

31 May 2018

David Jones
General Manager, Adjudication
Merger and Authorisation Review Division
Australian Competition & Consumer Commission

Via email: adjudication@acc.gov.au; **CC:** john.rouw@acc.gov.au; tessa.cramond@acc.gov.au

Dear Mr. Jones,

AA1000414 Council Solutions & Ors – Draft Specification

Further to Council Solutions' submission AA1000414 Submission 18 May 2018, Council Solutions is happy to provide a copy of the confidential Draft General Specification for Waste Collection Services.

This is provided in confidence to the ACCC for the following purposes:

- WRASA submitted in WRASA PART B that drafting a joint specification will be difficult due to current differences in service provision (e.g. different bin lid colours). As the attached shows, a joint specification has been drafted with no issues.
- Similarly, WRASA stated in WRASA PART B at Point 16 that alignment would involve many changes and compromises. Again, as the attached shows, the Participating Councils have been able to come to a joint position with few changes to the LGA Model Contract other than those required to secure the public benefits expected from the Proposed Conduct.
- The common specification also provides clear parameters on which potential suppliers can price, including the location of the centroids. Contrary to WRASA's submission at Point 23 of WRASA PART B, the potential suppliers responding to the RFT will have clear parameters on which to base their tender submission and will all be at an equal advantage.

As the specification is still to be finalised (although well advanced), it has been provided to the ACCC in confidence. Additionally, to ensure a fair and equitable tender process, all relevant RFT documentation will be released to the market as a whole at the same time and by the same method (that is via the SA Tenders and Contracts website). However, Council Solutions provides the following summary of streamlined elements of the specification for the public register:

- **Customer Service & Complaints Rectification:** There is a standardised procedure across the Participating Councils where the Contractor will manage and be the principal point of contact for customer enquiries and complaints about collection services. This includes standardised procedures for complaint management, customer service reporting and customer satisfaction surveys across the Participating Councils.
- **Consistent in-Vehicle Data Management System** across the Participating Councils, capable of reading RFID, photograph bin presentation, have GPS location logging and ability to log other

incidents to report to the Participating Councils such as traffic/community hazards, overhanging trees, etc.

- Consistent Environmental Management Plan across the Participating Councils.
- Consistent performance measurement and standards across the Participating Councils and a Performance Management Committee to review recent operations and consider future improvements to services across the Participating Councils
- A joint Community Education initiative across the Participating Councils with contractor participation.
- Coordination and standardisation of Waste & Recycling Audits across the Participating Councils.
- The format and detail of the information required in the Waste Reporting will be standardised across the Participating Councils and will cover all the Participating Councils' requirements.
- The notification procedures for the non-collection of bins will be standardised across the Participating Councils, including the consequences for the 1st, 2nd and 3rd occurrences.

Please do not hesitate to contact me if there are any queries regarding this.

Kind Regards,



Contract Management Officer
Council Solutions