

Waste Collection Specification

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Part 7 – Textiles Collection Specification 1822 Domestic Waste Collection Tender

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1 Introduction

This part defines explicit requirements for the collection of Textiles from Textiles 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 Textiles 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

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

The Contractor shall provide a Textiles Collection Service from nominated Textiles Service-Entitled Premises and at specified frequencies within the Service Area, in accordance with this Contract. Textiles Service-Entitled Premises include nominated Multi-occupancy Premises.

Where the Textile Mobile Bin is over-compacted, and this cannot be dislodged easily, the Contractor shall provide a Council approved sticker advising the Building Manager to address this issue. The Contractor shall return no later than 24 hours later to service the bin. The Contractor shall also call the Building Manager and advise them of the issue where possible.

Customers are required to present Textiles in a Mobile Bin. Where the mobile bin is full, the customer is permitted to place additional Textiles neatly alongside the bin and the Contractor is required to remove this also.

The Contractor shall record every Textiles load serviced and immediately provide this data to Councils online records system. The Contractor shall also record how full the bin is at the time of collection (empty, one quarter, half, three quarters or full). The Contractor and the Council will continue to monitor the regularity of customers presenting their Textiles Mobile Bin, and where instructed by Council the number of bins and frequency of service may be changed accordingly.

2.1 Collection Service for Multi-Occupancy Premises

The Service involves the collection of Textiles from Multi-occupancy dwellings. The frequency of collection is fortnightly. Council may instruct the Contractor to change the service frequency to weekly, every three (3) weeks, or every four (4) weeks depending upon the success of the service.

The multi-occupancy Premises will be provided with a Collection Service on a shared arrangement.

2.2 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.

2.3 Council Nominates Bin Requirements

The Council will determine in consultation with the resident the number of bins, bin size and service frequency. The Contractor shall service the premises for the set number of bins, bin size and service frequency as advised by Council.

When so instructed by the Council, the Contractor must supply and/or remove the specific type of Mobile Bins to a Premises where a decision has been made to reduce or increase the size or quantity of Mobile Bins.

Mobile bins no longer required by Customers are to be retrieved in accordance with the requirements of Clause 11.8 of the General Specification.

3 Textiles to be Collected

Textiles to be collected under this Contract will be the Textiles 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 Additional Mobile Bin Requirements

In addition to the requirements for Mobile Bins under Clause 9.1 of the General Specification, all Mobile Bins supplied by the Contractor to meet its obligation under this Textiles Specification must:

- (a) have a opaque lid; and,
- (b) have a dark green body (as per the AS4123.7).

6 Additional Requirements for Vehicles

Vehicles shall be water tight so as to not allow textile waste to become wet in rain events. The vehicle body shall be free of other contaminants that may mix with the textiles, and should not be used also for servicing putrescible, recycling, non-putrescible Clean Up, garden organic and

food organics collections. Any Mobile Bin tipped into the vehicle shall be done with the use of a mechanical lifting device provided by the Contractor. The vehicle must be arranged so as to permit the Contractor to view any textiles tipped onto the truck, and permit the crew to remove contaminated material where applicable (refer to Clause 8.4.3).

7 Textiles Ownership and Delivery

7.1 Council Ownership of Textiles

Council retains ownership of all Textiles collected as part of the Textiles Service. The Council will pay all processing costs involved in provision of Textiles.

7.2 Nominated Facility

The Contractor must deliver the collected Textiles to the Nominated Facility specified under Clause 0 of this Textiles 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 Textiles 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 Textiles 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 Textiles – Nominated Facility

The Textiles collected by the Contractor in the course of performing the Textiles Collection Service must be delivered to the Nominated Facility for processing, being as nominated in the General Specification.

The Contractor must comply with the operating hours of the Nominated Facility. Textiles 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 Textiles collected comply with the requirements for receipt of materials at the Nominated Facility.

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

The Contractor must provide the Council with evidence, as required, in the form of weighbridge dockets or the equivalent, to the satisfaction of the Council, of the separate amounts of all Textiles 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 Textiles 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 Textiles Specification.

7.7 Rejection of Textiles

If a load of Textiles delivered by the Contractor contains greater than 10% by weight contamination the load may be rejected.

Each load is to be inspected as it is received. If the Nominated Facility and the Contractor agree that the load contains greater than 10% 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. All costs to transport the load shall be paid by the Contractor and cannot be charged to the Council. The Council shall be responsible for paying the disposal fees for this load at the approved disposal facility. 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. The Contractor shall not claim for the Transport and Discharge costs from Council for the rejected load.

If the Nominated and the Contractor agree that the load contains greater than 10% by weight Contamination after unloading the material, the Contractor shall load the contaminated material back onto the vehicle. All costs to transport the load shall be paid by the Contractor and cannot be charged to the Council. The Council shall be responsible for paying the disposal fees for this load at the approved disposal facility. 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 Contractor disagree that the load contains greater than 10% 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 10% 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 10% by weight of Contamination, the Contractor shall arrange to collect and dispose the rejected load. All costs for the transport of the load shall be paid by the Contractor and cannot be charged to the Council. The Council shall be responsible for paying the disposal fees for this load at the approved disposal facility.

Where the audit shows that the load contained less than 10.1% Contamination the Nominated Facility must process the load.

7.8 Only Materials from the Service Area

The Contractor must ensure, and enable the Council to verify, that only Textiles collected in the course of providing the services to Textiles Service-Entitled Premises 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.

8.4 Minimum Contamination Requirements and Procedures

8.4.1 Gross Contamination – Visible at the Presentation Location

The Contractor must not collect any Mobile Bin 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 Textiles Specification. This may include for example bags of garbage visible at the top of the Mobile Bin.

The Contractor must notify the Customer of the problem either by way of written communication including a photo of the issue to a cleaner/building manager where relevant, or where not possible then by a sticker on the Mobile Bin. Customers must be notified immediately upon the incident occurring. The Contractor shall arrange for the bin to be collected as part of a Garbage service collection by 6pm on the subsequent day. The Contractor shall charge the standard service collection fee for the Textiles Collection service, and is not entitled to also claim for the Garbage service collection. Once the Textiles bin is serviced by the Garbage

Collection crew the Contractor shall remove the contamination sticker. The Contractor shall also immediately provide a record of the incident to the Councils online records system.

8.4.2 Contamination – Visible at the Presentation Location

If the Contractor finds Contamination, not considered to be Gross Contamination, on visual inspection of a Mobile Bin, the Contractor may empty the bin if deemed acceptable. The Contractor must immediately notify the Customer of the problem and clarify what is deemed acceptable presentation. The Customer must be notified by way of written communication including a photo of the issue to a cleaner/building manager where relevant, and by placing a sticker on the Mobile Bin. The Contractor shall remove the contamination sticker upon the next collection of the bin. The Contractor shall also immediately provide a record of the incident to the Councils online records system.

8.4.3 Contamination – Visible via Camera in Hopper

If the Contractor becomes aware of Contamination or Gross Contamination within a Mobile Bin in 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, and by placing a sticker on the Mobile Bin. The sticker shall be removed by the Contractor at the time of the next collection. The Contractor shall also immediately provide a record of the incident to the Councils online records system.

8.4.4 Multiple Occurrences – Cessation of Service

The Council may request that the Contractor cease the Textiles Service, as specified in Clause 6.3 of the General Specification, for a period of time determined by the Council at that Premise. Council will notify the Building Manager in writing after removal of the service. The Contractor shall remove the Textiles Mobile Bin from the premises upon cessation of service, and provide notification to all premises in the building via a Council approved letter box drop.

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 Strategy and Procedures

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.