

# Food Waste Treatment Contract Guidance

Guidance for Scottish Local Authorities for procuring a food waste treatment contract



Zero Waste Scotland works with businesses, individuals, communities and local authorities to help them reduce waste, recycle more and use resources sustainably.

Find out more at  
[www.zerowastescotland.org.uk](http://www.zerowastescotland.org.uk)

Written by: Brian Mayne, Ken Hall & Kathryn Warren

The logo for Ricardo-AEA, with 'RICARDO' in blue and '-AEA' in green.

## Glossary

Term	Definition
ABPR	Animal By-Products Regulations: allows for the treatment of some animal by-products in composting and biogas plants.
Bidder	A candidate, consortium, contractor, private sector partner, or tenderer bidding for a project or contract.
Contamination	Refers to the mixing of streams of waste that makes the recycling of waste more expensive, more difficult or impossible.
Competitive Dialogue	A procedure whereby an Authority is able to carry out dialogue directly with bidders with the aim of developing one or more suitable alternative solutions that meets its requirements. Individual bidders may develop more than one solution. The dialogue may be conducted in successive stages, with the option of reducing the number of solutions (and therefore bidders) at each stage. Solutions must be eliminated on the basis of applying the stated award criteria.
Contract Notice	A notice placed in the Official Journal of the European Union (OJEU) inviting interested parties to express an interest in tendering for a contract. Contract notice contains details of the duration and scope of the contract to be let.
Food waste	Controlled waste that was at any time food intended for human consumption (even if of no nutritional value), and includes biodegradable waste produced as a consequence of the processing or preparation of food, but does not include drink.
Framework	A framework is an arrangement where one or more Service Providers are appointed to a panel. Framework arrangements will allow you to 'call off' your on-going requirements for treatment services over a period of up to 4 years. A framework agreement can be set up using the Open, Restricted, Negotiated or Competitive Dialogue procedures.
Gate Fee	The amount charged by a waste management contractor at a facility to accept waste, measured by the tonne.
Input Specification	A specification defining, but not guaranteeing, the composition of waste that may be delivered for a particular treatment process.
Invitation to Tender (ITT)	The process used in letting a Contract. It is the initiating step of a competitive tendering process in which suppliers or contractors are invited to submit bids for the supply of goods or services during a specified timeframe. Also called a request for tenders.
Key Performance Indicators	Key Performance Indicators (KPIs) are used to measure and evaluate the performance standards required to be met by the Service Provider and progress against specific targets or goals.
Method statement	The document the service provider will submit to the Authority to demonstrate how they will provide the services. It will give an insight into the provider's method of operation.
Official Journal of the European Union (OJEU)	All Member States of the European Union are required to open up the public sector procurement market to competition. European Law states that contracts with values exceeding thresholds specified in the EU Supplies, Services and Works Directive must be publicised via a contract notice placed in the Official Journal of the European Union.

Open Tender	An Open Procedure tender process is one in which any tenderer can respond. If you use the Open Procedure you must send an ITT to all suppliers that express an interest in response to your Contract Notice.
Output Specification	Sets out an Authority's required outcomes and standards for the service to be provided.
Performance Standards	The standards set out in the Output Specification for delivery of the service.
Pre Qualification Questionnaire	Questionnaire sent to parties responding to the Contract Notice designed to assess the respondent's financial and technical credentials and track record in delivering contracts of a similar size and nature. A scoring mechanism is used to rank the responses according to predetermined criteria.
PAS 110	Publicly Available Specification: a quality management system which is specific to digested materials produced by anaerobic digestion.
PIN (Prior Information Notice)	A formal alerting notice placed in the OJEU before the Contract Notice.
Procurement Regulations	The statutes, regulations and legislative requirements concerning the procurement of public works, supplies or services.
Restricted Procedure	The Restricted Procedure is a two-stage process which allows Local Authorities to draw up a short-list of interested parties by undertaking a pre-qualification questionnaire stage (PQQ), prior to the issue of invitation to tender documents (ITT).
Service Provider	Means the concessionaire, consortium, contractor or private sector partner appointed to deliver the Contracted Services.
Soft Market Testing (Market Research)	Process of seeking the input from the market as to what might be the most attractive way of scoping and packaging a service. It is undertaken early in the development stage of a proposal and prior to determining a procurement opportunity. Importantly, it helps give an early insight into the likely level of interest there is from the market in delivering a service.

## Acknowledgements

Kenny Lang, Inverclyde Council

Caroline Mooney, Stirling Council

Angus Murdoch, City of Edinburgh Council

Erica Kemmet, East Renfrewshire Council

Lesley Scott, East Ayrshire Council

Andy Wilson, Scottish Water Horizons

Grant Keenan, Keenan Recycling

Mike Hogg, Zebec Energy

## 1 Introduction and background

The launch of the Waste (Scotland) Regulations 2012 (WSR) means that Scottish Local Authorities (LA) will be required to implement separate collections of food waste from householders, with the exception of some rural areas. Collections of food waste will need to be in place for domestic properties before the 1<sup>st</sup> January 2014, with the roll-out of collections completed by 1<sup>st</sup> January 2016. The WSR also requires businesses involved in food production, food retail or food preparation (except in rural areas) which produce over 50kg of food waste per week to present that food waste for separate collection from 1<sup>st</sup> January 2014 and businesses (except in rural areas) which produce over 5kg of food waste per week to present that food waste for separate collection from 1<sup>st</sup> January 2016.

It is expected that Authorities will also play a role in ensuring businesses have access to a food waste service in areas where they provide a service to domestic properties.

### 1.1 Using the guidance

This guidance document is focussed on supporting Authorities in the procurement of food waste treatment capacity at existing food waste treatment facilities. In addition a complementary [guidance document](#)<sup>1</sup> focussed on the design and procurement of commercial food waste collections is also available from Zero Waste Scotland.

This document:

- Highlights the most important issues when procuring services to treat food waste,
- Provides guidance on how contract clauses and specifications can be used to deliver a successful contract,
- Presents best practice from existing food waste treatment contracts.

---

<sup>1</sup> <http://www.zerowastescotland.org.uk/content/food-waste-collections-contract-guidance-0>

## Contents

The table of contents or index overleaf sets out the sections within the document, with a brief summary, which are hyperlinked to enable the reader to go directly to relevant sections.

Summary heading	Page number	Key considerations
<a href="#">Treatment technology options</a>	8	Before commencing the procurement of treatment technology ensure you are aware of the benefits of differing types of technology.
<a href="#">Before you procure</a>	9	There are a number of issues to consider before commencing your procurement of food waste treatment. This section provides advice on areas to research prior to the procurement process.
<a href="#">Evaluation criteria</a>	13	Establish the criteria that will be used to evaluate tender submissions and mandatory criteria that must be met to advance to the award stage.
<a href="#">Service specification</a>	15	The general and specific service requirements of the contract document and key issues to consider.
<a href="#">Guidance checklist</a>	32	To ensure the contract runs successfully and can be reviewed in order to deliver on-going value, the establishment of a contract management model is critical to achieving success.
<a href="#">Appendix 1: Specification template for food waste treatment</a>	34	An example food waste treatment specification.
<a href="#">Appendix 2: Food waste composition</a>	40	All available data on the anticipated quantity and composition of food waste should be supplied to bidders.
<a href="#">Appendix 3: Protocol for contaminated materials</a>	41	A flow diagram for the acceptance of food waste for processing.
<a href="#">Appendix 4: Method statement template for food waste treatment</a>	42	Example method statements and areas that should be covered in bidder's submissions.

## 2 Treatment technology options

The Government's preferred option for treating food waste is Anaerobic Digestion (AD), however it is recognised that in some areas In Vessel Composting (IVC) is an option for Local Authorities due to its proximity and availability. AD is preferred because it provides a range of benefits across a number of policy areas, such as its potential to contribute to the following:

- Achieving the Zero Waste Plan recycling and carbon targets
- Achieving the Renewable Action Plan target of a de-carbonised heat sector by 2050
- Improving the sustainability of food production through the use of bio fertilisers
- Achieving the Water Framework & Nitrates Directives water quality targets
- Achieving sustainable economic development
- Improving soil health & biodiversity

To support the Scottish Government's ambitions you can evaluate the types of food waste treatment technologies being offered by using the Scottish Carbon Metric. [Table 2.1](#) below lists the most up-to-date version of the carbon factors for food waste technologies. The calculation of the Carbon Factors allows the environmental impact of different end of life choices to be compared. The carbon factors show the environmental benefit (in kgCO<sub>2</sub> equivalent per tonne of waste) of diverting one tonne of a waste material from landfill to recycling. A negative carbon factor indicates that this option has a beneficial effect on the environment by lowering expected emissions.

By informing potential Service Providers that you will use the Metric to evaluate technologies there is likelihood that you will encourage bidders to offer Anaerobic Digestion, the Government's preferred food waste treatment technology.

**Table 2.1:** The Scottish Carbon Metric weightings for food waste

Material	Carbon Factors (units kgCO <sub>2</sub> eq per tonne of waste)
Food and drink waste to anaerobic digestion	-612
Food and drink waste to composting (in vessel composting)	-489
Mixed food and garden waste to anaerobic digestion	-380
Mixed food and garden waste to composting (in vessel composting)	-296

It should be noted that the Carbon Metric is due to be updated in 2013. The new approach will use the same data as the current version of the Carbon Metric but will be presented differently as the focus will be on national, rather than local level impacts and prevention savings will be incorporated into the measurement. As the underlying data will not change, the information presented here can be used to inform LA decision making after the Carbon Metric update. This data has been peer reviewed by the Carbon Trust and further information on how the factors were calculated and their sources is available on the [ZWS website](http://www.zerowastescotland.org.uk/carbonmetric)<sup>2</sup>.

<sup>2</sup> <http://www.zerowastescotland.org.uk/carbonmetric>



## 3 Before you procure

### 3.1 Market research – why is this important?

Most Authorities will have a good idea about the number of food waste treatment operators in their local area but how well do you understand what the capabilities are of each site? Put simply, it is not possible to procure a service or a technology that does not exist (even though you may be under the impression they do). Therefore, the need to thoroughly understand the operation and input requirements of potential operators is fundamental to successful procurement.

Whilst the end result – a treatment option for food waste – may be the same, there are many differences between operators which are important to understand when developing your contract specification. For example, caddy liners (which are discussed further in [Section 5.2](#)) are highlighted here as being an important issue for consideration. If your kerbside scheme allows liners, either biodegradable or non-biodegradable it is important to ensure that the type of liners used are accepted by potential food waste treatment operators.

Similarly, the methods and routes for haulage need to be understood. Do you have waste transfer stations that could be used to bulk up food waste? Alternatively do you need to be able to deliver directly to the treatment site? If so, the type of vehicle and size/layout of the waste reception area at the operator's site may become a critical factor. The distance from the Authority to the operator is also very important and you may need to set a maximum distance for the transport of food waste by collection vehicles before considering the requirement for a bulking up/waste transfer operation.

**Talking to the operators before you procure will help you better understand the capabilities and limitations of each site.** Some Authorities have done this in the past and been pleased to find that their potential treatment operators were not as limited as they initially thought, in terms of greater flexibility in acceptance of liners, and processes in place to minimise the impact of any contamination. Early engagement with a range of operators will help you gain a better understanding of the solutions that are out there and can help to ensure you specify something that is available, usable and achievable.

#### 3.1.1 Market research best practice

Undertaking market research, often called “**soft market testing**”, is one way of ensuring that you get to understand the type, number and accessibility of food waste treatment services available to you. There are a variety of methods you could use to find the information you need, for example:

- Undertaking desktop research, including trade journals and the internet
- Carrying out market soundings following adverts placed in journals or through questionnaires circulated to the market
- Consulting with other Local Authorities, Government Departments and Zero Waste Scotland
- Organising focus group/workshop discussions with potential Service Providers
- Arranging briefing days/market awareness events
- Holding meetings with organisations such as [ADBA](#) (Anaerobic Digestion and Biogas Association)<sup>3</sup> and the [REA](#) (Renewable Energy Association)<sup>4</sup>
- Researching Government supply frameworks.

---

<sup>3</sup> <http://www.adbiogas.co.uk/>

<sup>4</sup> <http://www.r-e-a.net>

Care must be taken when carrying out any discussions with the market before establishing specifications or procedures for a particular contract as this can cause problems in procurement/legal terms. This is because it could lead to the specification or project, when developed, to be so structured as to advance the chances of a particular individual Service Provider winning the contract (as well as that Service Provider getting more notice of the various elements of the procurement than their competitors). As a result, this might infringe the general EU principle of fair treatment and equality of Service Providers. The commonly held legal view is that market consultations are permitted, provided that this does not have the effect of excluding or distorting competition. Advice can therefore be sought and accepted from the market, as long as care is taken (and this is duly documented) to ensure particular Service Providers do not gain an advantage nor are they disadvantaged and that full competition is maintained throughout.

## 3.2 Keeping things simple

In preparing this Guidance Document a number of stakeholders (identified in the Acknowledgements above) were contacted to obtain insights and information about food waste procurement issues. This included Authorities that had already procured a food waste treatment contract and food waste treatment Service Providers. As a result of this research we were able to identify the key issues to consider when procuring a treatment service which has informed this guidance document, however, the main message identified was the need to keep contracts simple.

## 3.3 Choosing your procurement process

Procurement is governed by a number of legislative and regulatory procedures, therefore when considering your approach to procuring food waste treatment services you should be mindful of a number of important issues.

**The choice of procurement route (Open, Restricted or Competitive Dialogue procedures), for example, should be based on a range of issues pertinent to the needs of your Authority.**

### 3.3.1 *Competitive dialogue*

The **Competitive Dialogue** procedure should only be used for '**particularly complex contracts**'. This guidance concentrates on the key issues and contract clauses for the treatment of food waste at merchant facilities (relatively simple contracts) and as a result concentrates on the Open and Restricted procedures.

### 3.3.2 *Restricted procedure*

The **Restricted Procedure** is a two-stage process which allows Local Authorities to draw up a short-list of interested parties by undertaking a pre-qualification questionnaire stage (PQQ), prior to the issue of invitation to tender documents (ITT). **This is most appropriate when there are a number of food waste treatment facilities in close proximity and it is not feasible to issue an ITT to each** as required by the Open Procedure.

The PQQ/Contract Questionnaire is evaluated to make sure that bidding organisations have the financial, economic and technical capability to deliver the contract:

- **Financial:** is the Service Provider financially viable and can it manage the contractual income;
- **Economic/Technical Capability:** has the Service Provider the right experience and organisational arrangements to deliver the contract and does it have the necessary policies and procedures in place, and is not in breach of any law or legislation.

The PQQ/Contract Questionnaire provides the earliest opportunity to evaluate the experience and suitability of potential bidders, their food waste track record and financial standing. If organisations cannot demonstrate their capability to deliver the contract, they will not be considered.

### 3.3.3 Open procedure

This procedure is often used for the procurement of services and products which do not require a complex tender process in order to be purchased. No negotiation with the tenderers is permitted but there are no restrictions under the Regulations as to when the procedure can be used.

If you use the **Open Procedure** you must send an ITT to all suppliers that express an interest in response to your Contract Notice. Bidders will then not only provide any information requested by you as the contracting Authority as part of a shortlisting or 'selection' exercise; they will also submit a tender at the same time. However this does not necessarily mean that everyone's tender will be evaluated. The Authority can evaluate all tenders if it wants to do so, but it can also decide only to evaluate the tenders of those candidates who meet any selection criteria that the Authority may have set. **This procedure is most appropriate when it is expected that a small number of food waste treatment Service Providers will request an ITT.**

For more detailed information on procurement in general please see the [Scottish Government's](#) website<sup>5</sup>.

### 3.3.4 Framework arrangements

In some circumstances, it may be sensible for you to procure a **framework arrangement**, either with one Service Provider or a panel of Service Providers. Framework agreements can be utilised by more than one Authority. If this is the case, the purchasing Authorities need to be identified in the relevant OJEU notice. In accordance with EU procurement regulations these framework arrangements will allow you to 'call off' your on-going requirements for treatment services over a period of up to 4 years. The terms and conditions of the agreement will have already been established, so call-offs can just be made in reference to the agreement and its conditions.

A framework agreement can be set up using the Open, Restricted, Negotiated or Competitive Dialogue procedures, but they are subject to a number of restrictions. For further information about Framework Agreements in general please see the [Scottish Government's](#) website<sup>6</sup>.

**Whatever procedure used, you should ensure that it has the flexibility for you to obtain the best deal for your Authority, that it is attractive to the market and capable of attracting a range of bidders.**

## 3.4 Contract length – flexibility vs. longevity

The considerations when deciding on how long to procure a food waste treatment service for are complex. The recent and rapid changes in Scottish waste policy have led to some very short-term contracts being let. This has helped some Authorities retain an element of flexibility in uncertain times and be able to respond to new food waste treatment facilities being developed. Contract length and the inclusion of variation or extension clauses should be considered in the context of aligning with collection contracts, potential infrastructure improvements and any feedback from market research activity.

Whatever the reason for deciding on a particular contract length, there are a number of factors that Authorities should consider, these include:

- Any need for an interim arrangement, for example, whilst a new facility is being built
- Future need to align collection and treatment contract termination dates
- The interface with the collection service, for example, can food waste be delivered directly?

<sup>5</sup> <http://www.scotland.gov.uk/Topics/Government/Procurement>

<sup>6</sup> <http://www.scotland.gov.uk/Topics/Government/Procurement/Selling/SupplierJourney/identify-business-ops/tender/frameworks>

- Will any infrastructure currently in development provide a more local option in future? For example, the introduction of a local food waste transfer operation may widen access to other treatment facilities
- Gate fees for the treatment process.

## 4 Evaluation criteria

Tender evaluation takes place once tenders are received from bidders - following the deadline for submission. It is normally undertaken by an evaluation panel which can be made up of any number of officers and, where appropriate, technical or other advisers.

Whatever procurement process is selected, the development of a tender evaluation should ensure that:

- The Authority can decide which tender offers the best 'Value for Money'
- An unbiased decision is reached
- The selection process is just, open and accountable.

### 4.1 Key evaluation criteria

Tenders are marked out of 100%. Quality and price will be evaluated to determine which bid offers the best value for money. For example, out of 100%:

- 60% of the marks might be available for the 'Tender Price'
- 40% of the marks might be available for the quality of the 'Tender Submission'

The price / quality split will normally be decided by the financial rules and protocols of an individual Authority. Typically there will be a standard price / quality approach used by Authorities but this may be amended to meet the requirements of the procurement, for example where there is a perceived income benefit from process outputs then price (including income benefit) may be more important.

The panel evaluates tenders by scoring them against a set of evaluation criteria (sometimes called 'award criteria').

The criteria are used to decide:

- Which organisations meet the requirements of the Pre-Qualification / Contractor Questionnaire
- Which tender best meets the requirements of the specification and offers the best quality
- Which tender offers the best price
- Which tender offers the best Value for Money (a balance of quality and price).

All of the evaluation criteria are weighted – this means they have different levels of importance. Some criteria are mandatory and if not met, will mean the tender is excluded.

*Some examples of minimum tender evaluation criteria for a food waste treatment service could include:*

- *Experience in delivering similar food waste treatment services (including provision of 2 references in the past 3 years)<sup>7</sup>*
- *Provision of a copy of the waste management licence/permit authorisations for all proposed sites under the Contract which evidences that the existing licensed capacity meets the requirements of the Contract*
- *Provision of a copy of the Waste Carriers Licence and Vehicle Operator's Licence Certificate for all haulage contractors proposed under the contract which evidences that the contractor meets the requirements of the contract.*
- *Provision of appropriate standards such as PAS100/PAS110.*

<sup>7</sup> Unless evaluated at the PQQ stage in a restricted procedure or competitive dialogue procurement process, an authority will need assurance that the bidder has relevant experience as demonstrated from their track record and references to similar food waste treatment services.

Key evaluation criteria are often sub-divided further into sub-criteria. Each sub-criterion is weighted in order to identify its relative importance within each of the key criteria. A maximum number of marks are available for each criterion. Table 4.1 below shows how the key criteria may be broken down into sub criteria.

**Table 4.1:** Evaluation criteria and sub-criteria

Evaluation criteria	Criteria weightings	Evaluation sub - criteria	Sub-criteria weightings
Price	60%		
Functional and technical compliance with the Specification	35%	<i>Service Delivery</i>	<i>15%</i>
		<i>Management, supervision and administration</i>	<i>10%</i>
		<i>Environmental considerations</i>	<i>8%</i>
		<i>Community benefits</i>	<i>2%</i>
Permitting / planning	5%	<i>N/A</i>	

In any tender evaluation process the use of sub-criteria is an essential tool for scoring a tender submission. Individual criteria can be further sub-divided to ensure that individual, but significant, elements are analysed and evaluated in detail.

Table 4.2 below is an illustration of how typical evaluation sub-criteria may be further divided to support the evaluation process.

**Table 4.2:** Sub-criteria detail for evaluation purposes

Evaluation criteria / sub – criteria	Evaluation sub - criteria	Sub-criteria weightings	Evaluation based on:
Functional and technical compliance with the Specification  Service Delivery  15%	Management of a Waste Treatment Facility	<i>7.5%</i>	Method statement. Resources incl. staffing plan including: management structure & staff numbers and designations. Use of sub-contractors. Mobilisation arrangements. Environmental considerations.
	Suitability of arrangements for the Treatment of Organic Waste	<i>3.75%</i>	Interaction with Authority vehicles or relationship with treatment provider incl. haulage distance. Process. Quality and uses of outputs.
	Quality Control and contamination arrangements	<i>3.75%</i>	Monitoring Bio-security Added value / enhancement

## 5 Service specification – key issues to consider

The Specification will normally contain details of both the general and service specific requirements for the services to be provided. It will have a preamble that incorporates defined terms in a list of 'Definitions' and how these are to be interpreted. An example of a blank Specification template is shown in [Appendix 1: Specification Template for Food Waste Treatment](#).

The following sections discuss key considerations of the Service Specification, outline example clauses which can be used to achieve the desired outcomes, and how these can be evaluated in tender returns.

We have provided general scoring guidance; however, when evaluating technical merit you need to ensure that bidders demonstrate in their Method Statement response their approach to meeting the requirements of the Authority. You should ensure that at least:

- The service is in accordance with specification
- The technology is appropriate
- There is adequate labour resources
- There are sufficient (numbers and quality) of vehicles and plant resources
- The managerial and supervisory resources are suitable
- You have confidence in reliability and deliverability of the proposed method statement

In general a bidder's response will be scored in accordance with:

- The extent to which the requirements of the Specification are met.
- How the bidder has demonstrated in their Method Statement response their approach to meeting the requirements of the Authority.

**It should be made clear from the start what you are going to assess, how you are going to assess it, and that you clearly inform bidders of this in your documents.**

**It should also be noted that all clauses included in this guide can be amended, augmented or omitted to suit the requirements of the individual Authority.**

### 5.1 Transport and delivery points

The decision to deliver food waste directly to a treatment site or to bulk it for collection from a waste transfer station is a fundamental one. If your Authority does not have any capacity, or does not own or have access to any waste transfer infrastructure, then the decision may be an easy one. However, if you do have waste transfer stations or the capacity to establish one at an alternative facility, then you will need to consider the cost effectiveness of using these, versus directly delivering food waste to a facility. Whilst direct delivery will avoid double handling, there may be higher transport costs depending on the distance. Alternatively, Authorities may ask that two prices be tendered – a price per tonne for collection and treatment, or a price per tonne for treatment only. This then enables Authorities to evaluate which option will offer better value for money.

#### 5.1.1 Considerations of specifying the use of a transfer station for food waste

Where the lack of a nearby treatment facility has operational impacts on a food waste collection service, an Authority may require the use a waste transfer station (WTS) as a delivery point as part of the Services. This will involve the delivery of food waste to a location where it is deposited and bulked up before being transported to a treatment facility. An Authority must ensure that the WTS has all the necessary permissions and consents for the delivery, storage and loading of food waste.

The EU Animal By-Products Regulations (ABPR) state that operators shall collect, transport and dispose of category 3 catering waste in accordance with national rules under the Waste Framework Directive. In Scotland, the approach is to

regulate all waste transfer stations under the ABPR. The Zero Waste Plan indicated that the Scottish Government intends to put landfill bans and associated measures in place to deliver on the commitment to achieve a zero waste society. This is supported by the [Waste \(Scotland\) Regulations](#)<sup>8</sup> which introduced a landfill ban of biodegradable municipal waste from 2021.

WTS accepting ABP must be approved by the Scottish Government. An application must be made to the [Animal Health and Veterinary Laboratories Agency](#) (AHVLA)<sup>9</sup>. An Authority should check that the following in relation to the WTS when being provided by a Service Provider:

- Category of ABP under your control
- Details relating to the premises where it is proposed that ABPs will be handled / stored
- Details relating to the handling / storage.

In addition to the approval required by Scottish Government, as Local Authority collected food waste is a controlled waste, WTS in Scotland will also require a waste management licence for their operation from SEPA. Local Authorities must check that the contractor has the appropriate licenses in place.

Many of the clauses outlined in the sections on the next pages will also relate to a WTS operation. Where a WTS operation is being procured an Authority should give consideration to the following points detailed in Table 5.1:

---

<sup>8</sup> <http://www.legislation.gov.uk/sdsi/2012/9780111016657>

<sup>9</sup> Note that application is submitted to AHVLA, and the approval is granted by the Scottish Government. <http://animalhealth.defra.gov.uk/about/formsandfees/formdisplay.asp?ref=AB117> (ABP)



**Table 5.1:** Transfer and delivery points

Key consideration	Example clauses	Scoring guidance
A treatment facility is not available locally, therefore a waste transfer station (or other infrastructure) has to be provided by a Service Provider as a delivery point where food waste can be deposited for bulking up and onward haulage will be needed to support the collection service.	<i>If the WTS is to be operated by the Service Provider, then prior to the commencement of the contract, the Service Provider shall pay any fees levied, fulfil the obligations of and undertake the application for the SEPA Environmental Permit required to operate the waste transfer station (WTS) as required by SEPA.</i>	<p>The bidder should provide evidence that they have paid any fees levied, fulfilled the obligations of and undertaken the application for the SEPA environmental permit required to operate the WTS. Failure to provide this information would result in a low score or even the bid being non-compliant.</p> <p>Often when scoring the use of a treatment facility the distance travelled by the Authority vehicles is a major consideration. The Authority should consider the most appropriate method to score this issue.</p> <p>Progressively lower scores would be awarded in relation to the distance of the delivery point from the Authority area, for example: 0 – 5 miles; 5 – 10 miles; &gt;10 miles etc.</p>
	<i>The Service Provider shall nominate and provide a fit and proper person(s) as required by the Environmental Protection Act 1990 who must hold a valid certificate of technical competence (COTC). Such a fit and proper person shall be available for all hours that the WTS is open for the processing of food waste.</i>	The bidder should provide details of the nominated person(s) and their availability. You need to ensure that the person(s) availability matches your requirements outlined in the specification. Failure to provide this would result in a low score.
	<i>The Service Provider shall prepare operating procedures and have in place an environmental management system in accordance with environmental permit rules.</i>	The bidder would need to provide details on the operating procedures they will use to deliver the service. These should satisfy the operations of the Authority to ensure synergy. In addition they would need to outline what environmental management system they have in place in accordance with environmental permit rules. The provision of accredited environmental systems is likely to achieve a high score over an internal system developed by the bidder.

<p>Bulking and haulage of food waste from the delivery point to the treatment facility.</p>	<p><i>The Service Provider, or their nominated sub-contractor, shall be a registered carrier of waste under the terms of the Control of Pollution (Amendment) Act 1989 or any such legislation that may apply during the period of this contract.</i></p>	<p>The bidder should provide details of either their own (or their nominated sub-contractor's) waste carrier's licence, failure to do so would result in a low score or the bid being non-compliant.</p> <p>The bidder should confirm that food waste that is bulk transferred from the WTS to the treatment facility will be included in their cost in order for this to be included in the price evaluation.</p> <p>The bidder should provide details of the vehicles and containers they propose to use in the haulage of food waste from the Authority delivery point. Higher scores could be awarded to those bidders who are able to provide a service that integrates best with existing operations.</p>
	<p><i>The Service Provider will be responsible for arranging the delivery of food waste to the WTF, nominated or operated by the Service Provider.</i></p>	<p>The bidder should provide comprehensive details of their arrangements for the delivery of food waste to the WTF, nominated or operated by them in order to achieve a high score.</p>

### 5.1.2 Direct delivery of food waste

This section outlines the requirements an Authority will have with regard to the delivery and acceptance of food waste, i.e. 'Food Waste' delivered in 'Authority vehicles'.

An Authority should give consideration to the following:

**Table 5.2:** Direct delivery of food waste

Key consideration	Example clauses	Scoring guidance
Ensuring only identified Authority Vehicles are accepted under this contract at the delivery point.  This will ensure that the Authority does not get charged for food waste brought by others.	<i>The Authorised Officer shall notify the Service Provider of the registration number and description of each and any Authority Vehicle that will deliver food waste under the contract together with its maximum gross weight and method of discharge. In urgent cases such notification may be initially by telephone to the waste transfer station (WTS) or waste treatment facility (WTF) (delete as appropriate) but will be confirmed by the Authorised Officer in writing, by e-mail or by facsimile within two days. If a vehicle which has not been notified to the Service Provider attempts to deliver food waste under the contract, the Service Provider shall not accept any such vehicle and shall inform the Authorised Officer immediately of each incident. For the avoidance of doubt such notifications shall apply to all future deliveries by the vehicle notified and notification shall not be required for each delivery by that vehicle.</i>	The bidder should explain the process they will use to notify the Authorised Officer of incidents when a vehicle which they have not been notified of attempts to deliver food waste. The level of detail should score highly.
Can the delivery point accept the type of collection vehicles depositing food waste?	<i>Food waste is normally collected by the Authority or Authority's waste collection Service Provider (delete as appropriate) in standard refuse collection vehicles with a rear ejection tipping hopper. Details of the vehicles can be found in Appendix X.</i>	The bidder should identify that the delivery point is capable of receiving waste from collection vehicles. This will be important where the vehicle is not rear ejection, for example where food waste is collected in a side loading pod. Higher scores could be awarded for those sites which are fully compatible with the Authority Vehicles.

Compliance with Animal Health and Veterinary Laboratories Agency (AHVLA) requirements for the proper management of delivered food waste.	<i>Food waste may contain liquors and, in some instances, these may be contained in the hopper or a tank or tray fixed to the Authority Vehicles. The Service Provider shall allow for these liquors to be discharged with the food waste and make appropriate provision to deal with them.</i>	The bidder should clearly explain how they will allow for these liquors to be discharged and the provisions they have made to deal with them in order to receive a higher score.
	<i>The Service Provider shall make available a high pressure water supply or other appropriate alternative arrangement for the washing down of the hopper and ejector plate of the Authority Vehicles to ensure that the vehicle exits the site in a clean condition.</i>	The bidder should outline how they will make available a high pressure water supply. Failure to do so will result in a low score.
Turnaround time	<i>The Service Provider shall ensure that:</i> <i>a) Authority Vehicles delivering Authority materials under the contract are not unduly delayed;</i> <i>b) the time from the point of entry, at weighbridge, to the final departure, from weighbridge, of any such vehicle shall not normally exceed 15 minutes.</i>	The bidder should outline how Authority Vehicles delivering food waste under the contract are not unduly delayed and confirm an acceptable turnaround time to achieve a high score.
	<i>The Service Provider shall ensure that, where it is a permitting or regulatory requirement for vehicles delivering food waste to be washed (including wheel washing) or undergo any other bio-security arrangement, the appropriate equipment and staff are supplied to carry out any necessary cleaning or other work so that the Authority Vehicle is not unduly delayed in leaving the WTF.</i>	The bidder should outline how an Authority Vehicle will not unduly be delayed in leaving the WTF when carrying out any necessary cleaning or other work. A high score would be provided to a bidder who details how this could be achieved.

## 5.2 Waste acceptance criteria and contamination

Local Authorities in Scotland have been delivering intensive and widespread communications campaigns in areas in which food waste collections have been rolled out to ensure residents understand the types of materials accepted in the food waste caddies. This appears to have been successful, with very little evidence of contamination being reported by Local Authorities or treatment site operators. Authorities can put controls in place at the point of collection at kerbside with visual inspection by collectors prior to loading and there is little other opportunity for non-target materials to enter the waste stream after collection from householders.

There is also the issue of caddy liners, which may or may not count as contamination depending on whether treatment sites have the technology in place to deal with them. Increasingly, AD sites are installing bag splitters which are effective in removing both caddy liners and other types of packaging from the food waste stream. IVC operators are able to accept biodegradable liners, but for some, plastic bags or other materials used for lining caddies can present a problem. If non-biodegradable liners are used, it will be important to specify that the treatment facility has the appropriate depackaging facilities in place.

An Authority will have to ensure that the composition of its food waste, including any caddy liners or the permitted use of kitchen towel or newspaper<sup>10</sup>, is acceptable to the 'Service Providers' treatment process. Authorities should advise the 'Service Provider' on their approach to managing food waste composition and set a level of contamination within the Specification that would be acceptable to 'Service Providers'. This should also address a protocol for the handling and management of contaminated materials once accepted at the delivery point.

An Authority should give consideration to the following:

---

<sup>10</sup> See [Appendix 3](#) – Protocol for Contaminated Materials

**Table 5.3:** Waste acceptance criteria and contamination

Key consideration	Example clauses	Scoring guidance
Potential contamination of food waste collected at households.	<p><i>A Table, as provided to Householders, of acceptable and unacceptable waste is shown in [insert as appropriate]. (An Example is shown at <a href="#">Appendix 2</a>.)</i></p> <p><i>Bidders must confirm the level of contamination in % by weight that they are able to accept.</i></p>	<p>The bidder will be required to provide a table of permitted food waste and waste not permitted so that householders can be advised, and confirm that they are able to accept the food waste specified by the Authority.</p> <p>The bidder will outline the level of contaminated material they can accept up to X% by weight of in any individual load received at the treatment facility and state how they will dispose of these materials. This could be evaluated for example by awarding a higher score based on the %. For example 5 for 5 % down to 0 for no tolerable level of contamination.</p>
Due to the nature of the wastes collected, Local Authorities will provide and accept biodegradable or non-biodegradable liners.	<p><i>The Service Provider should confirm their ability to accept the liners used by the Authority and provide details on how they will deal with liners at the treatment site.</i></p>	<p>The bidder should confirm their ability to accept liners and provide details on how they will deal with liners at the treatment site. Higher scores should be awarded to bidders with a process which can accept liners or with robust depackaging procedures in place.</p>
Dealing with contamination and rejected loads	<p><i>The Service Provider will make his own arrangements for the temporary and separate storage of part or whole loads of rejected materials at the WTF for inspection by the Authorised Officer, prior to their disposal. Except in cases of emergency or regulatory restriction, the rejected materials will be stored separately on site for up to one working day. (An outline protocol for dealing with contaminated materials is shown in <a href="#">Appendix 3</a>).</i></p>	<p>The bidder should outline their arrangements for the temporary and separate storage of part or whole loads of rejected materials at the WTF for inspection by the Authorised Officer, prior to their disposal. Failure to identify this would result in a low score.</p>

Key consideration	Example clauses	Scoring guidance
	<i>Any segregation of the load will be undertaken by the Service Provider and he will endeavour to isolate the contaminated material so that the whole load is not rejected.</i>	The bidder should describe the process of cleaning a load including arrangements for its isolation to ensure that the whole load is not rejected to obtain a high score.
	<i>Where a load has been accepted and later determined to have not been acceptable, the responsibility for having accepted the load will lie with the Service Provider, who shall deal with the load in accordance with this specification.</i>	The bidder should state that where a load has been accepted by them and later determined to have not been acceptable, the responsibility for having accepted the load will lie with them and as a result they shall deal with it in order to obtain a high score.
	<p><i>The Service Provider will supply, within one working day of the occurrence, full details of any incident involving contaminated material where the load is completely rejected. This will be in a form to be agreed with the Authorised Officer and will include, but not be limited to: -</i></p> <ul style="list-style-type: none"> <li><i>a) details of the Authority Vehicle that delivered the contaminated materials;</i></li> <li><i>b) type and quantity of the load;</i></li> <li><i>c) colour, date-stamped, photographs of the contamination;</i></li> <li><i>d) amount of material cleaned for recovery;</i></li> <li><i>e) amount of material disposed of to a licensed or permitted waste disposal site;</i></li> <li><i>f) chargeable cost of cleaning the contaminated load;</i></li> <li><i>g) chargeable cost of transport;</i></li> <li><i>h) chargeable cost of disposal , if any; &amp;</i></li> <li><i>i) any loss of operating time to the WTF as a consequence of the incident.</i></li> </ul>	The bidder should provide full details of how they will include the requirements of the Authority when dealing with incidents involving contaminated material where the load is completely rejected in order to receive a high score.

## 5.3 Animal health and Animal By-Products Regulation

Ensuring that treatment sites comply with animal health regulatory requirements such as the Animal By-Products Regulation is often the first item listed in tender requirements.

Consideration will need to be given to the minimum requirements of the Authority in respect of regulatory compliance which will include the Animal By-Products (Enforcement) (Scotland) Regulations 2011. In Scotland the enforcement authorities are the Animal Health Veterinary Laboratories Agency (AHVLA) and the Scottish Government. The Service Provider will be required to demonstrate (as part of their Method Statement) the arrangements they have in place for compliance.

When transporting food waste, to be compliant with the Animal By-Products Regulation the waste must be:

- stored and transported securely;
- transported by a person or organisation that is authorised to do so (i.e. registered waste carrier);
- transported to a suitably authorised facility (i.e. site which holds an appropriate permit or licence); and,
- accompanied by a completed waste transfer note, a copy of which must be retained for two years.

An Authority should give consideration to the following:

**Table 5.4:** Animal health and Animal By-Products Regulation

Key consideration	Example clauses	Scoring Guidance
Ensuring regulatory compliance during transport of food waste	<i>Containers used for the transport of food waste should be weather and vermin-proof</i>	Bidders who provide clear and detailed descriptions of suitable types of containers to be used in the storage and transport would score highly
	<i>Facilities should be provided for the cleansing and disinfection of vehicles and containers used for the transportation of food waste.</i>	Bidders who can demonstrate appropriate facilities for cleaning and disinfection of vehicles and containers could score maximum points. Bidders who were unable to provide sufficient facilities may score lower or be non-compliant
Ensuring regulatory compliance during treatment of food waste	<i>Food waste reception must be within a covered space</i>	Bidders will score highly if they provide clear evidence of an enclosed reception space, and that arrangements are in place for protection against pests for example.



## 5.4 Contingency plans

### 5.4.1 *Contingency arrangements*

Any interruption to the Services will have an impact on the Food Waste collection service of an Authority and there will be a requirement for the Service Provider to give details of their contingency arrangements on how the services will be provided in the event that the Authority is required to deliver Food Waste to a contingency delivery point on a permanent or temporary basis. This may be in the form of a contingency plan (See the Method Statement template in [Appendix 4](#)).

An Authority should give consideration to the following:

**Table 5.6:** Contingency plans

Key consideration	Example clauses	Scoring Guidance
The Authority will have a requirement that any interference to the operation of the food waste treatment facility (short, medium or long term) has zero or minimal effect on the collection operation.	<i>The Service Provider shall provide the Authorised Officer with a contingency plan for the services with his tender submission.</i>	<p>The bidder should provide the Authorised Officer with a contingency plan for the services with his tender submission.</p> <p>To score highly for example, the robustness of the contingency plan arrangements would need to include:</p> <ul style="list-style-type: none"> <li>• Storage capacity / capability at the delivery point</li> <li>• Use and availability of alternative delivery points</li> <li>• Established relationships with alternative site operators / haulage operators</li> </ul>
	<p><i>The contingency plan shall set out in detail how the Service Provider will make arrangements, in the event of any disaster, emergency plant failure etc. to continue to carry out the services included in this specification. This will include, but not be limited to the:-</i></p> <ul style="list-style-type: none"> <li><i>a) approach to plant failure and partial plant closure;</i></li> <li><i>b) approach to total plant closure;</i></li> <li><i>c) likely effects and mitigations for various durations of closure</i> <ul style="list-style-type: none"> <li>• minor - less than 1 day</li> <li>• short term 1 - 2 days</li> <li>• medium term 2 - 5 days</li> <li>• long term 5 days +</li> </ul> </li> <li><i>d) details of alternative arrangements including proposals for the preferential treatment of the Authority's food waste;</i></li> <li><i>e) proposals for transferring waste to an alternative compliant facility and details of spare capacity, type of treatment, operator details, location and address, any permitting or licensing restrictions and letters of agreement with the operator;</i></li> <li><i>f) details of existing or proposed relationships/arrangements with partners in any contingency arrangement; &amp;</i></li> <li><i>g) the protocol for triggering any contingency plan.</i></li> </ul>	
	<i>The contingency plan shall be updated annually or earlier if required and any changes shall be agreed by the Authority.</i>	
	<i>Subject to the provisions of the contract, the Service Provider shall be liable for all additional costs incurred by the Authority while any contingency arrangements are in place.</i>	

## 5.5 Outputs and markets

### *5.5.1 Use of the output product and marketing*

An Authority will have an interest in the range and quantity of output products from the treatment process that can be attributed to being derived from food waste (for example, as a percentage of all material treated at the facility). Depending on the treatment there may be a range of outputs including compost, biogas and digestate of which an Authority may seek to share the benefit or value associated with these.

An Authority should be aware that food waste treated at an IVC or AD facility will only count towards recycling and composting targets where PAS100 compost or PAS110 digestate is produced and subsequently used for agricultural or ecological benefit. [SEPA](#)<sup>11</sup> have produced a regulatory position statement which explains this in more detail.

---

<sup>11</sup> [http://www.sepa.org.uk/waste/waste\\_regulation/idoc.ashx?docid=e2cfd0f4-6fc5-4cab-af13-aa94e506af0b&version=-1](http://www.sepa.org.uk/waste/waste_regulation/idoc.ashx?docid=e2cfd0f4-6fc5-4cab-af13-aa94e506af0b&version=-1)

**Table 5.7:** Outputs and markets

Key consideration	Example clauses	Scoring Guidance
Contributing to the Authority's recycling and composting targets of 50% by 2013, 60% by 2020 and 70% by 2025 along with the 50% recycling rate by weight under the Waste Framework Directive.	<i>The waste treatment facility must produce an output product that is capable of use as compost that meets British Standard 3882, incorporating amendment No. 1 as a minimum requirement. The Authority requires the production of a product that meets the standard of BSI PAS 100 or BSI PAS110 (as relevant) and the relevant Quality Protocol for compost or digestate produce products which are no longer considered a waste by the Scottish Environment Protection Agency.</i>	The bidder should confirm that the outputs are PAS 100/110 and can be classified as recycling as per the Scottish Government's Zero Waste Plan (June 2010) and associated regulations. Failure to do so would result in a non-compliant tender.
What benefits can be provided to the Authority in respect of output products, their quality and quantity?	<p><i>The Service Provider will inform the Authority of the final use(s) of the output product(s) in order that the Authority can confirm it is being used as stated in this contract.</i></p> <p><i>The Authority is looking for the Service Provider to share any benefit, revenue or value accruing from the sale or use of the finished output product with the Authority.</i></p>	<p>The bidder should provide the Authority details of the final use(s) of the output product(s) in order that the Authority can confirm it is being used as stated in this contract. A higher score should be awarded to those with agreements in place for the compliant use of the output material. The bidder may identify how they will share any benefit, revenue or value accruing from the sale or use of the finished output product with the Authority</p> <p>For example Service Providers may include the benefits from the sale of products i.e. compost/heat/energy within a net gate fee.</p> <p><b>OR</b></p> <p>The Authority is charged a "handling charge" with a clear value for the sale of the output products demonstrated separately and how this will be passed to the Authority.</p>

## 5.6 Community benefits

Community benefit clauses provide a means of achieving sustainability in public contracts. They include targeted recruitment and training, small business and social enterprise development and community engagement. Further information can be obtained from the [Community Benefits in Public Procurement Report](#)<sup>12</sup> and the [Community Benefits in Public Procurement Guidance Note](#)<sup>13</sup> from the Scottish Government.

An Authority may consider a clause such as the following:

**Table 5.8:** Community benefits

Key consideration	Example clauses	Scoring Guidance
Providing community benefit	<i>In delivering the contract the Service Provider shall make the facility available to receive up to X visits organised by the Authority in each Contract Year. The visits will consist of a maximum of X children and X adults.</i>	The bidder should provide details of how this could be achieved. Agreeing to make the facility available for the visits and providing details of an itinerary including presentation would score highly.

## 5.7 Performance monitoring and reporting

The role of contract management and reporting is extremely important. The following sections outline how aspects of reporting and contract management can be specified to ensure that the contract is robust.

### 5.7.1 Annual service improvement plan

As part of the management of performance, an Authority can also specify that an Annual Service Improvement Plan is produced by the Service Provider.

The Annual Service Improvement Plan can contain the following information:

- A review of the performance and delivery of the service(s) during the previous twelve months, this shall include the Service Provider's annual environmental report documenting performance with respect to achieving continual improvement across the services
- Sufficient data to allow for the calculation of nationally specified National Indicators and the Authority's requirements under the Carbon Reduction Commitment
- Sufficient data to allow for the calculation of locally derived key performance indicators as may be agreed with the Authority
- The Service Provider's proposals for changing the provision, performance and delivery of the services to ensure it will be more efficient, effective and economic
- The Service Provider's proposals for remaining compliant with existing legislation and their approach to complying with any new or anticipated legislative or regulatory requirements

<sup>12</sup> <http://www.scotland.gov.uk/Publications/2008/02/13140629/0>

<sup>13</sup> <http://www.scotland.gov.uk/Resource/Doc/212259/0056492.pdf>

- The Service Provider's proposals for measuring improvement in the Services by means of appropriate performance indicators
- Financial forecasts of the total contract charges payable, broken down into monthly intervals and by the elements of the charges for the next X<sup>14</sup> Contract Years. In the first contract year this shall be produced on April 1st as a draft document.

### 5.7.2 Performance indicators

An important part of any contract document suite is the requirement for continuous performance enhancement and improvement. Typically, this will be driven by defining performance standards as they relate to elements of the specification. For example, a contract clause would be:

- The contractor shall process, treat or dispose of all food waste in accordance with the terms of this contract.

The related Performance Indicators would be:

- As a minimum, process by way of biological treatment to PAS 100 or PAS 110, 95% of the total tonnage of contract waste that complies with the specification in each contract year;
- Divert from landfill a minimum of 95% of the total tonnage of contract waste that complies with the specification in each contract year;
- Recycle, thermally treat or dispose to Landfill a maximum of 5% by weight of unprocessed contract waste, expressed as a percentage of the total tonnage of contract waste that complies with the input specification in each contract year<sup>15</sup>

In the broadest sense, Key Performance Indicators (KPIs) provide you with the most important performance information that enables you to understand how well your contract is being delivered in relation to your strategic goals and objectives.

The main reasons for measuring performance are:

- To enable continuous improvement
- To enable you to report internally within the Authority and externally as well as demonstrate compliance
- To control and monitor your contract.

### 5.7.3 Monitoring and reporting

When developing KPIs it is worth remembering the following:

- Be careful not to develop too many KPIs as collecting monitoring information can become a burden – just pick out some key ones that are relevant. It is worth remembering that:
  - Often, indicators are quantified and relate to a fixed feature such as weight of food waste treated.
  - Ensure that the information collected (monitoring data) used to track performance is accurate and in a format that can be used to satisfy your internal and external reporting requirements.

<sup>14</sup> Period to be determined by the Authority

<sup>15</sup> The Authority can encourage processors that treat this material further up the waste hierarchy through the evaluation methodology.

An Authority should give consideration to the following:

**Table 5.9:** Performance and Monitoring

Key consideration	Example clauses	Scoring Guidance
Confirming that the data provided by the Service Provider satisfies both internal and external requirements	<i>The Service Provider shall inspect, monitor, weigh and electronically record, in relation to each food waste load and vehicle entering or exiting the site(s), information required for the purpose of meeting its obligations under the contract in support of the Authority's reporting requirements.</i>	The bidder should describe the areas that they will provide information on. A high score will be achieved for those providing all of the relevant information required.

## 6 Guidance checklist

This guidance has been developed to help Authorities establish a contract for the treatment of food waste. The following checklist will ensure that throughout the development of the contract document that all key considerations have been met.

Key activity/topic	Check that all areas of compliance are met in the following key activity or topics	Tick once complete/read
<b>Relevant legislation</b>	<a href="#">Environmental Protection (Duty of Care)</a>	<input type="checkbox"/>
	<a href="#">The Waste (Scotland) Regulations 2012</a>	<input type="checkbox"/>
	<a href="#">Controlled Waste Regulations</a>	<input type="checkbox"/>
	<a href="#">Animal By Products (2009)</a>	<input type="checkbox"/>
	<a href="#">Health &amp; Safety at Work Act 1974</a>	<input type="checkbox"/>
	<a href="#">Management of H&amp;S at Work Regulation 1999</a>	<input type="checkbox"/>
<b>Pre-procurement</b>	<a href="#">Treatment types</a>	<input type="checkbox"/>
	<a href="#">Market research</a>	<input type="checkbox"/>
	<a href="#">Procurement process</a>	<input type="checkbox"/>
	<a href="#">Contract length</a>	<input type="checkbox"/>
<b>Service specification</b>	<a href="#">Transport/drop off</a>	<input type="checkbox"/>
	<a href="#">Waste acceptance criteria</a>	<input type="checkbox"/>
	<a href="#">Animal health</a>	<input type="checkbox"/>
	<a href="#">Contingency arrangements</a>	<input type="checkbox"/>
	<a href="#">Outputs from the process</a>	<input type="checkbox"/>
	<a href="#">Community benefits</a>	<input type="checkbox"/>
	<a href="#">Performance monitoring and reporting</a>	<input type="checkbox"/>
<b>Evaluation criteria</b>	<a href="#">Key evaluation criteria</a>	<input type="checkbox"/>



## Appendices

The following appendices have been provided to assist you in developing a contract;

- [Appendix 1: Specification template for food waste treatment](#)

This appendix provides a template that includes a list of definitions that you can use along with a brief outline of typical sections of a specification that you could include in your contract.

- [Appendix 2: Food waste composition](#)

This appendix provides an example of the details of the composition of the food waste to be delivered for treatment to assist the Service Provider. This will enable the Service Provider to determine the acceptability of the food waste.

- [Appendix 3: Protocol for contaminated materials](#)

This appendix provides a graphic description of a waste acceptance protocol that could be used within a contract to explain the process of what happens when contaminated food waste is delivered.

- [Appendix 4: Method statement template for food waste treatment](#)

This appendix provides an example of the requirements required from prospective tenderers when submitting method statements. They set out the items that must be included in a typical Method Statement by prospective tenderers to demonstrate their ability to carry out the work and their understanding of the services required.

The method statement will be used in the evaluation of bidders' submissions and it is therefore important that they are representative of the manner in which the work will be approached and is indicative of the standards of skill, care and diligence in operation across the bidders' organisation.

## Appendix 1: Specification template for food waste treatment

### GENERAL REQUIREMENTS FOR SERVICES TO BE PROVIDED

#### Index

<u>Paragraph No.</u>	<u>Description</u>
1.1	Definitions and Interpretation
1.2	General Description of the Services
1.3	The Authority's Service Requirement
1.4	Contract Standard
1.5	Treatment of Food Waste
1.6	Deliveries of Food Waste
1.7	Quantities of Food Waste
1.8	Food Waste Composition
1.9	Waste Reception - Hours of Working
1.10	Use of the output product and Marketing
1.11	Resourcing
1.12	Health and Safety
1.13	Data Reporting
1.14	Method Statement
1.15	Contingency Plan
1.16	Payments
1.17	Performance Standards
1.18	Environmental Impacts
1.19	Planning and Permitting
1.20	Communications and Community Liaison
1.21	Mobilisation
1.22	Use of a Transfer Station for Food Waste

#### **1.1 Definitions and Interpretation**

In this Specification defined terms have the same meaning as those set out in the Contract and, in addition, the following terms shall have the meanings described below<sup>16</sup>:

"Anaerobic Digestion" means: the biological decomposition and stabilisation of organic substrates in the absence of oxygen and under controlled conditions in order to produce biogas and a digestate. It results, either directly or after subsequent aerobic treatment, in a final product that has been sanitised and can be used as a soil improver, as an ingredient in growing media or blended to produce a top soil that will meet British Standard BS 3882, incorporating amendment No 1<sup>17</sup>;

"Authority Materials" means: food waste delivered for treatment in Authority vehicles;

<sup>16</sup> These are technical definitions associated with the Specification and will supplement any defined terms contained in the 'Conditions of Contract' (C of C) document. For example, terms such as 'Authorised Officer', 'Authority', 'Provider', 'Service Commencement Date' etc. will appear in the C of C. Technical definitions should be amended, augmented, omitted and definitions added to match the content of the Authority's Specification.

<sup>17</sup> An Authority should ensure that the production of compost or digestate meets the requirements of BSI PAS 100 or BSI PAS 110 and meets the relevant Quality Protocol for compost or digestate produce products which are no longer considered a waste by SEPA. This definition should be amended to suit the requirements of the Authority.

"Authority vehicles" means: vehicles belonging to the Authority or the Authority's waste collection contractor or any other vehicle undertaking services on behalf of the Authority and bringing Authority materials to the treatment provider on the Authority's behalf and the approval of the Authorised Officer;

"Bills of quantities": means a list of Items, giving brief identifying descriptions and estimated quantities of the work comprised in the contract, in sufficient detail for it to be possible to distinguish between the different classes of work and between work of the same nature carried out in different locations, or in any other circumstances which may give rise to different considerations of cost, but the exact nature and extent of the work to be performed is to be ascertained by reference to the Specification and Conditions of Contract as the case may be. This also includes the Schedule of Rates which are for items where quantities are variable and/or unpredictable;

"Biogas": means a gas made from anaerobic digestion that is suitable for use to power combustion engines for heat and/or power applications or, when cleaned, suitable for injection into the National Grid;

"Complaints": means a verbal or written statement regarding dissatisfaction with any of the Services provided;

"Contaminated material" means: items that may contaminate the food waste and result in a reduction in the amount of food waste that can be processed. Contaminated material will require disposal to landfill or other waste treatment. For the purposes of this contract a table of permitted and not permitted waste that is advised to householders is shown at Section X of this Specification;

"Contract": means the contract to be entered into between the Authority and the Provider for the provision of the services in accordance with the contract documents;

"Contract documents": means the documents comprising of (*amend as required*):

- a) Part A - Instructions to Tenderer;
- b) Part B - Conditions of Contract;
- c) Part C - The Specification and its Appendices;
- d) Part D - The Pricing Schedule (including Bills of Quantities and Schedule of Rates);
- e) Part E - Documents returned by Tenderer duly completed; &
- f) Part F - Any formal written clarifications provided to the Tenderer

"Daywork rates": means rates for labour, plant, vehicles or any other resource that may be used in circumstances or services not outlined in the Specification;

"Food waste": means waste derived from food materials, typically vegetable peelings, meat and fish scraps, excess or spoiled prepared food and other discards from household kitchens. Full details are available on our website which can be found at: -

*Insert web page address*

**N.B.** it may include biodegradable liners to standard EN13432, non-biodegradable sacks, newspaper or kitchen towel used as a kitchen caddy liner.

"Form of Tender": means the form of Tender included in the Tenderer's Proposals to be submitted by the Tenderer to the Authority to which this specification is attached;

"Method Statement": means the document the Provider will provide to the Authority to demonstrate how they will provide the services. It will give an insight into the Provider's method of operation and will include, but not be limited to:

- a) their method of working;
- b) details of the treatment process for food waste;
- c) arrangements for the handling and disposal of any contamination;

- d) use of food waste post-treatment;
- e) how they intend to deliver the Services;
- f) how the contract will be resourced;
- g) their definition of service quality and any arrangements to measure it;
- h) company policies (e.g. customer care, complaints, environmental, health and safety, sustainability);
- i) any proposed use of sub-Providers;
- j) transitional / start-up arrangements;
- k) training;
- l) proposals for continuous improvement;

"National Grid": means the gas transmission network for the United Kingdom;

"Normal working hours", save when expressly provided otherwise: means the normal working hours of the Provider within the working day on a working week;

"Operative": means an employee or agent of or other person for the time being engaged by the Provider or any sub-Provider of the Provider deployed in connection with the provision of the Services;

"Performance Indicators" means: the Authority's performance indicators and the targets set by Government upon the Authority or any modification thereof;

"Risk Assessment": means an assessment prepared by the Provider detailing the risks involved in carrying out a task;

"Schedule of Rates": is the form comprised within the Pricing Schedule (Part D of the Contract<sup>18</sup>);

"Service" means: the arrangements for the treatment of food waste as more particularly described within this Specification;

"Task": means one particular type or item of work as may be specified in the Specification and "Tasks" shall mean more than one Task;

"Tender": means an offer made pursuant to the Form of Tender and in accordance with the Contract Documents;

"Tenderer": means any person who is invited to and submits a Form of Tender;

"Treatment": means the processing of Food Waste by anaerobic digestion;

"Vehicle or vehicles": means the vehicle(s) the Provider shall use in the performance of the Services;

"Week": means a period of seven (7) days commencing at 00.01 hours on Monday;

"Working day": means any day other than a Bank or Public Holiday.

## 1.2 General Description of the Services

*The Services described in this Specification broadly comprise: -*

- List of Services to be provided in brief outline only. Details of services in subsequent sections.
- Demographic growth - specific mention of growth and development of the procurement organisation and its impact on food waste arisings

## 1.3 The Authority's Service Requirement

Description of the service:

<sup>18</sup> Cross reference to 'Contract Documents' definition. The Pricing Schedule may either be a separate document or form part of an overall ITT document.

- Acceptance of food waste
- Provision of a food waste treatment facility (WTF)
- Production of output materials
- Disposal and or treatment of contaminated materials
- Payment arrangements

Can refer to direct delivery of food waste to a WTF by Authority vehicles or use of a transfer station for bulking up and haulage to a remote site.

#### **1.4 Contract Standard**

- Discretion as to inclusion – could refer, as appropriate, to details of standards or aspirations of ZWS.
- Cross reference to any other standards relevant to the Service, statutory requirements etc.

#### **1.5 Treatment of Food Waste**

Specification of a delivery point for Authorised materials:

- Direct delivery, or
- Use of a waste transfer station
- Ownership and risk
- Specify treatment process
- Responsibility for residues arising from the Services
- Reference to documentation for transfer of waste
- Compliance with the requirements of the disposal site operator(s)
- Diversion away to alternative sites (contingency arrangements – see also [Section 5.4](#) of the Guidance Document)
- Responsibility for disposal costs

#### **1.6 Deliveries of Food Waste**

- Outline of the Authority's requirements for the delivery and acceptance of Food Waste

#### **1.7 Quantities of Food Waste**

- Details of the quantities and any variations

#### **1.8 Food Waste Composition**

- Details of the composition of the Food Waste including type of caddy liners

#### **1.9 Waste Reception**

- Hours of Working for acceptance of Authority Food Waste
- Any weekend or holiday catch up requirements
- Permitted exceptions e.g. Bank and Public Holidays
- Ownership of Waste - The Authority will wish to establish the point at which ownership and risk of food waste is transferred to the Service Provider
- Weight Recording - The Authority will require the reporting of data relating to the Services on a regular basis. A key element will be the recording of accurate weights.
- Vehicle Weight Recording - Linked to the recording of data will be the records associated with individual loads of Food Waste taken to the delivery point.
- Waste Acceptance and Contamination – See [Section 5.2](#) of the Guidance Document

#### **1.10 Use of the output product and Marketing**

- See [Section 5.5](#) of the Guidance Document

**1.11 Resourcing**

- Level of resources and qualifications of personnel involved in the provision of the Services. The Authority can address this in the Specification and these will normally be included in the Service Provider's Method Statement.

**1.12 Health and Safety**

- Requirement that the Services are undertaken in compliance with all relevant regulations and that any good practice guidance is observed. Information on health & safety contract specification can be obtained from the [Health & Safety Executive](#)<sup>19</sup>.

**1.13 Data Reporting**

- Reporting of data relating to the Services on a regular basis. This will be supplied in a format to be agreed and at a frequency (monthly is recommended) to satisfy any Waste Data Flow reporting requirements and to inform the process of making payments to the Service Provider. The Authority will normally specify that this is supplied to the Authorised Officer within 5 working days of the end of each calendar month.

**1.14 Method Statement**

- Bidders approach to Service Delivery and incorporating a number of sections relating to individual elements of service provision. Bidders will ordinarily be required to complete and return a Method Statement template as part of their tender submission. See also [Appendix 4](#).

**1.15 Contingency Plan**

- Details of the Service Providers contingency arrangements on how the Services will be provided in the event that the Authority is required to deliver food waste to a contingency delivery point on a permanent or temporary basis. This may be in the form of a contingency plan.

**1.16 Payments**

- Brief description of how the Service Provider will be paid by the Authority for the services.

**1.17 Performance Standards**

- A set of Performance Standards that will be used to monitor measure and report on the Services. See also [Section 5.7](#) of the Guidance Document.
  - **Annual Service Improvement Plan** - As part of the management of performance, the Authority can also specify that an Annual Service Improvement Plan is produced by the Service Provider.

**1.18 Environmental Impacts**

- Details of how they will manage and control all environmental impacts associated with the provision of the services. This can be in the form of an environmental impact and control plan.

**1.19 Planning and Permitting**

- Evidence that they have obtained (or will be responsible for obtaining) all necessary planning permissions, environmental permits and consents. This can be in the form of a Method Statement requirement.

**1.20 Communications and Community Liaison**

- Depending on the proximity of the facility to the Authority's area, and the potential return of any output products such as compost to the local community, there may be a requirement for a communications strategy to promote the benefits of the Services. In addition the Authority may require details of any complaints procedure that the Service Provider has. The need for this will be influenced by the location of the food waste

---

<sup>19</sup> <http://www.hse.gov.uk/waste/services/specification.htm>

delivery point (the facility or a transfer station), its proximity to the Authority's area and any potential nuisance to, or impacts on, and residents of the Authority.

#### **1.21 Mobilisation**

- The Authority will require a seamless transition between any existing services and the new Services to be procured. The existing service may be an interim treatment or food waste bulking arrangement that the new Services will replace. Alternatively the new Services may complement a newly introduced food waste collection service. A mobilisation plan can form part of the Method Statement requirements.

#### **1.22 Use of a Transfer Station for Food Waste**

- Where proximity to a treatment facility has operational impacts on a food waste collection service, the Authority may use a waste transfer station (WTS) as a delivery point as part of the Services. This will involve the delivery of food waste to a location where it is deposited, bulked up and hauled off to a treatment facility. The Authority must ensure that the WTS has all of the necessary permissions and consents for the delivery, storage and loading of food waste.

## Appendix 2: Food waste composition

The Authority should provide details of the composition of the food waste to be delivered for treatment to assist the Service Provider in determining the acceptability of the food waste. Where no waste compositional analysis has taken place, the Authority should supply details of the information supplied to householders as to what materials are permitted or not permitted. The Authority may also be seeking to have food waste collected from commercial premises delivered for treatment. All available data on any such food waste source should also be provided, including:

- Sources of food waste by premise types
- Tonnage data
- Any known composition data, including the collection of packaged food waste
- Details of acceptable / non-acceptable waste types for commercial food waste

Table 1 below illustrates the typical permitted and not permitted materials for a Local Authority food waste collection Service. Authorities should also indicate what type of liners are provided as part of the collection.

**Table 1:** Permitted and not Permitted Food Waste Materials

Permitted Food Waste	Not Permitted
<b>Yes Please</b> <ul style="list-style-type: none"> <li>• Bread, cakes and pastries</li> <li>• Eggs (including shells) &amp; dairy products including cheese</li> <li>• Fruit and vegetables (including peelings)</li> <li>• Meat and Fish (including bones and carcasses)</li> <li>• Pasta, rice and noodles</li> <li>• Plate scrapings</li> <li>• Tea bags and coffee grounds</li> <li>• Fast food such as chips, burgers and pizzas</li> </ul>	<b>No Thanks</b> <ul style="list-style-type: none"> <li>• Liquids e.g. oil, soup, yoghurt</li> <li>• Foil or cling film</li> <li>• Animal waste</li> </ul>

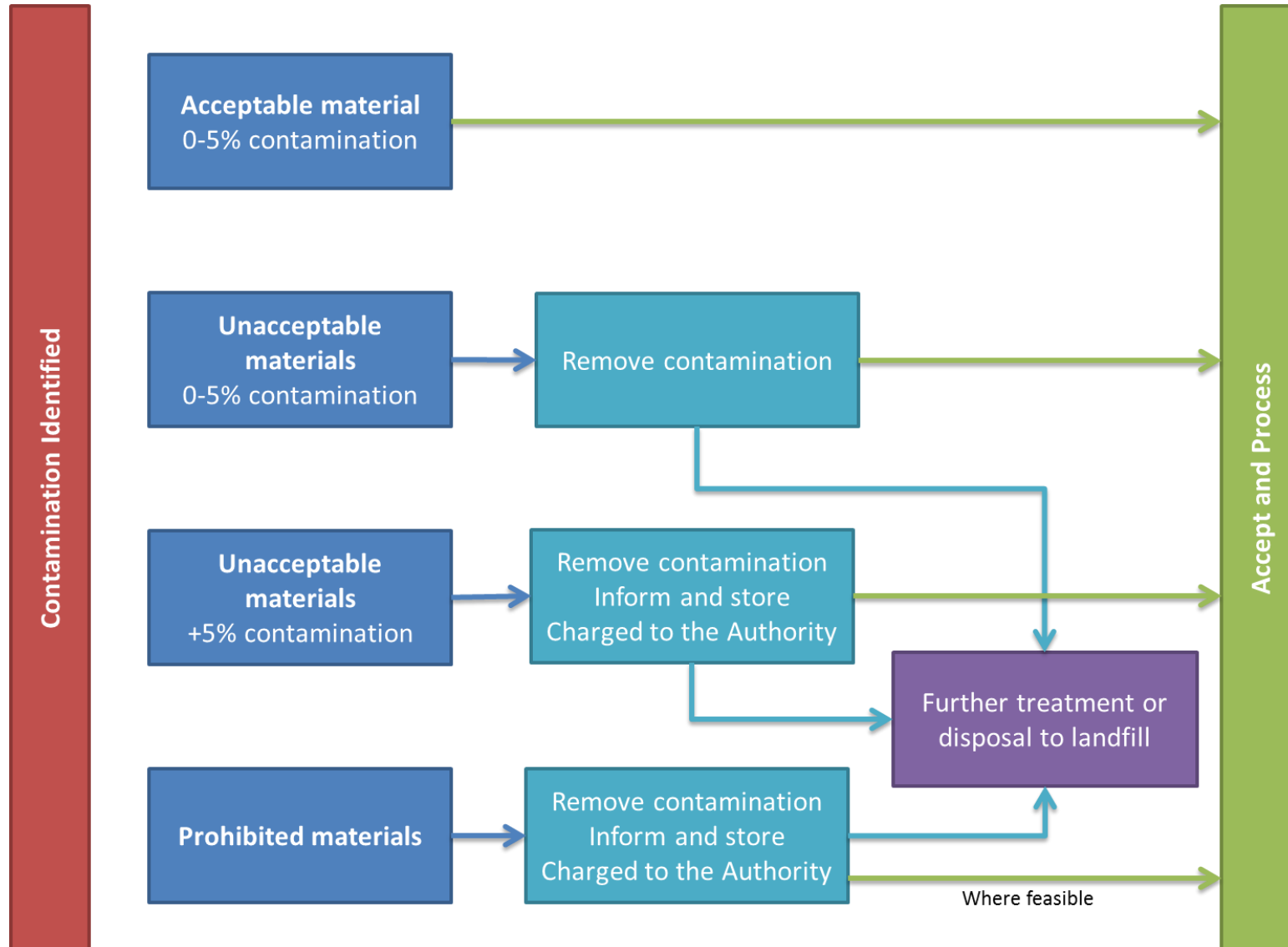
### Liners

An Authority should also indicate whether households are encouraged to use biodegradable or non-biodegradable sacks as caddy liners and whether these are supplied on an on-going basis.

1. *The Authority will promote the use of proprietary kitchen caddy liners (corn-starch or other) and will supply these to the householders.*



## Appendix 3: Protocol for contaminated materials



## Appendix 4: Method statement template for food waste treatment

As part of their Tender submission, bidders are required to submit a comprehensive Method Statement with their Tender. Set out below are details of the items that prospective tenderers must include in it to demonstrate their ability to carry out the work and their understanding of the services required. The Method Statement will be used in the evaluation of bidders' submissions.

It is important that the Method Statement is representative of the manner in which the work will be approached and is indicative of the standards of skill, care and diligence in operation across the bidders' organisation.

The Authority is seeking a full but concise Method Statement and bidders must complete their document in typed A4 format. Please do not include unrelated information, including organisation policy documents and generic sales or marketing information. The Authority will not construct answers to specific sections through review of general supporting information.

Concise responses will only be accepted where the following format applies:

- a) Start each section required as set out below on a new sheet of paper
- b) All pages to be sequentially numbered
- c) Each section and each point referred to within a Section to be contained in a contents list (on the first page of the document after the cover page) by page number
- d) Construct responses using the specific numbered sections set out below as the headings.

The Method Statement will be used when evaluating tenders and will form part of the contract.

Please ensure that any submission is marked "Method Statement for the treatment of food waste contract" on a cover page for the document.

### Outline of Sections to be included<sup>20</sup>

Set out below are the sections that each Prospective Tenderer is required to include in their Method Statement<sup>21</sup>:

- Section 1 – Technology
- Section 2 – Sites
- Section 3 - Facility design
- Section 4 – Contract mobilisation
- Section 5 - Permitting and other necessary consents
- Section 6 – Waste reception
- Section 7 – Treatment
- Section 8 – Management Of process outputs
- Section 9 – Performance targets
- Section 10 - Employment and staffing

<sup>20</sup> An Authority can also include a requirement for the Service Provider to demonstrate their understanding of the Authority's requirements.

<sup>21</sup> These assume direct delivery of food waste to the treatment facility.

Section 11 – Health, safety and welfare  
 Section 12 - Contract management  
 Section 13 - Quality assurance and environmental management  
 Section 14 - Carbon management plan  
 Section 15 – Contingency plan

Where the food waste treatment contract includes for the delivery to a waste transfer station for bulking up and onward transport to the food waste treatment facility, the following Section has been included:

Section 16 - Food waste haulage

Further details on individual Sections are given below.

### **Method Statement Section 1 – Technology**

Provide details of the proposed anaerobic digestion (AD) facility<sup>22</sup> including pre-treatment, digestion, pasteurisation and digestate treatment and storage. The following information shall be included as a minimum:

- Technology service providers & PAS110 compliance;
- Process description. Participants shall also provide commentary justifying the selection of the proposed AD technology type for treating food waste;
- Designed and guaranteed annual processing capacity;
- Design feedstock;
- Waste acceptance criteria (WAC) for Authority waste;
- Waste Flow Model in MS Excel format for the entire contract duration;
- Comprehensive process mass balance diagram;
- Details for waste reception and pre-treatment stages of the process;
- Details of the digester and other process tanks;
- Details of the digestate maturation process, if applicable;
- Storage arrangements for all output products including residual / contaminants
- Where applicable, process description of liquor and/or waste water treatment facility;
- Annual energy balance diagram; and
- Process emissions diagram summarising and quantifying process emissions.

### **Method Statement Section 2 – Sites**

Provide details of all sites that will be used for delivering the Service requirements. Information is required for the following sites:

- Site where the AD Facility will be located;
- Site where the digestate and liquor from the process will be disposed of before and after compliance with PAS110 requirements;
- Site for digestate storage (if different to the location of the facility);
- Site that will recycle materials recovered (excl. digestate) from the AD facility; and
- Site where the process rejects and residues will be treated and/or disposed.

---

<sup>22</sup> This Method Statement template is based on AD as the treatment process. Authorities should amend this to meet their procurement requirement.

### Method Statement Section 3 - Facility Design

Provide a written commentary about the design of the facility. The following information shall be included as a minimum:

- Site and Facility layout , including location plan (to scale)
- Building footprint and height
- Offices and welfare provision
- Access doors
- Weighbridge provision
- Waste reception area and storage capacity
- Vehicle wheel wash provision
- Segregation arrangements for contaminated and quarantined waste
- Blending / pre-treatment and storage tanks
- Pasteurisation arrangements
- Anaerobic reactor vessels
- Biogas collection, transfer and control systems
- Biogas storage and treatment
- CHP units
- Boilers and heat exchangers
- Flare stack system
- Odour management
- Effluent treatment
- Process control and monitoring arrangements
- Digestate storage
- Data recording / IT management provision
- On-site traffic management including vehicle entry, delivery and exit arrangements
- Authority vehicle turnaround time
- Signage
- Site security including boundary fencing and CCTV coverage
- Vermin and bird control measures

### Method Statement Section 4 – Contract Mobilisation

Provide details of the arrangements for contract mobilisation (including from preferred bidder until service commencement date) with the following as a minimum:

- Key mobilisation tasks and teams;
- Interface with the Authority;
- Interface with any waste transfer station operators, as appropriate<sup>23</sup>;
- Gantt chart identifying the key mobilisation tasks and timescales for completing them; and
- Availability of key team members during the mobilisation process.

### Method Statement Section 5 - Permitting and other necessary Consents

Provide details of all necessary consents or the methodology for gaining these, including:

- Planning
- Environmental Permit;

---

<sup>23</sup> Only where direct delivery of all Food Waste to a Treatment Facility is not an option. Otherwise omit.

- ABPR approval;
- PAS110 accreditation for digestate;
- Consents (e.g. National Grid connection agreement) for exporting electricity and/or heat;
- Consents for digestate spreading; and
- Consent for discharging effluent to sewers (if applicable).

This will include details of all arrangements for regulatory compliance in respect of the Scotland – Animal By-Products (Enforcement) (Scotland) Regulations 2011.

In addition, where the Service includes the bulk haulage of Food Waste from a transfer Station, details of the following must be provided:

- Registration with the AHVLA;
- Duty of Care requirements; and
- The commercial document arrangements for the transfer of food waste.

Provide details and evidence of any consultation the bidder has had with the relevant authorities in terms of gaining the necessary consents detailed above.

### **Method Statement Section 6 – Waste Reception<sup>24</sup>**

Provide details of waste reception arrangements at the facility. The method statement shall include the following:

- Waste reception and acceptance procedures for food waste;
- Site opening hours for waste reception including arrangements for dealing with emergencies and Public and Bank Holidays;
- Procedures for recording and reporting food waste inputs to the facility;
- Procedures for checking compliance with the waste acceptance criteria and proposals for dealing with non-compliant waste;
- Procedures for recording food waste delivered including arrangements for dealing with any non-compliance issues; and
- Contingency arrangements for waste reception including data back-up.

### **Method Statement Section 7 – Treatment**

Provide details of the arrangements for treating wood waste received at the facility. The details shall include:

- Arrangements for processing waste (including pre-treatment and depackaging) at the facility;
- Facility operational hours;
- Process control and monitoring arrangements in line with PAS110;
- Arrangements to record and report performance data specific to the Authority;
- Contingency arrangements if the AD facility cannot accept and/or process food waste for whatever reason;
- Emergency procedures; and
- Out of hours contact details.

---

<sup>24</sup> This can also apply where a waste transfer station is being used as a delivery point.

**Method Statement Section 8 – Management of Process Outputs**

Provide details for the management of process outputs. The following details shall be included as a minimum:

- List all process outputs from the facility including energy, products, process residues and rejects;
- Specify end locations for each process output from the facility;
- Provide supporting evidence to confirm availability of these end locations for process outputs for the duration of the contract;
- Provide a detailed digestate marketing and management plan, including details of PAS110 accreditation;
- Detail the contingency arrangements that will be utilised in the event of market failure or non-compliance with the quality requirements of the end locations for process outputs.

**Method Statement Section 9 – Performance Targets**

Provide details of the performance targets that the bidder proposes to achieve during contract delivery. The performance targets and guarantees shall include as a minimum the following for each contract year:

- Percentage of food waste that will be recycled and composted
- Percentage of food waste that will be diverted from landfill;
- Percentage of biodegradable food waste that will be diverted from landfill;
- Confirm compliance with ABPR, relevant standards such as PAS110;
- Quantity of energy generated and used on site or exported to the National Grid for sale (in MWh per year), where appropriate;
- Annual operational availability of the facility; and
- Continuous improvement in the carbon footprint of the services.

The method statement shall also include arrangements for:

- Performance monitoring;
- Performance auditing; and
- Performance reporting including efficiency output and rejects rates.

**Method Statement Section 10 - Employment and Staffing**

Provide details on the staffing requirements for the Service. As a minimum this must include:

- Staff numbers by post.
- Generic job description and minimum qualifications for each post.
- Shift patterns.
- Procedures for recruitment and retention of staff.
- Proposals for employing local workforce.
- Procedures for staff induction.
- Procedures for staff training and professional development
- Annual training plan.
- Out of hour emergency contact details and procedure.
- Staff welfare arrangements.
- Employee incentives and rewards;
- Staff identification and uniform arrangements;
- Details of the staff code of conduct (include a copy); and
- Details of diversity, equality and equal opportunities for the engagement and management of staff including:
- Proposal for the management of culture and language differences;
- Compliance with 'Equality Standard for Local Government';

- Diversity and equality in relation to gender sexuality, ability or disability, age, race, religion and social inclusion;
- Equality in the management of personnel in the delivery of the services;
- The diversity, equality and equal opportunities criteria;
- Monitoring of diversity, equality and equal opportunities; and
- Reporting on diversity, equality and equal opportunities.

### **Method Statement Section 11 – Health, Safety and Welfare**

Provide a Health and Safety Plan covering all aspects of health, safety and welfare at the Facility. The plan must meet all statutory requirements and as a minimum must include:

- Health and Safety Policy statement;
- Health, Safety and Welfare Plan for the Facility, and management of process outputs;
- Arrangements for ISO18001 accreditation for the Services;
- Details of the annual review and improvement of the Health, Safety and Welfare Plan;
- Named health and safety staff;
- Health and safety resources.
- Health and safety training.
- Procedures for monitoring health and safety incidents.
- Procedures for reporting health and safety incidents.
- Procedures for investigating health and safety incidents.
- Procedures for undertaking risk assessments including a draft health and safety risk register
- COSHH (control of substances hazardous to health) arrangements and data.
- Fire and emergency plan.

Adopting safe working practices that meet or exceed the highest standards set by the Health and Safety Executive (HSE) or industry good practice guidance including:

- Health and safety risk assessments for employees, Authority personnel, third parties and the public for the provision of all services;
- Safety management systems;
- 'Rules and conditions' at the site and facility for employees, customers and the public;
- Fire risk assessment;
- Arrangements for inspections;
- Staff H&S training and first aid policy;
- Emergency notification procedures; and
- Security arrangements at the Facility.

### **Method Statement Section 12 - Contract Management**

Provide details for the facility management team who will be utilised in delivering the service. The level of details must include as a minimum:

- Organogram showing relationship of all parties involved.
- Interface management arrangements between all parties.
- Named personnel with details of their responsibilities, experience, post description and level of approval.

Provide an enquiries and complaints plan detailing the procedures to be employed for management of communicating and dealing with complaints received from:

- The Authority.

- Statutory Bodies.
- General public.
- The Media.

Provide details on data management, as a minimum the procedure must include:

- Information to be recorded and stored.
- Format of recorded data.
- Period of data retention.
- Archiving.
- Data retrieval.
- Disaster recovery.
- Data audits.
- Interface with Authorities' IT system.
- Access to data by the Authority.

Provide details of the real time IT management of the contract including details of:

- IT monitoring and records that the Authority will be able to directly access.
- Annual review and the mechanism for the improvement of IT, to keep it up to date.
- Security arrangements for access by the Authority.

Detail the reporting arrangements as required by the monthly, quarterly and annual reports for the Authority. As a minimum the procedure must include:

- List of reports to be produced.
- Content of each report.
- Format of each report and supporting information.
- Timeline for report production.
- Process for checking and verifying report content.
- Process for auditing baseline data using in reports.

### **Method Statement Section 13 - Quality Assurance and Environmental Management**

Provide details of the Quality Management System that is compliant with ISO9001 or comparable standards covering all aspects of the service.

Provide a services environmental impact control plan detailing all procedures and actions required by the bidder to minimise the impacts of transporting, receiving and treating food waste. As a minimum the plan must address the impact of:

- Light;
- Noise;
- Dust;
- Vermin and other pests;
- Flies;
- Litter;
- Emissions;
- Odour; and
- Traffic.



The plan must also address:

- How the bidder will meet all required environmental conditions.
- How the bidder will monitor the environmental impact.
- Procedures to be employed for continuous reduction of environmental impact.

Provide an annual environmental management plan detailing:

- The short term [12 months from Service Commencement] environmental activities to be undertaken to reduce environmental impact.
- The long term [5 years from Service Commencement] environmental activities to be undertaken to reduce environmental impact.

Provide an Audit Plan detailing how the bidder intends to annually audit the:

- Quality Management System; and
- Environmental Impact Control Plan.

### **Method Statement Section 14 - Carbon Management Plan**

Provide a Carbon Management Plan covering all elements of the facility's operation from service commencement including food waste haulage. As a minimum the plan must cover:

- Details of the operations (including food waste haulage) to be monitored against carbon impact.
- Details of the baseline information to be used for carbon monitoring during the life of the contract<sup>25</sup>.
- Details of the steps to be taken for continued improvement of carbon management.

### **Method Statement Section 15 – Contingency Plan**

Provide details of a Co Plan detailing the arrangements for ensuring Service delivery throughout the contract period. The contingency plan shall cover the arrangements for waste reception and storage at the AD facility, and transfer to any contingency facility, if the AD facility is non-operational. The contingency plan should include:

- Contingency arrangements for planned short term events;
- Details of the planned short term event;
- Notice period and arrangements for notifying the Authority;
- Timescale for event;
- Alternative arrangements to be undertaken;
- Long term security of contingency arrangements for short term events;
- Contingency arrangements for planned long term events;
- Details of the planned long term event;
- Notice period and arrangements for notifying the Authority;
- Timescale for event;
- Alternative arrangements to be undertaken;
- Long term security of contingency arrangements for long term events;
- Contingency arrangements for unplanned short term events;
- Contingency arrangements for unplanned long term events;
- Locations of contingency treatment and disposal facilities;
- Locations of contingency product outlets or markets;

<sup>25</sup> See also Carbon Metric requirements at <http://www.zerowastescotland.org.uk/carbonmetric>

- Arrangements for the redirection of food waste and process outputs to relevant contingency locations’
- Arrangements to deal with failure of markets for process outputs;
- Arrangements to deal with failure in the supply chain of specialist replacement parts and equipment;
- Proposals for service delivery during adverse weather conditions, high wind, flooding and snow/ice;
- Proposals for service delivery during civil emergency or unrest, energy failure, fuel shortages or industrial action;
- Proposals for dealing with labour shortages or labour transfer issues; and
- Arrangements to secure storage and back up of physical and electronic data.

Where the food waste treatment contract includes for the delivery to a waste transfer station for bulking up and onward transport to the food waste treatment facility, the following section has been included.

### **Method Statement Section 16 – Food Waste Haulage**

Provide details of the arrangements for the haulage of food waste from a delivery point at a waste transfer station to the waste treatment facility. The Method Statement shall include the following:

- Details of the haulage contractor;
- Specifications of vehicles proposed for the collection of food waste from the transfer station;
- Food waste haulage plan with the following details:
  - Haulage arrangements from the transfer station for each day of the week including time of haulage;
  - Payload of the haulage vehicle;
  - Distance from the transfer station to the AD facility;
  - Route plan for the haulage rounds;
  - Distance travelled (in kilometres) per haulage round;
  - Daily, weekly and annual kilometres travelled for food waste haulage; and
  - Daily, weekly and annual fuel consumption for food waste haulage.
- Food waste haulage arrangements following Public and Bank Holidays;
- Interface with the transfer station operator (including vehicle loading arrangements);
- Vehicle maintenance arrangements;
- Vehicle livery;
- Vehicle records;
- Compliance with the planning and environmental permit requirements at the transfer station;
- Compliance with the ABPR requirements;
- Arrangements for recording and reporting food waste tonnages; and
- Business continuity and contingency proposals for food waste haulage.