

Waste Collection Specification

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Part 5 – Clean Up Collection Specification

1822 Domestic Waste Collection Tender

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1 Introduction

This part defines explicit requirements for the collection of Clean Up from Clean Up Service-Entitled Premises in the Service Area. It must be read in conjunction with the General Specification, to form the complete specification in relation to the Clean Up Collection Service.

The Contractor must ensure that Services provided under this Contract address the requirements of this General Specification as well as the particular Service Specifications. To the extent of any inconsistency between the General Specification and Service Specification, the Service Specification shall have precedence.

2 Service Requirements

Commencing on the Services Commencement Date and finishing on the Expiry Date, the Contractor shall provide a Clean Up Collection Service from nominated Clean Up Service-Entitled Premises and at specified frequencies within the Service Area, in accordance with this Contract. Clean Up Service-Entitled Premises include nominated single Premises and multi-occupancy Premises, in addition to other Clean Up Service-Entitled Premises.

Following consultation with the Contractor, Council will provide six (6) months notice of a Mattress Collection Commencement Date. Where Council elects to cease the Mattress Collection Service, Council will provide six (6) months notice of the proposed Service End Date.

Customers are required to book for a Clean Up Service for a Clean Up Service-Entitled Premise. Only one booking each week can be made and collected for a single-occupancy premise for each Clean Up waste type. Only one booking per week may be made and collected for each type of Clean Up waste on behalf of multi-occupancy premises that have a common presentation location. The Clean Up Service has an allocated weekday for a particular location and the service operates all weekdays.

Bookings for Clean Up Service Entitled Premises can be made up to the day prior to the allocated collection day. There is no limit on the number of bookings per day and the Contractor is required to collect all bookings made.

Customers are required to present Clean Up waste in neat separate piles, being the following types:

- a) Bulky Dry (Non Putrescible) Waste
- b) E-Waste,
- c) Whitegoods
- d) Metals,

Mattresses (Optional Service - otherwise collected by another party)Where the Customer has not separated the various types of Clean Up waste this must still be collected by the Contractor. The Contractor will inspect all Clean Up items presented, and endeavour to pick out the certain waste types that are intended for collection by that crew. The Contractor shall check the types of waste presented and compare this to the items advised at the time of booking. Where other types of waste are evident that are not in the booking and that crew does not collect, then the Contractor shall:

- For Multi-Unit Dwellings with on-property collection – Book the waste item for collection on the subsequent week, immediately advise the Cleaner/Building Manager in writing of this occurrence and place a sticker on the waste advising of this arrangement.
- For all other locations – Place a sticker on the unbooked waste item and treat this as illegally dumped Waste. Make a booking on-line at that time for collection. This shall include any sightings of mattresses. Where the Contractor does not perform mattress collection, or where illegally dumped Waste is identified that is not Clean Up waste, the

Contractor shall make of booking for collection by others and place a large Council-approved sticker on the Dumped Waste. Council is responsible for the collection of Dumped Waste that is not Clean Up Waste.

Where the Contractor collects more than one type of Clean Up waste at the same time, each type of Clean Up waste shall be held separately on the vehicle.

Illegally dumped waste may be booked for collection by any member of the community. The Contractor is required to verify the booking is not a duplicate or booking relating to a Clean Up Service-Entitled Premise. For any item verified as illegally dumped, it will become a Booked Illegal Dump. Booked Illegal Dump Waste identified in the local government area is to be collected by 6pm the following day after a booking is received. A Booked Illegal Dump includes any of the same type of waste items (eg non-putrescible waste) within a 25m radius of the location of the waste.

The Clean Up Service for Booked Illegal Dumps operates seven days a week. The Contractor is required to clear Booked Illegal Dump Waste on the road reserve, any public access road or carpark on community or operational land and within the first ten metres of Community Land and Crown Land (such as a Park) that has a street frontage. The surface area where the illegal dump was located shall be left free of any litter or spills.

Booked Illegal Dumps shall be collected by up to four different crews depending upon the types of waste that has been booked. These are:

- a) Bulky Dry (Non Putrescible) Waste
- b) E-Waste, Whitegoods, and Metals Waste (kept separate on the collection vehicle)
- c) Mattresses (Optional Service - otherwise collected by another party); and
- d) Putrescible Waste.

Where a crew collects one type of Clean Up Waste and leaves other forms of waste for another crew, the Contractor shall ensure a sticker is left on this waste. The Contractor shall maintain a photo record of each Illegal Dump before it is collected. Where the Contractor cannot find the booked item, the Contractor shall make contact with the resident through only email or SMS where provided. If the presentation location cannot be clarified and determined by the Contractor, then the bookings shall be cancelled. In this circumstance the Contractor shall advise the resident where possible via email or SMS and be entitled to claim costs for the initial visit by the first collection crew at the Schedule of Rates item for non-putrescible Clean up waste of $2m^3$.

The Contractor shall perform illegal dump hotspot monitoring services at locations agreed and where nominated by Council. This service may be requested to on any set rate of frequency such as daily, weekly, three days a week or monthly frequency. The hotspot monitoring shall be conducted early on the set day, and any illegal dump identified shall be booked and stickered accordingly. Any bookings made through the hotspot program will be programmed for clearing on that day by 6pm. The Contractor shall provide regular hotspot reporting to Council and will review the hotspot locations to determine as to whether they should continue to remain on the list. Hotspot locations shall only be removed from the list at the direction of Council.

The Contractor may claim schedule of rates items only for actual collections of booked services.

Council may request for the Contractor to attend to a Booked Illegal Dump as an urgent priority. In such instances an alternative schedule of rates item shall apply, and the illegal dump waste will need to be cleared within four Working Hours.

When performing the Services, if illegally dumped waste is observed that is not already booked for collection, the Contractor is to book it in, collect the waste type that is serviced by that crew, and place a sticker on any waste left behind. This includes illegal dump waste that others must collect (such as gas bottles).

2.1 Collection Service and Frequency for Single Premises

The Service involves the collection from single Premises on a booked basis. The service is operated on weekdays. A particular Clean-Up Service Entitled Premise has an allocated weekday.

All collections will be from an agreed collection location nearby the property, with the exception of properties that have Wheel-out and Wheel-back Collection Services as specified in Clause 4.8.3 of the General Specification and Special On Property Collections as specified in Clause 4.8.2 of the General Specification.

2.2 Collection Service for Multi-Unit Premises

The Service involves the collection for Multi-occupancy premises on a booked basis. The service is operated on weekdays. A particular Clean-Up Service Entitled Premise has an allocated weekday for collection.

The majority of multi-unit Premises will be provided with a collection service on a shared arrangement. Building Managers will where possible coordinate and book Clean Up collections.

2.3 Collection Service and Frequency for Other Service-Entitled Premises

The Contractor shall provide Services to a number of other Service-Entitled Premises being non rateable properties as nominated in the Annexure to the General Specification as Good-will Services.

2.4 Collection Service and Frequency for Booked Illegal Dumps

The Service involves the collection from the road reserve, any public access road or carpark on community or operational land and within ten metres of Community or Crown Land fronting the Road Reserve on a booked basis. The service is operated daily including weekends.

Collections are to be completed either:

- by 6pm on the day after the booking,
- by 6pm on the day of a booking at a hotspot location,
- within 4 Working Hours of a booking for urgent collections (separate rate applies).

3 Clean Up to be Collected

Clean Up to be collected under this Contract will be the Clean Up defined in the Section D Part 1: General Specification.

4 Performance Benchmarks, Incentives & Damages

4.1 Performance Benchmarks

Council requires a high level of performance from the Contractor that meets the satisfaction of Customers. This will be gauged by the level of service complaint as well as departures from the Specification.

A minimum standard of performance for the Contractor has been established for service complaints, this standard is as follows:

| Complaint type | Standard – per month |
|---------------------------|-----------------------------|
| Missed Services | ≤ 1 per 400 services |
| Early Starts | Nil |
| Other Customer Complaints | ≤ 10 |

4.2 Performance Incentives and Damages

Failure to achieve the Performance Benchmarks in Clause 4.1 may result in Council exercising its rights under Clause 22 of the General Specification.

5 Not Used

6 Additional Requirements for Vehicles

Where the contractor picks up multiple types of Clean Up waste with the same vehicle, the vehicle shall be arranged to ensure these types are kept separate up until they are each removed from the vehicle at the relevant waste facility.

E-waste, metals and whitegoods are not to be compacted and are required to be collected by the same collection vehicle.

Separate collection vehicles shall operate for putrescible waste clean up, non-putrescible waste clean up, mattresses (option) and a single vehicle for e-waste, metals and whitegoods.

7 Clean Up Ownership and Delivery

7.1 Council Ownership of Clean Up

Council retains ownership of all Clean Up collected as part of the Clean Up Service. The Council will pay all processing costs.

7.2 Nominated Facility

The Contractor must deliver the collected Clean Up to the Nominated Facility specified under Clause 0 of this Clean Up Specification.

7.3 Alternative Facilities

Over the term of the Contract the Council may nominate Alternative Facilities for use by the Contractor in undertaking Services to be provided.

7.4 Other Facilities

Use of any other facility will be subject to approval by the Council. If the facility is approved by the Council, it will be then be treated as an Alternative Facility.

7.5 Payment for Transport to Alternative Facility

7.5.1 General

Council desires that the Contractor deliver Clean Up collected under this Contract to facilities that provide the best operational, environmental and cost effective result.

For various reasons, it may be necessary to move from the Nominated Facility for any of the services, to an Alternative Facility at some time during the Term of the Contract.

7.5.2 Payment for Use of Alternative Facility

If the Council nominates or approves an Alternative Facility under this Contract, the Transport and Discharge rates shall apply for the Alternative Facility.

For this purpose, the new journey will be the one-way trip distance, measured from the Approximate Centroid of the Service Area in a direct route to the Alternative Facility. The payment for the period during which the Alternative Facility is utilised will be calculated in accordance with the formula in Clause 7.5.3 of this Clean Up Specification.

No payment will be made if the Contractor uses another facility without the written approval of the Council.

7.5.3 Calculation of Payment for Transport to Alternative Facility

The payment for transport to an Alternative Facility shall be determined by applying the appropriate Transport and Discharge rate in the Schedule of Rates for the total tonnes transported and discharged.

7.6 Clean Up – Nominated Facility

The Clean Up collected by the Contractor in the course of performing the Clean Up Collection Service must be delivered to the Nominated Facility being as nominated in the General Specification.

The Contractor must comply with the operating hours of the Nominated Facility. Clean Up must be unloaded from the Collection Vehicles by the Contractor at the Nominated Facility and the Contractor, its employees and/or subcontractors must comply with all instructions issued by the person in charge of the facility.

The Contractor will be responsible for ensuring that all Clean Up collected comply with the requirements for receipt of materials at the Nominated Facility.

Specific requirements of the facility, including parameters specified for Clean Up delivered to the facility and any relevant contractual obligations are detailed in the Annexure to the Clean Up Specification.

The Contractor must provide the Council with evidence, as required, in the form of weighbridge docketts or the equivalent, to the satisfaction of the Council, of the separate amounts of all Clean Up collected in the course of providing the services. At the time of unloading, the Contractor shall record on its on-line system to weight of the Clean Up collected, as well as the associated weighbridge docket.

The Council may nominate an Alternative Facility during the Term of the Contract under Clause 7.3 of this Clean Up Specification.

For Mattress Collection (optional service), the Nominated Facility does not operate on all days that the Clean Up service operates, and in this circumstance, any mattress collected shall be delivered to the nominated Council depot instead.

7.7 Rejection of Clean Up waste

Where any collected items are rejected by the Nominated Facility, the Contractor shall keep the items on the vehicle. The Contractor shall transport these items to Councils Nominated Facility for the type of waste and the Contractor shall be responsible for any associated transport costs.

Each load is to be inspected as it is received. If the Nominated Facility and the Contractor agree that the load contains greater than 15% by weight contamination prior to unloading the vehicle, the load may be rejected by the Nominated Facility and the Contractor shall be responsible for disposing of the load. The Contractor must notify Council immediately that a load has been rejected and provide Council with all details of the load including the time, date, photo, registration details of the collection vehicle and so on.

If the Nominated Facility and the Contractor agree that the load contains greater than 15% by weight Contamination after unloading the material, the Nominated Facility may reject the load. The Nominated Facility shall arrange for the disposal of the rejected load. The Council shall be responsible for paying the handling and disposal fees for this load at the approved disposal facility. The Contractor must notify the Council immediately that a load has been rejected and provide the Council with all details of the load including the time, date, photo, registration details of the collection vehicle and so on. The Contractor shall not claim for the Transport and Discharge costs from Council for the rejected load.

If the Nominated Facility and Contractor disagree that the load contains greater than 15% by weight Contamination after unloading, the Contractor shall inform the Council that the load shall be separated.

If the Nominated Facility and the Contractor cannot agree, the Nominated Facility shall arrange and pay for an independent auditor to audit the load to determine whether it contains greater than 15% by weight Contamination. The auditor's decision shall be final. The independent auditor must be Approved by the Council.

Where the audit shows that the load contained more than 15% by weight of Contamination, the Nominated Facility shall accept that the load has been rejected and shall not be paid the processing fee for this load. The Nominated Facility shall arrange for the disposal of the rejected load. The Council shall be responsible for paying the handling and disposal fees for this load at the approved disposal facility.

Where the audit shows that the load contained less than 15.1% Contamination the Nominated Facility must process the load and the City will reimburse the Nominated Facility the cost for this audit.

7.8 Only Materials from the Service Area

The Contractor must ensure, and enable the Council to verify, that only Clean Up collected in the course of providing the services to Clean Up Service-Entitled Premises and for Booked Illegal Dumps within the specified Service Area under the Contract are taken to the Nominated or Alternative Facilities in the Collection Vehicles.

8 Contamination Management

8.1 Contamination Plan

The Council will be responsible for developing, implementing, monitoring, evaluating and reviewing a Contamination Management Plan. The Contractor's Contract Management Plan shall include provisions for managing contamination to minimise the possibility of contamination occurring during the performance of the services.

8.2 Supporting Materials to be Developed

The Council will be responsible for producing any supporting materials required to implement the plan such as stickers and brochures, with the exception of any stickers fixed to a bin or Dumped Waste stickers that shall be provided by the Contractor once the design is approved by Council.

8.3 Contamination Procedures

The Contractor must develop operational procedures to meet requirements set out in the Contamination Management Plan.

The procedures must clearly specify all operational details including responsibilities for tasks, timeframes, specific supporting materials to be utilised and variations between Plan and procedures for single Premises and multi-occupancy Premises.

8.4 Minimum Contamination Requirements and Procedures

8.4.1 Gross Contamination – Visible at the Presentation Location

The Contractor must not collect any Clean Up where it is evident upon visual inspection that it contains Gross Contamination.

Gross Contamination includes high levels of material that does not conform to acceptable materials specified in Clause 3 of this Clean Up Collection Specification. This may include for example gas cylinders mixed within other accepted waste types.

The Contractor must notify the Customer of the problem by way of written communication including a photo of the issue to a cleaner/building manager where relevant, and by placing an approved sticker on the contaminated waste. Customers must be notified immediately upon the incident occurring. For Illegal Dumps and kerbside Clean Up services booked by a service-entitled property the Contractor shall immediately make a booking for the City to collect any contamination. For On-Property Clean Up services booked by service-entitled property, it will be the building manager/cleaners responsibility to remove the contaminated item.

8.4.2 Contamination – Visible at the Presentation Location

If the Contractor finds Contamination, not considered to be Gross Contamination, on visual inspection of the presented items, the Contractor may collect the item if deemed acceptable. The Contractor must notify the customer by way of written communication including a photo of the issue to a cleaner/building manager where relevant. The Contractor shall also immediately provide a record of the incident to the Councils online records system for bookings made by service entitled premises.

8.4.3 Contamination – Visible via Camera in Hopper/Vehicle

If the Contractor becomes aware of Contamination or Gross Contamination following the process of emptying its contents into the Collection Vehicle, the Contractor must provide the Customer with immediate notification, specifying the problem and clarifying what is deemed acceptable presentation. The Customer must be notified by the Contractor of the problem immediately upon the incident occurring, by way of written communication, including a photo from the hopper camera of the issue, to a cleaner/building manager where relevant, or by placing a postcard in the letterbox of the service-entitled premise if it is within 15 metres of the presentation location. The Contractor shall also immediately provide a record of the incident to the Councils online records system.

8.4.4 Multiple Occurrences – Second Occurrence

On the second occurrence, over a time period agreed upon by the Contractor and Council, of any incident at a Premise as specified under Clauses 8.4.1, 8.4.2 and 8.4.3 of this Clean Up Specification, the Contractor must follow the procedure as outlined in the relevant Clause (i.e. 8.4.1, 8.4.2 and 8.4.3).

8.4.5 Multiple Occurrences – Third Occurrence

On the third occurrence, over a time period agreed upon by the Contractor and Council, of any incident, or combination of incidents as specified under Clauses 8.4.1, 8.4.2 and 8.4.3 of this Clean Up Specification, the Contractor must follow the procedure as outlined in the relevant Clause (i.e. 8.4.1, 8.4.2 and 8.4.3).

In addition, the Contractor must notify the Council of the situation and request that a letter be issued by Council advising of the possible removal of services after any further incident over a time period agreed upon by the Contractor and Council.

8.4.6 Multiple Occurrences – Fourth Occurrence

If a further Contamination incident occurs, over a time period agreed upon by the Contractor and Council, or a combination of incidents as specified under Clauses 8.4.1, 8.4.2 and 8.4.3 of this Clean Up Specification, the Contractor must follow the same procedure as outlined in the relevant Clause (i.e. 8.4.1, 8.4.2 and 8.4.3).

In addition, the Contractor must notify the Council of the situation and provide a brief outline of the history and severity of the incidents at that Premise.

8.4.7 Multiple Occurrences – Cessation of Service

The Council may request that the Contractor cease the Clean Up Service, as specified in Clause 6.3 of the General Specification, for a period of time determined by the Council at that Premise to which Clause 8.4.6 of this Clean Up Specification applies. Council will notify the Customer in writing after removal of the service.

8.4.8 Contamination at the Nominated Facility

Unless otherwise provided, the Nominated Facility shall accept all loads of Clean Up delivered regardless of the level of contamination.

Where the Nominated Facility claims that the load of Garden Organics is contaminated, the Contractor must maintain records (including photographs) of these loads. Each claimed contaminated load must be notified to the Council.

Where three (3) loads in any one calendar month are identified as contaminated and notified to the Manager, the City shall require that the Contractor attend meetings with the Council and the City's Nominated Facility.

The Council shall determine the timing and frequency of these meetings. Attendance at these meetings (at the Council's Offices) shall be at the Contractor's cost.

These 'contamination meetings' shall be designed to assist the City, the Contractor and the Nominated Facility to review all information and data regarding the continuing contamination or related issue/s.

The Contractor shall be responsible for presenting all data requested by the Manager for this review purpose. The Contractor, the Council and the Nominated Facility shall determine a course of action to ensure that the issue/s do not recur. The Council shall be the arbitrator of the action to be followed by the Contractor.

8.5 Reporting and Documenting Contamination Incidents

The Contractor must document and maintain database(s) of all addresses and other appropriate details for all Contamination incidents including a description of the severity of the incident.

This information must be collated, compiled and reported to Council as detailed in the Quality Plan at Clause 15 of the General Specification.

8.6 Contamination Plan Changes

The Council will provide the Contractor with details of any changes that impact contamination management and cessation of Services after repeated Contamination incidents.

If these Plan changes impact on the Contractor Contamination Procedures, the Council will compensate the Contractor for any additional cost incurred in the review of procedures and development of supporting materials. The Contractor must be given reasonable notice to effect changes to the Contamination Procedures.

8.7 Review of Contamination Plan and Procedures Program

The Contamination Plan and Procedures Program must be evaluated and reviewed by the Council from time to time with input from the Contractor, at least on an annual basis. All reasonable changes must be agreed between the Council and the Contractor.