

Pre-Tender
Event for
Adult Social
Care Single
Framework

Meeting will
commence at 09:05



Agenda

09:00	Meeting starts
09:05 – 09:10	Welcome and Purpose of today's meeting
09:10 – 10:10	Procurement Presentation including: <ul style="list-style-type: none">• Why do we tender? Principles of public procurement• Registering with Due North (electronic tendering portal) and accessing opportunities inc. screen shots• Standard government 'SQ' (Selection Questionnaire)• Award criteria – Price, Quality and Social Value, plus weightings and scoring methodology• Evaluations: pass/fail, scored, moderation, feedback, panels etc• Where to go for help – (DN/ProActis, SVP)
10:10 – 10:20	Comfort Break
10:20 – 10:40	Equalities Presentation & Questions
10:35 – 10:55	Business Continuity Presentation & Questions
10:50 – 11:10	Social Value Presentation & Questions
11:10 – 11:30	Healthy & Sustainable Procurement Presentation & Questions
11:30	Meeting Close

Reminder

- Today's meeting is being recorded and will be shared on the BCC webpage for future suppliers. If you do not consent to being recorded please leave the call or turn off video and audio.
- All questions through the chat function. We will try to answer questions at points during the presentation or if we are unable to, answer will be provided in writing after the meeting.
- Presentations will be uploaded to the BCC webpage [Single Adult Social Care Framework \(bristol.gov.uk\)](#).
- Please put yourself on mute throughout during the presentations.

Bristol City Council Adult Social Care

Pre-Tender Provider Event Procurement

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A note about the single framework...

- BCC ASC will be tendering a large, open framework later this year
- Advertisements will be published in the Find a Tender Service and Contracts Finder
- All suppliers who have previously expressed an interest will also received an email to notify them that the tender is live
- Dates and other factors are still being finalised and approved internally, we cannot share any further details today (further event after tender is live)
- This event is intended to be a basic guide to tendering for BCC Adults Social Care contracts, plus the standard processes and requirements. IT IS NOT SPECIFICALLY TAILORED TO THE NEW SINGLE FRAMEWORK

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Tendering Process

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Why do we tender?

Basic Principles of Public Procurement

- **Transparency:** Information on the public procurement process must be made available to all public procurement stakeholders.
- **Integrity:** Reliability is essential.
- **Economy:** Public funds must be managed with care and due diligence.
- **Openness:** Public procurement requirements should be open to all eligible organisations and individuals.
- **Fairness:** Suppliers must be treated fairly.



Procurement Process

Through the Council's e-procurement system – Pro-contract - using a 2-stage process:

1) Selection Criteria

- Standard government 'SQ' (Selection Questionnaire)
- Can be completed in advance on Pro-Contract then updated each time you tender
- Many of these questions are 'Self Certification' (Blacklist, Insurance, GDPR etc)
- At tender stage there may be 'Additional Questions' and/or 'Project Specific Questions' that are specific to the Local Authority (BCC) or the particular service area (ASC)

<https://www.gov.uk/government/publications/procurement-policy-note-816-standard-selection-questionnaire-sq-template>

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Procurement Process

2 Award Criteria

- Usually a combination of **PRICE, QUALITY AND SOCIAL VALUE**
- Price – to ensure best value for money. Comes in many forms including item costs ('basket of goods'), hourly rates, or total cost for delivery of the contract
- Quality Questions – These questions are designed to test how well a provider will be able to deliver the brief that has been specified.
- Social Value – Bristol City Council policy is that most contracts will have a weighting of 20% of the overall score tender based on Social Value
- NB In the case of frameworks, there may be 'high level' initial questions and pricing information requested to be awarded a place on the framework, with more detailed questions at any further competition stage



Timelines

Procedure	Normal minimum time limit	Where electronic tenders allowed	Where urgent +	Where PIN published*	Where sub-central authority**
Open procedure	Minimum time limit for receipt of tenders 35 days	Minimum time limit for receipt of tenders 30 days	Minimum time limit for receipt of tenders 15 days	Minimum time limit for receipt of tenders 15 days	N/A
Restricted procedure	Minimum time limit for requests to participate 30 days	N/A	Minimum time limit for requests to participate 15 days	N/A	N/A
	Minimum time limit for tenders 30 days	Minimum time limit for receipt of tenders 25 days	Minimum time limit for tenders 10 days	Minimum time limit for tenders 10 days	Minimum time limit for tenders to be set by agreement with tenderers. In the absence of agreement minimum time limit 10 days

*In the case of a large tender (like the forthcoming Single Framework), timeframes are often longer
6 weeks (42 days) is a common timeframe

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Evaluations

Carried out within the Council's e-procurement system – Pro-contract – again using a 2-stage process:

1 Selection Criteria

- Generally evaluated on a PASS/FAIL basis
- Where 'self-certification' has been used, remember that you will be required to produce evidence/proof if you are awarded the contract (e.g. insurance certificates, copies of policies etc.)
- Any suppliers failing at this stage will not be taken forward to the 'Award Criteria' evaluation



Evaluations

2 Award Criteria

- Price will be evaluated using the formula laid out in the ITT/Pricing Schedule. This is often on a 'comparative' basis with the lowest price scoring the maximum amount of points for the Pricing part of the tender, and the other suppliers receiving a pro-rata score from this.
- Quality Questions may be scored as pass/fail, but are usually scored using a typical scoring methodology as laid out in the ITT. Evaluators will then review each supplier's response to each question in turn and allocate a score based on the matrix. Where 2 or more evaluators have provided a score, and these scores are different, moderation will take place with a third party to review the reasons behind the scores and come to a consensus.
- Social Value – Social Value is evaluated based on 2 factors – Quantitative (the 'amount' of social value committed to) and Qualitative (the quality of the response detailing how this social value will be delivered). Social Value may be evaluated by the Social Value Portal or internally by BCC. This will be detailed in the ITT document.
- NB In the case of frameworks, there may be an framework evaluation award stage to establish supplier 'Rankings' on the Framework, and/or there may be a further question/evaluation stage within any 'further competition'.

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Evaluations

Scoring Methodology Example

***final form will be defined within the ITT**

Assessment	Score 0 5	Reason to award this score based on evidence provided against the criteria included
Unacceptable	0	Does not meet the requirement; · Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the service, with little or no evidence to support the response. · Does not submit a reply to the question; Scoring 0 for any question may result in your bid being deemed to be non-compliant and may be rejected.
Serious reservations	1	Meets some of the requirement with major reservations; · Considerable reservations of the bidder's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the service, with little or no evidence to support the response. Scoring 1 for any question may result in your bid being deemed to be non-compliant and may be rejected.
Minor Reservation	2	Satisfies the requirement with minor reservations; · Some minor reservations of the bidder's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the service with little or no evidence to support the response.
Satisfactory	3	Satisfies the requirement; · Demonstration by the bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service with evidence to support the response
Good	4	Satisfies the requirement with minor additional benefits; · Good demonstration by the bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service; · Response identifies factors that will offer potential added value, with evidence to support the response.
Excellent	5	Satisfies the requirement with major additional benefits; · Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service; · Response identifies factors that will offer potential added value, with evidence to support the response

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Pro-Contract

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Registering with ProContract (Due North)

In order bid for Bristol City Council you will need to be registered as a supplier on ProContract - <https://procontract.due-north.com/SupplierRegistration/Register>.

Why should I register with ProContract?

Registration is free and your company profile will be immediately available for opportunities managed by over 30,000 buyers from over 400 private, public sector and 3rd sector organisations.

What happens next?

Once we have verified your company name and email address you will be asked to complete a short registration process including basic company details and contact information. Upon submission, your registration application will be reviewed by the ProContract team and you will be sent an email address confirming next steps.

Do I receive opportunity alerts?

Following successful registration, as part of your company profile you can stipulate your preferred opportunity areas of interest along with geographical locations to which you can supply your goods & services. Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

If you encounter any problems registering with Due North / ProActis, please go to <https://proactisservice.sk.kayako.com/> to log a ticket with their Supplier Support Team or email support@proactisservice.desk.kayako.com.

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System Navigation - ProContract

<https://procontract.due-north.com>

IMPORTANT!!

If you have previously registered with ProContract, please **check** that your **email contact details** are up to date with current staff members.

Otherwise you will miss tender messages and other notifications

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Log In

User Name

Password

[Forgotten your username or password?](#)

Continue

Welcome to ProContract

Already registered?

Simply enter your chosen username and password and click 'Continue'

New to ProContract?

Suppliers - If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)

Migrated from ProContract Version 2?

If you are currently registered with a ProContract Version 2 procurement portal and the procurement portal has migrated to Version 3 your details have been automatically transferred, however for security and account validation you will be required to reset your password by following the instructions outlined in the following link - [First time login following migration](#)

Still need help?

Please visit the [help center](#) where you can access an extensive help library, FAQ's, videos and guides



System Navigation - ProContract

- Register interest in the contract
- Click 'Start my Response' button
- This will give you
 - Access to tender documents
 - Access to submit tender response
 - Access to ask clarification question and receive response to questions asked by other interested providers

NB You may not have access to all information/documentation until you click 'Start my Response'
This does not commit you to responding to the tender.



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System Navigation - ProContract

Cheshire - ITT 41

Main details

Title: Example ITT **Respond by:** 03/14/2015 21:30:00

Description:
Example ITT

Public attachments

Public attachments can be viewed by all procurers and suppliers involved in this rfx

ITT Attachment.docx	12 KB
Specification & Requirements Document.docx	12 KB

Terms & conditions

 [Standard Legal Terms](#)

Time remaining

2 Days	6 Hours	5 Minutes	28 Seconds
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Messaging

You have 0 unread message(s).
[View messages](#)

Response controls

[Start my response](#)

[Register intent to respond](#)

[No longer wish to respond](#)

My responses

You have not yet started your response.

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System Navigation - ProContract

The screenshot displays the ProContract web application interface. At the top, there is a browser window with the URL <https://procontract.due-north.com> and a tab for 'ProContract Version3 Help'. The main content area is divided into several sections:

- Supplier reference:** A text input field.
- Evaluation criteria/question sets:** A table with columns for Title, Action, and Progress.
- Response controls:** Includes a 'Submit response' button, an 'Open response wizard' link, and a 'Submission checklist' section with a red indicator for 'Evaluation criteria/question sets'.
- Audit history:** Includes a 'View audit history' link.
- Attachments:** Shows 'No attachments' and an 'Add attachment' button.

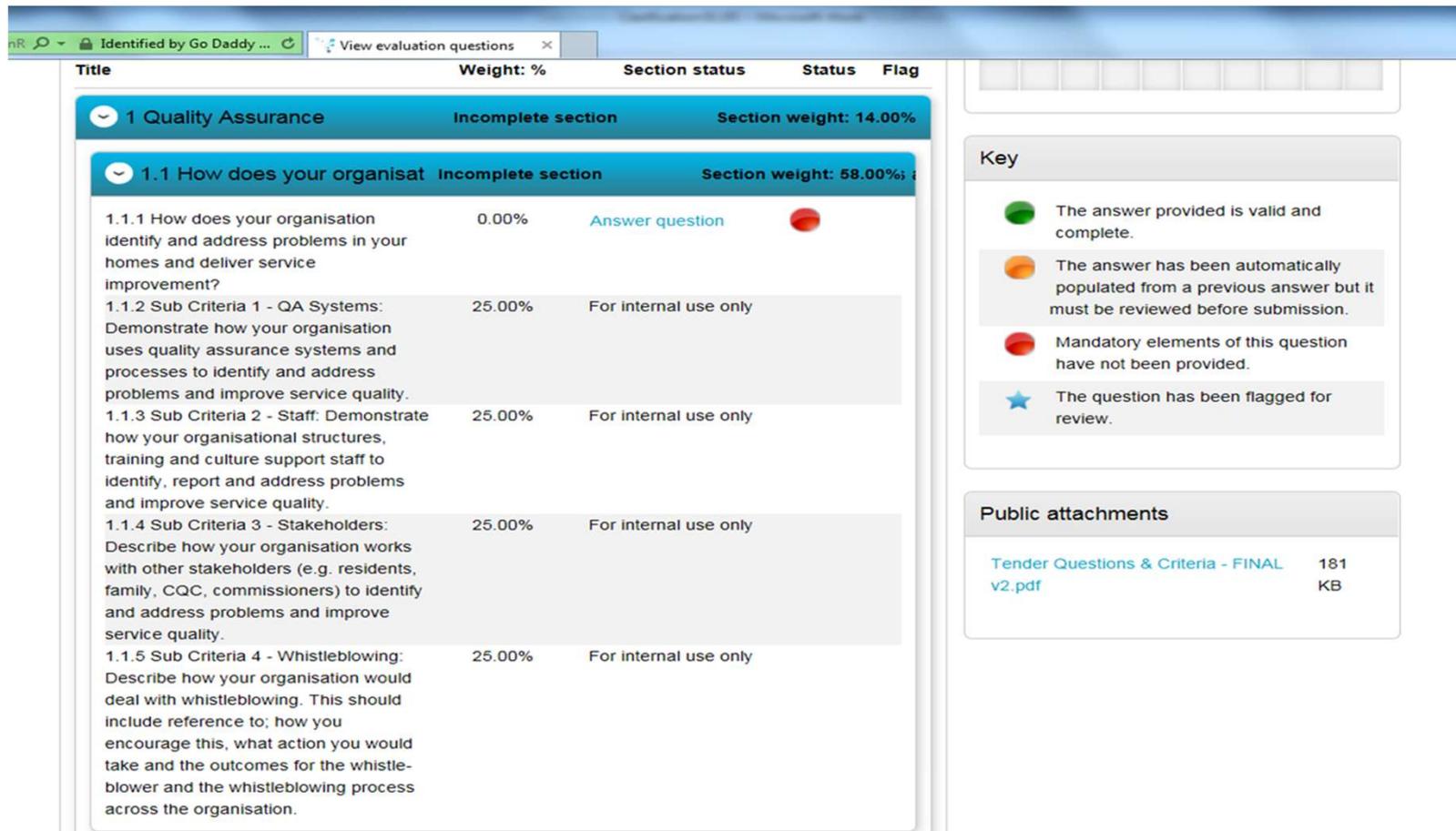
At the bottom of the page, there is a footer with links for 'Terms and Conditions', 'Privacy', and 'Accessibility', a 'Secure Site' indicator, the 'due north sourcing solutions' logo, and a system tray showing the time '15:53' and date '15/03/2016'. The Windows taskbar is visible at the very bottom with icons for Internet Explorer, File Explorer, and other applications.

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System Navigation - ProContract



Title	Weight: %	Section status	Status	Flag
1 Quality Assurance	Incomplete section	Section weight: 14.00%		
1.1 How does your organisation identify and address problems in your homes and deliver service improvement?	Incomplete section	Section weight: 58.00%		
1.1.1 How does your organisation identify and address problems in your homes and deliver service improvement?	0.00%	Answer question		Red Flag
1.1.2 Sub Criteria 1 - QA Systems: Demonstrate how your organisation uses quality assurance systems and processes to identify and address problems and improve service quality.	25.00%		For internal use only	
1.1.3 Sub Criteria 2 - Staff: Demonstrate how your organisational structures, training and culture support staff to identify, report and address problems and improve service quality.	25.00%		For internal use only	
1.1.4 Sub Criteria 3 - Stakeholders: Describe how your organisation works with other stakeholders (e.g. residents, family, CQC, commissioners) to identify and address problems and improve service quality.	25.00%		For internal use only	
1.1.5 Sub Criteria 4 - Whistleblowing: Describe how your organisation would deal with whistleblowing. This should include reference to; how you encourage this, what action you would take and the outcomes for the whistleblower and the whistleblowing process across the organisation.	25.00%		For internal use only	

Key

- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- The question has been flagged for review.

Public attachments

Tender Questions & Criteria - FINAL v2.pdf	181 KB
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Tender Documents

- **Invitation to Tenderers (ITT)** – a basic overview of the tender, background, process being used, timeframes etc.
- **Terms & Conditions** – the legal paperwork that will form part of the final contract once let
- **Specification** - including demand information, location, quantities if known, demographics. **ASK QUESTIONS IF MORE DETAIL IS NEEDED.** For Frameworks there may be more than one specification.
- **Contract monitoring requirements** – for future contract management. E.g. meetings, reporting, KPIs (Key Performance Indicators)
- **Pricing Schedule** – this may be individual item prices, hourly rates, set fees, total contract value etc.
- **Declarations** - Non collusive & non canvassing certificate / Form of Tender
- **TUPE** information if relevant



Bidding Models

- In addition to a single provider tendering for a contract, other bidding models may be accepted – further information will be available in the ITT. Models include:
 - Sub-Contracting
 - Consortia bidding
 - Lead partner / joint and severally liable
 - Special purpose vehicle

Seek your own legal advice on Bidding Models if appropriate.

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Tendering Tips

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Tendering Tips

- Base your bid on the Specification & Terms and Conditions, don't provide a generic answer; make your answer specific to the contract; answer the question fully.
- Only include publicity material in your submission if you have specifically been asked to.
- If something is not clear, send a dialogue to the Council through the e-procurement system.
- Observe the deadlines for clarifications, don't wait until the last minute.
- Don't qualify your bid (place conditions upon your bid). These can not be accepted.
- Further information available on our Internet <https://www.bristol.gov.uk/tenders-contracts/procurement-support>

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Tendering Tips

- Use your responses to demonstrate understanding, knowledge, experience and ability to deliver clearly explaining your methodology, innovative solutions & added value.
- Observe any word counts that are imposed, otherwise this could mean that this information is not taken into account.
- Don't rely on previous knowledge or contracts held by the Council - Evaluators can only evaluate what is in front of them, using the scoring matrix detailed in the tender.
- Take note of what questions are scored, and what weightings have been applied. NB Not all questions / responses are equal!



Tendering Tips

- Provide all of the information requested. If you cannot provide some of the information, for whatever reason, ask for advice, this can be done through the e-procurement portal.
- Ensure that all the sub-criteria/guidance points are covered within the answer, this is what you will be scored on.
- Review any guidance provided with the question, and review the scoring matrix to see what information is required for a 'Satisfactory' or 'Good' score.
- Use previous commissioning feedback & build it in to your submission.
- Ensure that you have plenty of time before the closing date.

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ProContract Contact Details – System Issues

ProContract eTendering System Support

- – procontractsuppliers@proactis.com
 - 0330 005 0352
 - 08:30 -17:30 Mon – Fri

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Your questions and comments



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10 minute
Comfort
break

Meeting restarts at 10:20





Equalities Presentation

Considerations to make for a good equalities' response:

Up to Date Equalities Legislation

- What equalities guidance do you follow?
- Do you know the nine protected characteristics?

How do you advertise your vacancies?

Do you make provisions for Disabled members of staff or service users?

How are complaints and grievances managed?

Do you do outreach with minoritised communities?
How does this influence the way services are carried out?

Do you undertake Equality Impact Assessments, impact assessments or annual reviews?

Do you use data or evidence to monitor your equalities outcomes?

Is there evidence of any access improvements that have been made?

Do you encourage reporting of harassment, or any other issues faced by staff or service users?

What does your training provision look like?

Do you use alternative formats such as easy read or different languages?

Do you use positive action in recruitment?

DO:

- **Give good, real life, examples with detail**
- **Explain clearly steps taken to make equalities improvements**
- **Show how changes have been made following feedback with staff and service users**
- **Detail legislation and processes followed to ensure equalities practices are good**
- **Reference adjustments made to be equitable to all**

DON'T

- **List buzzwords with no evidence or examples**
- **Reference out of date legislation**
- **Use outdated or inappropriate equalities terms**
- **Omit information**
- **Make references to policies that aren't in practice**

Business Continuity Presentation

A presentation by the

Emergency Preparedness
and Resilience team





Why does the Council Respond to Incidents?

BRISTOL

City Management and Response

Emergency Preparedness and Resilience Team

emergency.planning@bristol.gov.uk

Preparedness | Risk | Resilience | Continuity

Civil Contingencies Act 2004

- Single legal framework for emergency planning in the UK
- Establishes a clear set of roles and responsibilities for those involved who are responding at a local level
- Identifies the Category 1 and 2 responders
- Establishes emergency powers
- Sets out statutory duties



Civil Contingencies Act 2004

BRISTOL

City Management and Response

Emergency Preparedness and Resilience Team

emergency.planning@bristol.gov.uk

Preparedness | Risk | Resilience | Continuity

Category 1 & 2 Responders

Category 1's

- Police
- Fire & Rescue Authorities
- Ambulance Services
- Local Authorities
- NHS
- Port Health Authorities
- Environment Agency
- Maritime & Coastguard Agency
- UK Health Security Agency

Category 2's

- National Highways
- Utilities (gas, electric, water, telecoms)
- Airport Operators
- Health & Safety Executive
- MET Office
- The Coal Authority
- Voluntary Agencies
- The Military

Civil Contingencies Act 2004

Assess	Assess the risks of emergencies occurring
Prepare	Produce and maintain emergency plans
Business Continuity	Put in place business continuity management
Warn & Inform	Warn & Inform public (Community Risk Register)
Share Information	Share information with other responders
Co-operate	Co-operate with other responders
Promote BC	Promote awareness of Business Continuity (LAs only)

Meeting Expectation

As a potential partner you are expected to have your own Business Continuity Plan/s in place.

Therefore you will be asked describe how your plans create resilience across your organisation or service.

That you have identified critical activities and associated risks.

That you have mitigated those risks to reduce level of impact.

Any Questions ?

BRISTOL

City Management and Response

Emergency Preparedness and Resilience Team

emergency.planning@bristol.gov.uk

Preparedness | Risk | Resilience | Continuity



Social Value Presentation

Kathryn Archer

Social Value

The Public Services (Social Value) Act, requires all public bodies in England and Wales to consider how the services they commission and procure might improve the economic, social and environmental well-being of the area.

Examples of social value:

- A commitment to use employees who live in Bristol (postcodes BS1-BS16) to deliver the contract
- A new commitment to support community groups or charities in Bristol with your expertise
- A new commitment to go into a Bristol school to help raise children's career aspirations

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Bristol City Council's Social Value Policy

- Aims and Objectives

- Create/promote local employment, training and inclusive economic sustainability
- Raise the living standards and prosperity of local residents
- Build capacity and sustainability of the VCSE
- Promote the local economy
- Involve local people/organisations
- Promote equity and fairness
- Support fair and ethical trading
- Promote environmental sustainability

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Social Value in BCC's Tender & Contracts

- BCC Policy, where appropriate is to award 20% of the available marks to social value.
- Bidders will be asked to provide which social value commitments they can offer and evidence that these commitments will be measured, monitored and delivered within the life of the contract.
- Providers will complete this in the Social Value Portal (for over £100k) and be asked to pay fees.
- Information is on BCC webpage including Social Value Toolkit & policy, providing advice for bidders.
- Further details will be made available in the ITT documents.

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Social Value Management Fee (over 100k)

Total Contract Value	£25k - £250k		£250k - £3.35M		>£3.35M	
Year of contract	Year 2+	Year 1	Year 2+	Year 1	Year 2+	
Annual Fees	£350	0.20% of total contract value	0.15% of total contract value	£7,500	£5,000	

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Social Value – Sub £100k

- Providers will be required to complete the “Bristol City Council Social Value Toolkit for sub-£100k tenders”
 - This excel document is attached to the tender
- Download to your desktop and work through the spreadsheet following the instructions
- There are 5 Social Value Measures that providers can commit to delivering. You can choose to commit to all/none/a selection of the measures.
 - Committing to no social value measures will result in you receiving a zero for social value
- You will be required to provide both a **quantitative** answer (e.g number of hours spent helping a charity) and a **qualitative** answer (an explanation of the offer you have made against each of the 5 measures and how you would deliver in practice)
- The winning bidder will be contractually obliged to deliver the social value commitments made at bid stage, this will be monitored
 - This will require engaging with the Council and the Councils monitoring partner – Social Value Portal Ltd. Note that **for this contract there will be no fees levied** on any bidder for the monitoring provided by SVP Ltd

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Social Value – Sub £100k

- How we will evaluate Social Value offers made by bidders
 - SV has been allocated 20%

Criteria	Social Value Sub-Weighting
Social Value Quantitative offer	10%
Social Value Qualitative offer	10%
Total Social Value	20%

- Quantitative Assessment
 - Once you have completed the tool kit, there will be a table at the bottom of the template that summarises your offer
 - If you have provided sufficient evidence to explain your offer, your quantitative score will be calculated based on your offers total proxy financial value
 - If you have not provided sufficient evidence we may send you clarification questions with a response deadline. If we are not satisfied with these responses, BCC reserves the right to discount all or some of your quantitative social value offer
- Qualitative Assessment
 - We will evaluate the quality of your written responses taken together by giving a score on a 0-5 scale based on the overall assurance of all the evidence provided as to your capabilities to deliver the Social value offer made
- Further information on the evaluation of SV can be found in “Appendix 2 – Social Value”

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Social Value – Tips

- **DO**
 - Only report on activities/offer social value that will be delivered as a result of this contract
 - Ensure your targets are relevant and proportional to this contract only
 - E.g if you already donate 1 hour a week to a charity, you cannot claim social value for this contract. However, you may want to offer to increase the donate to 2 hours a week for a set period if you win the contract – in which case you can claim social value for the additional hours
 - Avoid double counting
 - It is important that bidders only claim social value once for each commitment
 - E.g if you are volunteering with a local organisation undertaking environmental work. This would either be volunteering or environmental initiatives, it can't be both
- **DO NOT**
 - Offer anything that is already required as part of the core contract
 - e.g if the contract involves an environmental initiative, you cannot claim social value for the resources you put into delivering that as that is part of the core contract requirements
- **More tips will be provided at tender stage in “Appendix 2 – Social Value”**

Healthy and
Sustainable
Procurement
Presentation

Kathryn Archer



Healthy and Sustainable Procurement

To cover:

1. Healthy and Sustainable Procurement Policy
 2. Health and sustainability requirements
 3. Carbon reduction plans
-

Healthy and Sustainable Procurement Policy

- **To achieve our vision** for Bristol to be a fair, healthy and sustainable city then we must:
 - **make sure** the suppliers of our work, goods and services operate in a way which promotes equality and uses resources sustainably
 - **Toolkit of Health and Sustainability requirements**, which are embedded into contracts and contract monitoring as relevant
-

Health and Sustainability Requirements

- **Energy use (Carbon):** taking steps to reduce, using renewable energy providers and purchasing energy efficient equipment (more info on next slide)
 - **Climate resilience:** being prepared for heatwaves, flooding, extreme weather eg storms and prolonged snow/ ice. May be within a business continuity plan.
 - **Waste:** using less single use plastics and reduce – eg use less packaging, reuse – eg laundered clothing and recycle, including food (aim for 65% if you have waste data)
 - **Transport:** minimising vehicle miles, meeting the standards of the Clean Air Zone (CAZ) in Bristol City Centre and considering Ultra Low Emission Vehicles (ULEVs)
-

Carbon Reduction Plans

- **You may not have considered** the carbon impact of the service you provide
 - **Start by looking at** what you can influence and change – eg:
 1. Do we use renewable energy to run our buildings?
 2. Do we use efficient systems and equipment?
 3. How can we reduce the energy we use in delivering the service?
 - **Make a plan:** with who, what, when and how a change can be made
 - If possible, **use the Kwh on bills** to show how much you have reduced
-

Guidance

- **Further guidance** will be provided at tender stage
 - **Today's presentation** was to get you thinking about what health and sustainability requirements you may need to meet or show evidence against
 - **Do you have any questions?**
-



Thank you for attending
today's meeting
