

**Provision of waste & recycling collection, street cleansing, grounds maintenance, burials and associated services**

***Reference number***

29924c

***Local authority department responsible***

Council of the London borough of Ealing

***Supplier name and details***

Enterprise Managed Services Trading as Amey PLC.

The Enterprise group of companies have recently been acquired by Amey plc.  
COMPANY PARTICULARS: For particulars of companies within the Amey Group, please visit <http://www.amey.co.uk/Home/Companyparticulars/tabid/182/Default.aspx>. Amey plc, Registered Office: The Sherard Building, Edmund Halley Road, Oxford OX4 4DQ, Registered in England: 4736639

***Pricing***

This contract has an estimated annual value of £15 million

***VAT***

Value Added Tax is payable to Amey on all invoices, as a local authority the VAT is reclaimed from the tax authorities.

***Contract specifications***

On 26 July, 2011, Cabinet delegated authority to the Director of Environment and Leisure, following consultation with the Portfolio Holder, to determine whether the Council should enter into a contract with Enterprise Managed Services Ltd for a contractual term of fifteen years with a break at the end of year seven.

The Invitation to Tender documents required tenderers to submit two sets of documents, one based on prices for a fifteen year contract and one based on prices for a fifteen year contract with a break at year seven. The evaluation methodology said the Council would award the Contract to the Most Economically Advantageous Tender, however the Invitation to Tender was silent on how the Council would decide whether to select a contractual term of fifteen years or fifteen years with a break at year seven. Although the highest scoring tender overall was from Enterprise Managed Services Ltd based on a fifteen year contract term, the second highest was also from Enterprise Managed Services Ltd based on a fifteen year contract with a break at year seven. The margin between the first and second scores is extremely small

The contract started in two phases beginning with parks, grounds maintenance and cemeteries from 31 January 2012. Other parts of the contract will come into force on 1 April 2012.

The contract has a 15 year duration (with a scheduled end date of

31<sup>st</sup> March 2027) There will be a review toward the end of the seventh year of the contract ahead of a possible break clause dated for 31<sup>st</sup> March 2019.

### **The Street Cleansing Services**

In general the Contract specifies and the Contractor is required to provide the following Street Cleansing Services in a safe, clean, tidy, coordinated, nuisance free and courteous manner. The Contractor shall:-

- Maintain the cleanliness of the streets and other locations in accordance with the requirements of the Specification, including for example the reporting of Fly-Posting.
- Empty and maintain all Litterbins, specified Recycling bins, Gum and Cigarette Bins and associated liners.
- Wash all Litterbins, Recycling Bins, Gum and Cigarette Bins, and associated liners annually or as directed by the Supervising Officer. The washing of litter bins is an improvement on the current street cleansing service, as there is no scheduled programme of bin washing included in the current Clean and Green Contract.
- Treat weeds with approved herbicides, maintaining all relevant land in a weed free condition.
- Provide street and other Cleansing and Recycling services in respect of special events.
- Wash streets and other locations.
- Maintain in a clean condition the areas in the Contract Area that are used for market trading.
- Provide an accident and Emergency response service throughout the Borough twenty four (24) hours per day, including the removal of dead animals, on-street Clinical Waste and other spillages.
- Remove Fly Tips and segregate Waste Electrical & Electronic Equipment (WEEE).
- Carry out National Indicator (NI195) (or other agreed similar indicator) surveys through an approved independent third party.
- Ensure efficient co-ordination of the street cleansing service with the Waste and Recycling collection service, (which means that street cleansing now takes place on the same day as waste and recycling collections, and following the aforementioned services) plus interface and work co-operatively with other related services and operations including but not limited to grounds maintenance, enforcement functions, on-street parking, highways maintenance, graffiti removal and gulley cleansing.

### **The Waste and Recycling Services**

In general the Contract specifies and the Contractor is required to provide the following Waste and Recycling Services;

- Weekly Residual Waste collection from households from sacks and from 180-litre or 240-litre wheeled-bin Containers; and weekly or more frequently from communal Bulk Bin Containers and weekly collection of Residual Waste and Recyclables from Schedule 2 premises, and treatment of Recyclables collected.
- Collection of Residual Waste and Recyclables from Council owned premises and other commercial premises (Commercial Waste) and treatment of Recyclables collected.
- Weekly collection of Dry Recyclables as currently provided via the green box and plastics collection service.
- Weekly collection of Garden Waste from households and Schedule 2 premises from 90-litre reusable sacks.
- Weekly collection of Food Waste from households from 23-litre.

- Containers, and from Schools from 240-litre wheeled-bin Containers.
- 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.
- The separate collection of bulky Household Waste, including arrangements for reuse and recycling where possible.
- The management of Containers for Waste, including purchase, storage, delivery and retrieval.
- 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.

### **The Household Waste Recycling Centre (HWRC) Service**

In general the Contract specifies and the Contractor is required to provide the following HWRC Services;

- The staffing and management of the HWRC sites in accordance with the provisions of the specification, environmental permits, waste management licenses and planning permissions and leases. The Contractor shall permit the public to deposit Household Waste at the HWRC sites free of charge and to provide assistance to members of the public as required.
- The provision of sufficient Containers, Vehicles, Plant and Equipment for the safe and orderly deposition of Waste and Recyclates. The Contractor shall ensure that the Service is not disrupted at any site due to the non-availability of Containers for general Waste, any type of Recyclates and Green Waste.
- The Contractor shall maintain all the Containers provided by the Council.
- The maximisation of the recovery of Waste from HWRCs by separation and or re-use or Recycling of all types of Waste. The Contractor is required to demonstrate through the operation of the HWRCs how the Contractor shall continuously maximise the amounts of Recyclables.
- The effective co-ordination of operations concerning the haulage of HWRC Residual Waste by WLWA, including the maximisation of diversion from landfill.
- The receipt, store and making available for collection Waste Electrical and Electronic Equipment including refrigerators/freezer and similar items delivered by members of the public or other persons to any of the detailed HWRCs.
- The maintenance of verifiable records of all Waste materials (including Recyclates and Green Waste).
- Ensuring that no Commercial or Industrial Waste is accepted at the Acton HWRC; and that only Commercial and Industrial Wastes that have been over the weighbridge are accepted at the Greenford HWRC.

### **The Grounds Maintenance, Burials and Associated Services**

In general the Contract specifies and the Contractor is required to provide the following Parks, Open Space and Burial Services:-

- The maintenance of parks, open spaces and cemeteries
- The maintenance of housing estates, verges and open spaces
- The maintenance of highway verges
- The maintenance of grounds on other Council assets such as Play Service sites, Social Services sites, etc.
- The option for maintenance of school grounds
- The provision of burial and cemetery services

- The cleaning of operational site buildings e.g. Sports Changing Rooms, Cemetery Chapels, etc
- The provision of an emergency call out service to deal with items such as e.g.
- The management and administration of all outdoor sports bookings
- The supply of seasonal bedding plants, site furniture, fencing
- The provision of the sports pitch booking service, which makes the contractor responsible for the end to end process of sports pitch bookings and provision
- The Grounds Maintenance Pricing Schedule also includes rates and prices for the supply of (capital work items) such as bins, benches, footpath refurbishment, major landscaping schemes, etc.

The grounds elements of the Contract are a mix of both performance and frequency items (predominantly however performance items) and the contractor's performance is evaluated on the quality of its output e.g. operations are implemented to achieve the specified standard rather than to a stated frequency of operations. There is also a range of frequency operations, some examples are; burials, sports pitch markings and building cleaning.

The parks and open space cleansing elements of the contract, e.g. litter picking, litter bin emptying were written to ensure that the standards to be achieved are in line with the Environmental Protection Act 1990 and therefore the same as those used for the street cleansing elements of the Contract.