

SCHEDULE 1: SCOPE OF SERVICES

PROVISION OF LONDON UPCYCLING SHOW IN NORTH LONDON

1. SERVICE DESCRIPTION

- 1.1. The Contractor is required to organise and deliver the third London Upcycling Show consisting of an upcycling competition and a one day exhibition as part of the European Week for Waste Reduction (EWWR) (the Services), which will run from 17 to 25 November 2018.
- 1.2. In 2017-18, the London Upcycling Show was held at Waltham Forest Assembly Hall and included an upcycling competition, and a one day exhibition with upcycling exhibits, demonstrations, and workshops. More information about last year's London Upcycling Show can be found at <http://www.wiseuptowaste.org.uk/reuse/london-upcycling-show-2017/> and more information about EWWR can be found at <http://www.ewwr.eu/en/project/main-features>.
- 1.3. The aim of the Services is to encourage reuse, repair and upcycling of large household items such as furniture and electrical items, help preserving valuable resources and divert a significant amount of reusable items from disposal.
- 1.4. The Services will consist of the following elements:
 - 1.4.1 An upcycling competition for residents living in one of the seven north boroughs of Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest (the Boroughs) in the run up of the exhibition; and
 - 1.4.2 A one day exhibition, on Sunday 18 November 2018. The exhibition will include the following:
 - 1.4.2.1 demonstrations and workshops with active involvement of participants;
 - 1.4.2.2 exhibits from a range of reuse, repair and upcycling organisations of furniture, textiles, electrical items and home wares;
 - 1.4.2.3 workshops and demonstrations of furniture repair, reuse and upcycling skills and techniques that attendees can take part in;
 - 1.4.2.4 display of items received via the competition prior to the exhibition;
 - 1.4.2.5 judging of competition by a panel of experts; and
 - 1.4.2.6 announcement of winners and award of prizes.

COMPETITION

- 1.5. The Contractor will be responsible for organising an upcycling competition as follows. Competition entrants who must be residing in one of the Boroughs will be invited to take part in each of the following categories:
 - 1.5.1 Upcycling of a cabinet for children.
 - 1.5.2 Upcycling of an upright chair.
 - 1.5.3 Upcycling of an armchair.
 - 1.5.4 Upcycling of a side table.
 - 1.5.5 Upcycling of a sideboard.
- 1.6. In order to take part in the competition, each entrant must have completed an entry form and agreed to the Conditions of Entry. The Conditions of Entry will be produced by the Contractor and approved by NLWA.

- 1.7. One entry per household or community group will be permitted and entrants must be at least 18 years old.
- 1.8. The competition is open only to amateur upcyclers. Exhibitors and professional upcyclers are not eligible to enter the competition.
- 1.9. Upcycling methods can include painting, refurbishment, redecoration or use of the item for another purpose rather than its designated use as long as it can be reused within the home.
- 1.10. Contractors can use multiple sites to collect material for redistribution to entrants into the competition, although all material collected should be coming from north London households in Barnet, Camden, Enfield, Hackney, Haringey, Islington or Waltham Forest.
- 1.11. It is a requirement that entrants or their nominated representative(s) are present at the competition judging.
- 1.12. Entrants should be willing to participate in publicity surrounding their entry.
- 1.13. The winners will be selected from all valid entries and will be judged on the day of the exhibition.
- 1.14. The Contractor will be responsible for the following:
 - 1.14.1 Promote and publicise the competition.
 - 1.14.2 Attract, register and provide competition entrants with information and advice.
 - 1.14.3 Ensure that entries are valid and are the entrants' own and original work.
 - 1.14.4 Draft the competition's Terms and Conditions subject to the approval of NLWA.
 - 1.14.5 Source the competition material and deliver to the entrants' home address free of charge.
 - 1.14.6 Ensure that furniture offered to participants for upcycling are sourced from suppliers who conform to the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989, 1993 and 2010).
 - 1.14.7 Once the item has been upcycled, collect the item from the entrant's address and safely store it in order for it to be judged at the exhibition.
 - 1.14.8 Hiring a van and driver if required for transporting items to and from the venue.
 - 1.14.9 Ensure that waste carrier licences are in place when transporting items or an exemption certificate has been obtained from the Environment Agency. Waste carrier licences or exemptions will have to be provided to NLWA at the inception meeting.
 - 1.14.10 Identify and propose the number, value and type of prizes for the valid entries.
 - 1.14.11 Appoint a panel of experts to judge the competition.
- 1.15. At the end of the exhibition, it will be the Contractor's responsibility to clear out and separate the leftover items and, if still reusable, find appropriate outlets.

EXHIBITION

- 1.16. The exhibition will be hosted at [Waltham Forest Assembly Hall](#), Town Hall, Forest Road, London E17 4JF and venue costs will be paid by NLWA directly. Refreshments will be provided on the day to all attendees; refreshments will be organised by the contractor and will be paid directly by NLWA. Exact arrangements on refreshments will be discussed with the selected bidder at inception meeting.

Costs for either venue, and refreshments should not be included in the Contractor's response document.

- 1.17. The exhibition will take place on Sunday 18 November 2018, for a minimum of four hours. The venue has been booked from 9.00 am until 3.00 pm. Booking time includes time for setting up exhibitors' stalls and displaying the upcycled items from the competition, announcing the competition winners as well as removing all items and clearing out of the venue.
- 1.18. The Contractor will be responsible for managing the exhibition overall and be responsible for the following:
 - 1.18.1 Prepare the exhibition programme
 - 1.18.2 Advertise, promote and publicise the exhibition.
 - 1.18.3 Manage invitations, and register attendees who will be a mixture of local residents, people from the waste industry, elected Members of NLWA and community organisations with an interest in waste management.
 - 1.18.4 Ensure signage outside the event and inside the venue is clear to guide members of the public.
 - 1.18.5 Manage photo and/or film consent from attendees.
 - 1.18.6 Invite and register exhibitors from a range of reuse, repair and upcycling organisations of furniture, textiles, electrical items and home wares. The exhibition should include a wide range of stalls, some of whom may wish to sell products on the day.
 - 1.18.7 Ensure that demonstrations and workshops are run with active involvement of participants and include use of techniques that attendees can take part in;
 - 1.18.8 Ensure professional and safe display of competition items
 - 1.18.9 Secure a panel of experts that will judge the competition and ensure liaison on the day.
 - 1.18.10 Prepare a brief for the announcement of winners and award of prizes.
 - 1.18.11 Crowd control and the safe running of the exhibition for attendees, staff and stall holders.

KEY PERFORMANCE INDICATORS

- 1.19. The key performance targets by which the success of the Services will be measured will be a combination between quantitative and qualitative methods, as outlined below. Contractors are required to meet the following indicators and targets:

Quantitative

- 1.19.1 A minimum of five entrants per competition category as set out in paragraph 1.5, with entrants coming from all Boroughs.
- 1.19.2 A minimum of 200 people attending the exhibition including the competition entrants, with at least 75% coming from the Boroughs.
- 1.19.3 A minimum of 0.5 tonnes of direct tonnage diversion via reuse, repair and upcycling using the 2018 FRN Product Weight Protocol (PWP).
- 1.19.4 A minimum of 20 organisations exhibiting their goods and services and running workshops and demonstrations, with at least 50% of the exhibits coming from organisations that upcycle furniture.

Qualitative

- 1.19.5 Feedback received by a minimum of 10% of attendees, 30% competition entrants and 30% of exhibitors. Feedback questionnaires need to be approved in advance by the Authorised Officer of NLWA.
- 1.19.6 70% of attendees providing feedback pledging to reuse more and buy second hand furniture and textiles.

1.19.7 50% of attendees providing feedback pledging to repair and/or upcycle furniture and textiles.

1.19.8 50% of attendees providing feedback pledging to throw away less.

OVERARCHING COMMUNICATIONS STRATEGY

1.20 NLWA and the Boroughs have internal media and communications support. However, as a substantial amount of media coverage is required to be generated in order to maximise attendance at the exhibition and encourage participation in the competition. The Contractor will be required to produce a communications plan and outline methods of promotion and publicity. NLWA may be able to assist with promotion through its existing networks, however the primary responsibility for the promotion will be the responsibility of the successful Contractor. The Contractor is also required to propose which communication channels it is going to use to promote the Service (e.g. social media).

1.21 Contractors can use their own social media channels to promote the Services as scheduled in their Response Document without sign off from NLWA officers. NLWA communication's team can also use their own social media channels to promote the event and competition without sign off from the Contractor. All social media content should not be political, offensive or bring the name of NLWA, Wise Up To Waste or any of the north London boroughs into disrepute. All communications should be in line with the Code of Recommended Practice on Local Government Publicity (<https://www.gov.uk/government/publications/recommended-code-of-practice-for-local-authority-publicity>).

1.22 Should NLWA, in the opinion of the NLWA communication team, deem that any content used by the Contractor is inappropriate, then it will be an event of Default under the contract and NLWA will by notice in writing require the Contractor to remedy the Default by promptly ensuring that the use of the content on social media or any other channel ceases. Failure to remedy the default is a termination event under the contract.

1.23 NLWA's Wise Up to Waste brand should be the only brand used on all communication tools chosen to promote the event and competition detailed in the Contractor's tender.

1.24 All artwork for any communication tool the Contractor plans to use will be prepared by the Contractor. NLWA's contractor brand book will be provided to the Contractor for use. The NLWA's communications team will have final sign off on all artwork and press releases and intellectual property rights in all artwork and communication material produced by the Contractor for the delivery of the Services will be vested in NLWA.

2 PERSONAL DATA AND GDPR

2.1 Where Personal Data is obtained by the Contractor from participants NLWA is the data controller for the purpose of the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Contractor is the data processor. The Contractor should ensure that all participants who provide their personal data for Sessions sign consent forms which are GDPR compliant. The Contractor is further required to display the NLWA privacy notices that are GDPR compliant at all venues where personal data will be obtained from participants, and where feedback forms contain personal data,

participants should be made aware of the NLWA privacy notice prior to providing consent.

- 2.2 Contractor should ensure that photograph/filming consent forms are signed by attendees of the exhibition and ensure that consent is obtained prior to photography/filming. Consent forms and privacy notices will be provided by NLWA. Prior to obtaining consent, participants should be made aware of the privacy notices which must be GDPR compliant.

3 REPORTING ARRANGEMENTS

- 3.1 To ensure that all work for the delivery of the Services is progressing according to the Contract, NLWA requires the Contractor to telephone or email the Authorised Officer on a weekly basis. The Contractor shall produce monthly update reports, which will set out progress with development, implementation and the results, drawing any conclusions or making any additional observations and suggestions for improvements as appropriate.
- 3.2 It is anticipated that one initial two-hour meeting (inception meeting) will be required at contract commencement in person with NLWA and a two-hour close out meeting will be held in person on completion of the Services.
- 3.3 The Consultant shall produce a final report upon completion of the Services, for each contract year, if the contract is extended beyond 2018-19, proof read and quality checked at Project Director level before being submitted to NLWA's Authorised Officer.
- 3.4 The Contractor shall supply electronic copies of documents, spreadsheets etc to NLWA. The reports will have to be proof read and quality checked at Project Director level before being submitted to NLWA.
- 3.5 In conjunction with the reporting requirements above, NLWA requires the work to be completed in accordance with the timetable and key milestones as outlined in Table 1 set out in Section 7.
- 3.6 The Contractor will be required to produce and agree a timetable of activity. The final timetable will be agreed with NLWA at the inception meeting.

4 HEALTH AND SAFETY

- 4.1 The Contractor shall take account of Health and Safety considerations when delivering the Contract. Risk assessments should be undertaken and copies should be supplied to NLWA in advance of the London Upcycling Show. Contractors shall indicate that they hold the appropriate public liability insurance to cover the Services as specified in the Conditions of Contract and shall supply NLWA with a copy of insurance certificates at the inception meeting. The minimum levels of insurance are specified in the Conditions of Contract.

5 EQUALITY CONSIDERATIONS

- 5.1 Bidders must take account of the Equality Act 2010. This should cover areas such as ensuring events do not coincide with holy days/festivals if that will exclude certain groups with protected characteristics. The Contractor shall also take account of equalities when providing information to the public. Further guidance on the Equality Act 2010 is available from <https://www.gov.uk/equality-act-2010-guidance#public-sector-equality-duty>.

6 QUALITY CONTROL

- 6.1 NLWA expects that high quality advice is provided by competent staff and exhibitors who have excellent communications skills and good knowledge of issues around waste prevention and reuse and can communicate in a confident, concise, polite and factually correct manner.
- 6.2 The Contractor is required to have excellent project management skills. In order to ensure that the quality of all work meets the Authorised Officer’s reasonable expectations NLWA will be regularly assessing the Contractor’s work.

7 PAYMENT TERMS

- 7.1 NLWA shall make payment for all undisputed invoices submitted by the Contractor in accordance with Table 1:
 - 7.1.1 One invoice for **30%** of the total costs of the Service will be submitted to the Authorised Officer upon satisfactory sign up of a minimum of 25 competition participants as outlined in section 1.19.1.
 - 7.1.2 One invoice for **50%** of the total costs of the Service will be submitted to the Authorised Officer upon satisfactory delivery of the exhibition and meeting indicators and targets outlined in section 1.19.
 - 7.1.3 One invoice for **20%** of the total costs of the Service will be submitted to the Authorised Officer once the final report has been agreed and the close out meeting has taken place.
- 7.2 For avoidance of doubt, if the Contractor does not complete the key deliverables set out in 7.3 below, then the Contract will be treated as incomplete and the Contractor shall not be eligible for payments as detailed in clause 7.
- 7.3 The Contractor shall not be entitled to submit an invoice under 7.1.3 for its charges on completion of the Services until NLWA has confirmed that it is satisfied with the quality and content of the report submitted by the Contractor. Payment shall be due no later than 30 days after the submission of a valid and undisputed invoice by the Contractor.
- 7.4 NLWA shall pay to the Contractor such Value Added Tax (if any) as may be properly chargeable by the Contractor in connection with the performance of the Services under legislation from time to time in force if NLWA shall have received from the Contractor a proper tax invoice in respect thereof.

Table 1: Milestones and Key Performance Targets

Milestone	Payment amount	Key Performance Targets
1	30% of total Contract Price	Sign up of a minimum of 25 competition participants.
2	50% of total Contract Price	Successful delivery of the competition and exhibition as outlined in this Schedule 1 and in the Contactor’s Method Statements meeting indicators and targets as outlined in section 1.19.
3	20% of total Contract Price	Final report has been agreed and the close out meeting has taken place.