

SCHEDULE 1: SCOPE OF SERVICES

PROVISION OF FOOD WASTE PREVENTION EVENT SERVICES IN NORTH LONDON

1. SERVICE DESCRIPTION

- 1.1 The Contractor is required to develop, organise and run a range of food waste prevention activities around bread, which is one of the food items more likely to be wasted. The aim is to raise awareness of the level of bread that goes to waste, provide north London residents with tips and advice to make the most of the bread they buy, and promote bread waste reduction messages alongside money saving messages. The Services will comprise of the following elements:
- 1.1.1 A high profile event with a live cooking demonstration and food giveaway along with food waste reduction advice and tools, focusing primarily on easy tips and advice to help north London residents reduce the amount of bread they waste. The Contractor is required to prepare a variety of meals made from bread that would have otherwise gone to waste. The activity will take place on a Saturday or Sunday between January and March 2019 in an area with high footfall in one of the Boroughs. Date and location will be determined by the Contractor in liaison with NLWA. The ingredients should be sourced from donations from suppliers where food was coming to the end of its useful life and therefore otherwise would have been wasted. The Contractor should assume that they will source the necessary food and other materials e.g. cooking utensils, tables and chairs. Kitchen equipment, gas (industrial cylinder) bank and cooking utensils, crockery, cutlery etc. will also be provided by the Contractor who must hold adequate insurance to meet the minimum levels of insurance set out in the Conditions of Contract. Cleaning of the premises, utensils, cutlery and crockery, kitchen and other equipment, furniture and consumables are the responsibility of the Contractor. The Contractor is also required to hold an information stall on the day and provide visitors with food waste reduction tools such as bag clips and rice scoops and literature such as recipe cards and leaflets. Material for the information stall will be provided by NLWA but the Contractor will be responsible for staffing the stall on the day.
- 1.1.2 Seven workshops, one in each Borough, between January and March 2019, offered free of charge to north London residents. Each workshop is for teaching residents how they can make various dishes with bread being the main ingredient and how they can reduce the amount of bread people waste at home. Each workshop will have a minimum duration of 40 minutes, will be delivered by experienced facilitators and registration will be required in advance. Registrations will be managed by the Contractor and a minimum of two reminders will also be sent to participants prior to the workshops happening. The Contractor shall ensure the processing of personal data of attendees is in compliance with GDPR (General Data Protection Regulation) and as set out in Clauses 2.1 and 2.2 below. All seven workshops will have active involvement of participants and include use of techniques that participants can take part in.
- 1.2 The Contractor will be responsible for managing the Services overall and be required to:
- 1.2.1 Devise a timetable for the high profile event and the seven workshops. Timings are flexible and it is expected that the Contractor agrees with NLWA best timings in advance.
- 1.2.2 Advertise, promote and publicise the Services.

- 1.2.3 Select and book suitable areas for the high profile events and the seven workshops, propose locations and be fully responsible for any bookings and permissions that may be required. Even though Borough officers may propose locations, the Contractor will be responsible for ensuring the locations' suitability and for all aspects of liaison and bookings (including permissions, disclaimers, Health and Safety and insurances).
- 1.2.4 Crowd control and the safe running of the Services for attendees, staff and stall holders.
- 1.2.5 Ensure photography takes place and manage photo and/or film consent from attendees in compliance with GDPR (General Data Protection Regulation) requirements as set out in Clauses 2.1 and 2.2 below.
- 1.2.6 Ensure a short film (up to 5 minutes long) is created containing footage from the high profile event and the workshops.
- 1.2.7 At the end of the high profile event and each workshop, it will be the Contractor's responsibility to clear out and separate the leftover items and, if still reusable, find appropriate outlets.

KEY PERFORMANCE INDICATORS

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

Quantitative

- 1.3.1 A minimum of 300 north London residents engaged in conversations at the high profile event.
- 1.3.2 A minimum of 15 north London residents attended each workshop.
- 1.3.3 A minimum of 1 tonne of direct tonnage diversion via the high profile event and the seven workshops.

Qualitative

- 1.3.4 Feedback is received by a minimum of 5% north London residents that attended the high profile event and 20% of residents that attended the workshops. Feedback questionnaires need to be approved in advance by the Authorised Officer of NLWA.
- 1.3.5 A minimum of 70% of attendees that provided feedback pledged to reduce the amount of bread they throw away.
- 1.6 Contractors are also invited to propose additional quantitative and qualitative methods for assessing the effectiveness of the Services and indicators in particular for indirect tonnage diversion. In the event of conflict between the key performance targets in sections 1.3.1 to 1.3.5 and the indicators proposed by the Contractor, the key performance targets in section 1.3.1 to 1.3.5 above shall have priority.
- 1.7 Children and young people 18 years old or younger should be accompanied by adults and their presence at the high profile event or workshops should not be counted in the overall attendance.

OVERARCHING COMMUNICATIONS STRATEGY

- 1.8 The Services should be widely promoted in order to maximise attendance and the Contractor is invited to outline methods of promotion. NLWA will be able to assist with promotion through its existing networks; however the primary responsibility for the promotion of the events will be that of the Contractor.

- 1.9 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 high profile event and the seven workshops, the Contractor is also required to provide an overarching communications plan which should include details of the communication channels it is going to use to promote the Services and how the key messages will be spread to those that did not directly attend. The Contractor is required to produce press releases, items for newsletters, promotion to relevant networks and other such promotion as they consider necessary.
- 1.10 Contractors can use their own social media channels to promote the Services as scheduled in their Method Statement without sign-off from NLWA officers. NLWA communication's team can also use their own social media channels to promote the events 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>).
- 1.11 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 promptly remedy the default is a termination event under the contract.
- 1.12 NLWA's Wise Up to Waste brand should be the only brand used on all communication tools chosen to promote the high profile event and the seven workshops detailed in the Contractor's proposal. NLWA may, at its discretion, use the Successful Contractor's brand on all communication tools.
- 1.13 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 intellectual property rights in all artwork and communication material produced by the Contractor for the delivery of the Services will be vested in NLWA.
- 1.14 A timetable for the press releases and/or editorials will be agreed with the successful Contractor at the inception meeting. The Contractor will draft and issue all press releases required to promote the events. NLWA's communications team will have final sign off on all press releases prior to issue.

2. PERSONAL DATA AND GDPR

- 2.1 Where Personal Data is obtained by the Contractor from attendees, 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 attendees who provide their personal data for events sign consent forms which are GDPR compliant. The Contractor is further required to display both their own and the NLWA Privacy Notice and Retention Policy that are GDPR compliant at all venues where personal data will be obtained from attendees, and where feedback forms contain personal data, attendees should be made aware of the NLWA and the Contractor's privacy notice prior to providing consent.
- 2.2 The Contractor should ensure that photograph/filming consent forms are signed by attendees of the events and ensure that consent is obtained prior to photography/filming. Consent forms and NLWA privacy notices will be provided by NLWA. Prior to obtaining

consent, attendees 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. A short summary of the high profile event and each workshop will be provided to NLWA within two working days after the high profile event and each workshop has taken place. The report should outline progress towards Key Performance Indicators and targets and include analysis of feedback received.
- 3.2 The Contractor 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
- 3.3 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.
- 3.4 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 of Section 7.

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 high profile event and each of the seven workshops. 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 and safety certificates at levels acceptable to NLWA 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 and skills teaching is provided by competent staff who have excellent communications skills and good knowledge of issues around food waste prevention 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 Contract Price for the Service will be submitted to the Authorised Officer once venues for high profile event and the seven workshops have been booked, food safety certificates and the associated risk assessments have been provided to NLWA;

7.1.2 one invoice for **50%** of the total Contract Price for the Service will be submitted to the Authorised Officer upon successful delivery of the high profile event and the seven workshops and the Contractor has met the indicators and targets set out in section 1.3 of this Scope and in the Contractors proposal.

7.1.3 One invoice for **20%** 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 Table 1 below, then the Contract will be treated as incomplete and the Contractor shall not be eligible for payments as detailed in this clause 7.

7.3 The Contractor shall not be entitled to submit an invoice under section 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.

7.4 Payment shall be due no later than 30 days after the submission of a valid and undisputed invoice by the Contractor.

7.5 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	Venues for the high profile event and the seven workshops have been booked, food safety certificates and the associated risk assessments have been provided to NLWA.
2	50% of total Contract Price	Successful delivery of the high profile event and the seven workshops as per Schedule 1 and the Contractor's proposal and indicators and targets have been met as outlined in section 1.3 of this Scope and in the Contractor's proposal.
3	20% of total Contract Price	Final report has been agreed and the close out meeting has taken place.