

Document 1

INVITATION TO TENDER

West London Waste

Treating waste as a valuable resource

**Invitation to Tender
for the Provision of Services to Generate
an Optimised Digital Twin and Integrate
Data into West London Waste Reporting
Systems**

DATE OF ISSUE – 26th July 2023

CLOSING DATE – 17:00hrs 23rd August 2023

WLWA Person dealing with this process	Beth Baylay
Contact details	Telephone: 07787 947295 e-mail address: procurement@westlondonwaste.gov.uk All correspondence should be communicated via email only.

Tender Return Date and Time	17:00hrs 23rd August 2023
Tenders should be returned	Electronically via: Tenders must be submitted in accordance with the instructions in this ITT. Emailed to procurement@westlondonwaste.gov.uk only.
Other Information	n/a

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1. Introduction and background information

1.1 Invitation

This Invitation to Tender (“ITT”), has been prepared by West London Waste Authority (“WLWA”) for use by the bidders to assist them in preparing solutions for WLWA’s provision of services to generate an optimised digital twin and integrate data into West London Waste reporting systems. All intellectual property rights in the ITT and associated documents belong to WLWA.

1.2 Introduction

West London Waste Authority (WLWA) is conducting this procurement via the process of direct quotes. In accordance with the Public Contracts Regulations 2015, WLWA’s needs and requirements are set out in this ITT.

This ITT sets out how WLWA intends to proceed with the procurement process and explains what the bidder is required to submit in response to this ITT. The value of this contract is expected to be below Find A Tender thresholds for services.

The tender is for the purpose of appointing a Contractor(s) for the provision of services to generate an optimised digital twin and integrate data into West London Waste reporting systems.

No guarantee is given to the quality of data provided for the borough services.

The requirements are further described in the specification and associated documents.

1.3 Overview of Documentation

This ITT comprises a range of supporting appendices shown below, which have been attached.

Bidders are required to ensure that they have read and understood the ITT and supporting Appendices in its entirety in order to complete their Tender submission.

- Annex 1 – Consultancy Agreement
- Annex 2 – Specification
- Annex 3 – Background Data
- Annex 4 – Pricing Schedule
- Annex 5 – Declaration Documents
- Annex 6– Form of Covering letter
- Annex 7 – WLA Low Carbon Procurement Charter
- Annex 8 - WLA Low Carbon Procurement SME Guidance
- Annex 9 – Preliminary Checks

Please only submit the following:

- Executive Summary
- Responses to Method Statements
- Annex 4 – Pricing Schedule
- Annex 5 – Declaration Documents
- Annex 6 – Form of Covering letter

- Annex 7 - WLA Low Carbon Procurement Charter
- Annex 9 – Preliminary Checks

1.4 Indicative Procurement Timetable

WLWA is intending to follow the procurement timetable as shown below.

The timetable has been carefully considered to ensure an appropriate balance between (a) ensuring that the service commencement date is achievable; and (b) allowing sufficient time for bidders to develop their solutions.

Notwithstanding the above, WLWA reserves the right to change the timetable at any stage of the process and will notify bidders of any such changes as soon as reasonably practicable.

Activity	Dates and Time (GMT)
Publish tender documents	26/07/2023
Deadline for Clarification Questions	17:00hrs 09/08/23
Deadline for Tender Returns	17:00hrs 23/08/23
Interview date	04/09/23-05/09/23
Evaluation of Tenders (including moderation)	06/09/23 – 07/09/23
Contract Award	14/09/2023
Kick-Off Contract Meeting	13:00hrs 18/09/23
Proposed Service Start Date	18/09/2023

1.5 Background Information

1.5.1 West London Waste Authority

West London Waste (WLWA) is a statutory Waste Disposal Authority (WDA) formed in 1986. WLWA is responsible for disposing of waste collected by the London Boroughs of Brent, Ealing, Harrow, Hillingdon, Hounslow and Richmond upon Thames. About 1.7 million people live in this area, which covers 38,000 hectares.

Each borough is represented by one chosen Member, who is a Councillor in their respective borough. Councillors attend five meetings each year on behalf of WLWA. Legislation states that WLWA must transport and recycle/dispose of waste collected or generated by these six constituent boroughs and provide facilities for receiving waste collected by them. To meet this requirement WLWA has three waste transfer stations located in Hillingdon, Brent and Hounslow.

WLWA is primarily funded by a levy paid by the six boroughs. Some income is generated by other charges, including charges paid by businesses for the disposal of their waste. Further background can be found in WLWA Waste Strategy by following URL [WLWA Waste Strategy](#)

1.5.2 Vision, Mission and Purpose



OUR VISION

For West London to be carbon neutral



OUR MISSION

Close the loop between waste and resources



OUR PURPOSE

To treat waste as a valuable resource



WE HAVE CHOSEN THE FOLLOWING UN GOALS TO GUIDE OUR WORK:

12 RESPONSIBLE PRODUCTION AND CONSUMPTION

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

1 HILLINGDON

2 HARROW

3 BRENT

4 EALING

5 HOUNSLOW

6 RICHMOND UPON THAMES

WLWA's values are **Partnership, Leadership, Agile and Empower** and the culture wheel below shows the linkage with our purpose, mission and vision.

WLWA Culture Wheel



We have been focusing on treating our waste as a valuable resource for many years and making the best use of what we handle in an effort to move away from a 'linear economy' (take-make-discard). We have been successfully diverting waste from landfill over the last 5 years and we are continuing to innovate ourselves to move towards a more circular economy — a way in which the society recirculates materials to keep them in use for longer

through reuse, repair, remanufacture and recycle and design out waste from our system. This means that we are extracting less raw/virgin materials and reducing pollution and our impacts on the natural environment.

Waste Authorities have key roles to play to facilitate a circular economy and enable the public to embed the principles into their daily lives by acting as a 'resource transformation body'. WLWA launched the Circular Economy Team to drive innovative changes within the waste sector.

Our 6 west London Boroughs declared a climate emergency in 2019 and are now placing a greater focus on the fight against climate change, setting a target of net zero emissions by 2030. WLWA is working together in partnership with the boroughs and has also adopted a net zero emission target.

The focus of this contract is to provide a high quality service, delivered in a flexible and responsive manner, in line with WLWA's vision, mission and purpose. To satisfy WLWA's and its constituent boroughs on-going and varying waste transport and associated needs as they may arise, throughout the life of this contract. The Contractor must be able to provide services, in line with any changes to statutory requirements.

2. Scope of the Service

- a. WLWA is inviting Tenders for the provision of services to generate an optimised Digital Twin and integrate data into WLWA reporting systems.
- b. In April 2023 WLWA launched the Digital Twin Programme, to deliver a fully operational reporting tool, initially via PowerBI, that will allow for live data to be utilised for live reporting within three years. This contract will address the objectives of year one of the Programme which are:
 - i. A digital version of the kerbside waste services, communal services, street cleansing and trade services routes for 3 west London boroughs including details of the service provided to each 'UPRN'.
 - ii. Integration of data for these services into our reporting systems in Power BI and the self-service platform so real time data is available to relevant stakeholders.
 - iii. Service optimisation of existing services across Harrow, Hillingdon and Hounslow. See section 10 and 11 for more detail.
 - iv. Creation of user-friendly data sets that can be used to model all the data requirements for the proposed EPR system and to underpin the procurement of new contracts to recycle and transport a wider range of materials.

2.1 Aims and Objectives

WLWA's key objectives of this contract are to:

- Procure services to generate an optimised digital twin and integrate data into West London Waste reporting systems, commencing 18th September 2023;

- Partner with a supplier who will have a continuous improvement mind-set with a view to increasing efficiency and reducing carbon;
- Work with a Contractor to maximise the benefits and minimise the risks associated with the Resources and Waste Strategy and any external policy or industry impacts;
- Support WLWA's vision whilst providing industry leading innovation and best practice;
- Meet the varying and demanding needs of the three main stakeholders and key roles in the Contract:

West London Waste Authority (Customer/End user/Partner):

- Project Management
- Governance
- Liaison point between Contractor and Borough Partner
- Feedback

Borough Partners (End user/Partner)

- Supplier of service data
- Clarifications regarding service
- Support round polishing
- Provision of feedback

The Contractor (Project Delivery/Partner)

- Delivery on Project Work Packages according to agreed timeline
- Reporting progress to Partners
- Raising issues/concerns on delivery
- Provision of data templates
- Provision of training to senior project manager on routing software

2. Tender Process

2.1 Award of Contracts

Step 1 – Tender Submission

The Authority sends an Invitation to Tender (ITT) to selected suppliers who fulfil the selected criteria to meet the service requirement for the provision of optimised borough services and digital twin data sets. All responses need to be submitted via email to procurement@westlondonwaste.gov.uk

The ITT documents set out the Authority's requirements and comprise:

- Tender Particulars
- Instructions for Submission
- Specification of Requirements
- Pricing Schedule
- Outline Programme
- Consultancy Agreement

The decision on the best value-for-money offering can only be decided at the tender stage for each individual requirement. At the call for tender stage, the Authority will set the criteria for the award of the Contract. The Authority will review their specific business requirements and select the criteria that offer the best combination of quality and price.

Providers will be given a minimum of ten (10) days to submit their tender bids, please confirm submission deadline in section 1.4. Providers must not make unsolicited visit to any site referenced in the Invitation to Tender.

Providers must follow the tender instructions issued by the Contracting Authority and prepare and submit their Tender by the due date/time.

Step 2 - Tender Evaluation

All submissions received within the Invitation to Tender deadline will be evaluated in accordance with the criteria set in the tender documentation for the digital twin contract.

Step 3 - Contract Award

Once the evaluation is complete the Provider who, in the opinion of the Contracting Authority, best meets the requirements of the individual response, will be awarded the contract.

All Providers will be notified of the award decision and provided with feedback relating to their submission.

3. Contract

4.1 Contract Governance

- The Contract will be managed by Emma Hall, Senior Project Manager working within the WLWA projects team

4.2 Contract Term

The contract with West London Waste shall run until the services have been completed or 12 months after commencement date, whichever occurs first. Please see Consultancy Agreement for full conditions of contract term.

4.3 Contract Terms

The Terms used in this document are defined in Annex 1 (Consultancy Agreement).

Please note that WLWA will not enter into any post tender negotiations.

5. Specification

For the contract Specification please see Annex 2.

6. Tender Completion Information

6.1 Purpose and Scope of this ITT

This ITT:

- Requires bidders to submit their tenders in accordance with the instructions set out in the remainder of this ITT;
- Sets out the overall timetable and process for the procurement to bidders;
- Provides bidders with sufficient information to enable them to submit a compliant Tender (including providing templates where relevant);
- Sets out the award criteria and the tender evaluation model that will be used to evaluate the tenders; and
- Explains the administrative arrangements for the receipt of tenders.

6.2 Clarifications about the Services or ITT

Any clarifications relating to this ITT must be e-mailed to procurement@westlondonwaste.gov.uk

WLWA will respond to all reasonable requests for clarifications as soon as possible through issuing a document listing bidders' questions and WLWA's response to them (**Clarifications Log**), which will be broadcast to all bidders. If a bidder wishes WLWA to treat a clarification as confidential and not issue the response to all bidders, it must state this when submitting the clarification. If, in the opinion of WLWA, the clarification is not confidential, WLWA will inform the bidder and it will have an opportunity to withdraw it. If the clarification is not withdrawn, the response will be issued to all bidders.

The deadline for receipt of clarifications relating to the Services or this ITT is set out in the timetable.

Any enquiries or requests for clarification of any matters arising from this ITT should be sought from the Contracts Manager at WLWA and must be made in writing via procurement@westlondonwaste.gov.uk

Bidders are advised not to rely on communications from WLWA in respect of the Services or ITT unless they are made in accordance with these instructions.

6.3 Clarifications about the Contents of the Tenders

WLWA reserves the right (but shall not be obliged) to seek clarification of any aspect of a bidder's tender during the evaluation phase where necessary for the purposes of carrying out a fair evaluation. Bidders are asked to respond to such requests promptly. Vague or ambiguous answers are likely to score poorly.

6.4 Deadline for Receipt of Tenders

Tender responses shall be submitted in the manner prescribed within this ITT and by no later than 5pm GMT on the date shown within the timetable set out above or any subsequent date or time that may be communicated by WLWA in accordance with the ITT instructions.

Any tender that is received after the specified submission date may not be opened or considered. WLWA may, however, in its own absolute discretion, extend the submission date and in such circumstances WLWA shall notify all bidders of any change.

6.5 Interview

Shortlisted bidders who submit a tender response in accordance with the ITT instructions will be invited for an interview. We would like bidders to use this interview time to specifically:

- Demonstrate their routing software, or explain the functions of their preferred software.

- Show any innovative functions and any additional features relevant to this contract.
- Explain processes or provide evidence of experience.

Interview date(s) can be found in section 1.4 of this ITT and will take place virtually on Microsoft Teams.

6.6 References

Bidders may be requested to supply references. References will be used to verify the technical proposals put forward in the tender and will not be scored.

WLWA reserves the right to seek references from any of the bidder's customers, including WLWA, whether or not the bidder has listed such customers as referees.

6.7 Contract Award

Once the process is completed WLWA may award the contract on the basis of a tender submitted in accordance with these instructions.

Contract award is subject to the formal approval process of WLWA. Until all necessary approvals are obtained, no Contract will be entered into.

WLWA does not bind itself to accept any offer, and reserves the right to accept tenders in whole or in part.

Once WLWA has reached a decision, it will notify all bidders of that decision.

6.8 Debrief

The Contract award notification will be sent to each bidder. WLWA will inform all unsuccessful bidders of the identity and relative advantages and characteristics of the successful tender as compared with the addressee's tender.

7. Instructions to Bidders

7.1 Formalities

Tenders must be submitted via email to procurement@westlondonwaste.gov.uk

7.2 Tender Submission Checklist

Tenders shall contain all of the information/documentation as detailed below (Contents of a Final Tender):

- Executive Summary (see section 7.2.1 of this ITT)
- Method Statement(s) (see section 8.8 of this ITT)
- Pricing Schedule (Annex 4)
- Completed ITT Bid Forms:
 - Annex 5 – Declaration Documents
 - Annex 6 - Form of Covering letter
 - Annex 7 - WLA Low Carbon Procurement Charter

- Annex 9 – Preliminary Checks

Bidders are only to submit **ONE** compliant solution.

7.2.1 Executive Summary

The bidder must provide an executive summary and introduction to your tender, which should include the following headings and details. This is for information only and will not be separately evaluated but will help WLWA with its consideration of each solution.

The details of the bidder completing the Tender documentation comprising:

- Name of corporate body including status of liability e.g. public limited company or European equivalent.
- Company registered number
- Registered address

The name of the legal organisation and the names of any group members who are providers of the key services, together with the services which they are to provide listed alongside them.

The name and contact details of the person dealing with this submission on behalf of the bidder and the level of WLWA this individual has been empowered to submit the Tender as set out below:

- Name
- Position in Organisation (including groups)
- Address
- E-mail
- Telephone

The contact names, numbers and descriptions of the roles of all relevant persons within the bidder's consortia or team;

Details of or confirmation there are no changes (existing or imminent) to the bidder's eligibility to tender (Regulation 57 requirements), financial standing, legal or organisational structures that may have or are likely to have a material impact on the information submitted as part of, or subsequent to, the submission.

7.2.2 Method Statement

Bidders must provide a method statement response to each of the evaluation questions listed in detail in section 8.8 of this ITT. The bidder must attempt to provide a response to each of the questions to demonstrate ability to carry out the work and your understanding of the Services required outlined in the Specification. Failure to provide a completed method statement for each evaluation question will result in a fail.

7.2.3 Pricing Schedule

Bidders must complete the relevant Pricing Schedule to complete the Tender submission. Failure to provide completed Pricing Schedule will result in a fail.

7.2.4 References

Please provide two references to include customer name, contact details, contract price, start date/duration of contract and description of service undertaken. A UK public sector reference for a similar service would be preferable.

7.2.5 The Climate Emergency and Delivering Low Carbon Outcomes

To achieve this as effectively as possible, WLWA has identified where some of the biggest risks and opportunities exist for carbon reduction within WLWA's supply chain and procurement categories and has developed suitable tender questions on that basis. Bidders are encouraged to provide solutions to support WLWA in its climate goals.

Successful bidders will be required to sign WLWA's Climate Commitment Charter (please refer to Annex 7 for Charter and Annex 8 for SME guidance) to support WLWA in achieving its low carbon objectives.

The bidder should consider how they are measuring the carbon and other GHG emissions from their organisation, and how they plan to reduce those emissions, including setting targets to monitor progress, with a particular focus on the scope of this contract.

Responses should include consideration of the key areas where carbon and GHG emissions come from: for example, direct energy use, transport & distribution (including staff travel), materials and components including packaging, and waste & recycling. In the context of this contract, bidders should ensure that they describe:

- How they will identify opportunities to reduce carbon during the stages of the service during this contract, as relevant to their service. Where physical goods are used or supplied this should include manufacture; transport & distribution; in-use energy consumption; packaging; and the end-of-life phase.
- How these requirements will be cascaded into their own supply chains including the support and training they give to their staff and supply chain to enable them to contribute to delivering sustainable and low carbon outcomes.
- Innovative and alternate sources of power, energy efficiency of equipment used, designing for circular economy considerations as part of this contract
- How they will measure and evaluate reductions and savings made against a baseline and how these will be evidenced and reported to the WLWA

WLWA's climate emergency webpage:

<https://westlondonwaste.gov.uk/climate-emergency>

7.3 Submission Guidelines

Please ensure that you read and digest all the required actions and appropriate deadlines and any subsequent communications.

DO NOT leave your response until the last minutes/hours before the deadline (if you experience connection problems you will miss the deadline and your response may be deemed non-compliant and rejected by WLWA).

If WLWA makes any changes to the tender, suppliers MUST re-send their response – this is to ensure that changes are brought to your attention – you will receive a message prompt from WLWA.

We recommend that you keep attachments to a manageable size to ensure ease & speed of access. Only attach documents that WLWA has requested. If you are experiencing issues attaching documents via email to WLWA, please contact us immediately to let us know.

Please attach files only into the questions specified by WLWA. When attaching files that WLWA has asked for an attachment at question level, upload the file with the relevant title included in the document title.

Use email only to communicate with WLWA and seek clarifications – this will give you an audit trail of all discussions/clarifications.

The following requirements must be adhered to when submitting Tenders:

- All Response questionnaires must be completed;
- The Tender must be in English and drafted in accordance with the drafting guidance set out in this ITT;
- Each attached document must be uniquely named or referenced; and
- Electronic documents of the Tender shall be in either Microsoft Office or PDF formats only.

The tender must be clear, concise and complete. WLWA reserves the right to mark a bidder down or exclude them from the procurement if its tender contains any ambiguities or lacks clarity. Bidders should submit only such information as is necessary to respond effectively to this ITT. Unless specifically requested, extraneous presentation materials are neither necessary nor desired. Tenders will be evaluated on the basis of information submitted by the deadline.

Where the bidder is a company, the tender must be signed by a duly authorised representative of that company. Where the bidder is a consortium, the tender must be signed by the lead authorised representative of the consortium, which organisation shall be responsible for the performance of the contract. In the case of a partnership, all the partners should sign or, alternatively, one only may sign, in which case he must have and should state that he has the authority to sign on behalf of the other partner(s). The names of all the partners should be given in full together with the trading name of the partnership. In the case of the sole trader, he should sign and give his name in full together with the name under which he is trading.

7.4 Consortia and Subcontractors

WLWA requires all bidders to identify whether and which subcontracting or consortium arrangements apply in the case of their Tender and precisely which entity they propose to be the Contractor

For the purposes of this ITT, the following terms apply:

- **Consortium arrangement.** Groups of companies come together specifically for the purpose of bidding for appointment as the Contractor and envisage that they will establish a special purpose vehicle as the prime contracting party with WLWA.
- **Subcontracting arrangement.** Groups of companies come together specifically for the purpose of bidding for appointment as the Contractor, but envisage that one of their number will be the Contractor, the remaining members of that group will be subcontractors to the Contractor.

7.5 Warnings and Disclaimers

While the information contained in this ITT is believed to be correct at the time of issue, neither WLWA, its advisors, nor any other awarding authorities will accept any liability for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability in relation to any statement, opinion or conclusion contained in or any omission from, this ITT (including its annexes) and in respect of any

other written or oral communication transmitted (or otherwise made available) to any bidder. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of WLWA.

If a bidder proposes to enter into a contract with WLWA, it must rely on its own enquiries and on the Terms and Conditions set out in the Contract(s) (as and when finally executed), subject to the limitations and restrictions specified in it.

Neither the issue of this ITT, nor any of the information presented in it, should be regarded as a commitment or representation on the part of WLWA (or any other person) to enter into a contractual arrangement.

7.6 Confidentiality and Freedom of Information

This ITT is made available on condition that its contents (including the fact that the bidder has received this ITT) is kept confidential by the bidder and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the bidder to submit a Tender.

As a public body, WLWA is subject to the provisions of the Freedom of Information Act 2000 in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.

WLWA shall treat all bidders' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.

While WLWA aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, bidders are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to WLWA in the template provided in the qualification questionnaire.

Bidders should be aware that, in compliance with its transparency obligations, WLWA routinely publishes details of its contract(s), including the contract values and the identities of its suppliers on its website.

7.7 Publicity

No publicity regarding the services or the award of any contract permitted unless and until WLWA has given express written consent to the relevant communication. For example, no statements may be made to the media regarding the nature of any Tender, its contents or any proposals relating to it without the prior written consent of WLWA.

7.8 Bidder Conduct and Conflicts of Interest

Any attempt by bidders or their advisors to influence the contract award process in any way may result in the bidder being disqualified. Specifically, bidders shall not directly or indirectly at any time:

- Devise or amend the content of their tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
- Enter into any agreement or arrangement with any other person as to the form or content of any other tender, or offer to pay any sum of money or valuable

consideration to any person to effect changes to the form or content of any other Tender;

- Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a tender;
- Canvass WLWA or any employees or agents of WLWA in relation to this procurement;
- Attempt to obtain information from any of the employees or agents of WLWA or their advisors concerning another bidder or tender; and
- Commit or attempt to commit any act that would constitute an offence under the Bribery Act 2010.

Bidders are responsible for ensuring that no conflicts of interest exist between the bidder and its advisers, and WLWA and its advisers. Any bidder who fails to comply with this requirement may be disqualified from the procurement at the discretion of WLWA.

7.9 WLWA's Rights

WLWA reserves the right to:

- Waive or change the requirements of this ITT from time to time without prior (or any) notice being given by WLWA;
- Seek clarification or documents in respect of a bidder's submission;
- Disqualify any bidder that does not submit a compliant tender in accordance with the instructions in this ITT;
- Disqualify any bidder that is guilty of serious misrepresentation in relation to its tender, expression of interest, or the tender process;
- Withdraw this ITT at any time, or to re-invite tenders on the same or any alternative basis;
- Choose not to award any contract as a result of the current procurement process; and
- Make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason.

7.10 Bid Costs

WLWA will not be liable for any bid costs, expenditure, work or effort incurred by a bidder in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by WLWA.

7.11 Guarantees

WLWA may require each bidder to confirm the identity of a guarantor of its obligations under any contract(s). This guarantor should be the ultimate parent company of the bidder, except in exceptional circumstances. In the case of consortia, WLWA will require confirmation that the consortium will provide either a parent company guarantee from the lead consortium member or an equivalent level of security.

8. Tender Evaluation Model

Any Contract(s) awarded as a result of this procurement will be awarded on the basis of MEAT evaluation (**M**ost **E**conomically **A**dvantageous **T**ender).

Bidders are required to submit a Tender strictly in accordance with the requirements set out in this ITT, to ensure WLWA has the correct information to make the evaluation. Evasive, unclear or hedged tenders may be discounted in evaluation and may, at WLWA's discretion, be taken as a rejection by the bidder of the terms set out in this ITT.

The Tender Evaluation Model showing the MEAT Evaluation Criteria and the maximum scores attributable to them is set out below.

8.1 Procurement Evaluation Criteria

Bidders are required to complete the following documents for the purpose of evaluation:

- Quality/Technical Evaluation (Method Statements); and
- Commercial Evaluation (Annex 4 Pricing Schedule. All prices excluding VAT)

Bidders must submit method statements. Any bidder that fails a qualification question will be eliminated from the process and the technical and commercial evaluations will not be taken into consideration.

After all scenarios and variations have been assessed the highest scoring bidder for the most economically advantageous option for WLWA will be recommended for award of each contract.

The M.E.A.T calculation will be based on 60% of the points being awarded for Quality/Technical assessment and 40% of the points being awarded for the Commercial assessment.

8.2 Quality / Technical Evaluation

Evaluation criteria are set out below.

Evaluation Criteria:

Quality/Technical Evaluation	Area weighting	Overall weighting
Bidders ability to meet the Commencement date 22/05/23	Pass / fail criteria	
Method Statement 1 – Work Packages One to Three: Digital Twin	20%	60%
Method Statement 2 - Work Package Four to Six: Service Optimisation	20%	
Method Statement 3 – Compliance and Health and Safety	15%	
Method Statement 4 - Contract Timeline and Contingency Arrangements	20%	
Method Statement 5 – Contract and Performance Management	10%	
Method Statement 6 - Carbon Reduction and Social Value	15%	
Total for Quality/Technical	100%	
Commercial - Cost	Area weighting	Overall weighting

Cost Submission	100%	40%
Total		100%

8.3 Scoring Methodology

Each question response will be assessed and scored using the following scoring methodology:

Score	Description
0	The information required is either omitted or fundamentally fails to meet the relevant submission requirements or to address WLWA's requirements. Insufficient evidence to support the proposal to allow WLWA to evaluate. Unacceptable
1-2	The information submitted has insufficient evidence to demonstrate that the relevant submission requirements or WLWA's requirements can be met. Significant omissions, serious and/or many concerns. Poor
3-4	The information submitted has a number of omissions in respect of the relevant submission requirements or WLWA's requirements. The Tender implies the basic requirements in some respects but is unsatisfactory in other respects and raises many concerns. Sub-standard
5-6	The information submitted provides good evidence to meet the majority of the relevant submission requirements or WLWA's requirements and is satisfactory in most respects. There may be some minor omissions but overall there are no major concerns or key omissions. Good
7-8	The information submitted provides good evidence that all the submission requirements or WLWA's requirements can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. Very Good
9-10	The information submitted provides strong evidence that all the submission requirements or WLWA's requirements can be met and the proposal exceeds expectation i.e. exemplary in the industry, provides full confidence and no concerns. Outstanding

Bidders scoring a **4 OR UNDER** against any single criteria will be disqualified from the process.

8.4 Pricing Evaluation

Only Tenders that first pass the required threshold in the Quality/Technical evaluation (final submission) will be included in the price evaluation.

Best (lowest) price receives the maximum score available in this section; the remaining bids receive a score pro rata to the best price using the following calculation.

Percentage Available (%) x (Lowest Fee/Your Fee)

WLWA reserves the right to scrutinise and, if appropriate, reject any offers that appear to WLWA in their sole opinion to be abnormally low in accordance with the procedure described in Regulation 69 of the Public Contracts Regulations 2015.

8.5 Clarifications

WLWA reserves the right to ask clarification questions to clarify any areas with bidder's submissions that are unclear.

WLWA is committed to upholding the principles of probity, fairness and transparency during this procurement process.

8.6 Evaluation and Moderation

Each member of the evaluation panel will assess each bid separately. The panel will all be present for the interview stage, to view the demonstration from each shortlisted bidder. A moderation process will then be undertaken with the evaluation panel to discuss and agree an overall single consensus score for each response where individual evaluator scores differed in relation to a bidder's response to a question.

Each question will be awarded a consensus score in accordance with the scoring scale (i.e. 0-10). This consensus score will be divided by the highest score available for that question (i.e. 10) to give a percentage score. The percentage score will then be multiplied by the question weighting to provide a weighted score for each question.

All weighted scores from each award criterion will then be added together to give a final quality score total for each bid.

8.7 Final Evaluation & Award Recommendation

After all bids have been assessed following the process outlined above, the highest scoring bidder will be recommended for the award of the Contract.

The Quality/Technical score and Price score will be combined to produce final scores for all bidders that have first passed the Quality/Technical threshold.

The award of the Contract will then be subject to the internal approval processes and governance of WLWA.

WLWA does not bind itself to accept the lowest or any offer, and reserves the right to accept Tenders in whole or in part.

8.8 Evaluation Questions

Method Statement – Quality/Technical	Weighting
Bidders must indicate if they are able to meet the 18th September 2023 start date	Pass / Fail
Method Statement 1 – Work Packages One to Three: Digital Twin The Contractor should explain how you will approach each work package, how you deal with issues, how lessons learned are captured and incorporated, what the process flow is, data required and in what format to create a digital twin for each service listed for the three boroughs. For each work package please indicate a time frame for completing the work. Provide examples where possible.	20%

Method Statement – Quality/Technical	Weighting
<p>Please also include the following in support of the method statement:</p> <ul style="list-style-type: none"> • Evidence or example where you have received a wide variety of service information and compiled and integrated into mapping software. • Information about preference/use of specific routing software. Please state suitability for service, including if the software is compatible with decimal based coordinates. Include screenshots and detailed statements about functions of software. • Detailed statement about support level to be provided throughout contract. This includes provision of mapping support and training the WLWA Senior Project Manager on routing software. • Please name the person(s) who will be carrying out the work in this contract and their list their relevant experience (note this is not the contract/account manager) • How you will present any findings/recommendations to WLWA and relevant boroughs. 	
<p>Method Statement 2 – Work Package Four to Six: Service Optimisation</p> <p>For the purpose of the bid and method statement the Contractor should list what service optimisation options are commonly available such as collection day change or change in collection frequency and confirm what experience they have in delivering these changes to councils, along with the benefits delivered through their implementation. Examples will be required. Please include round polishing as part of your method statement.</p> <ul style="list-style-type: none"> • Provide evidence of municipal service rerouting that you have worked on in the UK. Include: <ul style="list-style-type: none"> • Issues that were overcome • Financial savings made • Work timeline to completion • How you would apply best practice to WLWA services so that WLWA can benefit from your knowledge and experience • Options appraisal information: <ul style="list-style-type: none"> • How would you assess the operational efficiency of the existing operating service costs? • How would you demonstrate savings that could be generated in various rerouting scenarios e.g. day changes? • Experience to suggest best practice in routing options/appraisals. • Use your experience to plan how you would support the boroughs mobilisation and implementation phase. Please include examples of how you have done this in the past. • Please name the person(s) who will be carrying out the work in this contract and their list their relevant experience (note this is not the contract/account manager) • How you will present any findings/recommendations to WLWA and relevant boroughs. Please include format of data to be sent to WLWA for integration onto visualisation platform. 	20%
Method Statement 3 – Compliance and Health and Safety	15%

Method Statement – Quality/Technical	Weighting
<p>Please include within your response the details (certification document/evidence) for your current:</p> <ul style="list-style-type: none"> • Insurances (public and employer liability etc.); • Health and Safety Policy • Modern Slavery Policy • GDPR statement and procedures in place • Data storage and data security procedures • Two acceptable references from clients who have used the Contractor’s services for at least 9 months • Other documents you feel will benefit your submission and demonstrate legal compliance <p>Please confirm your system:</p> <ul style="list-style-type: none"> • Holds all data on UK servers only • Holds all data encrypted to TLS 1.2 standard. • Has transparent system analytics and performance data <p>The Contractor shall provide guidance on how the below points are met:</p> <ul style="list-style-type: none"> • Managing your business to keep your operating documents current and compliant with latest guidance, regulations and legislation. • Managing your work on WLWA’s contract to ensure the continued health and safety of your staff and other site users. • Managing your business to address Modern Slavery risks. Provide details of your approach to Modern Slavery including evidence to demonstrate that specification requirements in relation to managing Modern Slavery risks are addressed. If sub-contracting, provide evidence that your supply chain will be managed to mitigate any Modern Slavery supply chain risks. 	
<p>Method Statement 4 – Contract Mobilisation and Contingency Arrangements</p> <p>The Contractor will supply a plan explaining how the contract deliverables (work packages 1-6) will be completed to an agreed level</p> <p>Please include:</p> <ul style="list-style-type: none"> • Details of key milestones and activities that the Contractor would undertake to ensure completion by an agreed time, which will be as soon as possible, given all data is ready. Include details of the key tasks, including WLWA Senior Project Manager software training, which would be undertaken. WLWA would like to have weekly meetings, up to completion of all work packages, or contract termination, whichever comes first. Meetings to take place virtually, unless there is a need to meet in person at either WLWA offices in West Drayton or at a specified WLWA site. • Full details of the management and supervisory staff proposed to deliver these services. This should include staffing structure and description of the steps taken to recruit and train any additional staff required in the event of a successful bid. Details should also include experience of the management staff for this contract. 	<p>20%</p>

Method Statement – Quality/Technical	Weighting
<ul style="list-style-type: none"> • Description and evidence of how the Contractor will ensure that effective completion of the service will be achieved. <p>The successful provider of this work must have comprehensive contingency arrangements in place in order to provide a high quality, resilient and responsive service.</p> <p>The Contractor is required to put in place arrangements and suitable contingency provisions to ensure that the service can be provided throughout the contract term, delivering all work packages on time and to an agreed level. It is the Contractors' sole responsibility to ensure that the requested services can be provided as required and without interruption and/or delays occurring.</p> <p>Please provide a Contingency Plan(s) outlining your arrangements in support of this method statement. Please include details of service provision. Please include details around client communication procedures and processes currently in place.</p> <p>Please also include a Business Continuity Plan.</p> <p>As a minimum, the Contractor shall:</p> <ul style="list-style-type: none"> • Ensure you have sufficient staff and resources available to enable the provision of the services at all times (this includes annual leave, sickness cover, and other work commitments). 	
<p>Method Statement 5 – Contract and Performance Management</p> <p>Please state how an effective level of performance is maintained throughout the term of the contract.</p> <p>Please explain how the contract manager will conduct the following throughout the contract:</p> <ul style="list-style-type: none"> • Manage performance against the agreed deliverables at the agreed timeline taking corrective action where necessary. • Keep abreast of developments in the legislative environment, taking action as necessary in order to comply with new requirements and advising WLWA of such developments. • Work with WLWA to support delivery of transport efficiencies • Ensure that either the contract manager and/or suitably qualified and authorised staff attend all contract meetings. • Ensure that new improvements and innovations are offered to WLWA to improve the contract service. <p>Contract cost will be monitored through review of itemised invoices. If you have a suggestion of an appropriate payment mechanism please include one in this statement.</p> <p>Include a communication plan with WLWA to include reports and management meetings. Please refer to specification for a list of requirements, including weekly meetings and a monthly progress report.</p>	<p>10%</p>

Method Statement – Quality/Technical	Weighting
<p data-bbox="204 293 1059 327">Method Statement 6 – Carbon Reduction & Social Value</p> <p data-bbox="204 378 1243 510">WLWA has an aspiration to achieve additional environmental and social value from all contracts. WLWA want to be able to measure carbon and work with our Contractors to develop a process to do this. The Contractor should provide a method statement to demonstrate:</p> <ul data-bbox="253 551 1243 1160" style="list-style-type: none"> <li data-bbox="253 551 1243 613">• Its commitment to reducing environmental impacts and pollution from its operations including the transportation of WLWA’s materials. <li data-bbox="253 618 1243 680">• Its plan to evaluate and work to reduce the overall carbon and environmental impact of this contract through the contract lifetime. <li data-bbox="253 685 1243 817">• How it proposes to report the carbon intensity of contract activities and commit to monthly reporting of carbon and social value outcomes. Please include how carbon reduction year on year will be included and achieved. <li data-bbox="253 822 1243 954">• A detailed explanation of how the Contractor will deliver social benefits, such as local job creation, apprenticeships, skills development, equal opportunities, diversity and embedding fair employment practices and wages. <li data-bbox="253 958 1243 1126">• In line with the Mayor of London Responsible Procurement Policy, please confirm the Contractor will pay staff and Contractors the London Living Wage for London based work and/or the UK Living Wage for non-London work as a minimum. If not please confirm what steps can be made to work towards this expectation. <li data-bbox="253 1131 1243 1160">• Details of any relevant accreditations. 	<p data-bbox="1321 707 1385 741" style="text-align: center;">15%</p>
	<p data-bbox="1313 1223 1393 1256" style="text-align: center;">100%</p>