

Environmental Information Regulations – Response - 27176

Under the Freedom of Information Act, I would like to request the following information regarding paper and cardboard recycling in your borough:

NB This response relates to the paper and card included in recycling which is collected by district and borough councils from municipal household bins.

1. What are the contractual performance KPI's for this contract?

As the contract covers a mixture of comingled materials, there are no KPIs specific to paper and cardboard recycling. The performance management framework includes a requirement to recycle 90% (monthly) or 95% (annually) of the recyclable and marketable component of input materials.

2. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

1 successful and 0 unsuccessful suppliers applied for inclusion on Suffolk County Council's 'Agreement Sorting and Marketing of Mixed Dry Recyclate' contract. This contract includes the sorting and onward marketing for kerbside collected paper and card.

3. Who is the current supplier?

Biffa

4. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date?

Please note that this spend fluctuates significantly due to the variations in material values from year to year. Figures below are the net of the cost of sorting materials, minus the share of material value returned to Suffolk County Council.

Year	Spend on contract CD0842/2
2019/20	£2,329,406.84
2020/21	£2,050,668.79
2021/22	-£157,414.08
2022/23	-£2,485,075.80
2023/24	£567,880.89
2024/25	£508,066.63
2025/26	£919,632.65

5. Are there any processing facilities or MRFs utilised within the contract if so what the names and addresses?

Yes. Masons MRF, Stowmarket Road, Great Blakenham, Ipswich, Suffolk, IP6 0JX

6. *How is your fibre processed (baled or loose)?*

Baled

7. *Where is the end destination of the fibre?*

Data for the last complete year (2024/25) is available at [Where recycling goes - Suffolk Recycling](#)

8. *What is your current collection method (dual stream, single source, kerbside sort or comingled)*

Collections are the responsibility of the district and borough councils in Suffolk. The current collection method they use is comingled. New recycling collections are planned to start from June 2026 with paper and card separate from other recyclables [What can I put in my recycling bin? - Suffolk Recycling](#)

9. *What tonnage per year do you produce by fibre grade?*

Data for the last complete year (2024/25) is available at [Where recycling goes - Suffolk Recycling](#)

10. *Start date & duration of framework/contract?*

16 May 2019 – 31 March 2029

Contracts and grants register [Contracts and orders over £5,000 - Suffolk County Council](#)

11. *Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?*

See attached specification for contract starting 16 May 2019.

12. *Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?*

The impacts of Simpler Recycling resulted in a variation of this contract in November 2025, extending the contract's expiry to 31/03/2039.

13. *Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?*

Contract has been extended to 31 March 2039.

14. *Who is the senior officer (outside of procurement) responsible for this contract?*

Waste Contracts Manager.

15. *Are there any plans to change the existing service?*

See answer to 8 above.

SCHEDULE 1 - Service Specification

THE PROCESSING AND RECYCLING OF RECOVERED MATERIALS

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1. Preface

- 1.1. The county of Suffolk is a two-tier area with seven district and borough councils as Waste Collection Authorities and Suffolk County Council as the Waste Disposal Authority. All eight councils work closely together as the Suffolk Waste Partnership.
- 1.2. The Agreement will be directly between the successful Contractor and Suffolk County Council, who will be acting on behalf of the Suffolk Waste Partnership.
- 1.3. Whilst not a member of the Suffolk Waste Partnership, Suffolk County Council will also be acting on behalf of Braintree District Council. The inclusion of Braintree District Council is governed through an Inter Authority Agreement between Suffolk County Council and Braintree District Council, and is subject to the requirements of either Scenarios 2 and 4 in the Payment Schedule (Schedule 3).
- 1.4. Any reference in this Specification to Suffolk County Council should therefore be considered a requirement on behalf of all 8 Suffolk Waste Partnership member authorities as set out in 2.3 and Braintree District Council (subject to clause 1.3).
- 1.5. The information provided in this document is provided in good faith by Suffolk County Council.

2. Introduction to Suffolk

- 2.1. This section provides a profile of Suffolk and sets out the context in which waste is managed within the county. The management of Suffolk's waste features in Suffolk's Community Strategy. It is also an important part of the Suffolk councils' work to make Suffolk the Greenest County. Within all the councils of Suffolk, waste management features high in the priorities of corporate plans.
- 2.2. The Suffolk Waste Partnership (SWP) is a strategic partnership of the county, district and borough councils, which works together to continuously improve waste management services throughout Suffolk in accordance with the waste hierarchy. The Suffolk Waste Partnership created its original Joint Municipal Waste Management Strategy in 2003. This strategy is updated periodically to take into account changes in national and European legislation, alterations to local services and improvements to our performance.
- 2.3. The members of the Suffolk Waste Partnership are:
 - 2.3.1. Babergh District Council
 - 2.3.2. Forest Heath District Council
 - 2.3.3. Ipswich Borough Council
 - 2.3.4. Mid Suffolk District Council
 - 2.3.5. St Edmundsbury Borough Council
 - 2.3.6. Suffolk Coastal District Council
 - 2.3.7. Suffolk County Council
 - 2.3.8. Waveney District Council
- 2.4. At the time of writing the Suffolk Waste Partnership is chaired by Cllr David Bowman of Forest Heath District Council with Cllr Paul West of Suffolk County Council as Vice Chair. The Partnership is structured, administered and operated by Member and Officer Representatives of the above organisations.
- 2.5. The seven Waste Collection Authorities currently operate as four groupings with regard to waste operations. Specifically, these working partnerships are Mid Suffolk & Babergh, Forest Heath & St Edmundsbury, Suffolk Coastal & Waveney and Ipswich.
- 2.6. We put you on notice that in May 2019 changes will be made to the structure of the councils. Suffolk Coastal District Council will be merged with Waveney District Council to form a single council to be known as East Suffolk Council. All rights and obligations under the Agreement will be transferred to East Suffolk Council by way of novation/assignment. The successful bidder shall agree to sign such documents and do such things as may be reasonably required for the purpose of giving full effect to such novation/assignment
- 2.7. We put you on notice that in April 2019 changes will be made to the structure of the councils. St Edmundsbury Borough Council will be merged with Forest Heath District Council to form a single council to be known as West Suffolk Council. All rights and obligations under the Agreement will be transferred to West Suffolk Council by way of novation/assignment. The successful bidder shall agree to sign such documents and do such things as may be reasonably required for the purpose of giving full effect to such novation/assignment.
- 2.8. Suffolk County Council is leading the procurement exercise for this processing, marketing and recycling Agreement with input from all seven Suffolk Waste Collection Authorities and Braintree District Council (subject to clause 1.3).

- 2.9. Suffolk currently recycles and composts approximately 50% of household waste collected within the County.
- 2.10. Suffolk County Council is aware that HM Government is currently developing a new Resources and Waste Strategy which is expected to be published before 31 December 2018. The contents of this Strategy may include new policies, regulations or drivers with implications for the collection of mixed dry recyclables from the kerbside. Bidders to this procurement should commit to working with Suffolk County Council in the adherence of this Strategy once published. We wish to discuss the implications of this strategy on the Agreement during the negotiation phase and prior to service commencement.
- 2.11. We put you on notice that Suffolk County Council is also developing a separate procurement for the Management, Operation and Maintenance of Suffolk's Recycling Centres. At the time of writing, Suffolk County Council estimates this separate procurement will commence during June 2018.

3. Overview of the Requirement

- 3.1. Suffolk County Council is looking to appoint a Contractor to receive, process and market recyclable materials collected from the kerbside by Suffolk's seven Waste Collection Authorities and Braintree District Council (subject to clause 1.3). This can be achieved either through the direct provision of a Materials Recovery Facility (or similar processing facility) or through a brokered arrangement.
- 3.2. The contracted arrangements do not need to be located in Suffolk but the overall financial costs will be considered when evaluating bids.
- 3.3. The fundamental objective of this Agreement is to receive recyclate from direct deliveries and from other local reception points. This material will require sorting, segregation and processing in an environmentally, economically, socially sustainable and safe manner. It will also require marketing to recover best value from the delivered materials. The successful solution is intended to enable Suffolk County Council to maximise the range of materials householders can put in their kerbside recycling containers as part of an Alternate Weekly Collection system, minimise the amount of non-target materials in kerbside collections, maximise the extraction of target materials and maximise the recovered value of the collected recyclate.
- 3.4. The aims of this Agreement are to:
- 3.4.1. Procure a contract which will deliver Best Value to Suffolk County Council.
 - 3.4.2. Provide plant, staff, equipment including a weighbridge and other resources to deliver the services.
 - 3.4.3. Transfer and haul recyclate, depending on the location of the processing facility. See section 6 for further details.
 - 3.4.4. Receive comingled recyclate from municipal waste collections.
 - 3.4.5. Minimise the cost of the services.
 - 3.4.6. Minimise carbon emissions and the environmental impact resulting from the operation of the transfer services.
 - 3.4.7. Provide contingency arrangements for planned and unplanned events that may impact on the delivery of the services.
 - 3.4.8. Provide educational support to promote good quality recycling and minimise contamination, in collaboration with Suffolk County Council and other contracted education providers.

- 3.4.9. Ensure all materials delivered to the processing facility which are capable of being recycled are recycled.
- 3.4.10. Maximise municipal waste recycling in Suffolk and Braintree (subject to clause 1.3).
- 3.5. The Agreement will commence on 16th May 2019 and will end on 31st March 2029.

4. Description of Service

4.1. The Services shall include:

- 4.1.1. The direct reception of municipal collection vehicles of co-mingled recyclate from Suffolk Waste Collection Authorities (primarily Babergh DC, Mid Suffolk DC and Ipswich BC) for treatment or onward transfer, and reception of bulked deliveries of co-mingled recyclate from other Suffolk local authorities and Braintree District Council (subject to clause 1.3).
- 4.1.2. Transfer and haulage of recyclate (depending on the location of the processing facility). See Section 6.
- 4.1.3. The sorting and processing of the recyclate.
- 4.1.4. The sale of recovered recyclable material to secure the most economically advantageous prices.
- 4.1.5. All onward transport of recovered material from the Contractors processing facility(s).
- 4.1.6. Disposal of residues.

4.2. Partnership Working:

- 4.2.1. The Contractor and Suffolk County Council will adopt and thereafter comply with a philosophy of partnership working between themselves, authorised contractors and other Stakeholders to achieve the Services and the Performance Standards.
- 4.2.2. In furtherance of these aims, the Contractor and Suffolk County Council will co-operate closely in all matters of mutual interest relevant to the Services. This will include projects undertaken in partnership between Suffolk County Council and other parties, as well as in partnership with the Contractor.
- 4.2.3. The Contractor will provide access for the Supervising Officer during the Opening Hours and any other hours as reasonably agreed between the Parties to any Site or Reception point receiving, storing, processing or treating Recyclate.

4.3. Geographical Scope of the Agreement:

- 4.3.1. The Contractor will provide the Services for Recyclate primarily arising within the administrative boundary of Suffolk County Council (SCC) (or its successor authorities) and Braintree District Council (subject to clause 1.3) but may include recyclate from other local authorities in the region and third parties by agreement with the Contractor.
- 4.3.2. The Contractor will provide the Services in order that it accords, as far as practicable, with Suffolk's Joint Municipal Waste Management Strategy for Suffolk to be self-sufficient by managing and disposing of Waste generated in Suffolk.

4.4. Recyclate Quantity and Composition:

- 4.4.1. The Contractor will accept and manage all Recyclate delivered during the term

of the Agreement. Suffolk County Council will work with the Contractor to project the quantities of Recyclate collected and delivered.

- 4.4.2. Suffolk County Council will work with the Contractor in making all assessments of possible future trends in recyclate composition.
- 4.4.3. The Contractor will make allowances for future changes in recyclate arisings and composition and will incorporate these factors into the Service.
- 4.4.4. This Agreement includes no guaranteed minimum tonnages and Suffolk County Council accepts no responsibility for any changes to future tonnage profiles.
- 4.4.5. Suffolk County Council and Braintree County Council guarantees exclusivity to the Contractor for all comingled recyclate collected at the kerbside for the duration of this Agreement.
- 4.4.6. Table 1 indicates the estimated tonnage collected by Suffolk WCAs and delivered from each source/location.

Table 1: Estimates for Each Site

Source/Location	Authority	Annual Tonnage	Comments
Lowestoft TF Station, NR33 7NF	Waveney DC	9,300	
Foxhall TF Station, IP10 0HT	Suffolk Coastal DC	9,500	
Red Lodge TF Station, IP28 8LD	Forest Heath DC & St Edmundsbury BC	9,100	These Transfer Stations (TF) may be replaced or supported by a further facility near Bury St Edmunds est from early 2020
Haverhill TF Station, CB9 8QP	St Edmundsbury BC	2,800	
Cordons Farm TF Station, CM77 8DL	Braintree DC	10,400	
Central Suffolk Collection Authorities direct delivery	Ipswich BC	9,300	For these authorities' bidders will need to provide either a central Suffolk reception point or provide transfer arrangements in central Suffolk.
	Mid Suffolk DC	6,900	
	Babergh DC	6,700	The boundary within which the tipping point must be located is set out in Section 6 – Map 1.

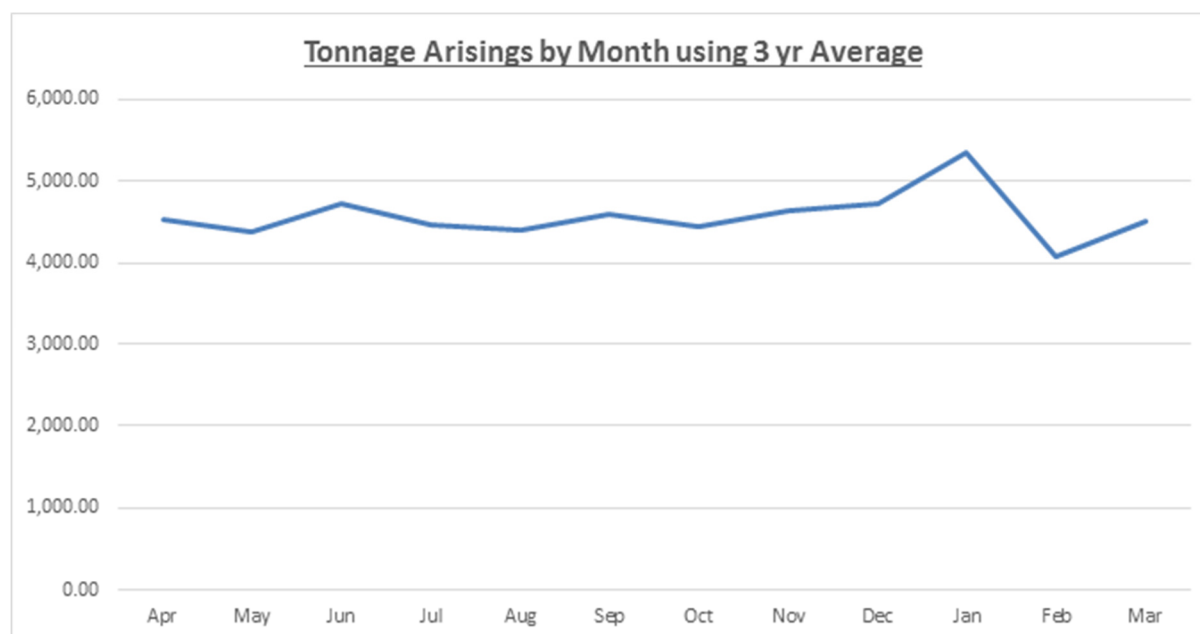
- 4.4.7. The figures listed are based on previous performance (2017/18 financial year). Any variation will be accepted without adjustment to the Agreement, unless arising from 3rd party inputs and by agreement between the parties.

4.5. Table 2 provides details of the historical composition of materials based on 2017/18 deliveries and Table 3 provides details of month by month arisings (tonnes per month). Whilst these figures are accurate from 2017/18 they should not be seen as a guarantee of any future composition:

Table 2 - Historic Material Recovery Rates (not including Braintree DC)

Material	Total Tonnes	% of Input	Comments
Paper - News and Pams	13,998	26.1%	
Paper - Mixed No 7	14,080	26.3%	
Card	6,304	11.8%	Includes grey and brown card
Tetrapak	389	0.7%	
Plastic Bottles	4,290	8.0%	
Plastic Pots/Tubs/Trays	2,132	4.0%	
Other Plastic (non-target)	2,964	5.5%	Hard plastic and plastic bags
Aluminium	909	1.7%	Incl empty aerosols
Steel	2,298	4.3%	Incl empty aerosols
Waste	6,235	11.6%	Includes fines (under 40mm) plus contaminant materials
Total	53,600	100.0%	

Table 3 Monthly arising profile (not including Braintree DC)



5. Statement of Requirements

5.1. Delivery and Acceptance of Recyclate:

5.1.1. The Contractor will receive direct delivered Recyclate from the Waste Collection Authorities of Ipswich Borough Council, Babergh District Council and Mid Suffolk District Council or provide alternative transfer and haul arrangements. See section 6 for further clarity.

5.1.2. The Contractor will accept material in bulk from a minimum of four other transfer

stations across Suffolk and Braintree. For the avoidance of any confusion, these transfer stations will be owned by Suffolk County Council, Braintree District Council or commercial providers. Neither the operation of these transfer station nor the haulage of any recyclate from these transfer station to the Contractors processing facility is included in this procurement or will be included in any subsequent contract. See Table 1.

- 5.1.3. Suffolk County Council will expect the Contractor to have accepted a load as a good and proper delivery when a load has been weighed in at the weighbridge and it has passed the contractors acceptance procedures. At that point in time the responsibility and ownership of the waste would then pass to the contractor. The Contractor should specify what the inspection and checking procedures and acceptance criteria would be and what action you would take if a load failed the acceptance criteria or was not suitable for the Contractors treatment process.
 - 5.1.4. Access to the reception point for deliveries will be, but not limited to, 08.00hrs to 18.00hrs on weekdays, Saturday and Bank Holidays (except Christmas Day, Boxing Day and New Years Day). Adjustments to these hours may be required due to bank holidays and weather. If any changes are required, the contractor will be expected to make any amendments required to existing permissions and permits.
 - 5.1.5. The Contractor will accept Recyclate outside the Opening Hours where requested by Suffolk County Council provided that such requests are consistent with all Permissions, Permits and Consents. Suffolk County Council shall under normal circumstances provide at least 10 working days' notice of the requirement for the delivery of Recyclate outside of the Opening Hours.
 - 5.1.6. The following operational criteria will apply to the reception of material at the Reception Point:
 - 5.1.6.1. Provide access from the highway by means of a metalled or properly consolidated road surface capable of supporting delivery vehicles e.g. HGVs and free of potholes and other defects likely to cause damage or undue wear and tear to delivery vehicles.
 - 5.1.6.2. The site will be able to receive the full complement of municipal vehicles ranging from bulk vehicles and RCVs to cleansing trucks and vans.
 - 5.1.6.3. Provide and maintain a dedicated tipping area enabling material delivered by Suffolk County Council to be received and stored.
 - 5.1.7. Provide handling and storage arrangements that minimise the risk of damage, deterioration and loss of value to the delivered recyclate.
- 5.2. Sampling of Delivered Recyclate:
- 5.2.1. The Contractor will sample collected Recyclate in adherence with the MRF Code of Practice. Results of the sampling will then be reported to Suffolk County Council.
 - 5.2.2. Further sampling will be carried out in support of operational efficiency and educational/communicative activities as stipulated by Suffolk County Council. The contractor will be required to co-operate with all reasonable sampling requirements of Suffolk County Council to improve the capture and quality of the collected Recyclate. This could include samples being taken on behalf of the Contractor e.g. at contract and non-contract Transfer Stations, in accordance with any mutually agreed sampling schedule, under direct supervision of the Contractor's representative or direct sampling on site by the Contractor.
 - 5.2.3. The Contractor will take lead responsibility for the ordering of and stock control

of suitable sample bags and associated plastic waste transfer ticket pouches.

5.3. Vehicle Procedures:

5.3.1. Prior to any vehicle being able to tip at the reception point the Waste Collection Authority/Source from which it operates must first register the following details with both Suffolk County Council and the Contractor.

5.3.1.1. Vehicle Type, registration number, Gross Vehicle Weight

5.3.1.2. Period for which the vehicle is to be authorised e.g. hired vehicles

5.3.1.3. Driver identity and round number/ point of origin

5.3.2. Waste Collection Authority notified vehicles will be assumed as authorised by Suffolk County Council, but vehicles arriving without prior notification must be notified to Suffolk County Council by the Contractor and will be set up as an authorised vehicle by both parties.

5.3.3. Otherwise no vehicles will be allowed to discharge on the Suffolk County Council account unless they have first been authorised using this process.

5.3.4. Notification by e-mail will be acceptable for this procedure.

5.3.5. The Contractor will implement a non-authorised vehicle acceptance procedure for each occurrence where Recyclate is delivered to or collected from a Reception Point in a vehicle not previously notified in advance to the Contractor as an Authorised Vehicle or without the correct written or electronic authorisation.

5.3.6. In the event that an unauthorised vehicle arrives at the reception point weighbridge:

5.3.6.1. It should not be allowed to tip and should be asked to park until authorisation is received.

5.3.6.2. The driver should contact the Waste Collection Authority/Transfer Station manager as appropriate and request that the vehicle authorisation process be followed.

5.3.6.3. In the case of a Waste Collection Authority vehicle the details should be picked up by the Contractor's weighbridge staff from the Waste Collection Authority notification e-mail and the vehicle may then discharge the material.

5.3.6.4. In the case of a bulk vehicle used to haul material from transfer stations, the Contractor must await authorisation from Suffolk County Council before the vehicle may discharge waste on the Suffolk County Council's account.

5.4. Weighbridge and Turnaround Times:

5.4.1. The Contractor will use all reasonable endeavours to ensure Authorised Vehicles are able to access the weighbridge promptly to avoid queuing and unnecessary delay. The maximum queue time for any vehicle should be no longer than 20 minutes.

5.4.2. The Contractor will ensure the weighbridge is maintained, stamped and certified in order to provide accurate weights of all vehicle movements.

5.4.3. The weighbridge data to be provided in an electronic format as specified by the Authority in Section 13 of this Specification

5.4.4. The Contractor will provide a printed weighbridge ticket in respect of each load of contract waste received.

5.4.5. Data for the pricing schedule will be based on the weighbridge data of vehicles entering the site.

- 5.4.6. At any reception point located within Suffolk, the turnaround time for the discharge of refuse collection vehicles will not exceed 20 minutes. (This period will be determined as being from point of entry to weighbridge and departure from weighbridge on exiting site.)
- 5.4.7. The Contractor will provide such assistance as is reasonably required to assist the unloading of Recyclate to achieve the required turnaround times set out above.
- 5.4.8. Outbound vehicle movements should be scheduled to avoid peak delivery times for Suffolk County Council contract waste e.g. bulk loads of recycled material.

5.5. Site Maintenance

- 5.5.1. The Contractor will operate, maintain and manage the site(s) in a manner so that Authorised Vehicles can deposit waste without incurring damage. Where damage to delivery and collection vehicles occurs due to poor operation, maintenance or management of the Site, the Contractor shall be liable for the full repair or replacement costs and any associated costs and losses.
- 5.5.2. In the event that poor condition of the Site and/or site equipment adversely affects delivery of the Services as specified, the Contractor shall make good, liaising with the Authority Representative to ensure that the Services are not interrupted.
- 5.5.3. The Contractor will ensure the site(s) are operated and managed by appropriately qualified and experienced staff in accordance with the requirements of service delivery.
- 5.5.4. The Contractor will ensure that all site Equipment is provided and maintained in full working order, and able to fully meet the requirements and manner of service delivery required by this Agreement.

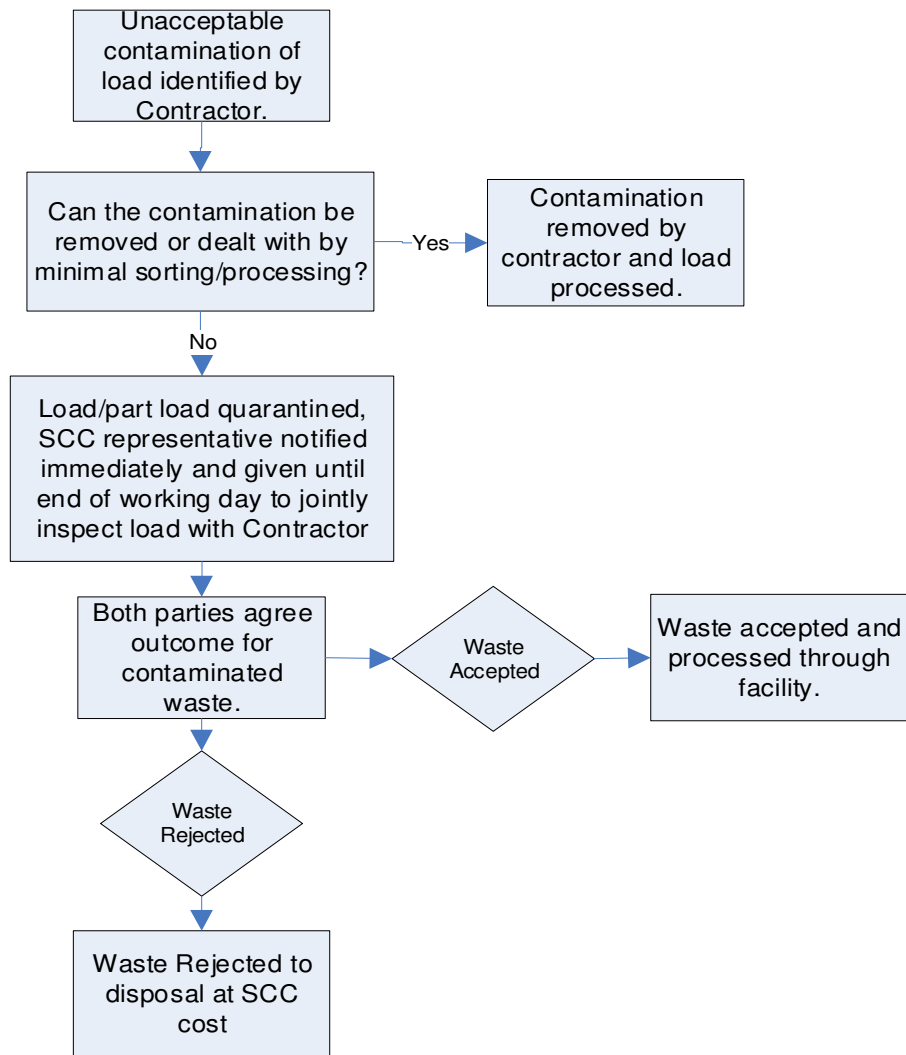
5.6. Licenses

- 5.6.1. The Contractor will be responsible for ensuring all appropriate Licences, Permits, Permissions and Consents are in place for full operation of Services as required (including the amendment/variation/transfer of existing licences, permits, permissions and consents where required).
- 5.6.2. Suffolk County Council reserves the right to ask for copies of all Licences, Permits Permissions and Consents at any point throughout the duration of the Agreement.
- 5.6.3. The Contractor shall inform Suffolk County Council within 5 working days should any processing facility which accepts contract recyclable materials be subject to investigation or enforcement action by statutory authorities for non-compliance with the required Licences, Permits, Permissions and Consents.

5.7. Rejected Waste

- 5.7.1. Disposal of process rejects (e.g. fines and contaminants) is the responsibility of the Contractor and the immediate costs associated with this are also the responsibility of the Contractor.
- 5.7.2. However, it is accepted that, on occasion, there may be delivery of loads which include an unacceptable level of contamination. In this scenario the Contractor may identify that either the entire load, or a part load, may require rejection and disposal without entering the sorting process. Where this scenario occurs, the process set out in table 4 should be followed.
- 5.7.3. Monthly reporting of rejects will be required.

5.7.4. Table 4 Procedure for Rejected Waste



5.7.4.1. In the event that disposal of a rejected load or part load is required the disposal point will be determined when the need arises. The disposal point may be a Suffolk County Council facility at Suffolk County Council's cost, or it may be for the contractor to dispose and recharge Suffolk County Council. This will be determined based on the location of the processing facility and proximity to disposal options. Disposal cost will include haulage to disposal point.

5.7.4.2. In the event that a Suffolk County Council representative is unable to inspect the quarantined load in person the contractor will provide photographic evidence for review.

5.7.5. Suffolk County Council will require the contractor to provide evidence to support any claims for consistently contaminated loads.

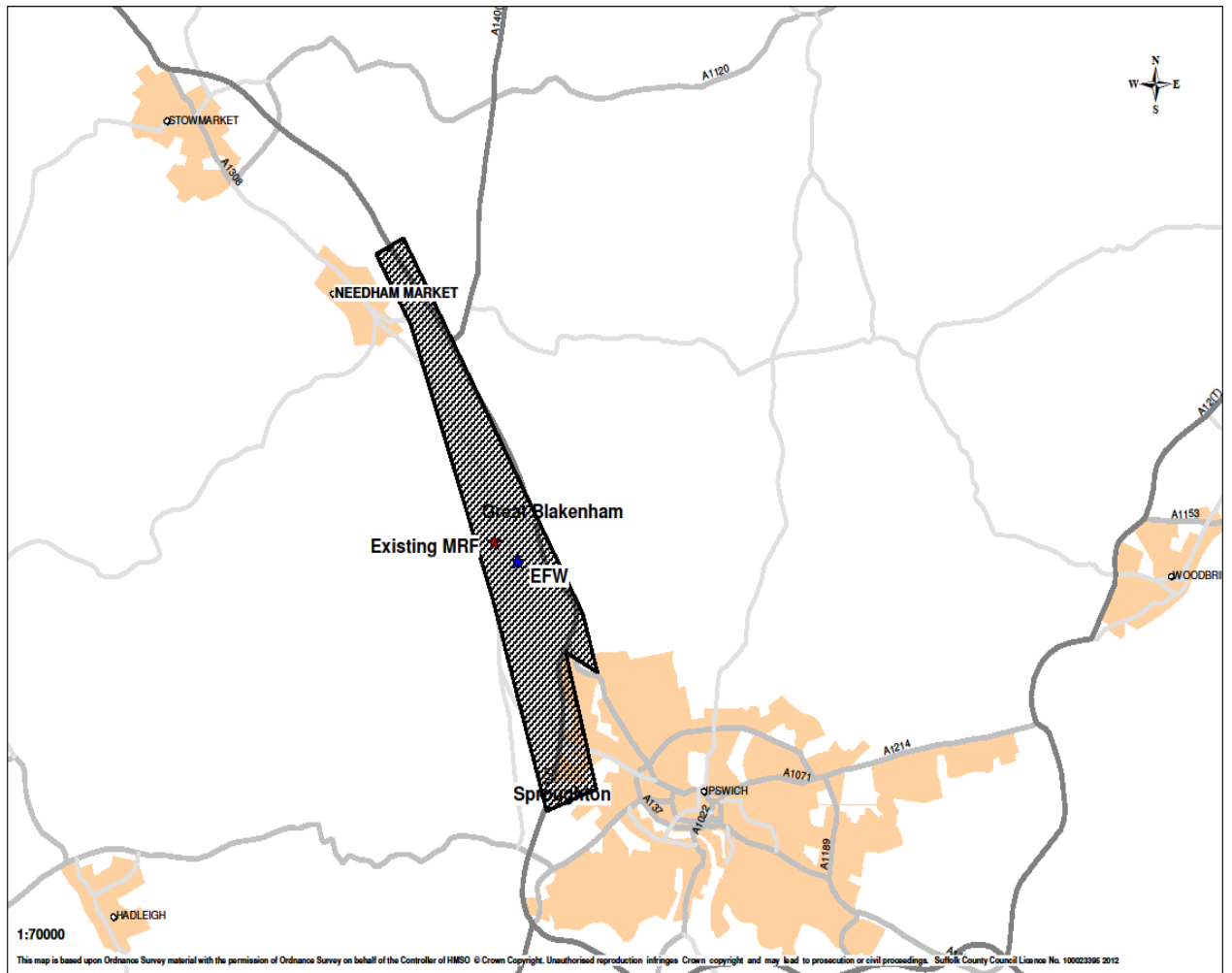
6. Provision and Operation of a reception point in Central Suffolk

6.1. The Waste Collection Authorities of Ipswich, Babergh and Mid Suffolk currently deliver recyclate directly to a MRF at Great Blakenham. Should any bidder propose a

processing facility that is not in a central Suffolk location, as defined by map 1, transfer arrangements will be required which do not increase travel distances for the WCAs. The Contractor is required to make arrangements for access to a suitable reception point as part of this Agreement. Map 1 indicates the required location for the reception point (either a processing facility/MRF or transfer station).

- 6.2. The responsibility, and cost, of providing and managing a reception point in our preferred Central Suffolk location for hauling recyclate to an alternate location lies with bidders. The cost of providing this service should be factored into the Operating Cost element of the financial mechanism as set out in section 4 of the Invitation to Submit Initial Tender.
- 6.3. The successful Contractor will be required to negotiate its own arrangements with any provider of a site for the Reception Point and ensure all required Permits, Permissions and Consents are in place.
- 6.4. Any reception point must be able to ensure that handling and storage arrangements minimize the risk of damage, deterioration and loss of value of recovered material.
- 6.5. Any Central Suffolk reception point will, in conjunction with a minimum of three other reception points, form a network across Suffolk. The other reception points will be owned by Suffolk County Council or commercial providers and will be managed by a range of operators; the provision of which is not part of this tender or subsequent contract.
- 6.6. A central Suffolk reception point would need to be able to accept approximately 23,000 tonnes per annum (based on 2017/18 arisings) this is approximately 90t daily.
- 6.7. As with the overall Agreement, Suffolk County Council gives no guarantee of the annual tonnage of waste arising and contractors must be flexible with regard to increases or decreases.
- 6.8. Accurate weighbridge ticket information must be provided from any site and this will be used for invoicing purposes.
- 6.9. Access from the highway must be by means of a metalled or properly consolidated road surface capable of supporting HGVs so as not to cause damage or undue wear and tear to Authorities' vehicles.
- 6.10. The same contractual terms for vehicle deliveries will apply to any reception point provided, this include the requirement of vehicle turnaround times not to exceed 20 minutes.
- 6.11. Suffolk County Council will have access to site(s) from 08.00hrs to 18.00hrs on weekdays, Saturday and Bank Holidays (except Christmas Day, Boxing Day and New Year's Day).
- 6.12. Acceptance of material by the contractor will be deemed to be at the point of discharge by the Waste Collection Authorities' vehicles.
- 6.13. Any reception point must have space to allow for the examination and sampling of delivered waste.
- 6.14. Any reception point must be available for operation or suitable temporary arrangements provided from 16/05/2019.

Map 1 – Location of Required Delivery Point



7. Processing of Recovered Materials

- 7.1. Suffolk County Council requires the contractor to recover the maximum quantity and quality of recyclable materials from the co-mingled recyclate delivered.
- 7.2. The materials currently publicised and targeted for collection are:
 - 7.2.1. Paper including books
 - 7.2.2. Card
 - 7.2.3. Metals including aerosol cans
 - 7.2.4. Aluminium foil
 - 7.2.5. Plastic bottles
 - 7.2.6. Plastic containers including margarine, yoghurt and meat tray materials.
 - 7.2.7. Waxed type cartons/ Tetra Pak
 - 7.2.8. Metal kitchen pots, pans and trays
- 7.3. Suffolk County Council will consider changes to this materials mix should any specific materials impact on quality, service provision or cost.
- 7.4. At the reception point, the Contractor will accept and process the materials listed above, separate these into marketable commodities for reprocessing to a quality acceptable by final reprocessors. Table 2 provides details of the historical composition of materials based on 2017/18 outputs.
- 7.5. The Contractor will process the material or, in the event of planned closure, give Suffolk County Council at least 2 months' notice of the location of alternative processing facilities to be used. In the event of unforeseen circumstances e.g. fire, mechanical failure, labour relations, the contractor will invoke the Contingency or Business Continuity Plan presented to the Supervising Officer and notify the Supervising Officer of such action within 2 hours of the event.
- 7.6. The Contractor will maximise recovery rates of recyclable material and in any event recycle 95% of the recyclable and marketable (material for which there is an end market) component of input materials delivered by Suffolk County Council in any twelve-month period and no less than 90% in any one calendar month.
- 7.7. The Contractor will work with Suffolk County Council to maximise recovery of materials and minimise levels of waste from the separation process. This will include but is not limited to joint communication, research and the sharing of resources.
- 7.8. The Contractor will transfer the residual waste resultant from the separation process to Suffolk's Energy from Waste Plant where practicable or other disposal point as agreed with the Supervising Officer. Please see financial mechanism for further explanation.

8. Education

- 8.1. Suffolk County Council will require the Contractor to engage and support educational campaigns to promote resident engagement, participation and understanding of our kerbside recycling scheme.
- 8.2. Educational campaigns as outlined above are not something that Suffolk County Council nor the Contractor can achieve in isolation. The SWP therefore proposes the creation of a joint Communications Fund into which both parties pay a minimum of £0.5 (50p) per tonne of SWP Waste delivered.

- 8.3. Any joint communications fund created will be a) based on the tonnage delivered by Suffolk's 7 WCAs only and b) spent within the County of Suffolk. Braintree District Council will neither pay in to or receive payments from this fund.
- 8.4. Suffolk County Council requires the Contractor to provide, resource and maintain education provision for Suffolk and Braintree residents, local authority bodies, schools, community groups etc.
- 8.5. Suffolk County Council also welcomes further education initiatives suggested by the Contractor which show innovation and have the potential to continually improve waste education and provision throughout the duration of the Agreement.

9. Marketing and Sale of Recovered Material

- 9.1. Suffolk County Council recognises that material values are a significant element contributing to the affordability of recovery schemes. It is also recognised that effective sorting to create good quality product can lead to higher values. The contractor will achieve the best value and quality from receipt to sale of material.
- 9.2. Suffolk County Council will require marketing of paper products, plastics and metals in addition to any other materials identified as recoverable (e.g. textiles, books). The Contractor will:
 - 9.2.1. Provide accurate reporting of established and reliable arrangements for reprocessing of each material stream.
 - 9.2.2. Provide accurate reporting of the final destination(s) for each type of material.
 - 9.2.3. Provide assurance of how the required level of performance will be achieved on this Agreement and evidence of continuous improvement in reducing cost and maximising income throughout the term of the Agreement .
 - 9.2.4. Provide accurate reporting of on-going materials values, both individually and as a composite price.
 - 9.2.5. Details of the processors, manufacturers and all end destinations used on a monthly basis.
 - 9.2.6. Prepare, maintain and implement an annual marketing plan which sets out the Contractor's policies and strategies with regard to the marketing and sale of materials.

10. Contract Mobilisation

- 10.1. The Contractor will have all facilities, systems, staff, equipment and all other arrangements in place by 16th May 2019 to receive loads delivered by Suffolk County Council, commencing on the same date.
- 10.2. The Contractor will outline the key milestones and activities that will be undertaken prior to the 16th May 2019. This should include details of the key roles that would be undertaken and the roles you will require Suffolk County Council to undertake.
- 10.3. The Contractor shall ensure that it has sufficient suitably skilled, experienced and qualified staff in place to provide the Services and shall comply with its obligations pursuant to TUPE in respect of any persons who transfer to the Contractor pursuant to TUPE.
- 10.4. The Contractor will participate with Suffolk Waste Partnership and Braintree

District Council (subject to clause 1.3) representatives in meetings and consequent actions leading up to the date of commencement of the Agreement, as required.

11. Additional Requirements:

- 11.1. In addition to the above core requirements, the Contractor shall:-
 - 11.1.1. Manage the reception point in a manner which avoids nuisance to the general public and neighbouring properties.
 - 11.1.2. Provide the Services in a manner which will minimise environmental impact.
 - 11.1.3. Measure, monitor and report the carbon impact of delivering Services.
 - 11.1.4. Set targets to reduce the carbon impact of delivering the Services.
 - 11.1.5. Comply with all relevant Legislation, Consents and Planning Permissions.
 - 11.1.6. Comply with all Site-specific Planning Permissions and Environmental Permits.

12. Contingency Planning

- 12.1. The Contractor shall provide details of contingency arrangements for the following scenarios:
 - 12.1.1. Complete unavailability of reception point.
 - 12.1.2. Inability to process waste.
 - 12.1.3. Weighbridge breakdown.
 - 12.1.4. Staff shortage/unavailability.
 - 12.1.5. Waste Collection Authority overweight vehicles.
 - 12.1.6. Extreme weather events.
 - 12.1.7. Waste Collection Authority vehicle breakdown on site.
 - 12.1.8. Declining or failing end markets.
 - 12.1.9. IT failure.
- 12.2. In the event of any unforeseen circumstances e.g. fire, mechanical failure, labour relations issues, the Contractor will invoke the Contingency or Business Continuity Plan presented to the Supervising Officer and notify the Supervising Officer of such action within 2 hours of the event and of the alternative arrangements put in place for receipt of material. The Contractor will produce and agree an emergency call-out procedure and will submit it to Suffolk County Council.

13. Contract Administration

- 13.1. The Contractor will provide a printed weighbridge ticket to the driver on receipt of each load delivered.
- 13.2. The Contractor will provide reporting of all weighbridge ticket data (to prove Duty of Care), on a weekly or monthly basis as requested, in an Excel file listing the following:
 - 13.2.1. Contract Name
 - 13.2.2. Date of weighbridge ticket

- 13.2.3. Time In
- 13.2.4. Time Out
- 13.2.5. Vehicle Reg
- 13.2.6. Weighbridge ticket number
- 13.2.7. Waste type/EWC Code
- 13.2.8. Source/Waste Collection Authority Name
- 13.2.9. Destination
- 13.2.10. Weight In
- 13.2.11. Weight Out
- 13.2.12. Net Weight
- 13.2.13. WCA Collection Round Number
- 13.3. Provide invoicing to Suffolk County Council for the preceding month's billing no later than the 10th of the month.
- 13.4. Billing will not be processed without the supporting weighbridge ticket data set out above.
- 13.5. Open book accounting will be required to support the financial mechanisms of this Agreement, specifically in relation to the quarterly price review mechanism and materials incomes.
- 13.6. In addition, a Monthly/Quarterly Report shall be provided by the Contractor including, but not limited to, performance of the following key factors.
 - 13.6.1. Material delivered by Waste Collection Authority
 - 13.6.2. Records of rejects and contamination associated with Waste Collection Authority delivered waste
 - 13.6.3. Quality, quantity and end uses/customers for output material
 - 13.6.4. Key plant performance
 - 13.6.5. Performance monitoring data
 - 13.6.6. Records of compliments, complaints and remedial actions
 - 13.6.7. Number of tours and visitors to the plant
 - 13.6.8. Details of all Performance Standard Failures
 - 13.6.9. Any Environment Agency communications or activity in respect of the reception point
 - 13.6.10. Average Authorised Vehicle turnaround times
 - 13.6.11. Any site maintenance planned or carried out
 - 13.6.12. Details of any health and safety near misses, incidents, accidents and RIDDOR notifiable incidents
 - 13.6.13. Records of plant/operational downtime, reactive maintenance and pre-planned maintenance programmes
- 13.7. The Contractor will provide ad hoc reporting on contractual or reception point issues as may be occasionally requested by Suffolk County Council.
- 13.8. Notwithstanding the required information outlined above, the Contractor will maintain its obligations, and give the Suffolk County Council access to any reports

relating to the following or equivalent externally verified standards:

- 13.8.1. ISO 9001 Quality Management standard
- 13.8.2. ISO 14001 Environmental Management standard
- 13.8.3. ISO 18001 Occupational Health and Safety Management Systems
- 13.8.4. ISO 50001 Energy Management standard
- 13.9. Before the Commencement Date, the Contractor shall notify the Supervising Officer of the name and address and telephone number of the Contract Manager and its duly authorised representatives and shall notify the Supervising Officer forthwith of any changes in respect of such employees.
- 13.10. The Contractor will arrange and attend monthly Liaison Meetings with the Supervising Officer. Representatives from Suffolk County Council and the Contractor will attend all meetings as requested at which the operation of the Services will be the reason for the meeting. The Contractor will provide a Services Report to each Monthly Liaison Meeting.
- 13.11. The Contractor will arrange and attend quarterly Strategic Liaison Meetings. Appropriate representatives from Suffolk County Council and the Contractor will attend all meetings at which the strategic issues relating to the Services will be the reason for the meeting. The Contractor will provide a Services Report to each Strategic Liaison Meeting
- 13.12. The Contractor will submit to the Contract Management Authority, for consideration at the first quarterly Strategic meeting following the year end, an Annual Services Report on the performance and delivery of the Services for the previous Contract Year.
- 13.13. The Contractor will ensure that the Annual Services Report includes all relevant information required to support the SWP and Braintree District Council (subject to clause 1.3) Requirements.
- 13.14. The Contractor will comply with requests for information, data or other assistance to enable Suffolk County Council to meet their requirements and performance standards including those relating to Suffolk County Council's waste operations. The work involved shall use information that is readily available to the Contractor and will be provided within 10 (ten) Business Days of receiving the request.
- 13.15. Make the Reception point available for site visits from Suffolk County Council – both from an educational point of view and also for inspections.
- 13.16. Provide the systems to deliver high quality Services.
- 13.17. Where the Contract Manager is due to be absent for more than five consecutive working days, the Contractor shall inform Suffolk County Council of the name and contact details of and appropriate alternative contact.
- 13.18. On or before the Commencement Date the Contractor shall notify Suffolk County Council in writing of the name and contact details of the site manager or other appropriate personnel for the Contractors premises and shall notify the Council when these details change from time to time.

14. Implementation Requirements

- 14.1. The Contractor shall ensure that the reception point can accept and process delivered recyclate and is ready for full service commencement.
- 14.2. The Contractor shall ensure all relevant Consents and Permits are in place in

time to lawfully allow for full service delivery to commence on the Commencement Date.

- 14.3. The Contractor shall ensure that the transfer of any staff from current contractors is managed in a sensitive and structured manner and in compliance with all relevant legislation and best industry standards.
- 14.4. The Contractor shall provide all staff and equipment to deliver the Services.
- 14.5. The Contractor shall provide all machinery and equipment required to receive, handle and process the recycle.
- 14.6. The Contractor shall adhere to the requirements of the Method Statement for Implementation.

15. Exit Requirements

- 15.1. The Contractor shall provide information to Suffolk County Council relating to Transfer of Undertakings and Protection of Employment (TUPE) to allow the re-tendering of the Agreement at the end of the contract term.

16. Working Practices

- 16.1. The Contractor shall collaborate fully with all key stakeholders encountered in the delivery of the Services and shall work in a progressive, responsive and proactive manner to establish healthy working relationships.
- 16.2. In particular, the Contractor shall seek active and open partnerships with the Waste Collection Authorities.
- 16.3. The Contractor shall co-operate with both Suffolk County Council and respond to any queries relating to the service within 10 working days.
- 16.4. The Contractor and any key subcontractors, shall establish links with the local community and will actively engage with local community groups to ensure they establish a reputation as a good neighbour bringing benefits to the community
- 16.5. The Contractor shall treat staff with respect in keeping with best industry practice.
- 16.6. The Contractor shall provide the Services in accordance with best industry practice in the management of health and safety and ensure that any sub-contractors comply with best industry practice in the management of health and safety.
- 16.7. The Contractor shall provide the Services in accordance with best industry practice in environmental management and ensure that any sub-contractors comply with best industry practice in environmental management.
- 16.8. The Contractor shall manage any sub-contractors engaged to support the delivery of services in the manner of a collaborative partnership.
- 16.9. The Contractor shall carry out all activities in delivery of the Services in accordance with the principles of Best Value and will seek to drive out savings in performance and service delivery throughout the life of the Agreement.
- 16.10. The Contractor will self-monitor and report in line with the Performance Framework
- 16.11. Suffolk County Council will carry out inspections and audits of the Reception point at a frequency to be determined following the award of contract.

- 16.12. Upon receipt of a complaint, from a member of the public, Suffolk County Council or another interested party, the Contractor will record the details of the complaint, report the complaint to the Authority Representative within 24 hours, and respond to the complaint with 1 week.

17. The Role of the Suffolk Waste Partnership

- 17.1. Suffolk County Council, other members of the Suffolk Waste Partnership and Braintree District Council (subject to clause 1.3) will:
- 17.1.1. Comply with the Contractors site rules when visiting the reception point.
 - 17.1.2. Investigate issues raised by you in respect of our vehicles and officers, and our contractor's vehicles and officers, at the Contractor's reception point.
 - 17.1.3. Work in partnership with you to resolve any other issues that may arise.
 - 17.1.4. Pay invoices in line with the terms and conditions and not unreasonably withhold payment.

18. Local Social Value

- 18.1. The Public Services (Social Value) Act 2012 requires all contracting authorities to consider how to improve the economic, social and environmental well-being of the area they serve. In awarding this Agreement, we will consider such factors as are relevant and proportionate to the subject matter of this procurement and the need to comply with its obligations in respect of the Act.
- 18.2. As such, the generation of local opportunities is important to Suffolk County Council and the Contractor must be able to demonstrate the provision of or support for the following in Suffolk:
- 18.2.1. Local employment
 - 18.2.2. Social and Environmental activities and programmes
 - 18.2.3. Apprenticeships and opportunities for young people
 - 18.2.4. Internships
 - 18.2.5. Graduate recruitment
 - 18.2.6. Work experience opportunities with local schools, colleges and universities

19. Communications

- 19.1. The Parties will work together to agree joint press releases as necessary.
- 19.2. The Contractor, its employees, Sub-Contractors or agents will not communicate with representatives of the press, television, radio or other communications media on any matter concerning the Agreement without prior consultation with and agreement of Suffolk County Council. The Parties will agree on the scope, content and form that any communication will take.
- 19.3. The Contractor will, on the reasonable prior request of Suffolk County Council, provide sufficient information for Suffolk County Council to communicate with representatives of the press, television, radio or other communications media on any matters concerning the Agreement.

