

## **18 Lot 9 - Total Recycling and Waste Management (TRWM)**

18.1.) The scope of the Total Recycling and Waste Management (TRWM) will include at least two service areas, classified under (TRWM) which will be agreed at call-off stage. The Agreement may include, but not be limited to the individual service areas or bundled service areas forming part of this Agreement.

18.2.) Two or more Suppliers may form a partnership to deliver the (TRWM) solution.

### **Performance Monitoring**

18.3.) The Supplier(s) must carry out the following performance monitoring process, in conjunction with what is agreed with each Approved Organisation:

18.3.1) Take note of the prioritisation of reported service performance failures.

18.3.2) Have procedures and systems in place to record information in support of performance monitoring and to enable regular robust performance reporting.

18.3.3) Monitor the performance of the services and produce monthly, quarterly and annual performance reports for the Approved Organisation(s).

18.3.4) Operate the Approved Organisation(s) Management Information System, in order to analyse information on the performance of each aspect of the service specification. The Supplier(s) will report performance against defined performance requirements.

### **Key Performance Indicators**

18.4.) Key Performance Indicators will be agreed with the Approved Organisation at a local level, and the Supplier(s) will monitor their performance against these.

### **Contract Management**

18.5.) The Supplier(s) will work closely with the Approved Organisation to formulate a process for contract management. This will ensure that regular contact is achieved between the Supplier(s) and the Approved Organisation.

18.6.) The Supplier(s) must allocate a key contact to manage the relationship with the Approved Organisation.

18.7.) Regular meetings shall be held between the Supplier(s) and the Approved Organisation to review the performance, efficiency and effectiveness of the Services. The frequency of these meetings shall be agreed between the Supplier(s) and the Approved Organisation prior to the contract commencing but must be monthly as a minimum.

18.8.) Complaints arising from the services provided will be managed by the Supplier(s) and the Approved Organisation must be made aware of the complaints and kept up to date with how they are being managed.

### **Reporting**

18.9.) The Supplier(s) must provide monthly service reports to the Approved Organisation. The detail of these must be agreed between the Supplier(s) and the Approved Organisation before the contract commences.

18.10.) The reports must include as a minimum, but not be limited to the following:

- 18.10.1) Reports will be provided for each site that the Supplier(s) is providing a service to the Approved Organisation for.
- 18.10.2) A summary of all operational activities provided, highlighting planned dates and actual dates when activities were carried out.
- 18.10.3) A summary of the service performance.
- 18.10.4) Details on any requests for contract variation.
- 18.10.5) Details of all complaints and remedial action taken or in progress.
- 18.10.6) Statement of accounts demonstrating full visibility of the invoiced amounts, payments made by the Approved Organisation and payments made to sub-Supplier(s).
- 18.10.6) Forthcoming changes in legislation that may impact the service.
- 18.10.6) Health, Safety and environmental breaches and recordable accidents, incidents and near misses relating to the building and or the services provided
- 18.10.6) Recommendations on the content of the Approved Organisation's Safety Management Information System.
- 18.10.6) Review of staffing numbers, and management structure including a full list of site staff showing name, job descriptions, work location, Disclosure and Barring Services (DBS) status, licences and other relevant certification/qualification details as required.
- 18.10.6) Service delivery proposals and contractual issues if any changes have occurred.
- 18.10.6) Reporting on waste management and waste streams
- 18.10.6) All performance monitoring must be agreed with each Approved Organisation, before the contract starts.

### **Standards**

18.11.) All standards (and as amended) referenced as part of this specification of the procurement must be adhered to, in addition to any required standards that may form part of a mini competition with individual Approved Organisation(s).

### **Staffing**

18.12.) All staff assigned to the contract must have the required competencies and qualifications to fulfil the service and required role. The Supplier(s) is responsible for ensuring that this happens.

### **Sub-Supplier(s)**

18.13.) The Supplier(s) is responsible for managing all aspects of subcontracting, in order to ensure that all services received meet the requirements of the contract. This will include, but not be limited to the following:

- 18.13.1) Protecting the Approved Organisation from any risks associated with the sub-Supplier(s).
- 18.13.2) Measuring the performance of the sub-Supplier(s) against agreed Key Performance Indicators
- 18.13.3) Problem solving and dispute resolution
- 18.13.4) Auditing and inspecting the sub – Supplier(s)'s work, ensuring that they comply with all contractual requirements and legislative requirements.
- 18.13.5) Establish and maintain appropriate records and information management systems to record and manage the performance of the Supplier(s)
- 18.13.6) Managing communication between the Approved Organisation and the sub-Supplier(s).
- 18.13.7) Ensuring that sub-Supplier(s) have the appropriate up to date training and competencies to carry out the service or role that they have been assigned to.
- 18.13.8) The Supplier(s) is/are responsible for ensuring that all sub-Supplier(s) and supply chain partners have appropriate insurance and that they are legally and professionally compliant in all activities whilst operating within the Approved Organisation's premises.

### **Human Resource Issues**

18.14.) All staff must be supplied with a suitable uniform to be agreed with the Approved Organisation and must present a neat and tidy appearance at all times.

18.15.) The Supplier(s)'s staff must wear clear identification at all times.

### **Information / Technology Systems**

18.16.) The Supplier(s) must work closely with the Approved Organisation's IT Department and IT Supplier(s), during the initial stages of setting up the Operations, in order to fully integrate its proposed systems, with the Approved Organisation's existing ones.

### **Handover of Services**

18.17.) In the event that the contract expires, or there is an early termination of the Contract, the Supplier(s) must:

- 18.17.1) Ensure that there is no impact to the services up to and including the final day of the Contract Period.
- 18.17.2) Ensure that all work is transferred to a new Supplier(s) as smoothly and efficiently as possible.
- 18.17.2) Any outstanding work must be finalised at an appropriate stage as agreed with the Approved Organisation.
- 18.17.2) The Supplier(s) must hand over to the Approved Organisation all documents and information relating to the Services
- 18.17.2) The Supplier(s) must return to the Approved Organisation any equipment owned by the Approved Organisation and used by the Supplier(s).
- 18.17.2) Demonstrate full cooperation with any incoming Supplier(s).

#### **Data**

18.18.) All data must remain the Intellectual Property Rights of the Approved Organisation.

#### **TUPE**

18.19.) Terms regarding TUPE are outlined as part of the standard NHS terms and conditions; however, the Supplier(s) must work with the Approved Organisation to understand any potential TUPE requirements and work together to manage this through the process.