, 2.46, 2.55 and 2.56 to ensure the service complies with regulations.
- 3.27 The Contractor shall submit, separately to the Estate Services manager a weekly log sheet for each vehicle detailing sites visited and volumes collected;

and shall attend a monthly meeting with the Estate Services manager plus attend ad hoc site inspections or other meetings as required.

## **4 GENERAL REQUIREMENTS**

### **Hours of Operation**

- 4.1 The Contractor shall provide the Services as described in this Specification. In exceptional circumstances (e.g. extreme weather) as well as in the weeks following Bank Holidays, the Supervising Officer may require additional Saturday Services and this shall be implemented by the Contractor when so instructed by the Supervising Officer.
- 4.2 Unless instructed otherwise by the Supervising Officer the Contractor shall implement the collection of Waste (including Recycling) Services between the hours of 07.00 (09.00 for Clinical Waste) and 17.00 and (except as detailed in 4.6 and 4.7) from Mondays to Fridays. The Contractor shall observe other restrictions on the Hours of operation as required by this Specification, for example, at Neighbourhood Recycling Sites. The Contractor shall time collections so as to not inconvenience traffic movements including pedestrian as well as ensuring safety. The Contractor shall take due regard of the traffic sensitive routes detailed in Schedule 28.
- 4.3 The Contractor shall collect Waste and Recyclables, and Garden Waste and Food Waste, from domestic and non-domestic properties at regular times and on regular days. For the first six (6) Months of the Contract the Contractor shall maintain the current collection days: with the exception of Garden Waste collections if a chargeable service is selected and to change them shall be made to the Supervising Officer (who shall approve at his own discretion) before the Commencement Date; and excluding the requirement to move from the current Saturday collections (detailed in Schedule 21) to a weekday, for which the proposal to change shall be made to the Supervising Officer (who shall approve at his own discretion) before the Commencement Date. The Contractor shall not at any time split any road or street into more than one area with different collection Days without the approval of the Supervising Officer. The Supervising Officer shall only approve different collection Days in the same road or street where the Contractor can demonstrate that it is impracticable to programme the Service otherwise.
- 4.4 The Contractor may vary or alter the times or Days of Residual Waste and Recyclables collections, and Garden Waste and Food Waste collections for some properties, only with the prior written approval of the Supervising Officer. Where such Variation or alteration is approved, the Contractor shall, at the Contractor's own expense, notify all households and non-domestic premises affected by the Variation or change using a communication method approved by the Supervising Officer before the Variation or change is brought into effect, or such other period of notice as may be reasonably required by the Supervising Officer. In addition the Contractor shall include in the notification a dedicated phone line for queries/complaints to be operational between the hours of 09.00 to 17.00 and for a period of four (4) weeks from household notification, at the discretion of the Supervising Officer.

- 4.5 The Supervising Officer reserves the right to vary the time for Residual Waste, Recyclables, Garden Waste and Food Waste collections should this be deemed beneficial for environmental, safety or other operational reasons and the Contractor shall adhere to such restrictions.

### **Bank Holiday Working**

- 4.6 On English Bank Holidays the following arrangements shall apply. Where the Bank Holiday (with the exception of Christmas Day, Boxing Day and New Year's Day) falls on a Friday or Monday, the Contractor shall continue to collect waste on those days. ~~Where the Bank Holiday falls on a Monday (with the exception of Christmas Day, Boxing Day and New Year's Day or their equivalents) the Contractor shall, unless otherwise agreed with the Supervising Officer, operate a 'slipped day' service so that Waste is collected one day late in the relevant week, including operating Friday's Waste collections on the Saturday immediately following.~~ For the Christmas period, the Contractor shall plan Service delivery to minimise inconvenience to residents, including working on the three Saturdays following the Christmas/New Year period and shall submit plans each year to the Supervising Officer for approval before the end of September. The Supervising Officer shall be responsible for publicising the revised arrangements and for the costs of so doing.
- 4.7 The Contractor should note that the opening Hours of the designated Disposal Site could be a constraint on the Contractors operating Hours. Accordingly the Contractor shall ascertain from the Supervising Officer, the Hours when the designated Disposal Site(s) are available. If the Contractor wishes to operate outside these Hours then the Contractor shall make arrangements with the Supervising Officer and be responsible for any and all additional costs incurred in complying with the Contractor's request.

### **Collection Points**

- 4.8 The collection point for the collection of Waste (including Recycling) Services by the Contractor shall generally be within the curtilage of the property. The curtilage of a property is as detailed in Clause 4.9.
- 4.9 An occupier shall, by 07.00 Hours on the Day appointed for the collection of Waste (including Recycling) from the premises, place such Waste intended for collection at the designated collection point, which has been determined by the Supervising Officer as:
- (a) A point at which the boundary of the premises abuts the nearest public highway;
  - (b) A point at which the boundary abuts a public or private driveway or footpath which links the premise to the nearest public highway. In the case of shared communal driveways the Contractor is not to take vehicles onto private land without the written consent of the landlord or owners, if he does so, it is at his own risk;

- (c) In respect of terraced/town centre premises sharing a common passage, a point immediately at the boundary of the passage nearest to the vehicle collection route;
  - (d) Any other point within or adjacent to the premise which shall be determined by the Supervising Officer as the collection point including on balconies on some flats above shops.
- 4.10 The requirements of Clause 4.9 (a), (b) (c) shall not apply where the occupier is an elderly, infirm or disabled person, or where other arrangements have been approved by the Supervising Officer.
  - 4.11 For collections of Bulk Bin Containers of Residual Waste and Recyclables located at communal properties and at Council premises the Contractor shall collect from a range of locations as specified by the Supervising Officer including, but not limited to, bin storage areas (which may be at the side or rear of premises), or on the boundary of the public highway.
  - 4.12 The Contractor shall collect and return empty Containers to the inside edge of the appropriate property without hindrance of pedestrian or motorised traffic flow, regardless of where the Container was originally left by the resident. Every effort shall be made to ensure the correct return of the individual resident's Container to the correct location. ~~Complaints of a non return reported by a resident by 12.00 noon shall be rectified by the Contractor on the same day and complaints of a non return reported by a resident after 12.00 noon shall be rectified by the Contractor by 12.00 noon the following day.~~ Justified complaints of a non-return reported by a resident up until 12:00 noon on the day following the scheduled collection shall be rectified by close of business on that day.
  - 4.13 The Contractor shall leave wheeled bin Containers with the lids closed and where wheel locking mechanisms are fitted the wheel locks shall be set in the on position. The Contractor shall not place any Container in any position which is likely to cause damage, danger or obstruction to users of the property, public highway or footway. In addition, the Contractor shall ensure that no Container is placed in a position which shall obstruct any access to a private premise or the public highway.
  - 4.14 The Contractor shall only use recognised access routes to properties and shall not drive, or walk, on lawns or flowerbeds or other parts of gardens.
  - 4.15 The Contractor may be required to open and or unlock any gate or door necessary to gain access. Where appropriate such access shall be along paths etc provided and shortcuts shall not be taken across gardens, hedges or walls. The Contractor shall ensure that gates or doors to properties are closed after the collection of Waste and on leaving the collection point. If required the Contractor shall be provided with code numbers and a set of access keys and shall be liable for all cost associated with the Contractor's loss of the keys. The Contractor shall comply with any local circumstances relating to access or security.



- 4.16 The Contractor shall ensure that all gates, doors, locks and latches are properly closed on leaving any site or premises.
- 4.17 It is the Contractor's responsibility to take account of any locations where there is limited access for conventional Waste (including Recycling) collection vehicles.

#### **Assisted Collections**

- 4.18 The Council provides an assisted collection Service for elderly, infirm or disabled persons who are physically unable to present their Household Waste, Dry Recyclables, Garden Waste and Food Waste at the standard Collection Point specified in Clause 4.8.
- 4.19 The Contractor is advised that approximately 350 properties (as set out in schedule 1) shall require an assisted collection by the Contractor and the Contractor shall be deemed to have allowed for this in his Tender rates. The Supervising Officer shall notify the Contractor of actual properties at Commencement Date and on a regular basis thereafter.
- 4.20 The Contractor shall implement the assisted collection Service and shall collect Household Waste, Recyclables, Garden Waste and Food Waste from the place on the property where the householder normally keeps their Household Waste, Recyclables, Garden Waste and Food Waste Container(s) and return Container(s) to the same location.
- 4.21 This Contractor shall provide the Service with the utmost care and consideration for all residents who receive Assisted Collections.

#### **Missed Collections**

- 4.22 The Contractor shall record all missed collections or partial collections through the use of appropriate in-cab electronic technology and the reasons thereof and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection. ~~shall notify the Supervising Officer. The Contractor shall report incidences of missed collections to the Supervising Officer immediately and in accordance with the requirements detailed in the Conditions of Contract.~~
- 4.23 In the case of properties where access cannot be obtained because of locked gates where the Contractor does not have the key to unlock them, unfriendly animals or for other similar reasons, the Contractor shall arrange for an Advisory Note, supplied by the Contractor and approved by the Supervising Officer, to be left at, or delivered to, the property to advise the occupant of the reason for the non-collection of Waste. The Contractor shall notify the Supervising Officer immediately of the action taken and make arrangements to return and collect the Waste within twenty four (24) Hours.
- 4.24 If the occupier contacts the Supervising Officer regarding a missed collection and where the Supervising Officer is satisfied that the occupier has presented

Waste for collection in a timely manner and at the correct location the Contractor shall return to the property from where the collection was missed at no additional charge to the Supervising Officer. If the collection is reported as being missed by ~~4213.00 noon hours~~ on the day following the scheduled Day of collection, the Contractor shall return and collect the missed collection on the same Working Day. ~~If the collection is reported as being missed after 12.00 noon on the day of collection, the Contractor shall return to collect the missed collection before 12.00 noon the next Day~~ at no additional charge to the Supervising Officer including on Saturday in relation to a Friday missed collection and on a Monday in relation to a Saturday missed collection.

4.25 *Not used*

### **Advisory Notice**

4.26 During implementation of the Services, the Contractor shall affix or place Advisory Notices as directed by this Specification. All Advisory Notices shall be designed and supplied by the Contractor at his cost, and agreed by the Supervising Officer at his absolute discretion. It is preferred that Advisory Notices shall be stickers or tags and these shall be used wherever possible, however the Council recognises that in some cases (e.g. recycling boxes) a leaflet/card will be a more appropriate method of communication and these shall be used.

### **Disposal Sites**

- 4.27 The Contractor shall, unless instructed otherwise by the Supervising Officer, deliver Residual Waste and bulky Household Waste including white goods, fridges, freezers and WEEE; Food Waste; and Garden Waste to West London Waste Authority facilities. Without prejudice to the Conditions of Contract it is the Contractor's responsibility to determine the sites for Recyclables and Discharge Points for Clinical Waste.
- 4.28 The Contractor shall be deemed to have included within the Contract Sum adequate allowance for the Disposal Sites referred to in Clause 4.27. Other Disposal Sites may be introduced during the Contract Period but no additional payments shall be made for Disposal Sites located within the Contract Area.
- 4.29 Where, during the course of the Contract the Contractor is obliged to use a different Disposal Site and which incurs the Contractor in additional cost, the Supervising Officer shall on application by the Contractor, decide what the Supervising Officer considers is a reasonable sum to represent any increase in haulage costs. It should be noted that the reasonableness of the sum payable by the Supervising Officer to the Contractor shall be based only upon the costs incurred by the Contractor in transferring the Waste an increased distance beyond where it is currently being discharged. No additional payment shall be payable to the Contractor by the Supervising Officer for any of the specified Disposal Sites.
- 4.30 Where, during the course of implementing the Services the Contractor is obliged to use a different Disposal Site and which reduces the Contractor's



cost, the Council shall decide what it considers is a reasonable sum to represent any saving in haulage costs and shall deduct this from monies due to the Contractor under the Contract. No sums shall be deducted for any of the Disposal Sites currently used.

## Contamination

- 4.31 The Contractor shall use all reasonable endeavours at the time of collection and prior to loading onto the vehicle to check that the contents of the Recyclable Containers (including Bulk Bin Containers, wheeled bins, and sacks), Garden Waste and Food Waste Containers (where appropriate) are not unacceptably contaminated.
- 4.32 Where the Contractor identifies that unacceptable contamination of Recyclables, Garden Waste or Food Waste has occurred (e.g. by including Residual Waste or any significant amounts of non-targeted Recyclables), the Contractor shall not collect the contaminated Container and return it to the Collection Point. In these circumstances, the Contractor shall affix an Advisory Notice supplied by the Contractor and approved by the Supervising Officer, to the Container advising the resident of the reason for non-collection. Each incident resulting in non-collection shall be recorded by the Contractor through the use of appropriate in-cab electronic technology and shall notify the Supervising Officer immediately in a specified electronic format detailing the reason for non-collection. The Contractor shall use all reasonable endeavours to record the property location/address where contamination of Dry Recyclables, Garden Waste or Food Waste has occurred and shall notify the Supervising Officer of the incident. Where contamination of a Bulk Bin Container is found, the Contractor shall contact the Supervising Officer immediately with details, including location, of the incident. The Contractor shall make arrangements to collect the contaminated bulk Dry Recyclables Container during the next Working Day and at no additional cost to the Supervising Officer.
- 4.33 Where the Supervising Officer determines that the Contractor has unreasonably rejected targeted Dry Recyclables, Garden Waste or Food Waste the Supervising Officer shall decide whether the Contractor shall collect the Household Waste by special arrangement (in which case the Contractor shall do so within one working day or such other period as the Supervising Officer may require or allow (and at no additional cost to the Supervising Officer), or whether other means shall be adopted for its collection. In any case no additional payment shall be made to the Contractor by the Supervising Officer.
- 4.34 For the avoidance of doubt, should Dry Recyclables in Bulk Bin Containers become contaminated by Residual Waste or other unacceptable materials because lids have been left unsecured by the Contractor, the Contractor shall be held responsible for any costs accruing to the Supervising Officer both for the loss of the Recyclables and the additional cost of disposal, including the cost of whole loads rejected. Each load will be visually inspected on the tipping bay floor prior to mixing with other collected recycling. If a delivery of

Recyclables, Garden and/or Food Waste is rejected at the Disposal Site due to gross contamination, the Contractor shall immediately separate the load from uncontaminated material and inform the Supervising Officer. The Contractor shall under no ~~circumstances~~ circumstances mix the contaminated load with other collected recyclables or sign the weighbridge ticket as rejected until the Supervising Officer's agreement has been given. Where it is possible and safe for the Contractor to remove the contamination the Contractor shall do so.

- 4.35 There shall be occasions where the Supervising Officer shall instruct the Contractor to collect contaminated Recyclables, Garden Waste and/or Food Waste and to dispose of the Waste as Residual Waste at no additional cost to the Supervising Officer.

#### **Approved Procedures**

- 4.36 The pulling out or advancing of any Waste from the Collection Point by the Contractor anywhere in advance of the collection vehicle shall only be allowed after 07.00 and one road in advance of the collection vehicle.
- 4.37 No methods of collection that would impair safe working arrangements or give rise to nuisance or damage to private property or inconvenience to residents shall be allowed.
- 4.38 The Contractor shall under no circumstances while implementing the Services make any charge to residents of the Contract Area for the collection of any Waste and/or Recyclables.

#### **Container Management with Separate Delivery**

- 4.39 The Contractor shall be responsible for the purchase (Open Book), stock management, storage and maintenance of a stock of Wheeled Bin Containers (up to 1280 litre), Wheeled Bin Containers (up to 360 litre) and Frames for communal recycling, approved by the Supervising Officer. These Containers shall be delivered to householders and non-domestic premises throughout the Contract Area in accordance with the Tender rates in response to a request from the Supervising Officer.

#### **Container Management including Delivery (to be reviewed by 1st June 2017)**

- 4.40 The Contractor shall also be responsible for the purchase (Open Book), stock management, storage, maintenance and delivery of a stock of Containers as described below. The quantities provided below are those from 2009/10 and are provided as an indication of the likely Service.

Container	Delivery	2009/10
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Green boxes (dry recyclables)	On request	11500 service requests
Food waste bins	On request	13500 service requests
Reusable garden waste sacks	On request	30000 service requests
Clear sacks for mixed recycling (in roll/pack of 15)	Quarterly scheduled delivery	9000 properties
Clear sacks for mixed recycling (in roll/pack of 15)	On request	1000 service requests
Biodegradable sacks (garden waste exception properties) in roll/pack of 10	On request	1000 service requests
Biodegradable sacks for food waste (schools) in box of 200	Once a term, scheduled delivery	64 schools
Biodegradable sacks for food waste (schools) in roll/pack of 10	On request	10 schools
Commercial pre-paid sacks (rolls of 20) and cardboard stickers (packs of 20)	On request	2431 deliveries (10,066 rolls of sacks, 1227 packs of cardboard stickers)

- 4.41 The Contractor is responsible for the purchase, supply, management and maintenance of all Containers (wheeled bin Containers including 120-litre, 140-litre, 240-litre, 360-litre, Bulk Bin Containers for Waste and Dry Recyclables and Containers for Neighbourhood Recycling Sites, boxes for Recyclables, Food Waste Bins and Approved Sacks), all as approved by the Supervising Officer. Reimbursement for the purchase of Containers shall be on an 'open book' basis: whereby the Contractor shall be required to obtain three quotations for the supply on the basis of specifications supplied by the Supervising Officer; and submit these to the Supervising Officer for approval. The Contractor shall then order the Containers; and the Contractor shall be reimbursed on the basis of the purchase price paid to the supplier on production of an invoice and receipt. Should the Supervising Officer not be satisfied with the quotations submitted by the Contractor, the Supervising Officer shall have the right to seek alternative quotations.
- 4.42 The Contractor shall provide a storage facility for all Containers, including those purchased by the Supervising Officer, and provide a stock control procedure in relation to these Containers. At the Commencement Date an Audit of the Containers held in stock shall be jointly made by the Supervising Officer and the Contractor, and at regular intervals thereafter: and the Contractor shall advise the Supervising Officer of any discrepancies and when stocks are such that re-ordering is necessary. The Contractor shall record details of bring bank Containers purchased and shall be reimbursed for these

costs on an 'open book' basis with the exception of those Containers damaged by the Contractor in the act of lifting or moving them.

- 4.43 Where the Contractor observes that wheeled bin or Bulk Bin Containers for Waste or Dry Recyclables are damaged, the Contractor shall report any damage including faulty lids, wheels, and locks to the Supervising Officer who shall arrange the exchange and/or repair to the Container.
- 4.44 In the event that the Contractor loses, damages or destroys a Container during the collection process, or carrying out any part of the specified Services, the Contractor shall notify the Supervising Officer immediately on the day the loss, damage or destruction took place. The Contractor shall replace any lost, damaged or destroyed Container within twenty four (24) Hours of the event taking place and shall notify the Supervising Officer when the replacement has been made. The Contractor shall be responsible for the cost of the replacement of all Containers damaged during the collection process and for the cost of any additional collections, should these be necessary, in between the original Container becoming unserviceable and its replacement being delivered.
- 4.45 The Contractor shall arrange for Residual Waste Containers and Food Waste Containers from non-household dwellings, communal Bulk Bin Containers and Containers at Neighbourhood Recycling Sites and Containers for Dry Recyclables from these premises to be cleaned once per year.

### **Spillages**

- 4.46 The Contractor shall clean up and remove any spillage of Waste and/or Recyclables that arise from implementing the Services at any location, including the public highway, in and around bin storage areas, between the point of collection and the collection vehicle or from a collection vehicle whether or not the spillage was the fault of the Contractor. The Contractor shall leave all Operational Sites clean and where necessary thoroughly swept on the completion of implementing the Service.
- 4.47 Where any spillages are likely to cause staining of the highway or adjacent area this should be reported to the Supervising Officer immediately and the Contractor shall implement immediate remedial action to remove the spillage and/or staining.
- 4.48 Upon receipt of an instruction from the Supervising Officer, the Contractor shall be required to return to any location to sweep up, remove and dispose of any spillage within two (2) Hours of the instruction at any time between the hours of 07.00 and 17.00 all at no additional cost to the Supervising Officer.
- 4.49 All vehicles used by the Contractor for the Collection of Waste (and Recycling) Services shall be equipped with a suitable broom and shovel and any other equipment necessary to deal with the removal and/or collection of spillages.

### **Overweight Containers or Vehicles**

- 4.50 Where a Container has been loaded by residents so that the weight creates a risk to Staff or the vehicles lifting mechanism then the Contractor shall leave the Container at the point of presentation. In these circumstances, the Contractor shall affix a Contrary Notice, supplied by Contractor and authorised by the Supervising Officer, to the Container advising the resident of the reason for non-collection. The Contractor shall use all reasonable endeavours to record the property location/address where overweight Containers have been presented and shall notify the Supervising Officer of the incident.
- 4.51 The Contractor shall not permit any vehicle to carry a weight above that prescribed for that vehicle and the Contractor shall be responsible for any resulting fines or prosecutions.

### **Inclement Weather**

- 4.52 If, in the opinion of the Supervising Officer, the weather on any particular day or part of a day is so inclement as to make work impractical, or if requested by the Contractor, the Supervising Officer may agree to suspend all or part of the normal Waste Collection Services for that day or part of a day.
- 4.53 If the Supervising Officer or Disposal Site operator determines that any Disposal Site has to be temporarily closed on grounds of safety or other reason, the disposal of Household Waste or Commercial Waste may be transferred to a different location at very short notice. Notice of the impending closure of a Disposal Site shall be communicated to the Contractor by the Supervising Officer as soon as possible.
- 4.54 Following suspended operations due to inclement weather the Contractor shall make collections as soon as possible thereafter and within the same working week where practicable to all properties omitted from the collection rounds as a result of the suspended Services. No additional payment shall be made to the Contractor in respect of any additional expenses the Contractor may incur in complying with this requirement.

### **Totting**

- 4.55 The Contractor shall ensure that none of the items collected under the terms of the Collection of Waste Services are 'siphoned off' through 'totting' or theft between their point of collection and disposal at the Disposal Site. Any failure by the Contractor to observe this requirement shall be treated by the Supervising Officer as a Default in accordance with the Conditions of Contract.

### **Ad Hoc Requirements**

- 4.56 The Contractor may be required to perform additional services for the Supervising Officer as part of the Contract. The services are detailed in Clause 4.58.
- 4.57 Payment for the additional services shall be made to the Contractor in accordance with Daywork Rates.

- 4.58 The additional services that the Contractor may be required to perform shall include, but are not limited to, the following:
- a) Special Events - An additional Waste and recycling collection Service may be required to cater for special events in the Contract Area. The Contractor shall be required to deliver Containers prior to the event and afterwards to clear resulting Waste and Recyclables, as directed by the Supervising Officer. All Containers should be removed from sites within forty eight (48) Hours of the event finishing and the Recyclables delivered uncontaminated to suitable licensed facility.
  - b) Delivery of leaflets – To deliver leaflets and notices about the Waste and recycling collection Services to addresses within the Contract Area including the affixing of stickers to wheeled-bin Containers. The Contractor shall provide the Supervising Officer with a schedule of the programmed delivery dates for each road where delivery is to take place before delivery commences. Leaflets shall be placed completely through the letter box of each property and the Contractor shall notify the Supervising Officer of each property where there was no access.
  - c) Civil and Local Emergencies – To respond to requests from the Supervising Officer giving reasonable notice in the circumstances to provide labour and vehicles on a Daywork basis to deal with unforeseen civil and local emergencies at any time.

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