

5. Service Requirements

A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

Please state the relevant Lot and give a brief overview of the work provided below.

Delete as appropriate:

LOT 1 Clinical Waste

1. CALL OFF TERMS

1.1 The following Terms will be in force during the term of this contract.



Waste_Management
_and_Minimisation_Sc

2. LOT 1 – CLINICAL WASTE SERVICES

2.1 LOCATIONS

2.1.1 Clinical Waste Services will be delivered to the following locations;

- (a) Royal Albert Edward Infirmary (RAEI), Wigan Lane, Wigan. WN1 2NN
- (b) Medical Education Centre, 1a Clifton Crescent, Wigan. WN1 2LB
- (c) Thomas Linacre Centre (TLC), Parsons Walk, Wigan. WN1 1RU
- (d) WWL Eye Unit, Boston House, Frog Lane, Wigan. WN6 7LB
- (e) Occupational Health Services, Wigan Investment Centre, Waterside Drive, Swan Meadow Road, Wigan. WN3 5BA
- (f) Leigh Infirmary, The Avenue, Leigh. WN7 1HS
- (g) Wrightington Hospital, Hall Lane, Wrightington. WN6 9EP
- (h) Integrated Community Nursing (Hindley Town Hall), Cross Street, Hindley, WN2 3AX
- (i) Longshoot Health Centre, Scholes, WN1 3NH
- (j) Hindley Health Centre, Liverpool Road, Hindley, WN6 0HD
- (k) Standish Medical Centre, High Street, Standish, WN6 0HD
- (l) Tyldesley Health Centre, Poplar Clinic, Tyldesley, M29 8AX
- (m) Golborne Clinic, Lowton Road, Golborne, WA3 3EG
- (n) Shevington Clinic, Miles Lane, Shevington, WN6 8EW

2.2 ASSET LIST

2.2.1 The supplier will provide the following assets to the Trust in the delivery of the Clinical Waste Service

2.2.2 The Quantities list below can be revised at any time as requested providing both parties agree.

Site Name	No. of 770ltr bins required on site	No. of 360ltr bins required on site
Golborne Clinic		4
Hindley Health Centre		4
Hindley Town Hall		6
Longshoot Health Centre		4
Shevington Clinic		4
Standish Medical Centre		3
Tyldesley Health Centre		4
Boston House (Eye Unit only)	4	
Education Centre		2
Occupational Health		2
Thomas Linacre Centre	6	
Royal Albert & Edward Infirmary (RAEI)	90	
Wrightington Hospital	80	
Leigh Infirmary	30	
	210	33

2.3 COLLECTION SCHEDULE

2.3.1 The Clinical Waste Service will be provided as per the schedule below;

Site Name	Service Schedule
Golborne Clinic	Weekly
Hindley Health Centre	Weekly
Hindley Town Hall	Weekly
Longshoot Health Centre	Fortnightly
Shevington Clinic	Fortnightly
Standish Medical Centre	Fortnightly
Tyldesley Health Centre	Weekly
Boston House (Eye Unit only)	Fortnightly
Education Centre	Fortnightly
Occupational Health	Monthly
Thomas Linacre Centre	Weekly
Royal Albert & Edward Infirmary (RAEI)	Daily
Wrightington Hospital	3 times a week
Leigh Infirmary	3 times a week

- 2.3.2 Collections should be made between 11:00am – 3:00pm at Wigan Infirmary (RAEI), Leigh Infirmary and Wrightington Hospital
- 2.3.3 Collections at all other sites should be made between 7:00am - 3:00pm
- 2.3.4 All full and tagged clinical waste bins must be collected on each service day
- 2.3.5 Supplier must provide clinical waste tags for all waste streams across the contracted sites as and when necessary.
- 2.3.6 This service schedule is subject to change, agreement must be obtained from the supplier and the Trust before any changes are implemented
- 2.3.7 Where possible the supplier will leave 24 hours between collection times.
- 2.3.8 The supplier must inform the Trust as soon as possible if any missed collections / rescheduled collections are taking place by emailing wastemanagement@wwl.nhs.uk
- 2.3.9 All hazardous consignment notes must be emailed to wastemanagement@wwl.nhs.uk and access given to Portal and regularly updated with all contracted sites.
- 2.3.10 The suppliers drivers must obtain signatures for hazardous consignment notes from WWL staff.
- 2.3.11 The suppliers drivers must ensure all waste compounds are securely closed and locked following collections.

2.4 CLINICAL WASTE BINS

- 2.4.1 The supplier will provide the agreed number in section 2.2.3 of 770 litre and 360 litre Clinical Waste Bins to the customer to be used in connection with the delivery of Clinical Waste Services. These bins will remain the property of the supplier.
- 2.4.2 The bin numbers will be audited on a quarterly basis by the supplier to ensure the availability of the bins at the sites listed in section 2.2.1. is equal (or greater than) those stated in section 2.2.3.
- 2.4.3 In the event that the findings of the quarterly audit shows that the actual number of bins on a site has fallen below the number on the agreed within the Service Schedule, then the supplier will take steps to remedy the shortfall within 7 working days.
- 2.4.4 Clinical waste bins at Wigan Infirmary (RAEI, Leigh Infirmary and Wrightington Hospital must be supplied with towing bars
- 2.4.5 All clinical waste bins must be supplied in a good condition and lockable and replaced when necessary.
- 2.4.6 The supplier must provide 'damaged bin' tags to all contracted sites.
- 2.4.7 770 litre bins must be exchanged and cleaned on scheduled collection days.
- 2.4.8 360 litre bins must be periodically cleaned at least twice per annum.

2.5 WASTE STREAMS

- 2.5.1 Waste sent for Incineration will be treated at the following sites;
 - (a) Bolton,
 - (b) Oldham
 - (c) Knowsley
- 2.5.2 Waste sent for Alternative Treatment will be treated at the following sites;
 - (a) Knowlsey, Bolton or Oldham
- 2.5.3 Offensive Waste
 - (a) Waste from Energy – Knowsley – May/June 2023
 - (b) Landfill - Clifton Marsh, Preston

2.6 CLINICAL WASTE SERVICE LEVELS

2.6.1 The following minimum service levels will apply for the duration of this contract.

2.6.2 The SLA's can be amended at any time providing both parties agree.

SLA	Description	Calculation	Target
1	Monthly Collection Performance	Actual Number of bins collected / planned # bins (Service Schedule) x 100	95%
2	Bin Availability	Physical # of bins on site / Number of agreed assets x 100	95%

B. Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

1. BUSINESS HOURS

1.1 The Suppliers customer service team coverage is 8.30am – 5pm Monday to Thursday and 8.30 until 4.30 on Friday.

1.2 The customers contact number is 0333 240 4400

1.3 The customers additional contact details are;

(a)

C. DBS

The Customer should detail the level of DBS check requirement

N/A