# FRAMEWORK FOR DISPOSAL SERVICES FOR IT EQUIPMENT, ELECTRONIC AND ELECTRICAL EQUIPMENT

**PROTOCOL**

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| --- | --- |
| **CFT:** | **438385** |

1. **Introduction**

The Department of Finance has established a framework for Disposal Services for IT equipment, electronic and electrical equipment for use by the Northern Ireland Public Sector including the Departments, Agencies and Non Departmental Public Bodies.

The following Contractors have been appointed to the framework:

|  |  |
| --- | --- |
| Asset Management (Ireland) Ltd | client.support@amiltd.ie |
| E-Recycling Ltd | mark.daly@euro-recycling.co.uk |
| Secure IT Services Limited | info@secureit-services.com |
| Sonet Communications | info@sonetcl.com |

When availing of this framework you must always follow the protocol below. Please note all Contractors on this framework are aware of this protocol.

The protocol may be updated throughout the lifespan of this contract please ensure you are consulting the most up to date version.

This framework is valid for used between 30 September 2016 and 29 September 2020.

1. **Secondary competitions**

* **Step 1**

The Request for Quotation spreadsheet must be completed in full (all green columns) by the Requesting Client to allow for any disposal to be arranged via a secondary competition.

**Level of Security Clearance Required**

For the majority of disposals Counter Terrorist Check (CTC) will be the most appropriate level of security clearance required. On occasion a higher level of security clearance i.e. Security Check (SC) may be required. The appropriate option must be selected from the drop down menu at the top of the Request for Quotation form to ensure that only those Contractors with the adequate levels of security in place provide a quotation.

**Category**

The following categories of items are available for disposal via this framework. Please select the appropriate category from the drop down list for each item line.

|  |  |
| --- | --- |
| Category 1 | PC base unit |
| Category 2 | Laptop + PSU |
| Category 3 | Servers + Data Storage Equipment |
| Category 4 | Mobile Phones + Tablet Devices |
| Category 5 | Monitors |
| Category 6 | MFD and Laser Printers |
| Category 7 | InkJet Printers |
| Category 8 | Network equipment |
| Category 9 | Projectors |
| Category 10 | Plotters |
| Category 11 | UPS |
| Category 12 | Scanners |
| Category 13 | Loose HDD, Tapes, CDs, Floppy Disks, USB drives, Access Cards |
| Category 14 | Large Item e.g. Racks |
| Category 15 | Small Item e.g. Telephone, keyboard, docking stations, mice, DVD player, cables |
| Category 16 | TV screen |
| Category 17 | PABX equipment |
| Category 18 | White Goods / Additional Electrical Items e.g. fans, toasters, kettles etc. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

**Type of Item** – free text please complete

**Asset Tag Number**– free text please complete

**Serial Number**– free text please complete

**Manufacturer**– free text please complete

**Model**– free text please complete

**Onsite Data Wiping Required** - Select from Yes or No in the drop down list

Please insert in the Additional Information field if power and a working area can be supplied.

**Offsite Data Wiping Required** - Select from Yes or No in the drop down list

Please note if for any reason the data wiping is unsuccessful the disks must be shredded.

**Onsite Shredding Required** - Select from Yes or No in the drop down list

Please insert in the Additional Information field if power can be supplied.

**Offsite Shredding Required** - Select from Yes or No in the drop down list

Where shredding is required you MUST detail in the comments field the size of shred required.

20mm is a standard shred size, however on occasion a smaller shred size of 6mm may be required for disks where higher security levels are in place.

**Item working** - Select from Yes, No or Unsure from the drop down list. Please note there is an increased opportunity to attract a revenue payment for a working item. The Contractor may wish to view the items prior to returning their quotation. This will be of particular relevance where the Unsure option has been selected.

**Additional Information** – This is a free text field which must be used to provide the Contractor with any additional information relating to the item e.g. cracked screen, has had hard drive removed or shred size etc.

By prior arrangement with the Contractor, a client witness may wish to observe and/or conduct tests on a sample to ensure successful destruction.

By prior arrangement with the Contractor a witness may wish to observe and/or conduct tests on a sample to ensure the successful completion of the wiping of hard drives by attempting to access data previously on a wiped device or media.

Where data wiping is taking place off site the client may request that a sample item is returned for this testing to be completed.

This field can be used to highlight if you wish to avail of any of the above and also to indicate if cages or pallets are required for preloading of items.

**Cost** – this field will be completed by the Contractor at the Request for Quotation Stage. Entries in this column can either be a positive number representing a charge to the Requesting client for removal or a negative number to represent the amount or revenue that the Contractor will pay the Requesting Client in return for the items.

**Date of Collection** – this column will be completed by the Contractor after the disposal has occurred- leave blank

**Date of On Site / Off Site Wiping / Shredding Completed** – this column will be completed by the Contractor after the disposal has occurred- leave blank

**Requesting Client Information** – to be completed with your own information – it is vital that all fields are completed.

* **Step 2**

Email the completed Request for Quotation Form to ALL Contractors named on the framework. Again ensure you are using the most up to date version of the protocol to ensure that the email addresses are correct.

Please note Contractors must respond within 5 working days\* from the date of issue. The Contractor must reply even if only to state that they will not be formally responding to the quotation process.

There following wording must be issued within the body of the email:

All,

Please see attached Request for Quotation Form CFT438385 – DoF – Framework for Disposal Services for IT Equipment, Electronic and Electrical Equipment. In line the framework protocol response must be received within 5 working days from the date of this email i.e. 3pm on 12 November 2016 to be included in the secondary competition assessment.

Under no circumstance will a late response be accepted.

This secondary competition assessment will comprise of one stage, with award being based upon price (100% weighting) to either the lowest positive price (charge to client) or highest negative value (payment to the client).

In the unlikely event that two or more quotations are received with exactly the same total cost to the penny, the contract will be awarded to the quotation that was received first.

Kind Regards,

\*This is an agreed revision as from the original Specification

* **Step 3**

After 5 working days OR all Contractors have responded, whichever occurs soonest, evaluate the responses received with the cost column completed, and select the Contractor who has replied with the lowest total price (charge to the client) or the highest total revenue payment (payment to the client).

Please note a Contractor may choose to only complete the total cost field as opposed to the each item line. This is acceptable.

In the unlikely event that two or more quotations are received with exactly the same total lowest price or the highest revenue payment, to the penny, the contract must be awarded to the quotation that was received first.

* **Step 4**

Email the winning Contractor to advise them that they have been successful on this occasion and agree a collection date and time for the item (s). Please note the following service levels apply in this area :

|  |  |
| --- | --- |
| Agree Collection Date & Time | within 5 working days of award/ order placed |
| Collection | made within 10 working days of award unless otherwise agreed |

The following is text to be used within your email:

Thank you for your quotation received xxxxxx relating to CFT438385 – DoF – Framework for Disposal Services for IT Equipment, Electronic and Electrical Equipment, I am pleased to advise that on this occasion you have been successful.

I would be grateful if you could make contact via the details provided on the Request for Quotation form to arrange a suitable collection date and time.

Kind Regards,

* **Step 5**

Email all unsuccessful Contractors. The email must advise them that on this occasion they been unsuccessful and must also advise them of the winning Contractor and the winning total price. Wording for the email is provided below.

DOJ and PSNI may choose to only release the winning total price and withhold the name of the winning Contractor were security issues exist.

Thank you for your quotation received xxxxxx relating to CFT438385 – DoF – Framework for Disposal Services for IT Equipment, Electronic and Electrical Equipment.

I am writing to advise you that on this occasion you have been unsuccessful.

The winning contractor was xxxxxxx, with a cost of £xxxxx.

Your submission was ranked xx.

We appreciate the time and resources spent in providing your response and we wish you success in future opportunities under this framework.

Kind Regards,

* **Step 6**

Following collection the Contractor will complete the remaining two columns on the Request for Quotation i.e. columns N – Date of Collection and O – Date of On Site / Off Site Wiping / Shredding Completed and will return it to the Requesting Client by email.

Please note the following service level applies in this area :

|  |  |
| --- | --- |
| Confirmation of Destruction/Wiping | the final column on the Request for Quotation form completed and the form returned to the Requesting Client within 15 working days from collection of items |

* **Step 7**

All correspondence must be saved by the Requesting Client as this may be required for audit purposes.

1. **Invoicing and Revenue Payment**

It is the Requesting Client’s responsibility for ensuring that payment is made within 10 days of receipt of a valid invoice. The Contractor in turn must ensure that any revenue payment is made within 30 days of the collection date.

Please note the following service levels apply in this area :

|  |  |
| --- | --- |
| Invoice Issued | within 25 working days of collection date |
| Revenue payments | within 30 working days of collection date |

1. **Point of Contacts for escalation of contractor issues**

A named contact and deputy, with direct-line telephone numbers and e-mail addresses have been provided for escalation of issues that cannot be resolved through normal contact with the Contractor’s service desk.

Once an incident has been escalated the named contact must respond to the client within 3 working day of escalation and the issue must be resolved within 10 working days.

Where issues are not resolved within 10 working days after escalation, the named contact must meet with the Client to discuss the issue and agree a way forward. CPD will attend if required.

**Please note: In the event of contractual or indeed any other problems arising that cannot be resolved, customers should immediately contact CPD at** [**ict.cpd@finance-ni.gov.uk**](mailto:ict.cpd@finance-ni.gov.uk)**.**

Waste or Not Waste

As you are aware MR7 of the Specification requires any disposal of waste to be handled in line with the appropriate legislation.

Full details are shown below:

|  |  |
| --- | --- |
| MR 7 | All equipment that is not resold must be dismantled and recycled/disposed in accordance with the relevant legislation including, but not limited to :   * the Waste Electrical and Electronic Equipment Directive; * BS EN ISO 14001: 2004; * the Environmental Protection Act 1990; and * the Hazardous Waste Regulations.   It is a requirement of the Waste and Contaminated Land (Northern Ireland) Order 1997 that a waste must only be disposed of to a site which has an appropriate ‘authorisation’- i.e. waste management exemption/ licence/ permit - in place from the Northern Ireland Environment Agency (NIEA) to accept that waste.  In the case of equipment (WEEE) classified as hazardous waste, the authorisation must therefore specifically cover acceptance of this hazardous waste type. As long as equipment remains waste, whether it be classified as hazardous or not, it must ***only*** be moved/disposed to authorised facilities.  All collections (consignments) of hazardous waste must be accompanied by a Consignment Note (tracking document) copies of which must be completed/notified and returned to the Requesting Client in accordance with the Hazardous Waste Regulation (Northern Ireland) 2005.  It should be noted that hazardous waste collections are required to be reported to NIEA.  Non-hazardous waste does not have to be reported to NIEA in the same way as hazardous-waste (although similar information has to be recorded on a Waste Transfer Note, a copy of which you should retain as NIEA may request them up to 2 years following the date of transfer).  Further information can be found in the Duty of Care Code of Practice linked below:  <https://www.daera-ni.gov.uk/articles/duty-care> |

Not Waste

Please note in some instances you may conduct a disposal where the items are not classified as waste.

<https://www.gov.uk/government/publications/legal-definition-of-waste-guidance/decide-if-a-material-is-waste-or-not#when-a-material-is-reused-and-does-not-become-waste>

* This is where items are still fit for purpose and there is no intention to discard them, but instead to transfer the assets.
* Where this is the case these items must be marked as working on the ‘Request for Quotation’ form and the notes field should record that these items are not being classified as waste, there is no intention to discard and that they are fit for purpose.
* No items that are being classed as waste should be included in the ‘Request for Quotation’ in this instance.
* In this situation where a transfer of assets are occurring Waste Transfer Notes or Consignment notes are not required.

Waste

* Where any item has been listed on the Request for Quotation as not working or ‘unsure’ then it is clear that these items are either been discarded, are no longer fit for purpose or are perhaps even obsolete.
* In this instance even where a supplier may still be able to resell some of the items or indeed repair them prior to selling, the original asset owner must ensure that they hold a Waste Transfer Note or a Consignment Notes (for hazardous waste i.e. items with batteries, screens etc) for the disposal of these items.
* **There is a legal requirement for the original asset owner to hold a copy of any Waste Transfer notes for 2 years and in relation to Consignment Notes, 3 years.**
* Further detail can be found at :

<https://www.daera-ni.gov.uk/sites/default/files/publications/doe/duty-of-care-code-of-practice-june2016.pdf>

As this can be quite complex please contact NIEA if you require any further guidance in relation to your role and responsibilities.