



Muswellbrook Shire Council

Expression of Interest

**Operation of the Reuse Shop at
Muswellbrook Shire Council's Waste &
Recycling Facility**

Invitation to Not-for-Profit Organisations

Background and Specification

12/02/2024

EOI applications close 11/03/2024 at 02:00pm

End of the Road Reuse Shop at Muswellbrook Waste and Recycling Facility.

As part of Council's ongoing commitment to reduce waste and encourage the reuse of materials, Council is seeking Expressions of Interest (EOI) from not-for-profit community organisations, to submit proposals to operate the 'End of the Road' Reuse Shop, on a 50/50 profit share arrangement.

Background:

There has been some form or other of reuse shop at the Muswellbrook 'tip' for over 30 years. The current "End of the Road" Reuse Shop is a hub for low-cost second-hand goods and materials. In 2019, the shop was relocated into a portion of the large shed adjacent to the weighbridge.

The End of the Road Reuse Shop has opening hours during the days the Muswellbrook Waste & Recycling Facility is open. It is closed on Public Holidays, and is also closed on Council staff development days which may be once or twice each year.

At present, sales are transacted by the weighbridge operator, using Council's weighbridge point-of-sale software. Inventory is not tracked however older unsold stock is periodically removed and disposed. Customers pay by cash or card. There is an existing relationship with a local homeless support service whereby they may request furniture or other goods to assist with housing a client.

Currently, the Reuse Shop attracts an average of 30 sales transactions per month. Overall visitation is a little higher as people come along to browse the shop but may not purchase in that particular visit. Please see Figures 1 and 2 for a visual representation of the past two years transactions.

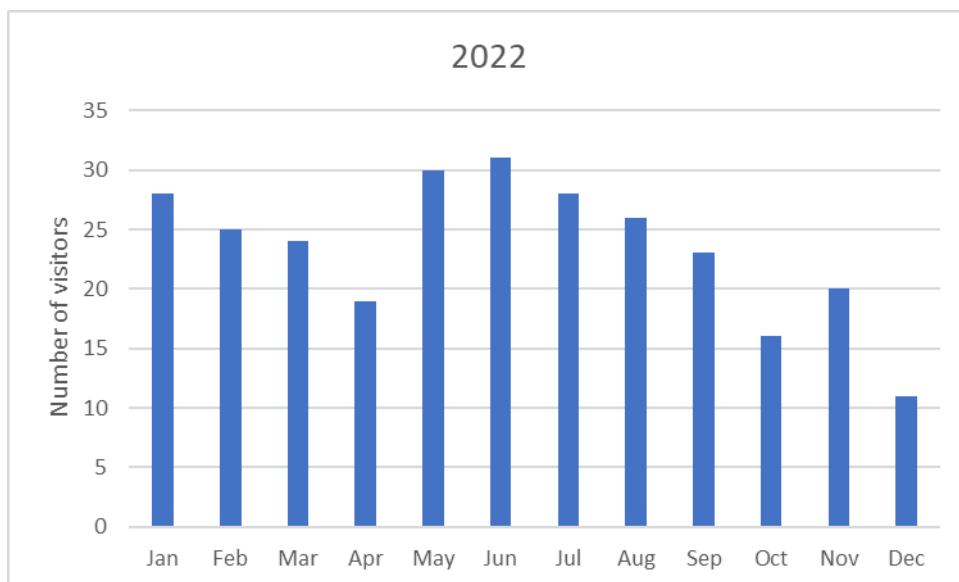


Figure 1: Transactions per month at the End of The Road shop for 2022.

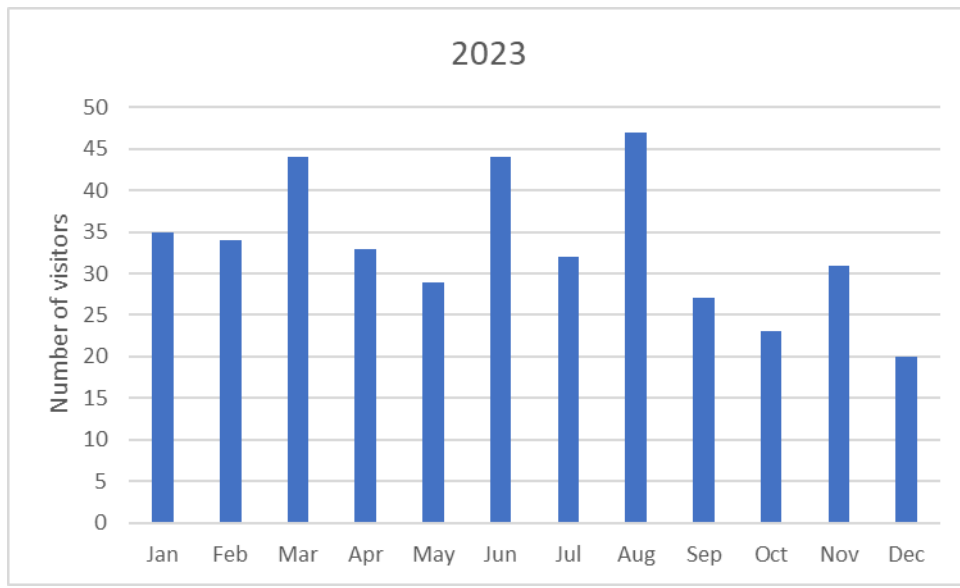


Figure 2: transactions per month at the End of The Road shop in 2023.

Overview of this Expression of Interest:

Council's vision is for a vibrant and friendly Reuse Shop that promotes sustainable practices, offering repurposed items to help reduce waste and engage the community.

The "End of the Road" Reuse Shop has growth potential for diversion of goods from landfill. It also presents a fantastic opportunity for community connectivity, sustainability awareness and not-for-profit fundraising. Therefore, Council are seeking to work with a not-for-profit group of enthusiasts to enhance the Reuse Shop by providing retail operations and promotion, for a period of 12 months.

You are invited to propose your innovative ideas and flexible approaches to ensure the success of this project. Council is keen to support new ideas that can be supported within the scope of its existing Environment Protection Licence.

An on-site meeting will be held which will be mandatory to attend for your response to be accepted.

Operational Responsibilities:

The successful applicant would participate in various tasks including accepting donations of goods, safe manual handling, marketing, housekeeping, sales, staffing and ensuring compliance with health, safety, and environmental standards.

The Reuse Shop accepts donations of goods. The successful applicant would ensure these donations comply with Council's established Donations Guideline.

The following are the key responsibilities of the Reuse Shop operator:

1. Supply necessary personnel for the shop's operation, management, and maintenance.
2. Recruit and train volunteers and staff, ensure effective site supervision and safety adherence.
3. Politely assist customers with their donations and retail sale of recovered materials.
4. Maintain shop cleanliness, safe access and exit, and uphold quality standards for materials.
5. Operate strictly within designated safe areas and respect restrictions on unsafe zones.
6. Acknowledge and respect the presence of CCTV for monitoring and security purposes.

7. Comply with instructions from Council staff.

These responsibilities are designed to ensure efficient, safe, and compliant operations within the Reuse Shop, aligning with the waste and recycling facility standards and objectives.

Council will provide access to bathrooms, a lunchroom with kitchenette will be provided for staff comfort and convenience.

All operations will follow Council's licensing requirements and the highest environmental and safety standards. Council may negotiate with respondents and may require proposals be amended to avoid non-compliance with regulations and ensure mutual understanding is achieved and compliance ensured.

Evaluation Criteria:

1. Potential for waste diversion.
2. Impact on the community.
3. Likelihood of success.

Your proposal

In your response to this EOI, please consider the following questions:

1. Briefly, how do you plan to operate the Reuse Shop? Please include your objective/s and the specific outcome/s you aim to achieve.
2. What are the environmental, community, social and educational benefits of your proposal?
3. What are your projected costs? Please provide a brief budget. How will you ensure financial feasibility of your proposal?
4. What is your goal for waste diversion in this project? You may wish to consider this in terms of expected weight of materials that could avoid landfill because of your efforts.
5. Have you any experience? Please highlight your past successes in similar projects and provide examples.

Evaluation Process:

The objective of the EOI process is to identify not-for-profit organisations that are interested in entering a contract and have suitable capacity, capability, and experience to undertake the work.

An Evaluation Team comprising representatives from Muswellbrook Shire Council will evaluate the EOI responses against the evaluation criteria set out in this EOI.

The Evaluation Team will identify the responses which best satisfy the evaluation criteria. The applicants may be requested to provide further details, or may be invited to co-design a solution with Council, prior to final selection of eligible projects. Once this assessment process is finalised, the Evaluation Team will report their recommendations to Council, for endorsement. A Contract for 12-months operation of the Reuse Shop may follow, with the successful respondent. Please note that Council is not obliged to accept any proposal.

Contract Details:

The initial contract term is set for 12 months from the Contract Commencement date, with option for additional 12-month extensions by mutual agreement. The contract term may be negotiated for alternative terms that provide mutual benefits. The aim is for an agreement to be established between Council and a provider by May 2024, with operations to commence soon thereafter.

The offer is for a 50/50 profit share with Council.

Contact Person:

Please refer all request for information about this EOI process to the following Contact Person
(Technical Officer – Waste Operations): Courtney Chetty

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