

Herefordshire Council

CLINICAL WASTE & SHARPS COLLECTION & DISPOSAL

Tender Service Specification

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1 Overview

This contract provides for a competent supplier to remove and dispose (off-site) of the clinical and washroom waste, including sharps, within Herefordshire Council establishments using the containers supplied by the supplier. The Supplier shall be responsible for:

1. Ensuring the safe collection, treatment and environmentally sound disposal of Clinical and Washroom Waste
2. Supplying a sufficient quantity of the appropriate containers
3. Ensuring that all containers (and related machinery) owned by the Supplier is fully and adequately maintained and is fit for purpose
4. Compliance with any and all legislative requirements.

The sites pertaining to each service are listed in *Information Document 1- Site Lists*.

Clinical waste is defined in the Controlled Waste Regulations 1992. Clinical waste includes any waste that consists wholly or partly of:

- Syringes, needles or other sharp instruments which, unless rendered safe, may prove hazardous to any person coming into contact with it
- Drugs or other pharmaceutical products
- Swabs or dressings
- Human or animal tissue
- Blood or bodily fluids
- Any other waste arising from medical, dental, pharmaceutical, or other similar healthcare practices

2 Standards

Where relevant the service will be comply with the following regulations and standards:

- Health and Safety at Work etc. Act 1974 HASWA
- Management of Health & Safety at work Regulations 1999
- The Environment Protection Act 1990 (including Duty of Care Regulations)
- The Controlled Waste (England and Wales) Regulations 2012
- The Hazardous Waste Directive - The Waste (England and Wales) Regulations 2011
- The Carriage of Dangerous Goods Regulations

3 Accreditations

All Service Providers providing Clinical Waste Disposal shall have the required company accreditations, including those from the United Kingdom Accreditation Service (UKAS), and submit them for approval. This should include as a minimum:

Safety accreditation under Safety Schemes in Procurement (SSIP) such as:

- CHAS Service Provider Health & Safety Assessment Scheme
- Construction Line Gold
- Safe Contractor – Certified for recognition of reaching the SafeContractor health and safety standards

4 Competency

All Contractor operatives carrying out and completing clinical waste disposal shall be suitably trained (see EN ISO 9000 series), qualified by knowledge and practical experience of at least one year, provided with necessary instructions and supported within their maintenance organisation to enable the required maintenance operations to be safely carried out.

The clinical waste operative must be capable of identifying and assessing the significance of defects.

5 Health and Safety

General

All Service Providers' site personnel shall have a current DBS Check available for validation.

A Risk Assessment (RA) and Method Statement (MS) shall be submitted for approval by the Service Provider before any works are commenced.

A 'Safe System of Work' shall be provided before any works are started and shall be managed during the service to the requirements of The Construction (Design and Management) Regulations 2015.

All operatives must wear suitable Personal Protective Equipment (PPE) conforming to the correct BSI certification relevant to the task or operation being carried out. Modified, faulty or damaged PPE should not be used under any circumstances.

The Service Provider is responsible for ensuring warning signs are used when erecting and dismantling any equipment used in the delivery of this Service. Warning signs shall also be employed during the execution of delivery of this Service to ensure people are aware that work is in progress.

Covid-19

The service provider will comply with the latest central government and Herefordshire Council requirements for Covid-19 response at all times whilst on Herefordshire Council's sites.

Where work is to be carried out in a care home or similar environment, Service Providers must be able to demonstrate that they comply with the latest Government's Covid-19 legislation.

The registered manager (or those acting on behalf of the registered person) at the property where works are to be carried out will need to satisfy themselves of the identity of the person or persons entering the premises and their proof of vaccination.

6 Waste Management

Any waste materials / equipment must be handled, stored and disposed of responsibly and legally to avoid pollution and comply with appropriate regulations and best practice.

The Service Provider shall be licensed to transfer and dispose of waste and hazardous waste.

The contract will encompass the segregation, recycling, collection, treatment and final disposal of clinical waste such as:

- healthcare waste including
 - infectious clinical waste
 - hazardous waste
 - offensive/hygiene waste
 - dangerous for carriage
- commercial hazardous waste

The successful service provider will provide contract monitoring information to the Herefordshire Council nominated representative to include all waste disposal routes from collection to final disposal, where applicable.

All waste relating to the work must be removed from the property by the contractor and correctly and legally disposed of.

7 Service Administration

Prior to Commencement of Activity

The service provider will send a monthly list of proposed appointment dates for the sites due to Hoople Work Planners Maintenance@hoopleltd.co.uk at least 6 weeks before the first appointment of the month. The service provider will also provide details of any specific rooms or areas access is required to, and any expected disruption to service.

Hoople Work Planners will contact the sites and confirm the appointment back to the service provider with any additional information such as such as building closure, operational requirements, extraneous use, and other building work ongoing or proposed.

The appointment should be no later than the due date and no earlier than one calendar month before the due date.

Work should be carried out during normal working hours 0800 – 1700 unless already agreed within the quote. Any requests from the site for work to be carried out outside the normal working hours of 0800 – 1700 Monday to Friday should be referred to Maintenance@hoopleltd.co.uk for approval. Details of the person making the request will be required.

Appointments cancelled by the provider or the site need to be advised by email to Maintenance@hoopleltd.co.uk and by telephone to the site contact within 24 hours of the cancellation.

On Site and During

All personnel attending site will carry a photo ID with name of the individual and company clearly visible at all times.

All personnel working on site will make themselves known to site staff on arrival and explain the reason for visit. Signing in and emergency procedures for the building / location must be followed. Asbestos survey or management plan must be consulted before starting work.

All Service Providers will comply with the risk assessment and method statement provided at all times.

The successful provider must be contactable

- between 08:00 and 17:30 Monday to Friday (excluding bank holidays) via telephone and email
- via an out of hours service for all other times including Bank Holidays.

Any issues gaining access to the site at the agreed time and date should be reported to Maintenance@hoopleltd.co.uk within 48 hours of the issue. This could include: no one on site, keys not available, room not available, site requests work carried out at another time.

The Service Providers will provide all tools and equipment required to undertake the activity in a safe manner.

On Completion

Any keys, passes, fobs issued for the work must be returned to a Hoople representative at the conclusion of the contract.

The site will be left in a clean and tidy condition and any rubbish removed from the location.

After the activity a typewritten report or service sheet showing the type of testing, service maintenance or examination carried out will be uploaded to the Service Provider's web-based Customer Account portal. **Please note that handwritten reports are not acceptable.**

Said report will include:

- a) Site name
- b) Technician's name
- c) Visit date
- d) Visit type
- e) Visit time
- f) Visit history
- g) Hazardous waste note (typewritten) uploaded
- h) Detail of waste transfer location
- i) Product type
- j) EWC (aka LOW/List of Waste) code
- k) Hazardous waste type
- l) Quantity serviced

Overall details of the serviced sites and waste types shall also be accessible via the Customer Account web-based portal.

HC will expect the Service Provider to have 'resilience' built in to their customer portal and have disaster recovery arrangements in place in order to prevent 'downtime' and ensure data recovery in the event of data loss. If changes are to take place on Service Provider system, these are to be scheduled and notified to HC a week in advance.

The data (and all associated paperwork) within the waste collection database remains the intellectual property of HC and will need to be made available to HC at contract end, and run off for a period of 5 years from contract end including all associated electronic attachment files (photographs, reports etc.), or if terminated early for any reason, at no charge to HC.

Any additional reporting requested by the Client shall be delivered within 14 calendar days to maintenance@hoopleltd.co.uk at no extra charge.

Note 1: These files should not be sent or copied to the site staff whether requested or not.

Note 2: A future requirement may be for all Service Providers to provide reports, including recording the appointments directly into the Hoople real time intranet based system.

Note 3: If any inspection findings or changes in site conditions or circumstances are found to be of potential concern or outside of required parameters etc. then the designated Hoople Ltd contacts shall be contacted immediately.

8 Emergencies

Notify Herefordshire Council immediately in the event of an emergency; contact details will be provided to the successful bidder.

9 Service Delivery

It is required that as part of the service delivery an information-gathering exercise be conducted to the effect that precise locations of the individual sanitation bins and sharps boxes be provided, either by mapping onto floor plans provided by the Client or another method to be agreed.

Service Provider must provide full details of the primary treatment site(s) (including location, capacity, permits etc.) that are proposed to the service.

Service Provider must provide:

- Details of the local Environment Agency office that issued the licence(s) for all primary treatment sites proposed to service Herefordshire Council nominated representative.
- Full details of all backup treatment/disposal sites or facilities to be used by the contractor in the event of a primary site being unavailable and a written agreement to this effect.
- Details (copies of) any other licences the Tenderer believes are relevant to the contract.

The Service Provider shall ensure that waste must be treated by methodologies that are authorised by the Environment Agency and/or local authority.

Treatment processes operating without appropriate authorisation must not be used.

The Service Provider shall immediately advise the Herefordshire Council nominated representative of any suspension, withdrawal or refusal to renew any licence, certificate or permissions applicable to carrying out the requirements of this contract during the term of the contract.

The Service Provider will be responsible for all costs associated with finding an alternative Service Provider/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.

Herefordshire Council will require sight of the original licences and other relevant documents on a regular basis and will reserve the right to inspect any transit station and disposal facilities at any reasonable time, as implied under the Code of Practice 'Waste Management the Duty of Care'.

Service Provider are advised that Herefordshire Council will not award any part of the contract to a Service Provider or Sub-Service Provider who are unable to provide formal evidence of any of the required licences necessary to operate this contract within their tender proposal.

To ensure that the Duty of Care in respect of waste is adequately discharged Service Provider are invited to make an appointment to visit the sites by sending a private message via the ProContract portal, prior to tendering in order to establish the suitability of their proposed arrangements for the removal of waste. All requests will be accommodated wherever possible.

Provide comprehensive written documentation relating to all aspects of the contract.

Provide a fully detailed audit trail relating to the collection of all waste streams - including appropriate method statements where significant risk is identified.

Provide details of weighbridge facilities and waste tracking processes.

Produce a complete procedure, which covers 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. This must include formal Risk Assessment documentation and Method statement/procedures.

Adherence to Duty of Care principles will be a continuing process throughout the duration of the contract. Service Provider are required to amend this procedure and their reporting requirements in line with any regulatory or statutory guidance changes as applicable through the life of the contract.

Site List

The works will be provided at the locations referenced in Information Document 1 – Clinical Waste & Sharps Site List.

Note: The list of sites is subject to change with additions to or removals from the list during the period of the contract.

11 Reactive Service

The Service Provider shall provide an ad hoc collection if requested.