

CONTRACT FOR THE PRINTING AND DISTRIBUTION OF GARDEN WASTE PERMITS

Cabinet Member for Recycling and Leisure

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Agenda Item: 7

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Key Decision? YES

Local Ward

Members

Lichfield
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Cabinet

1. Executive Summary

- 1.1 The Joint Waste Service introduced charging for garden waste in 2018. The Service identifies which properties have subscribed by issuing an addressed sticker that is attached to the garden bin. This sticker enables crews to identify quickly and easily which bins are to be emptied.
- 1.2 The authority has a contract for the printing and distribution of the sticker plus the provision of a customer cloud management portal that allows the authority to monitor the process and make any required changes. The current contract will expire on 15th December 2019. In consequence a procurement exercise is nearing completion that will identify a preferred contractor for the next few years.
- 1.3 The procurement exercise is being jointly undertaken by Lichfield district and Newcastle-under-Lyme borough councils and the contract is due to be awarded by mid-July.
- 1.4 The initial contract will be for a period of two years with the option to extend for a further year subject to satisfactory performance.
- 1.5 The value to this council over the life of the contract is likely to exceed £75,000 so letting the contract represents a Key Decision.
- 1.6 Evaluation of the tenders will be completed shortly but a decision to let the contract needs to be made as soon as possible in order to allow systems to be configured and tested before go-live in October for 2020 subscriptions. In consequence, Cabinet is being asked to delegate authority to the Cabinet Member and Director to agree a contract.

2. Recommendations

- 2.1 It is recommended that Cabinet:
 - Award the contract for the printing and distribution of garden waste permits to the preferred tenderer.
 - In the event that a preferred tenderer has not yet been identified, delegates authority to the Cabinet Member for Recycling and Leisure in consultation with the Director of Place and Community to appoint the contractor that provides the most economically advantageous tender, provided the value of the contract is within approved budgets.

3. Background

3.1 The Joint Waste Service introduced a charge for the garden waste service at the start of 2018. Demand for the service was extremely high and in the first year more than 40,000 subscriptions were sold and it is likely that uptake will be even higher in 2019.

Administration of the subscription process is fully integrated such that there is no staff intervention required to establish a subscription.

3.2 The sticker is an essential component of the administration system. The resident attaches it to the bin in a way that enables the crew to see quickly that the bin is to be emptied. The permit displays the address of the property. A new sticker is issued each year using a different design and colour.

3.3 The contract covers the following services: the provision of garden waste permits, letters, envelopes, picking-and-packing and mailing - plus a customer cloud management portal which allows the council to view the status of each sticker and make changes such as approving replacements. The supplier receives a daily upload of all the subscriptions sold and they then have up to 10 working days to print and deliver the sticker.

3.4 The team has started to plan the 2020 service. The subscription window for 2019 will close in early October and the 2020 window will open two weeks later. This window allows all the required alterations to be made to the web forms and the integrated systems that administer the service including Jadu (customer relations systems), epayments, the land and property gazetteer, and Bartec, as well as to the sticker system.

3.5 The authority is collaborating with Newcastle Borough Council on the procurement in order to secure any economies of scale both in contract price and the costs of integrating with the Jadu CRM, which both councils use.

3.6 The key milestones for the procurement are as follows:

Actions		Date(s)
1.	Date opportunity advertised	16.04.2019
2.	Closing date for requests of clarification	10.05.2019
3.	Date for receipt of Tender Submission	17.05.2019
4.	Evaluation Period	20.05 - 27.06.2019
5.	Notification to unsuccessful tenderers	28.06.2019
6.	Letter to preferred tenderer of Intent to award contract	28.06.2019
7.	De-briefing of unsuccessful bidders and standstill period (10 days)	29.06.2019 to 10.07.2019
8.	Contract Award	18.07.2019
9.	Contract Commencement Date	01.10.2019
10.	Contract End Date	30.09.2023

Alternative Options	<ol style="list-style-type: none"> 1. There are no viable alternative options that would allow the crews to quickly identify which properties have paid for the service. 2. The trucks do have the benefit of in cab units that contain the data base of subscribing properties. However the bin collectors often have to fetch bins some distance from the truck and it would be inefficient if they had to keep returning to the truck to check the status of subscriptions.
Consultation	<ol style="list-style-type: none"> 1. Consultation has taken place with our partner in the Joint Waste Service – Tamworth Borough Council – and with Newcastle.
Financial Implications	<ol style="list-style-type: none"> 1. The full financial impact of the new contract will not be known until the tendering process has been completed. However assuming that the tenders are in line with the current contract price there will be sufficient provision within the Joint Waste Budget. 2. A total of £35,240 was spent on permits for the 2018 subscription period. Each sticker currently costs £0.88 to print and distribute. 3. The budget for the procurement is £37,500. The total over a three year period is £112,500 of which Tamworth’s share is £46,920.
Contribution to the Delivery of the Strategic Plan	<ol style="list-style-type: none"> 1. The provision of the Garden Waste Service plays a key role in assuring we have a clean, green and welcoming place.
Equality, Diversity and Human Rights Implications	<ol style="list-style-type: none"> 1. There are no equality, diversity and human right implications associated with the award of the contract. Therefore an equality impact assessment has not been undertaken.
Crime & Safety Issues	<ol style="list-style-type: none"> 1. The award of the contract will not have an impact on crime and safety issues.
GDPR/Privacy Impact Assessment	<ol style="list-style-type: none"> 1. A Privacy Impact Assessment has not been undertaken because the contractor will not be handling any personal data. They are only provided with a list of subscribing addresses and the UPRN.

	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Tender prices are higher than expected	Joint procurement with Newcastle Under Lyme should ensure increased competition and hopefully achieve economies of scale.	Green
B	The appointed contractor fails to deliver the required level of service	Robust contract specification and monitoring. Regular contract review meetings.	Green
C	The appointed contractor ceases trading.	Robust selection criteria and evaluation.	Green
D	Delays in integrating the appointed contractors system with Jadu.	Robust project planning and management.	Green
E	The power to charge for garden waste is revoked.	Termination clause to be included in the contract	Green
F	Deterioration of the existing service if the incumbent contractor fails to win the new contract	Robust monitoring. Maintenance of a good working relationship with the existing contractor.	Green

Background documents

Invitation to Tender

Relevant web links