

Technical Specification

For the Provision of Services Issued by

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM37323

Find a Tender Reference: 2024/S 000-011788

Service Contract

Hygiene Waste Services

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Introduction

This document provides details of the Client's requirements for Hygiene waste collection, transfer, treatment, and disposal.

You are required to complete all sections in the accompanying Invitation to Tender response document (ITT) and provide pricing in the accompanying Pricing Schedule.

All services must be delivered in line with the following Specification and all related documents.

Please note any bids received that deviate from any aspect of this Technical Specification will be classed as variant bids, and bidders may be excluded from the procurement process.

Contract overview

North Cumbria Integrated Care NHS Foundation Trust is seeking to Contract for the provision of services to collect, transfer, treat and dispose of hygiene waste. The winning Supplier ('Contractor') must provide the service in accordance with the Department of Health document HTM 07-01: Safe Management of Healthcare Waste, encompassing any new legislation, regulation, best practice, and the requirements set out in this Technical Specification. The Contractor will be solely responsible for hygiene waste from the time it is collected. This must include the safe and secure disposal of any residues, until final disposal. The Contractor must execute all duties properly and have permanent and Contractual stand-by arrangements to support the normal disposal routes.

There are an estimated 408 Units across the Client sites.

The Client reserves the right to add or remove Units and / or collection sites if required during the contract term.

Lots

This contract will be awarded in a single lot.

Contract Period

The Contract will be for three plus one, plus one years, commencing on 09/09/2024.

Contract Implementation

The Contractor is required to ensure the services are available and fully operational from the 09/09/2024.

The Contractor will confirm progress of the Implementation Plan with the nominated contact(s).

The Contractor will ensure there is no disruption to the Client throughout the duration of the implementation plan/s and any costs incurred as a result of any delay to the service commencement will be covered by the awarded Contractor.

Location and sites

Please refer to the Pricing Schedule for full details of sites, locations, and collection frequencies. Please also see the attached site plan for 4 Wavell Drive and URL links below.

<https://www.ncic.nhs.uk/application/files/6316/4906/4544/North-Cumbria-Integrated-Care-Locations-Map.png>

https://www.ncic.nhs.uk/application/files/9316/7516/8065/West_Cumberland_Hospital_Map.pdf

<https://www.ncic.nhs.uk/locations/west-cumberland-hospital/floor-plan>

Other site maps will be available on request.

Working hours

Normal working hours for are 9am to 5pm.

The Contractor is required to contact the Client site contact prior to each collection. Site contacts will be provided to the winning Contractor.

Contract Requirements

The Client requires a fixed-price service contract to include:

- Provision of fit for purpose Units.
- Safely collect the waste from the Collection Points on each Site as identified, at agreed set times and in purpose designed compliant vehicles in line with the agreed frequencies (unless otherwise agreed).
- Ensure the safe and secure delivery of the Hygiene Waste to an agreed authorised disposal facility.
- Safely dispose of all Hygiene Waste in accordance with any applicable regulatory requirements and the Technical Specification.

Storage of Healthcare Waste

The Contractor is required to provide, clean, individually numbered, Units for all areas.

Exchange of Units shall be clean, serviceable, and dry inside. Client's reserve the right to reject any Unit not fit for purpose with the replacement/exchange cost being the responsibility of the Contractor.

Units must satisfy relevant fire regulations pertaining to the use of such containers within Authority's premises, and particularly their use on designated fire exit routes.

Units must satisfy infection control requirements and be suitable for clinical areas and health and safety requirements whilst on Authority's premises.

Units which become unsuitable for continued use through wear, loss or any other reasonable reason shall be withdrawn immediately from service and replaced as necessary at the Contractor's expense.

The Units will remain the property of and be maintained by the Contractor throughout the Contract.

The Units must be promptly removed from the Client's site on the expiry or termination of the Contract or as may otherwise be agreed as part of the Exit Plan.

The Contractor shall ensure there are always an agreed number of Units available, to meet the requirements of the collection of Healthcare Waste across the Client's site(s) during the length of the Contract and including units in transit and contingency.

General information

Vehicle Access

All vehicles must be suitably sized for easy access to the Client's Collection Points. It will not be acceptable for lorries with trailers and unauthorised vehicles to enter Sites without prior agreement.

Site parking will only be permitted during the period of loading and unloading.

The Contractor must ensure vehicles used to service this Contract will avoid blocking other vehicles, disrupting day-to-day operations or public access to any Client site.

The Contractor must act in accordance with the site-specific Risk Assessments and Method Statements (RAMS) at all times.

Transportation of Waste

The Contractor must maintain a comprehensive Transportation Plan giving details of routes, collection points, timetables, vehicles, and driver details. The Transportation Plan must allow sufficient flexibility to accommodate any reasonable special needs the Client may have. The Contractor must consult the Client regarding any changes.

All vehicles used for providing the services are to be compliant and roadworthy in accordance with the Road Traffic Acts and be properly licensed by the Local Authority and conform to current Motor Vehicle Regulations (i.e. Motor Vehicles (Construction and use) Regulations,) and any future regulations during the lifetime of the Contract.

Vehicles and drivers will be subject to inspection at any time by the Client. You may be requested to remove or replace any vehicles or Contractor's employees from service which fail these inspections.

Drivers and Contractor's employees must wear a uniform, appropriate PPE, be clean and observe good hygiene whilst on Client sites.

The interior and exterior of all vehicles must be kept clean and tidy.

In the event of non-availability of certain vehicles, the Contractor must operate additional vehicles to cover this.

It is the Contractor's responsibility to ensure all vehicles are appropriately licensed, insured, and liveried.

The Contractor must maintain insurance and breakdown cover for all vehicles. Evidence of this must be produced on request.

The Contractor must provide evidence of current registration by the appropriate authority, as a waste carrier for the transportation and disposal of all waste streams covered.

Sub-Contractors

The Contractor will provide the name and service offer of the Sub-Contractors to be engaged in the provision of the Services.

The Contractor is responsible for the service provision of the Sub-Contractor to provide the service in line with the Technical Specification, including, but not limited to holding and maintaining the appropriate permits and Licences. Copies to be provided to the Client upon request.

The Contractor must not further Sub-Contract the collection, transportation, or disposal of waste, beyond that already identified, without prior written consent from the Client.

Legislation and Regulation

Contractors must have sound regulatory breach management with processes and policies in place to minimise impacts and correct breaches.

Contractors must be pro-active in responding to and acting on improvement notices.

The Contractor will comply with current EPA5.07 guidelines.

The Contractor must ensure it notifies and advises the Client of all relevant current/future legislation, regulation, and guidelines to ensure the Client meets their individual Duty of Care as stipulated in the Environmental Protection Act 1990, as amended.

The Contractor must immediately notify the Client of any prosecutions or improvement notices brought against it for failure to comply with waste legislation and regulations during the Contract period.

If any statutory requirements or regulations are found to be contravened by the Contractor or any Sub-Contractor working on their behalf the Client will reserve the right to terminate the Contract in accordance with the terms of this Contract, for any material breach.

Licenses and Permits

The Contractor and Sub-Contractors must hold and maintain all appropriate licenses and permits to undertake these services throughout the life of the Contract. Including, but not limited to:

- Waste Carrier Registration Certificate(s)
- Waste Broker Registration Certificate
- Mobile Plant Licence(s)
- Exemption(s) from waste management licensing
- Local Authority Authorisation(s)
- Transfer Station Licence(s)
- Waste Treatment Permit
- Integrated Pollution Prevention and Control (IPPC) Permits & Pollution Prevention and Control (PPC) Permit(s)
- Operator's licence

The Contractor must ensure waste is treated by methodologies authorised by the Environment Agency and/or local authority.

The Contractor must immediately advise the Client of any improvement notice, suspension, withdrawal, or refusal to renew any license, certificate, or permissions applicable to carrying out the requirements of this Contract during the term of the Contract.

The Client requires sight of the original licenses and other relevant documents on a regular basis and will reserve the right to inspect any transfer station, treatment, and disposal facilities at any reasonable time, as implied under the Code of Practice 'Waste Management the Duty of Care'. Copies of all licenses and other relevant documents must be provided to the Client upon Contract commencement and any license/permit renewals.

Quality Assurance

The Contractor will hold and maintain appropriate quality assurance management systems (ISO 9001 or equivalent) and/or accreditations applicable to this Contract and will supply evidence upon request to the Client.

The Contractor will ensure that Sub-Contractors or third parties they engage to support their services have the appropriate quality process in place to maintain an assured system. Management of the Sub-Contractors will be through the main Contractor's quality assurance management systems.

Collection of Hygiene Waste

The Contractor must abide by the four-hour collection window for all collections.

The Contractor must provide itemised details of charges incurred monthly for the collection and disposal of Healthcare Waste

Where Sub-Contractors/third parties are used to manage various waste streams the Contractor is responsible for managing and coordinating all timely charging arrangements monthly.

It is the Contractor's responsibility to adopt any improvements or changes in regulation which may supersede this document and provide details in writing to the Client's Authorised Officer at the cost of the Contractor.

The Contractor may offer revised collection frequency during the life of the Contract. Proposals must not adversely affect the overall cost of the Contract and must be provided in writing to the Client a month before the proposal is due to commence. The Client reserves the right to reject requests to alter collection frequencies.

The Client may seek an additional collection service where applicable.

Recording of Waste Collection and Disposal

All non-hazardous waste collected will be covered by a Waste Transfer Note in accordance with the Environmental Protection Act 1990.

The Client acknowledges the EA requirement that all Waste Transfer Notes must be signed by the Client before waste is removed from the Client's premises.

The weight of each consignment must be established by a method acceptable to the Environment Agency. Where this involves weighing equipment, it shall be the Contractor's responsibility to maintain, calibrate and operate all such equipment.

Waste Transfer / Treatment / Disposal Facilities

The Contractor must advise the Client of any proposed changes to the primary transfer, treatment and disposal sites and processes they provide under the Contract prior to commencement of the proposed change and proposals must not affect the over-all cost of the contract.

CAR (Compliance Assessments Report) reports must be provided automatically for any permitted facility used on this contract. The Contractor must provide copies of licences/permits and duty of care audits of the transfer/ disposal/ treatment sites utilised by the Contract on at least an annual basis.

Disposal of Hygiene Waste

The definition of Healthcare Waste is set out in the Healthcare Technical Memorandum (HTM) 07-01. Appendix 7 "Waste Streams" outlines all treated waste must be rendered unrecognisable as Healthcare Waste.

The Contractor must comply with the Client's environmental requirement of zero to landfill.

In the event the Contractor wishes to utilise alternative site(s)/facilities to the primary site(s) indicated within the Contract the Client must be notified in writing. Except in an emergency, prior notification must be received at least one month before the alternative site/facility is utilised and a change control notice issued and agreed.

All waste management operations must be carried out in accordance with all current relevant legislation. Evidence of this must be auditable and available on demand by the authorised officers of the Authority.

All waste must be treated in line with current permitting requirements. The Contractor must provide certificates of destruction to the Client.

The Contractor must not dispose of waste through routes not consistent with the segregation route identified by the Authority, the Authority will not be charged additional processing costs in these events.

Contractor Responsibilities

All Contractors must comply with each Client Control of Contractors Policy where applicable.

While on site the Contractor and its staff must comply with the requirements of the Health and Safety at Work Act 1974 and other relevant legislation, including regulations and codes of practice issued and with the Clients own policies and procedures.

Visits to the locations are not permitted without the consent of the authorised officer.

All Contractors' employees and sub-contractors who attend site must be DBS checked at the cost of the Contractor.

Contractors Staff

The Contractor must ensure that every person employed by the Contractor and / or Sub-Contractor employed for the provision of waste management services, is always properly and sufficiently trained by having participated in a formal training programme prior to commencing work. Details of training records should be available as requested by the Client.

Staff appointed by the Contractor and / or Sub-Contractor and / or temporary staff must be aware of all relevant rules and procedures concerning Health and Safety at Work and the recording of all accidents and untoward occurrences involving waste disposal procedures from the Authority's sites.

Reportable incidences (i.e. RIDDOR) whilst undertaking work on behalf of the Client, must be reported on the appropriate Accident/Incident Form and copies forwarded to the authorised officer(s) for the Authority.

The Contractor's staff must be required to carry and display a form of identification for any period during which they are working on the Client's premises.

The Contractor must always provide suitable uniforms and PPE for their staff while on Client premises and ensure that staff are dressed in appropriate protective uniforms/work wear.

The Client expects the highest standards of personal hygiene, courtesy, and consideration from all the Contractor/Sub-Contractor staff at all times.

The Contractor must prohibit their staff from smoking on the property of the Client, this includes vaping.

The Client reserves the right to request the removal of staff who fail to carry out the service to the standards required by the Client as outlined within the Contract specification.

The Contractor must fulfil the requirements of the Contract with a minimum of disruption. Specific attention should be drawn to the following:

- i) Not to convey any articles to or from a patient or have any dealing with any patient unless so requested by the authorised officer.
- ii) The Contractors and relevant staff employed on this Contract must at all times be mindful of the need to comply with patient confidentiality and should not interact verbally or physically with patients.

The Contractor must be liable for both authorised and unauthorised acts of its employees whilst carrying out their duties in line with the Contract specification whilst they are on the Authority premises.

The Contractor must ensure every person newly recruited to be employed by the Contractor and / or Sub-Contractor in and about the provision of the services must, at the Contractor's expense, at the commencement of the Contract period or that person's employment (whichever shall be the latter) be medically screened.

The Contractor is obliged to carry out suitable screening of employees particularly with regards to Disclosure and barring service checks (DBS) checks on their operatives who are employed within the

Contract provision where staff may have contact with vulnerable patients and must ensure any Sub-Contractor have the same provisions on place where appropriate to the element of the service they are providing.

In the event of Contractor's staff who have, or who may have, access to the Authority's sites during the course of the Contract being criminally prosecuted for a serious offence (as defined in the Police and Criminal Evidence Act 1984), the Contractor must immediately supply the authorised officer with a full report of the circumstances and, ultimately, of the outcome of any judicial procedures.

The Contractor must ensure service schedules and staffing levels are unaffected by Public Holidays.

The Contractor will abide by the Client's Policies listed in the Contract.

Duty of Care

The Contractor will assist with ensuring that the Client's Duty of Care in respect of waste is adequately discharged and are required to:

- i) Provide a fully detailed audit trail relating to the collection of all waste streams - including appropriate method statements where significant risk is identified.
- ii) Provide accurate reports on weights collected and waste tacking information.
- iii) Adhere to procedures which cover all the requirements of the Environmental Protection Act 1990, as amended, the Environmental Protection (Duty of Care) Regulations 1991, as amended, including Code of Practice on Duty of Care, COSHH and the requirements of the Health and Safety at Work Act 1974. This must include formal Risk Assessment documentation.
- iv) Assist with Pre-Acceptance Audits, as required.
- v) ADR compliant drivers and compliant vehicles to transport Healthcare Waste.
- vi) Compliance with waste handling regulations and legislation as applicable during the life of the Contract.

The Contractor must provide a 'Duty of Care' report for any organisation that they propose to use during the execution of this Contract either frequently or on a contingency basis. Reports provided must be no older than 12 months old and must be completed prior to commencement of use of organisation.

Adherence to Duty of Care principles will be a continuing process throughout the duration of the Contract. The Contractor is required to amend this procedure and their reporting requirements in line with any regulatory or statutory guidance changes as applicable throughout the life of the Contract.

The Contractor will allow the Client access at any scheduled or non-scheduled day, within office hours to inspect all aspects of the disposal route and process for the purposes of ensuring compliance with the duty of care requirement placed on the Client by the Environmental Protection Act 1990 or any other relevant legislation. These arrangements will also apply to all stand-by and emergency plant and vehicles. The Contractor will also ensure that similar arrangements are available regarding off-site residue(s) disposal systems.

Spillages / Accidents

Spillages and/or accidents relating to the Client's waste must be immediately contained and safely cleaned up, at the Contractor's cost, as well as reported to the Client and confirmed in writing within 48 hours.

Accidents involving vehicles carrying the Client's waste must be immediately reported to the Client and confirmed in writing within 48 hours.

Contractors must keep an up-to-date policy for dealing with spillages and issue a copy of this upon request to the Client.

Noise Control

The Contractor must ensure all measures are taken to control the noise levels produced by their operations on the Client sites required under or by virtue of any enactment, regulation, or Codes of Practice or by the working rules of any industry.

The Contractor's attention is drawn in particular to Part III of the Control of Pollution Act 1974, Part III of the Environmental Protection Act 1990 and any Regulation made or Codes of Practice approved there under, the Noise and Statutory Nuisance Act 1993 and Directive 92/97/EEC amending Directive 70/157/EEC on the approximation of the laws of the Member States relating to the permissible sound level and the exhaust system of motor vehicles and the UK regulations made there under.

The Contractor is to recognise that they will be working in a hospital/study environment. All noise levels are to be kept down to a minimum. Please switch engines off when vehicles are not in use.

Major Incidents

In the event of a major incident being declared at the Client's Site or a number or all of sites the Contractor may be responsible for disposing of the waste generated by the Client.

The Client in conjunction with emergency services and the Environment Agency will advise the Contractor of the nature of the waste.

The Contractor should note that subject to the major incident in question, additional Units maybe required over and above the number of Units already on site(s).

Disaster Recovery / Business Continuity Plan

The Contractor must ensure there is appropriate capacity within their delivery infrastructure to meet ALL the service requirements and fluctuations within them.

The Contractor will ensure sufficient contingency and recovery to cover all foreseeable eventualities.

The Contractor will ensure that back up arrangements are in place and maintained with regards to performance monitoring, management information, invoicing, and other back-office requirements to ensure data is not lost/ delayed significantly.

The Contractor will be responsible for all costs associated with finding an alternative transport/Contractor/treatment facility if there is a failure on their part to undertake the services outlined within the specification at any time during the Contract period.

The Contractor will undertake an annual table-top test of the contingency and disaster recovery plans and provide evidence of their resilience.

The Contractor will co-operate with the Client in the event performance bonds/parent guarantees are operated or where Step In, under the Terms and Conditions, is an option the Client wishes to exercise, this will be a last resort option in the event that the services would otherwise be seriously compromised.

If the Contractor's Disaster recovery/contingency plans are reviewed/updated during the Contract, the revised documentation must be provided to the Client.

All designated waste disposal plant/facility or standby facilities named by the Contractor MUST be permitted/authorised by the Environment Agency/Local Authority to receive Hygiene Waste from the Client.

Costs associated with clearing spillages, bursts, or accidents where the Contractor has been at fault, must be met by the Contractor.

Service Performance Requirements

The Contractor, including sub-contractor, must fully perform the service as detailed within this Technical Specification.

The service collection schedule requirements of the Client's sites will be finalised and agreed during the implementation phase.

The Contractor must be proactive in providing suggestions to improve the service schedules or the use of alternative waste holding/storage equipment/options during the Contract, such improvements to be approved via the Client's Authorised Officer via the Change Control Process.

Variations in service requirements will be notified to the Contractor as and when required by the Client's Authorised Officer. The mechanism for agreeing variations will be via the Change Control process.

The period of notice for variations will be subject to individual service criteria as determined by the Client's authorised officer.

The Client utilises multiple collection area/drop off points, the details of which along with the number of Units and times are provided in Contract as agreed during the implementation phase but may change during the life of the contract.

The Contractor must service the full complement of units as per the agreed service schedule within the Contract, on each collection.

The Client requires evidence of each Unit serviced during each visit. Evidence must include details of the location, building and room number, where room numbers exist.

All Client collection points must have a site-specific Risk Assessment and Method Statement (RAMS) which is reviewed annually throughout the lifetime of the contract.

The Contractor will be required to nominate a competent person(s) who can be contacted in the event of an emergency. An out of hour's phone number will be required.

The Client will supply the Contractor with similar out of hours contact names for each of the sites included within the Contract.

KPIs

The Contractor, including sub-contractor, must report against the KPIs monthly.

The service collection day must be fixed and to be agreed with the Client during the implementation phase. Failure to achieve this will result in a 5% rebate in the value of the invoice for that service month, unless pre-agreed 24 hours in advance with the Client.

If more than 15% of units are missed being serviced on a scheduled collection, this will be considered a failed service and will result in a rebate for that service month, unless pre-agreed 24 hours in advance with the Client. A failed service is also recorded if the contractor is more than 24hrs late without informing the site of the reason for the delay or fails to attend site on the day of the service.

Any failed services, delayed services, or missed units must be completed with 48hrs of original service date. Two failed services within a rolling six-month period will constitute a breach of contract.

Contract Management and Monitoring

1. The Contractor and the Client's authorising officers will co-operate to monitor the quality and effectiveness of the service.
2. The Contractor must provide Contract monitoring information and /or reports in the format and frequency required by the Client, on a monthly basis.

Reports must contain all relevant information as detailed within the Technical Specification. All data provided electronically to the Client must be editable for internal reporting purposes.

3. The Contractor must ensure a senior member of staff carries out an annual (or more frequently if required) site inspection of all Client sites identifying and reporting any collection issues, missing bins / new bin locations and anything else of significance relating to the contract.
4. A Contract review meeting will be held on a quarterly basis between the Contractors Key staff and the Client.

A Service review meeting will be held at least every month with the Client or as agreed otherwise by the authorised officer of the Client.

5. As part of the Services, the Contractor will abide by the escalation routes in the event of a dispute within the operation of the Contract.
6. The Contractor will undertake remedial action to resolve issues in the timescales indicated.

7. The Contractor will ensure performance and quality standards outlined in the Contract are maintained.
8. The Contractor will be responsible to the Client's authorised officer for delivery of the services.
9. The Contractor will alert the Client immediately of any planned and unplanned down time in the service delivery and solutions in place to eliminate onsite storage at Client sites.
10. The Contractor will provide suitably qualified and skilled key personnel to deliver:
 - a. the implementation phase of this Contract to the level required to accommodate the implementation plan requirements in the Contract.
 - b. Account Management to support the Contract through the implementation, start-up phase and business-as-usual phase of the Contract.
 - c. training and support services including legislation changes/guidance, pre acceptance audits, service improvement options etc throughout the phases of the Contract, throughout the period of the Contract.
11. Key Personnel identified will not be replaced/removed from the Contract without prior agreement of the Client, except in circumstances beyond the control of the Contractor i.e. illness/retirement etc.
12. The Contractor will cooperate with the Client to ensure that Duty of Care is adequately discharged throughout the Contract. As a guide this should cover audit trails, documentation and reporting requirements, risk identification and other process and procedures compliant with Environmental Protection (Duty of Care) Regulations 1991, as amended, including Code of Practice on Duty of Care, COSHH and the requirements of the Health and Safety at Work Act.
13. The Contractor will be required to nominate a key competent customer services person(s) who can be contacted during operational hours.
14. The Contractor will be required to nominate a key competent person(s) who can be contacted in the event of an emergency. A list of out of hours phone numbers will be required.
15. The Client will supply the Contractor with out of hours contact name(s) for each of the sites included within the Contract.
16. In the absence of the Key Contract Manager the Contractor will notify the authorised officer, in writing, of a named representative who is nominated to deputise, together with their current qualifications and experience.

17. The Contractor will agree with the Client's authorised officer the frequency of Contract review meetings required for the different phases (implementation, start up, BAU, Exit)
18. The Contractor must have in place a fully auditable identification and tracking system from point of collection to disposal.
19. The Contractor will provide advice and support with regards to improving segregation activities within the Authority to maintain compliance with HTM0701 and to ensure the Authority has the opportunity to improve practices and efficiencies.
20. The Contractor will be proactive in monitoring the Collection schedule within the Contract and the transport plan to ensure that it is current and reflective of any changes in waste segregation or Authority activities which would impact the collection and transport activities.
21. The Contractor will not penalise the Client automatically for non-conformance service issues, damage to machinery or miss-consigned waste. A non-conformance incident is any activity or situation within the control of the Authority which impedes the Contractor's ability to deliver the Services.

The Contractor will work with the Client on any first non-conformance incident, per site, to identify corrective measures. A repeated non-conformance incident will warrant a written warning from the Contractor to the Client of their intent to charge for any further incidents. Any re-occurring non-conformance incident will incur a fee as set out in the Service Support Rates tab, under the header "Reoccurring Non-conformance fee", within the Pricing Schedule.

If there is no reoccurring incident within a three-month period, any subsequent incidents will be deemed as a first incident.

Sustainability and Net Zero Healthcare

The Contractor must assist the Client to achieve Net Zero carbon emissions Healthcare system.

Contractors must provide data to ensure the Client can calculate their Carbon Footprint. The data must include all aspects of the operation (logistics, tonnages, disposal, treatment etc.). This data must also include Sub-Contractor's and disposal facilities.

The Contractor must be working to Net Zero carbon emissions and will assist the Client with and be proactive with reduction in waste, pollution, emissions to air, carbon footprint and other environmental efficiencies where appropriate.

The Contractor must support the Client with regard to the waste hierarchy and the NHS zero to landfill requirement.

The Contractor must use efficient and local plant and equipment to reduce road miles and the energy intensity associated with the Healthcare Waste Disposal process.

The Contractor must hold at least an Environment and Energy Policy as well as Sustainability Strategy covering environmental, economic, and social actions. This strategy as a minimum should demonstrate how the Contractor will contribute to the NHS England 'Delivering a Net Zero National Health Service'.

Innovation

The Contractor should provide innovation opportunities to the Client throughout the life of the Contract.

The Contractor must be proactive in assisting with waste and carbon footprint reduction, and other environmental efficiencies where appropriate.

Any changes in service options due to advances in innovation in the waste treatment technologies available will be agreed via the Change Control process in conjunction with the Client.

Training

The Contractor may provide training, if required, direct to the Client and offer different training methods / platforms i.e., online training / interactive training.

Invoicing and Payment Terms

The Authority will raise one order on an annual basis to be invoiced monthly in arrears.

The Contractor will provide a monthly invoice and backing schedule/data (including availability of Part E's). Backing data will be in a format which is acceptable and can be manipulated.

Invoices must be clearly marked with the current purchase order number together with the name, area, location, and cost of the service being provided. All invoices must be accurate and quote the current price per tonne, transport costs and be submitted as detailed in the Contract. The Authority must only receive one invoice per monthly service. All individual sites listed under the Authority must be included on a single invoice including any sites subsequently added to the contract.

Where Sub-Contracting arrangements exist, the Contractor must arrange for all charges to be coordinated with the

Any missed charges, from previous months, can only be invoiced up to 90 days from when the original invoice period. Anything over 90 days will not be chargeable.

Terms and Conditions

Bidders should be aware any contracts arising from this procurement process shall be subject to the NHS Conditions for the Provision of Services with Maintenance Schedule. A copy can be obtained from:

[NHS Terms and Conditions with Maintenance Schedule Aug 2022.pdf](#)