SAMPLE BIDDING DOCUMENTS FOR SERVICE CONTRACT FOR SOLID WASTE MANAGEMENT

SCHEDULES TO CONTRACT

LOT 2: OPERATION OF SOLID WASTE TRANSFER STATION AND LONG DISTANCE TRANSPORT

Schedule 1 – Description of the services

General Note: *The development of the Description of Services is one of the most important tasks within the framework of preparation of Bidding Documents. The primary objective of the Description of Services is to provide Bidders with a clear understanding of the services that are requested from the Contractor.*

The Description of Services for the operation of a solid waste transfer station and long distance transport should specify the types of service to be provided and address the following basic elements of service:

(1) Types and Quantity of Waste to be Unloaded
(2) Waste Delivery
(3) Technical Requirements for Reloading
(4) Storage Capacity
(5) Daily Operation Time and Opening Time
(6) Reception and Control
(7) Technical Standards and Environmental Requirements of the Transfer Station
(8) Housekeeping
(9) Maintenance
(10) Long Distance Transport
(11) Personnel & Safety Equipment
(12) Customer Service and Compliant Handling
(13) Development of Final Work Plan
(14) Reporting Requirements

Other basic elements could be necessary for specific circumstances of each particular site conditions Existing equipment and construction works to be used by the Contractor (if so intended) should be described in detail.

The preparatory work of the Contracting Authority that finally leads to the elaboration of the Description of Services includes several steps that are individual and specific for each service to be provided and cannot be fully covered in these generic documents.
Some major elements (or alternatives) will also be described in this document.
The following Description of Services is prepared for conditions with low percentage of the total cost for non removable investment. Non removable investment is for example, mechanical equipment for waste conditioning, buildings to cover transfer station or protect equipment.
For the example we assume that:
- the transfer station should cover an urban service area of 250,000 – 500.000 people
- the Contracting Authority already has a transfer station constructed and in operation
- the private sector will supply all the mobile equipment
- no transfer of public personnel to the private will take place.
Other circumstances will lead to a different description of services.
Where there is no existing transfer station or substantial investment is required, other contract types such as Design Build and Operate (DBO) Contracts will be more appropriate.

Contents

1. TYPES AND QUANTITY OF WASTE TO BE UNLOADED

The types and the quantity of the waste to be unloaded, is described in Annex A.

The type and quantity of waste expected may not be consistent throughout each year. The tonnage in any month may vary, possibly by some [*to be specified e.g. 25%*] of the average monthly tonnage for any year. The Contractor is required to manage these peak quantities in accordance with the Service Specification.

2. WASTE DELIVERY

The types of vehicles arriving at the station are described in Annex A.

These vehicles can be expected to deliver between [*insert quantity*] kg to [*insert quantity*] tonnes of waste. The Contractor shall ensure that all vehicles can drive to the Transfer Station, discharge their load and leave the site without difficulty.

As indicated in Annex A some proportion of the waste delivered will arrive during the busiest hours which may be the hours with maximum unload or even the hours with maximum number of arriving vehicles. The Service provider must cater for these peak times, by providing of sufficient staff and equipment, to keep delays to the waste collection vehicles to a minimum. The maximum waiting time for any deliverer must not exceed [*insert duration e.g. 1 hour*].

Note: *choose reasonable duration depending on the site conditions (eg. number of weighbridges) and number of vehicles arriving. Non-compliance due to reason not under control of the Contractor will not cause any breach of contract or penalty*

The indicated deliveries shall describe the expected process of unloading. Changing types of vehicles will not automatically lead to changing contract conditions. If the changing types of vehicles lead to reasonable change of effort for reload or other services to be provided, the Contractor shall substantiate the additional effort and ask for Contract Variation.

Title to waste shall not pass to the Contractor when placed in the transfer station. At all times the Title of the waste shall remain with the Contracting Authority or the private deliverer.

3. TECHNICAL REQUIREMENTS FOR RELOADING

The required conditions for reloading are dependent on the transport conditions and can differ widely, such as uploading on a sealed surface and reloading with wheel loader or uploading in a transfer station building with different levels for the uploading and long distance transporters such that direct loading in compactors and / or containers is possible.

If the Transfer Station is provided by the Contracting Authority a detailed description of the facility and the equipment is needed. Please state if some transportation systems require prior conditioning such as separation, compacting or shredding, or specific containers to be filled with specific compactor equipment and whether the equipment therefore is provided by the contracting authority or not.

If the facility and equipment is provided by the Contractor, the provider is obliged to describe the proposed facility and equipment intended to use.

The Contractor is obliged to use the site as described in Annex A for the Transfer Station. If additional facilities or equipment is needed to conduct the described services the Contractor shall describe such facilities or equipment or procedures in the draft work plan.

The indicated requirements for reloading shall describe the expected effort. Changing conditions or requirements will not automatically lead to Contract variations. If the changing condition results in significant additional effort of cost to the Contractor, the Contractor shall set this out in any requests for Contract Variation.

4. STORAGE CAPACITY

Due to varying capacity or non-simultaneous operation time of unloading and reloading or to provide security of capacity in the event of damages to reloading equipment, storage capacity may be required. As storage can cause problems with odour, leachate or vermin, the duration of the storage should be kept to a minimum.

The Contractor is obliged to provide and operate the following storage capacity. Stored waste must be reloaded after the indicated maximum storage duration unless the service provider receives written agreement with the Contracting Authority.

No.	Type of waste	Required storage capacity	Maximum duration of storage
0	[*Note: Example only, delete or add as appropriate for the specific case*]		
1	Solid Waste from households, (residential wastes)	= maximum unload of solid waste from households per day[1)] * [*insert number of days [2)]*] days	[*number of days[3)]*] days
2	Solid waste from communal & commercial buildings similar to solid waste from households (1)	= maximum unload from communal & commercial buildings similar to solid waste from households per day[1)] * [*insert number of days [2)]*] days	[*number of days[3)]*] days
(No)	*[Note: Example only, delete or add as appropriate for the specific case]*	[*In case of specific conditions e.g. for the storage hazardous waste please specify additional such specific conditions*]	[*number of days[3)]*] days

5. DAILY OPERATION TIME, OPENING TIME, HOLIDAYS

[1]) according table "Types and Quantity of Waste to be Unloaded" in Annex A

[2]) ***note**: typically one to three days may be required*

[3]) ***note:**: typically the duration of storage of municipal waste shall not exceed 3 (three) days*

Note: *a detailed investigation needs to be undertaken with regard to the required operation time (opening hours for accepting waste delivery). This will depend on the distance to the collection area and the time schedule of municipal waste collections.*

Daily operation time

The daily operation time is the time allowed to operate the site and according installations. Due to noise emission or other adjacent usage or effects it could be restricted on specific hour.

Daily opening times

The daily opening time the service provider is obliged to accept the delivered waste as indicated and mentioned in this Description of Services.

The following table indicates the allowed daily operation time and the required daily opening time.

Day	*Start of operation*	*End of operation*	*Opening time from*	*Opening time until*
Monday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Tuesday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Wednesday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Thursday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Friday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Saturday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]
Sunday	[*insert time*]	[*insert time*]	[*insert time*]	[*insert time*]

Holidays

[*Delete as applicable*]

There are no holidays which will be considered as non-reload days by the Contractor.

[*Alternative*:]

During the following holidays no municipal solid waste collection is scheduled and the transfer station [*may be*][1] [*is obliged to be*][1] out of operation.

[*insert list of public or national holidays*]

Due to these holidays it will be necessary to extend the opening times within the following week as follows: [*insert extended opening times*]

Site Access Procedures and security

Note related to site access procedures: *Please adjust sample clauses related to opening, closing and site security procedures.*

Opening

The Contractor will open the gates to the Transfer Station site at the designated time. All vehicles entering the site must check in at the scale house and again, when leaving the site. All visitors to the site shall be recorded with details as to why, when and for what reasons they are visiting the site. Records of site visits must be filed.

Closing

The Contractor will close the gates at the designated time and must remain at the gate until the weighbridge Contractor confirms that all Customers have left the site. The weighbridge Contractor will contact the waste spotter and confirm that all customers have left the site. The gate is to be secured in such a manner that unauthorised personnel cannot open it.

Site Security

The Contractor will ensure the site is safe and secure all at all times. The Contractor will provide after hours security patrol around the Transfer Station. The Contractor will be responsible for operating and maintaining the following:

- transfer Station entrance and facilities security;
- building security and alarm systems (if installed);
- safeguarding the on-site vehicles and equipment;
- reporting any security related incidents immediately to the Contracting Authority;
- preparing a detailed site security and maintenance checklist; and
- completing the Daily site security and maintenance checklist for the entire facility.

Security

(1) In addition to controlling entry to the entire site by the general public, the Contractor should also control access to the sensitive areas within the site for safety reasons, avoiding damage to the property, and limiting access to the facilities and equipment. The facility should be kept closed and locked during non-operational times with a heavy keyed padlock.

(2) All small equipment should be placed inside a lockable building. All on-site mobile plant equipment and vehicles should be locked after the normal working hours. The key for the entrance and the ignition keys for all equipment and vehicles should be stored in a designated locked cabinet within the main weighbridge building.

(3) All windows and entrances to each of the buildings should be securely locked at the end of each day.

(4) Fencing should be inspected weekly for vandalism and holes. If required, any necessary repairs to fencing should be carried out immediately by the Contractor.

(5) During operating hours, the weighbridge staff should monitor the site entrance. Unauthorised persons or vehicles attempting to enter the site should be refused access.

(6) If necessary, weighbridge personnel or the Contractor should contact Police to assist during difficult situations. Any unusual security or access situations are to be noted in the Incident Log, kept with the Contractor / weighbridge office.

(7) If security is breached during out of hours, the incident should be noted in the Incident Log and reported to the local Police. The Incident Log report should include, but not be limited to:

- The approximate time or possible time period of the breach;

- Method and location of access;
- Detailed description of any damage;
- Description of any equipment or supplies missing;
- Time and person to have initially noticed the breach; and
- Any clues to assist in identifying perpetrator(s).

(8) The Contractor should immediately report it to the Contracting Authority in case of any significant breach and damage or loss. The Contractor and the Contracting Authority should periodically review each significant breach and consider the adequacy of security measures in order to avoid potential future breaches.

6. RECEPTION AND CONTROL

Notice Board

The Contractor has to install a notice board at the entrance to the site, and that should specify the following:

- name and contact information for the site, including the telephone number,
- opening hours,
- site rules and regulations – such as No Smoking and
- types of wastes that are acceptable to enter the site.

Before installation the Contractor has to seek approval of the specification from the Contracting Authority.

Incoming Waste Procedures

***Note**: service option only in case that the Contracting Authority will not conduct the operation of the weighbridge with its own personnel.*
***Note:** As the quantities measured at the weighbridge often form the basis for the payment of the Contractor it is crucial that the measurement is undertaken or at least monitored by the Contracting Authority. If the waste collection is conducted by a private service provider it is not uncommon for the Contracting Authority to monitor and collect information on type, volume and weight of delivered waste, the origin of waste and the registration number of the delivering waste vehicles with its own personnel. In such circumstances the following clauses will be **not** applicable and would need to be adapted.*

Purpose of Weighing and Recording

The Contractor has to ensure full weighing and recording of the quantities of incoming waste as this is a fundamental requirement and is important to:

- obtain reliable information to determine current and future needs of the Transfer Station;
- provide a method of checking the quantity, volume and nature of waste placed in a particular area of the site;
- provide a mechanism to levy tipping fees for Customers; and
- assist in analysis and planning of the waste management measures, including measuring the effectiveness/ progress of waste reduction programmes, and assist in allocating resources (staff and equipment).

The weighbridge will be operated during the opening time of the Transfer Station by personnel of the Contractor in close co-operation with representatives of the Contracting Authority.

Account Registration

Note: *Please adjust procedures for account registration. The following Account Registration information might be considered*

The Contractor should require frequent customers to the Transfer Station to register for an account at the facility. Account Registration is recommended in order to maintain efficient traffic flow across the weighbridge:

- License plate, account or vehicle number;
- Vehicle owner, user or business name;
- Address and phone number;
- Business identification number (if applicable);
- Contracted collection services to indicate the area of its collection, by day and vehicle;
- Source of waste;
- Type or identification of waste; and
- Contact name.

Weighing and Recording Procedures

Note: *Please adjust procedures for weighing and recording. The following items might be considered*

The Contractor has to ensure that:

- Signs are posted at the entrance to the Transfer Station informing customers of site rules and regulations, and indicate the procedures to be followed by all customers.
- A record of data for incoming vehicles in a database is ensured.
- A Record of all visitors to the facility via a special visitor record form.
- A weighbridge logbook is kept and should be used to record all details which may affect that days operation or serve to assist site management in solving any operational problems.

Inbound Weighing Procedure

Note: *Please adjust the inbound weighing procedures. The following items might be considered:*

For all incoming waste disposal vehicles, the Contractor is required to record in a bound book for each deliveries / delivering vehicles:

- date and time of arrival;
- name of driver;
- vehicle identification;
- name and address of delivering company / municipality / authority;
- type of waste;
- source / origin of waste;
- preliminary visual inspection;

- incoming and outgoing weight of vehicle to calculate net weight of waste; and
- other remarks.

After the information is processed and the load accepted as safe, the Customer is cleared to proceed to the tipping face.

If the "tare weight" of the vehicle is available, the weighbridge Contractor can issue the weight ticket to the driver. The top copy of the ticket is kept at the office and a duplicate copy is given to the driver.
If the "tare weight" of the vehicle is not available, the input information is stored temporarily till the vehicle returns from the dumping area.

Outbound Weighing Procedure

Note: *Please adjust the outbound weighing procedures. The following items might be considered:*

When a vehicle has unloaded its contents, the Contractor has to ensure that it proceeds to the site exit.
The Contractor has to ensure that vehicles carrying excessive mud and waste in their tyres and vehicle frame are required to pass over the wheel-wash.

The procedure to be conducted by the Contractor for exiting the Transfer Station is dependant upon whether the vehicle's tare weight is registered at the weighbridge office:

Tare Weight Registered Vehicles:
In the case of a vehicle having its tare registered at the weighbridge, the weighbridge Contractor can record the gross weight of the vehicle and the tare would be deducted by the weighbridge computer program.
The scale service provider would then direct the vehicle driver to stop and verify the tare when they exit over the scale.
All vehicles are required to exit over the scales as a matter of safety and operational efficiency. Vehicle tare weights should be checked and current tares recorded on a weekly basis.

Tare Weight Not Registered:
If the tare weight of the vehicle is not registered with the weighbridge office, then the following procedures have to be followed:

- Direct outbound vehicle to the weighbridge;
- input vehicle identification;
- Issue weight ticket (if applicable) to the driver; and
- visually check vehicle for loose debris and compliance with site rules before releasing vehicle from the site.

Reporting of Incoming Waste

The Contractor will transform and provide the collected information of the bound book as electronic file in a format as specified by the Contracting Authority. The Contracting Authority will provide software to the Contractor without charge if specific software (not standard office software) is needed therefore.
The Contractor is obliged to transfer such electronic data weekly for the last week not later than 7 days after week to be reported has ended.

Waste Inspection Types and Procedures

Note: *Please adjust waste inspection types and procedures to specific circumstances*

The Contractor has to ensure that all waste received at the Transfer Station receives at least two inspections, by the weighbridge personnel and the waste spotter.

The weighbridge personnel should question drivers as to contents of their load and visually inspect the load of incoming waste for unsatisfactory or prohibited waste.
If the contents or driver are suspect then these personnel should notify the Waste Spotter of the vehicle's description for further examination at the working face, or direct the truck to the Inspection Bay for detailed investigation after contacting the Waste Spotter and Site Supervisor.

Suspicious and Unacceptable Loads

A potential reason why a waste load has to be considered by the Contractor as questionable or suspect is, that it may contain unacceptable waste:

- the type of waste indicated by the driver is inconsistent with the type of generator, from which the load comes;
- easily observable, potentially unacceptable waste on top of the load, or protruding out of the side or at the end of the vehicle;
- Waste emanating a smell, suggesting the presence of an unacceptable waste type;
- driver or company (if it is a commercial customer) known to have previously brought unacceptable waste to the site; and acting nervous and non-committal when questioned as to load contents; and
- load is packaged or covered in such a way that suggests some unacceptable material is being hidden from inspection.

The Contractor has to describe in the Work Plan and detailed procedures for suspicious and acceptable loads.

Preliminary Waste Inspections

To enforce the disposal of only acceptable wastes, each load of waste entering the Transfer Station should undergo a cursory level of inspection and related documentation by the Contractor. The weighbridge service provider will carry out the preliminary inspection by:

- asking the customer the type of waste they wish to dispose;
- origin of the waste;
- informing the customer of unacceptable waste and recyclables; and
- complete a brief visual inspection of the load.

The Contractor has to describe in the Draft Work Plan and the Final Work Plan detailed procedures for preliminary waste inspections considering:

- visual inspection at the weighbridge and the tipping face; and
- procedures in case of unacceptable waste.

Random Waste Inspections

The Contractor will be responsible for random waste inspection of the waste. The Contractor has to describe in the Draft Work Plan and the Final Work Plan detailed procedures for random waste inspections considering:

- type of vehicles or materials to be selected for inspection,
- frequency of inspection (e.g. every tenth vehicle),

- location of inspection,
- date, time and duration of inspection and
- Transfer Station's personnel to be involved with inspection.

Detailed Waste Inspection Procedure

The Contractor has to conduct a detailed waste inspection if the weighbridge personnel notice suspicious, questionable or unacceptable waste during their preliminary waste inspection or other Transfer Station's personnel believe that a load contains suspect waste. A detailed waste inspection is also carried out as part of a regular spot check waste inspection programme, and should be carried out in the Inspection Bay.

The Contractor has to describe in the Draft Work Plan and the Final Work Plan detailed procedures for detailed waste inspections considering:

- procedures for unloading and inspection;
- procedures to ensure health and safety; and
- documentation and reporting.

Waste Inspection Documentation

The Contractor will accurately and orderly maintain a set of originals of all waste inspection documentation at the site office. Any off-site storage of the same has to be first approved in writing by the Contracting Authority.

Copies of all waste inspection forms are to be forwarded by the Contractor to the Contracting Authority on a weekly basis, with the exception to provide them immediately if the incoming load contains waste of a hazardous nature.

The Contractor should also maintain the records and provide the Contracting Authority with a monthly and yearly summary of waste inspections.

Procedures for Payment of Tipping Fees

Note: *The following paragraphs should be checked and updated carefully as they might be linked as well with the procedures for payment of the Contractor. The following sample clause is tailored to ensure full responsibility and control of the Contracting Authority*

The procedures for the fees collected for waste delivered to the Transfer Station will be under full responsibility and control of the Contracting Authority:

The majority of waste arriving at the site will be delivered by the Contracting Authority, or licensed waste collection companies that collect waste from households and small commercial enterprises, under contracts with the Contracting Authority. The Contracting Authority will pay these Contractors for collection services, and will pay the operator of the Transfer Station and the long distance transport for services.

Some waste will arrive from licensed collection companies that collect waste from large enterprises and other organizations that have been given approval to have their waste delivered directly to the Transfer Station. These companies will pay a tipping fee, to be collected by a representative of the Contracting Authority, when the waste is delivered to the site. The tipping fee is likely to vary for different types of waste.

Once all registration, weighing and inspection procedures have been carried out, the tipping fees for those vehicles that apply to the second category above will be collected by the personnel of the Contracting Authority. Appropriate documentation on the payment should be completed and filed appropriately by the Contracting Authority. Payments should be registered and receipts should be provided to the driver of these vehicles.

7. TECHNICAL STANDARDS AND ENVIRONMENTAL REQUIREMENTS OF THE TRANSFER STATION

Note: *Technical standards may need to vary due to environmental regulations and site conditions. Different conditions may be needed depending on whether the Transfer Station exists and is being provided by the Contracting Authority to the Contractor, or the Contracting Authority provides the site only, without facility and equipment.*

Tthe following requirements are indicative only and needs to be adopted for each specific case

Fire and Smoke Control / emergency action

(1) The Contractor shall establish an emergency action plan for fire, explosion and hazardous emissions. The plan should cover actions to direct the employees to escape routes, and plans for the employees to protect and evacuate neighbours.

(2) The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed procedures for fire and smoke control considering at least:

- Quick detection and immediate steps taken to extinguish it;
- Usage of small portable extinguisher;
- Provision of appropriate safety equipment that is readily available to deal with any incidence of fire;
- Fire extinguishers should be visually inspected on a regular basis;
- mobile plants are to be maintained in good condition and be equipped with features to avoid generating open sparks and catching fire;
- controlled burning is not permitted on the site at any point of time;
- Smoking is prohibited in all areas of the site and a “no smoking” policy should be enforced. “No smoking” signs should be posted in prominent locations throughout the site, and should particularly be posted in the fuel storage areas;
- The Contractor should train all site personnel in the appropriate procedures for reporting and controlling fires. The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed training and emergency procedures considering at least.

Technical Standards

The Contractor is obliged to operate the Transfer Station according to the permits and according to applicable national and local law and regulations. The Service provider is obliged to support the Contracting Authority in applying for new permits in such way that the Contractor will prepare the complete application documents. All permits are held by the Contracting Authority or will be transferred to the Contracting Authority in case of termination of the Service Contract.

Note: *in case that specific national or local law or regulation is* ***not*** *applicable or available the Contracting Authority shall address the locally adopted minimum standards to avoid not acceptable level of emission of: noise, dust, leachate and wind-drifted litter.*
Such minimum requirements strongly depend on the local conditions such as nearby housing areas, water protection areas or nature protection areas. Therefore, the following clauses need to be carefully adopted to the local conditions.

Noise Control

(1) Noise in the Transfer Station arises from two sources: Transfer Station operations and waste vehicles, entering and leaving the site.

(2) During the operation of the Transfer Station, faulty equipment having faulty or worn-out exhaust systems can cause noise levels exceeding acceptable noise levels. The Contractor should carry out regular maintenance on all mobile and plant equipment. In addition, noise generating Transfer Station's equipment (e.g. compactor, wheel loader, etc.) should only be operated within designated operating times.

(3) Vehicle traffic noise can be decreased by reducing speed limits on designated haul routes, notifying drivers of defective equipment that are producing excessive noise, designing and implementing on-site traffic rules to minimise vehicular noise and ensure that the hours of operation are strictly followed.

Dust Control

(1) Dust within and around a Transfer Station can be a source of annoyance, harm and physical discomfort to site staff and nearby residents. The combination of vehicle movements, light winds on temporary and un-surfaced (without bitumen coating) roads can create dust.

(2) The Contractor should implement the following housekeeping practices to achieve dust control:

- Schedule staff and equipment for dust control;
- Designate haul routes for both delivery vehicles and on-site equipment;
- Clean paved road surfaces by sweeping or flushing;
- Take adequate precautions when receiving and disposing of dust generating wastes.

Odour Control

(1) The Transfer Station must be operated in a manner that will minimise the odour attributable to waste or associated items. Operational procedures typically should involve minimising storage duration and proper maintenance of the leachate management system to avoid odour related problems.

(2) Customers should be requested to pre-arrange the delivery of very mal-odorous waste, and indicate this to the weighbridge personnel. Later, when such waste is entering the Transfer Station and reaches the weighbridge, the weighbridge staff can advise spotters, so steps can be taken to appropriately place and reloading the waste immediately.

Leachate

Leachate Control

(1) The Contractor should minimise the generation of leachate within the Transfer Station, as the management of Leachate is essential to preventing contamination of the environment.

(2) To avoid surface, soil or groundwater contamination the dumping and storage areas must be equipped with sealed surface.

(3) The amount of leachate generated has to be minimised by daily covers of storage piles.

[***Note**: specific conditions may lead to the need of roofing the dumping and storage areas*]

(4) A monitoring system is important to record leachate quantities and pump performance.

Leachate Treatment

(1) [***Alternative A**, please delete if not applicable*]
The existing leachate treatment facility, the operational needs to be provided by the Contractor and the discharge permits required are described in Annex A.
The Contractor is obliged to indicate in the draft work plan if additional facilities or equipment is required to meet the discharge permits.

(2) [***Alternative B**, please delete if not applicable*]
The service provider is required to provide adequate leachate treatment to meet the required discharge permits as follows:
[*insert discharge requirements*]
Otherwise the Contractor may sample the leachate and transport the leachate to adequate treatment elsewhere e.g. to a landfill.

(3) The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed procedures for the avoiding, treatment and handling of leachate. The Contractor has to describe in the Draft Work Plan and the Final Work Plan the procedures and equipment foreseen for cleaning and maintenance of the leachate collection and treatment system.

(4) The Contractor should inspect, clean and maintain the leachate pipes and pumps and treatment facilities according the reference manual of the manufacturer. The pipes and pumps should be cleaned by the Contractor once per year, or more often if it is suspected that there is some impediment in the leachate collection system.

(5) The Contractor should maintain a record of all inspections and maintenance carried out on the leachate collection and treatment system. This record should supply information for meeting the regulatory requirements.

Litter Control

The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed procedures for litter control considering at least:
[***note**: add or delete as appropriate*]

- maintain a minimum sized tipping face sufficient to provide efficient vehicle unloading and equipment operation,

- ensure that tipping face is reloaded and adequately cleaned at the end of each working day and as necessary throughout the day,
- Off site litter should picked up on a daily basis if necessary;
- Hand picking of litter around the site, including on the internal roadways, site buildings, and litter fencing, as often as necessary;
- Construct litter fencing or wind protection walls as necessary.

8. HOUSEKEEPING

Note related to housekeeping: *Please adjust the procedures to the specific conditions of the Transfer Station site:*

General Requirements

The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed procedures for development and fulfilment of a thought-out housekeeping plan that will:

- protect the public and surrounding environment from nuisance effects of the Transfer Station operations,
- enhance public perception and acceptance of the Transfer Station and
- control such nuisances as vector and vermin, noise, dust, litter and odour.

Vector and Vermin Control

Transfer Station attract vectors and vermin because of the presence of food waste and standing water. Vector and vermin includes rodents, birds, flies and mosquitoes. [**note**: *delete if not applicable*]

The Contractor should undertake the following methods to avoid or reduce vector and vermin concerns at the Transfer Station:

- minimize the stored waste which is attractive for vector and vermin,
- cleaning of sealed surface to minimize remaining waste at the end of each working day,
- minimize unnecessary sources of standing water by adopted operation.

If the above methods are insufficient or are not effective, the Contractor should consider implementing the following additional methods for vermin and vector control:

- use insecticides/ pesticides and/or rodenticides or other methods to reduce vermin

The Contractor should inspect and record on a weekly basis the vector and vermin conditions prevailing at the Transfer Station.

Vehicle Washing

[***Alternative A****, please delete if not applicable*][***Alternative B****, please delete if not applicable*]

The wheel-washing facility comprises the following:

- A water holding tank;

- Wheel-wash panels;
- A solids sump; and
- A water pump.

The Contractor's staff should direct vehicles that have dirt or mud on their wheels and undercarriage to use the wheel-wash facility before it leaves the site.

The Contractor should clean the area around the wheel wash facility of excess dirt and mud on a regular basis. The amount of use of the wheel-wash facility will be reflected by changes in the weather conditions.

The Contractor should monitor the water in the wheel-washing facility on a daily basis and change the water, when the turbidity of the water becomes high.

(4) The system is equipped with a sump to collect solids debris, and this sludge should be disposed.

Weighbridge Breakdown

The Transfer Station is equipped with [*insert number*] weighbridge[*s*] located near the site entrance. Both incoming and outgoing waste disposal vehicles will use the weighbridge.

In the event of a mechanical or electrical failure of the weighbridge[*s*], the Transfer Station may continue to accept waste. However in that case, if waste is being accepted for transfer, the weighbridge personnel should write down key information on each Customer coming in and departing the Transfer Station.

The weighbridge staff should visually estimate the weight and volume of each load of waste, as well write down the driver and Customer's name and account number (if applicable), vehicle identification, time and date, and type of waste. The weight tickets are to be issued manually.

In case of weighbridge breakdown the Contractor is obliged to repair the weighbridge within a period of [*insert period e.g. 24 hours*].

Vehicle Breakdown

Vehicle breakdowns within the Transfer Station should be addressed quickly, particularly when the free flow of traffic is affected.

In case of disabled vehicles stranded at the Transfer Station, this should be immediately reported to the senior on-site Contractor personnel, and steps should be taken to move the vehicle to a suitable area, where it will not interfere with traffic or Transfer Station operations. The vehicle owner will be responsible for getting his vehicle removed from the site within 24 hours, and in case of non-conformance, the Contractor should remove it at the owner's expense.

The Contractor should take all reasonable precautions to prevent damage to the vehicle and shall indemnify the vehicle owner accordingly.

9. FACILITIES MAINTENANCE

Note: *Please adjust the procedures to the specific conditions of the Transfer Station:*

The Contractor has to provide in the Draft Work Plan and the Final Work Plan detailed procedures for facilities maintenance considering at least:

- Maintenance of buildings and immobile equipment
- Non regular inspections and maintenance
- Regular inspections and maintenance
- Maintenance of roads and sealed surface
- Maintenance of drains
- Maintenance of mobile equipment

Maintenance of Buildings

(1) The site buildings should be maintained regularly and frequently, and in accordance with details provided in the Draft Work Plan and Final Work Plan to provide sanitary, safe, and efficient working conditions for the employees and users at all times.

(2) The site infrastructure should be maintained in a proactive manner, so as to perform preventive maintenance before any major repair work is required.

(3) All buildings should be part of the daily Security checklist and items needing attention reported immediately to site supervision.

(4) A log should be maintained for all building maintenance issues. When a repair or non-regular maintenance is required on a facet of the buildings, it should be entered in the logbook.

(5) Regular inspections and maintenance should be conducted by the Contractor as described in the Draft and Final Work Plan.

Maintenance of Roads and sealed surface

(1) Regular inspections and maintenance should be conducted by the Contractor as described in the Draft and Final Work Plan.

(2) All site roads and sealed surfaces should be cleaned regularly in periodic intervals, and this frequency should be increased depending upon the weather conditions.

(3) All site roads and sealed surfaces should be maintained at all times and repaired, as necessary.

Maintenance of Mobile Equipment

(1) A comprehensive inspection and maintenance programme is essential to prolong the operating life of the mobile equipment. An inspection and maintenance log should be maintained for all major pieces of mobile equipment and stored on-site. The logs are to be accurately and sufficiently completed upon the completion of all inspections and maintenance activities.

(2) All mobile equipment should be regularly and frequently inspected for wear and damage. Maintenance personnel should check the plant during the preventative maintenance process. During this inspection, damage to the unit should have to be assessed and documented.

(3) While the on-site maintenance staff at the maintenance facility will handle the regular maintenance, major overhauls and specialised work may be off-site by sending the units to qualified companies, approved and accepted by the Contractor and the Contracting Authority.

Maintenance of Wheel-wash

The maintenance procedures for the wheel-wash include:

- Monitoring of the waster level in the holding tanks on a daily basis and change the water if the turbidity is high;
- Inspection of the solids sump four times per year for the accumulation of solids. If the solids sump is likely to be full before the next scheduled inspection, then the solids should be removed from the sump and disposed;

Maintenance of Weighbridge

(1) The daily maintenance activity for the weighbridge will be to broom and sweep the dirt from the scale deck each morning, and once a week, wash the scale deck of dirt (after sweeping).

(2) Specialist maintenance tasks should especially include the calibration of the scale every six months.

Maintenance of Fuel Storage Facility

(1) The fuel storage facility is provided to allow for the fuelling of the mobile plant and equipment, and vehicles handled by the Contractor. It is the responsibility of the Contractor to ensure that a sufficient supply of fuel is kept on site at all times.

(2) As a guide, the amount of fuel in the facility should not be allowed to run below one week's full working operations. The amount of fuel used by the plant and equipment should be monitored for each piece of equipment and plant, and reported each week. The reserve quantity of fuel to be kept in hand should be calculated accordingly.

Maintenance of the Inspection Bay

The inspection bay should be cleaned completely and washed after each use.

10. LONG DISTANCE TRANSPORT

Note: *different conditions may be considered if the equipment for long distance transport is existing and provided by the Contracting Authority to the Contractor or if the Contracting Authority does not provide any equipment for the long distance transport*
Please consider: the following requirements are indicative only and needs to be adopted for each specific case
.

Transport

The Contractor is obliged to carry the waste from the Transfer Station to the destination as specified for the different types of waste in Annex A. Therefore he is obliged to pass the weighbridge leaving the Transfer Station. The Contractor is obliged to deliver the records of such weighing procedures within the

monthly reporting. The service Provider is moreover obliged to follow the weighing procedures at the disposal sites he is delivering to and provide any records he will receive on such procedures within the monthly report.

Vehicles and containers for long distance transport

(1) [***Alternative A**, please delete if not applicable*]

The vehicles and containers to be provided without any payment by the Contracting Authority for such transport are described in Annex A.

The Contractor is obliged to indicate in the draft work plan if additional facilities or equipment is required. If such additional facilities or equipment is required the Contractor is obliged to provide these. Such provision is covered by the bid price. Beside this the Contractor is obliged to provide adequate vehicles and containers for long distance transport which meet the required criteria as described below:

(2) [***Alternative B**, please delete if not applicable*]

Hand Over of Collection Vehicles

The Contractor accepts to take over the existing transportation equipment as described in Annex A and to pay therefore the amount as indicated in Section VII, Bills of Quantity. Beside this the Contractor is obliged to provide adequate vehicles and containers for long distance transport which meet the required criteria as described below:

(3) [***Alternative C**, please delete if not applicable*]

The Contractor is obliged to provide adequate vehicles and containers for long distance transport which meet the required criteria as described below:

[***note**: please adjust as necessary, items indicative only*]

(4) **Number of Collection Vehicles:** An adequate number of vehicles shall be provided by the Contractor to transport Waste from the Transfer Station to the destinations as indicated before.

(5) **Dedicated Fleet Inventory:** The Contracting Authority requests the preparation of a record of all the vehicles that the Contractor intends to employ in the transport of waste. This will provide assurance that the number and type of vehicles is adequate, and for the Authority to have on record in case of complaints concerning vehicle operation. No later than 30 days after service commencement, and

annually thereafter, the Contractor should provide a list of the equipment to be used specifying the year, make, model, identification number, gross vehicle weight of each waste collection vehicle.

(a) **Registration, Licenses and Insurance:** The vehicles shall be licensed and operate in compliance with all applicable state, federal and municipal regulations. All vehicles shall be manufactured and maintained to conform with state, federal and municipal regulations and norms. All necessary licences and insurances are to be obtained by the Contractor and at the Contractors expense.

(b) **Vehicle Maintenance and Inspection:** The Contractor shall keep all vehicles and equipment used for performing services in good repair, appearance and sanitary condition. The Contractor is required to inspect vehicles daily before they leave the yard. In addition, the Contractor is required to take out of service any vehicle that does not pass inspection. Daily inspection reports should be made available to the Contracting Authority upon request.

(c) **Appearance of Collection Vehicles:** The Contractor shall paint all vehicles used for the collection of Solid Waste in the same colour. The Contractor's name, customer service telephone number, and vehicle number as well as name of the Contracting Authority shall be visibly displayed on both sides of all transport vehicles in letters and figures not less than fifteen (15) cm high. In addition all waste carrying vehicles should have the carrying capacity (in m^3) and the maximum total weight (in tonnes or Mg) displayed in the right side of the body. The Contractor is obliged to paint all waste collection vehicles at least once every [*please add number e.g. 5*] years.

(d) **Sanitation:** In order to minimise odours and insect propagation and to protect worker and public health the Contractor is required to clean / wash the interior of the waste carrying area of all vehicles used for the purpose of transporting. This should be performed at a minimum [*insert number e.g. 2*] times per week. In addition, the Contractor should be required to wash all exterior surfaces of the waste transport vehicle chassis and body with water and cleaning agent a minimum of [*insert number, e.g. 1*] time per week.

(e) **Lifetime of Collection Vehicles:** The Contracting Authority requires the Contractor to utilise vehicles which have the following age range:

- [*insert percentage e.g. 50 %*] which are not more than 5 years old at the Commencement Date and at any stage in the life of the Contract
- [*insert percentage e.g. 80 %*] which are not more than 10 years old at the Commencement Date and at any stage in the life of the Contract

***Note related to age of vehicles**: The age range should be defined by the Contracting Authority: The stronger the requirements, the more expensive the Contract Price. The age range specified within the Contract should ensure that a reasonably reliable and presentable fleet of vehicles is used by the Contractor in service provision.*

(f) **Ancillary Equipment:** Each vehicle shall be equipped with

- a fire extinguisher,
- a first aid kit,
- a two way communication with Contractor's collection supervisor and Contractor's dispatch / maintenance office;
- flares, flags and wheel chock blocks for use when breakdown occurs on public streets;

(g) **Waste Transportation Vehicle Body Requirements:** The Contractor is required to utilise vehicles with bodies that are manufactured for the purpose of waste transport. Thus, the area of the waste transportation vehicle body used for the transportation of waste should be watertight and prohibit spillage of any solid or liquid waste materials, oil, grease or other substances onto the ground or exterior body of the vehicle. In the event that any such solid waste, oil, grease or other substances is dropped or spilled during the Contractor's operations, the Contractor is required to clean it up immediately.

(h) **Collection Vehicle Loading:** No vehicles shall be wilfully overloaded. Maximum weight requirement in accordance with the national legislation as well maximum weight requirements of specific roads or bridges must not violated.

(i) **Chassis Requirements:** Depending on the disposal conditions as described in Annex A the Contractor is obliged to provide adequate equipment. [*please add specifications as e.g. off road ability for direct disposal on landfill*]

(j) **Maintenance:** All lights, horns, warning devices, mufflers, fuel tanks and emission controls on said vehicles and equipment shall be kept operable at all times. A sufficient supply of spare parts shall be kept on hand to ensure the timely and continuous fulfilment of this Contract. When a vehicle is unavailable to provide the service, either for maintenance or repair, it shall be the Contractor's obligation to provide a replacement vehicle from the list of spare vehicles within its fleet or a comparable replacement through rental or leasing or other arrangements.

(k) **Reserve Equipment:** To minimise the risk of interruption or delays in service delivery the Contractor needs to have an adequate level of transportation equipment in reserve at all the times. The Contractor is obliged to have available at all times reserve equipment that can be put in service within two hours of any breakdown, so that no interruption in regularly scheduled waste transportation occurs. Such reserve equipment is required to correspond in size and capacity to the equipment normally used by the Contractor to perform the waste transportation services.

(l) **Operation Log:** All vehicles shall maintain a log of time and movement, including: departure time from the parking area at the start of work, arrival time at and departure time from the disposal area, and arrival time at the parking area at the end of work. Vehicles which have their loads weighed or measured shall have this data included in their logs. Downtime and the nature of any breakdown and repair activities shall also be recorded. Data from the vehicle logs shall be collated and presented in a monthly report of service delivery from the Contractor to the Contracting Authority. In addition, the Contracting Authority shall have access to the vehicle logs upon demand.

(m) **Private Waste Transportation:** The Contractor may undertake private waste transportations (not covered under this contract) with the same vehicles used for this Contract collections provided that such use in no way impairs the delivery of the service required under this Contract.

Where private waste transportations are undertaken by the Contractor, all transportation details as date, volume, origin and type of waste, destination as well as used vehicles and staff etc, must be declared to the Contracting Authority in order for the Contracting Authority to ascertain disposal charges at an agreed rate or by an agreed formula for direct recharge to the Contractor.

Note related to private Solid Waste collections: *As outlined above, this might be critical depending on applicable payment scheme as it enables the Contractor to dispose privately collected waste without payment to the disposal site.*

(n) **Maintenance Facilities and Depot:** The Contractor shall establish and maintain a facility, not necessarily within Service Area's limits, where the service may be organised from and where mobile equipment is stored and maintained. Such facility shall be equipped with adequate telephone communications, shall have at least one responsible person in charge and present during all normal working hours, and shall be open during these hours.

11. PERSONNEL & SAFETY EQUIPMENT

Note: *to ensure that the Contractor trains and deploys his personnel in a manner that meets all of the contracting authorities economic, technical, health, safety, environmental and aesthetic performance*

criteria, the service specification should contain minimum technical requirements that address each of the personnel related concerns.

***Note**: Example only, delete or add as appropriate for the specific case*

(1) The Contractor shall provide an adequate number of employees with adequate skills and training to conduct the services as may reasonably be determined by the Contract Authority.

(2) Each employee assigned to drive a vehicle shall, at all times, carry a valid driver's license for the type of vehicle he is driving. In addition the Contractor is obliged to provide and document additional training appropriate to equip the personnel with the skill needed to safely operate the vehicles under the local conditions as outlined in the Work Plan.

(3) The Contractor shall require his employees to be courteous at all times, to work quietly and not to use loud or profane language. The Contractor is obliged to train its employees in maintaining positive interaction with clients and representatives of the Contracting Authority. The Contracting Authority shall have the right to make a complaint regarding any employee of the Contractor who violates any provision hereof or who is wanton, negligent, or discourteous in the performance of his duties.

(4) The Contractor's employees shall not be allowed to remove any articles of waste which have been unloaded in the waste transfer station.

(5) In case of violating the above mentioned requirements, the Contracting Authority may require the removal from service provision of certain personnel, which shall be carried out by the Contractor.

(6) The Contractor is required to provide uniforms and safety equipment for the personnel with the multiple purposes of protecting worker health and safety, minimising direct contact with waste, ensuring worker cleanliness. Therefore, the Contractor is required to provide all employees with a specified number of uniforms (clearly labelled with the name of company and employee), hats, gloves, work boots, reflective vests, and other protective clothing adequate to maintain their appearance, health, and safety. Clothing will be as neat and clean as circumstances permit. All uniforms and safety equipment should be subject to review and approval by the Contracting Authority. Protective equipment shall be kept clean and in good condition, and replaced by the Contractor as it becomes worn or damaged, and at least on a semi-annual basis.

(7) The Contractor has to provide in the Draft Work Plan and the Final Work Plan a detailed procedures in case of personnel accidents considering at least:

- Procedures in case of minor accidents (first aid, provision of trained personnel in first aid procedures);
- Procedures in case of for more serious injuries (development of an emergency contact list, information of emergency response personnel, documentation of incidents, measures to prevent future incident; and
- Development of a proper Health & Safety (H&S) policy and procedure.

12. CUSTOMER SERVICE AND COMPLAINT HANDLING

***General note on customer service and complaint handling system:** The Contractor should be required to offer a system that facilitates the receipt, recording and resolution of inquiries and complaints from all categories of Service Users and neighbours. To optimise customer usage the system must be widely publicized and easy to use. To ensure the implementation of a system that meets these objectives the Contracting Authority should establish requirements for each of the following related issues:*

(1) The customer service office should be open daily from [*insert time*] to [*insert time*].

(2) The office should be staffed with a number of trained personnel adequate to ensure that customers are able to reach a qualified customer service representative within 5 minutes of calling.

(3) The ability and commitment of the Contractor to expeditious resolution of all complaints is essential to maintaining the financial and behavioural support of service users. As a first step the Contractor is required to record in a bound book all complaints, noting the name and address of each complainant, date and time of complaint, nature of complaint, and nature and date of resolution. The Contractor is also required to compile a summary statistical table of the complaint record in a form satisfactory to the Contracting Authority, which should reserve the right to examine it at any time.

(4) The Contractor is required to respond to all complaints within, at most, 24 hours.

(5) In case that a complaint has not been resolved to the customer's satisfaction, the Contractor should submit a detailed report outlining the nature of the complaint and the resolution or actions taken to resolve the complaint. If, in the opinion of the Contracting Authority the proposed resolution or actions taken are insufficient to satisfactorily resolve the claim, it is required that the Contractor carries out a process to satisfactorily resolve the complaint.

13. DEVELOPMENT OF FINAL WORK PLAN

(1) The Contractor is required to submit a Final Work Plan within 45 days of the Contract Signing Date. The Final Work Plan should address each of the activities as prescribed for the Draft Work Plan and incorporate refinements and modifications discussed and agreed upon between the Contracting Authority and the Contractor prior to the execution of the Contract.

14. REPORTING REQUIREMENTS

The Contractor is obliged to provide reports according to the requirements described in Schedule 4.

ANNEX A: INFORMATION TO BE PROVIDED BY THE CONTRACTING AUTHORITY

A1: Types and Quantity of Waste to be Unloaded

		Maximum unload in tons per				
No.	Type of waste	hour	day	week	month	Year
0	[*Note: Example only, delete or add as appropriate for the specific case*]	[*Insert amount*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
1	Solid Waste from households, (residential wastes)	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
2	Solid waste from communal & commercial buildings similar to solid waste from households	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
3	Waste from dry street cleaning	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
4	Waste / Sludge form wet street cleaning & Waste out of sewers and gully	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
5	Bulky Waste from household	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
6	Bulky waste from communal & commercial buildings similar to bulky waste from households	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
7	Wood	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
8	Green Waste	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9	Waste for recycling from:	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9a	Plastic (bottle) collection	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9b	Paper collection	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9c	Metal scrap collection	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9d	Glassware collection	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
9e	Others [*please specify which others*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
10	Construction waste	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
11	Waste from ground excavation	*Insert*	*Insert*	*Insert*	*Insert*	*Insert*

		amount	*amount*	*amount*	*amount*	*amount*
12	Non hazardous industrial solid waste as:	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
12a	Solid waste from food industry [*please specify which food industry*]:	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
12b	Solid Waste from production sites [*please specify which industry*]:	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
12c	[*Please add other non hazardous industrial solid waste as applicable for the specific case*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
13	Sludge[4] from municipal waste water treatment	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
14	Sludge[5] from industrial waste water treatment [please specify which industry]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
15	Hazardous waste from hospitals	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
16	Other solid hazardous waste [*please specify which others*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
17	Fluid hazardous waste [*please specify origin and attributes*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
18	Slag [*please specify origin and attributes*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*
	[*Note: Example only, delete or add as appropriate for the specific case*]	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*	*Insert amount*

[4] *water percentage > [number] % and < [number] %*
[5] *water percentage > [number] % and < [number] %*

A2: Waste delivery (types of arriving vehicles)

Note: Depending on the local situation waste will be delivered to the Transfer Station in a variety of vehicles such as Horse drawn carts; Tractors & trailers; Vans; Pickup trucks; Refuse collection vehicles; Skip vehicles; and Tipper trucks

No.	Type of waste	Type of delivery
0	[*Note: Example only, delete or add as appropriate for the specific case*]	
1	Solid Waste from households, (residential wastes)	vehicles as follows: [*please insert description of delivering vehicles e.g.: "lorry for solid waste collection with hydraulic compactor and maximum load of 10 tons of waste."*]
2	Solid waste from communal & commercial buildings similar to solid waste from households	vehicles as follows: [*please insert description of delivering vehicles*]
3	Waste from dry street cleaning	vehicles as follows: [*please insert description of delivering vehicles*]
4	Waste / Sludge form wet street cleaning & Waste out of sewers and gully	vehicles as follows: [*please insert description of delivering vehicles*]
5	Bulky Waste from household	vehicles as follows: [*please insert description of delivering vehicles*]
6	Bulky waste from communal & commercial buildings similar to bulky waste from households	vehicles as follows: [*please insert description of delivering vehicles*]
7	Wood	vehicles as follows: [*please insert description of delivering vehicles*]
	[*Note: Example only, delete or add as appropriate for the specific case*]	

A3: Description of the existing Transfer Station

[*please add map and drawings of the site provided by the contracting authority for the Transfer Station with adequate scale*]

[*please add map of the surrounding area of the site with adequate scale*]

The [*site / Transfer Station and its equipment*] [**note**: please delete as applicable] is available for site visit until [*please add date and time*] upon request until [*please add date and time, and contact address for request*]

Note: **the following items are applicable only in case that the transfer station is provided by the contracting authority.**

[*please add a description of function, tasks and procedures of the Transfer Station*]

[*please add drawings of existing equipment with adequate scale*]

[*please add a description of function, age and status of equipment of the Transfer Station which should be used / operated / maintained by the Service provider*]

The [*site / Transfer Station and its equipment*] [**note**: please delete as applicable] is available for site visit until [*please add date and time*] upon request until [*please add date and time, and contact address for request*]

A4: Description of procedures at weigh bridge

[*please add written description of function and equipment and procedures of weigh bridge*:]

[*please add map of the weigh bridges and drawings of existing equipment with adequate scale*]

[*please add description of software to be used for record of entrance and exit procedure*]

A5: Description of disposal sites for the different Waste to be delivered by the long distance transport

[*please add address and opening times of disposal sites for the different types of waste described before*]

[*please add specific conditions of (the different) disposal sites, effecting the specification of equipment or the calculation of the bidder such as expected waiting time (as average) and time for unloading*]

ANNEX B: REQUIREMENTS ON DRAFT WORK PLAN

Note: The bidder is requested to attach a draft work plan to his bid. Please specify all issues to be described in such draft work plan. The draft work plan will be an item of discussion during the procurement procedure. Such discussions needs to be recorded and will considered in the final work plan as requested in Appendix A.
The following items are indicative only and needs to be adopted to the specific case.

As part of the offer the bidder is required to submit a Draft Work Plan that illustrate his or her understanding of the service requirements and describes exactly how he or she intends to perform them. Beside the required items mentioned in the Description of Services, the minimal technical requirement for the Draft Work Plan includes the following: [***note**: needs to be adopted according the Description of Services*]

(4) Description of how the Contractor will comply with each of the service specification and minimum technical requirements

(5) Statement of the bidder which of the provided facilities and equipment the bidder intends to use and which he intends not to use.

(6) Schedule for accepting and rehabilitation of existing facilities

(7) Lists of equipment intended to be provided by the bidder (use / lease / purchase or others):
The Bidder shall list, within the table provided below, details relating to all proposed / new equipment required to fulfil the Contractor's obligations in the event of the award of the Contract.
The Bidder shall attach a description and manufacturers literature.

Description	Make	Model	Year of manufacture	Equipment already procured	Mobilisation Period (supply period)
completed by the bidder	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Add lines as necessary					

(8) Job description and the number of personnel to be deployed in each position. The Bidder shall list, within the table provided below, details relating to all the personnel required to fulfil the Contractor's obligations in the event of the award of the Contract. The Bidder shall provide a job descriptions for the different functions of operation staff.

STAFF	Administrative	Technical	Supervisors	Drivers	Operators
Number presently employed	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Total numbers to be employed under the Contract	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Proposed source of additional staff	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Mobilisation period of additional staff	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Average normal and overtime to be worked each week	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Average normal an overtime payment rates per hour	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*

(9) Plan for recruiting

(10) Description of labourer and employees training and testing programme.

(11) Plan for staffing, equipping and maintaining a customer service office

(12) Plans for contract administration supervision

- The Bidder shall provide plans for contract administration and supervision, indicating procedures, staff, record keeping and reporting for all date required to be submitted.
- The Bidder shall propose procedures for communicating with the Contracting Authority.
- The Bidder shall describe the record keeping and reporting system for all information and data required to be submitted in

(13) Preliminary description of proposed security system and security measures

(14) Preliminary description of proposed emergency action plan

(15) Preliminary description of proposed measures to avoid, treat and handle leachate

(16) Preliminary description of proposed measures to reduce and control litter on the Transfer Station site and adjacent

(17) Preliminary description of proposed waste inspection procedures

(18) Preliminary description of proposed housekeeping procedures

(19) Preliminary description of proposed maintenance procedures

ANNEX C: INSURANCE

The risks and coverage by insurance to be taken out and maintained in accordance with clause 37 of the Contract shall be [*please complete*]:

(i) Third Party motor vehicle: _____

(ii) Third Party liability: _____

(iii) Contracting Authority's liability and workers' compensation:

_____

(iv) Professional liability: _____

(v) Loss or damage to equipment and property: _____

ANNEX D: ADJUDICATOR FEES AND EXPENSES

The Adjudicator shall be paid by the hour at the rate of *[insert amount and currency]* per hour of work.

The following reimbursable expenses are recognized: *[list expenses]*

SCHEDULE 2: PERFORMANCE AND RELATED PENALTIES

Note: *Performance specifications tell the Bidder the minimal acceptable level of performance. There shouldbe a quantifiable Performance Standard corresponding to each service specification to provide a legitimate means of the Contracting Authority to evaluate Contractors compliance through monitoring service performance and comparing it to the Standard.*
It is important that the Performance Standards be written in a way that the Contractor can easily understand them and how they will be measured by the organization responsible for administering and monitoring the contract.
To be fair, the Contractor should be informed, of how his compliance with each of the Service Specification and Minimum Technical Requirements will be evaluated by the Contracting Authority.
However, as in a comprehensive contract even the best Contractor cannot ensure that all Service Specification are fulfilled, respective procedures need to be designed in order to ensure the fulfillment and to penalize poor performance.
The following examples address several service specification and related performance standards.
Please consider: any change in the Description of Services or the connected documents will possibly cause changes in the following examples!

Maximum Waiting Time

Non-compliance with the required maximum waiting time listed in the Description of Services, reported, verified and proved by the Contracting Authority. Typical remediation period: one week.

Duration of storing

Storage duration is above that mentioned in the Description of Services and such storage is not agreed by the Contracting Authority or the responsible Authority permitting such storage. Typical remediation period: four weeks

Operation time and Opening time

(1) Non-compliance with allowed operation time as defined in the Description of Services and such non-compliance is not agreed by the Contracting Authority and the responsible Authority [if such exists] for permit such operation times. Typical remediation period: one week.

(2) Non-compliance with the required opening time as defined in the Description of Services and such non-compliance is not agreed by the Contracting Authority. Typical remediation period: one week.

Reporting of Incoming and Outgoing Waste

(1) Non-compliance with the required reporting procedures of the weight bridge as delay in providing the report or incomplete report. Typical remediation period: one week.

(2) Incorrect reporting of the items listed in the Description of Services, reported, verified and proved by the Contracting Authority. Typical remediation period: one month.

Waste Inspection

Non-compliance with waste inspection procedures security system as required in the Description of Services and agreed in the Final Work Plan. Non-compliance reported, verified and proved by the Contracting Authority. Typical remediation period: one week.

Emergency Action

Failure of the Contractor to establish an emergency action plan according the Description of Services and agreed in the Final Work Plan. Reported, verified and proved by the Contracting Authority. Typical remediation period: one month.

Technical Standard

(1) Failure of the Contractor to operate the Transfer Station according the actual permits and applicable national and local law and regulations. Reported, verified and proved by the Contracting Authority. Typical remediation period: one month.

(1a) [*Alternative: delete as applicable*]
Failure of the Contractor to operate the Transfer Station according the minimum environmental standard as described in the Description of Services. Reported, verified and proved by the Contracting Authority. Typical remediation period: one month.

(2) Failure of the Contractor to operate leachate control and treatment according the Description of Services. Reported, verified and proved by the Contracting Authority. Typical remediation period: one week.

(3) Failure of the Contractor to avoid and reduce litter on the Transfer Station site and the adjacent sites according the Description of Services. Reported, verified and proved by the Contracting Authority. Typical remediation period: one week.

Weighbridge Breakdown

Failure of the Contractor to provide continuous function of the weighbridge e.g. breakdown of weighbridge for a period of more than 24 hours, reported, verified and proved by the Contracting Authority. Typical remediation period: one week

Vehicle Breakdown

Failure of the Contractor to remove vehicles broken down on the Transfer Station. Remove of such vehicles later than 48 hours after break down, reported, verified and proved by the Contracting Authority. Typical remediation period: one week

Personnel & Safety Equipment

(1) Non-compliance with final work plan regarding the number of provided personnel. Reported, verified and proved by the Contracting Authority. Typical remediation period: one week

(2) Failure of the Contractor to provide the required driver's license and conduct training. Reported, verified and proved by the Contracting Authority. Typical remediation period: one day

(3) Each reported service failure related to the requirements for waste picking of the employees that will be verified and proofed by the Contracting Authority. Typical remediation period: one week

(4) Failure of the Contractor to remove identified personnel from the service provision as requested and substantiated by the Contracting Authority. Typical remediation period: one month.

(5) Service failure related to the requirements for uniforms and safety equipment that will be verified and proofed by the Contracting Authority. Typical remediation period: one week

Customer Service and Complaint Handling

(1) Service failure related to opening times and availability of the service office, verified and proofed by the Contracting Authority. Typical remediation period: one month.

(2) Complaint Handling and Resolution: Each reported service failure related to the procedures for complaint handling and resolution as specified in the Service Description, verified and proofed by the Contracting Authority. Typical remediation period: one week.

Development of Final Work Plan

(1) The Contractor fails to submit the final work plan as scheduled. Typical remediation period: one week.

(2) If the Final Work Plan submitted by the Contractor does not fulfil the requirements of the contract, the Contractor will be requested to submit a revised version of the final work plan within [*add number*] days and the Contractor fails to submit the revised version of the final work plan as scheduled. Typical remediation period: one week.

Reporting and Information Requirements

(1) Failure related to submission and completeness of monthly report. Typical remediation period: one week.

(2) Failure related to submission and completeness of annual report. Typical remediation period: one week.

SCHEDULE 3: BILLS OF QUANTITY

Note *Typical items for a Bill of Quantity are listed below.*

There are several methods to define the method of measurement and payment within a contract. Most important methods are lump sum and unit price payment.

- *Periodic lump sum payments (without a linkage to measurement) do not take into account the actual workload within the period and are appropriate when the nature and quantity of work can be clearly defined and would not be expected to change during the life of the contract. The operation of Transfer Station requires to consider the opening times and the maximum daily load. Different mass of will not immediately effect the effort and expenditures of the Contractor due to the reason that the rise of some waste will be equalized by the reduce of others. Nevertheless we propose a threshold for changing mass of waste. Above such threshold an additional payment will required by the Contractor*
- *Payments based on unit prices and measurement reflect the extent of work carried out.*

Payment based on unit price requires a defined and verifiable measurement procedure. In the case of transfer stations such a procedure should be based on a weigh bridge that is operated or at least supervised by the employer. Otherwise there is a strong temptation for the Contractor to manipulate the measurement in order to increase his payment.

An approach without a weigh bridge e.g. based on the volume of the truck and an assumed density, usually is not exact enough to form the basis for the reimbursement of the Contractor. In addition during the design of the measurement and payment clauses a cross check should always be undertaken in order to identify potential options of misuse and fraud.

Weighbridges are often not yet installed, however, so that no correct measurement is possible. Therefore often Contracts are based on a lump sum payment (fixed payment per year). This leads to greater risk being borne by the Contractor in the event that waste quantities increase and the Contractor will probably include a surcharge in his proposal. One possible solution is to have an adjustment based on the number of inhabitants served or another measurable item, which will determine the scope. (However, in the case of adjustment related to number of inhabitants, a mechanism and procedure related to its determination will need to be defined such as annual statistical data etc.).

Item	**Unit Price / lump sum**	**Quantity (or indicate "lump-sum per month")**
General provision of Services at the Transfer Station according the Description of Services during the opening times of the Transfer Station and weighbridge	……..	Lump sum per month
Provision of (long distance) Transport Services according the Description of Services	*To be stated by the Bidder* : …….. per tonne for each km	[*multiply km by tonnes required for the transport service*] km and tonnes per month ***note**; indicate expected km per month and multiply by tonnes expected per month; in case of differing effort for different wastes repeat this clause as needed for the different wastes*
Additional opening hour (on demand by the contracting authority only)	per hour	[*insert estimation of additional opening hours*] per month [for calculation only]
Total		
Total (Contract Price)		

Optional Item	**Unit Price**
Additional handling of different types of waste within the Transfer Station	
Handling of waste type [*add number and name according the list of wastes to be handled in the Description of Services*] exceeding 125 % of the mass indicated in the Description of Services	…….. *To be stated by the Bidder* [*insert currency*] per ton
Handling of waste type [*add number and name according the list of wastes to be handled in the Description of Services*] exceeding 125 % of the mass indicated in the Description of Services	…….. *To be stated by the Bidder* [*insert currency*] per ton
[*Note: Example only, delete or add as appropriate for the specific case in accordance with the Description of Services*]	

***Note related on VAT**: is has to be clarified and stated by the Contracting Authority which procedure related to the payment of VAT should be applicable in accordance with the national regulations. Respectively it has to be clarified, if VAT is included in the prices or not.*

Annex B: Requirements on draft work plan

Note: The bidder is requested to attach a draft work plan to his bid. Please specify all issues to be described in such draft work plan. The draft work plan will be an item of discussion during the procurement procedure. Such discussions needs to be recorded and will considered in the final work plan as requested in Appendix A.
The following items are indicative only and needs to be adopted to the specific case.

As part of the offer the bidder is required to submit a Draft Work Plan that illustrate his or her understanding of the service requirements and describes exactly how he or she intends to perform them. Beside the required items mentioned in the Description of Services, the minimal technical requirement for the Draft Work Plan includes the following:
[***note**: needs to be adopted according the Description of Services*]

(20) Description of how the Contractor will comply with each of the service specification and minimum technical requirements

(21) Statement of the bidder which of the provided facilities and equipment the bidder intends to use and which he intends not to use.

(22) Schedule for accepting and rehabilitation of existing facilities

(23) Lists of equipment intended to be provided by the bidder (use / lease / purchase or others):
The Bidder shall list, within the table provided below, details relating to all proposed / new equipment required to fulfil the Contractor's obligations in the event of the award of the Contract.
The Bidder shall attach a description and manufacturers literature

Description	Make	Model	Year of manufacture	Equipment already procured	Mobilisation Period (supply period)
completed by the bidder	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Add lines as necessary					

(24) Job description and the number of personnel to be deployed in each position. The Bidder shall list, within the table provided below, details relating to all the personnel required to fulfil the Contractor's obligations in the event of the award of the Contract. The Bidder shall provide a job descriptions for the different functions of operation staff

STAFF	Administrative	Technical	Supervisors	Drivers	Operators
Number presently employed	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Total numbers to be employed under the Contract	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Proposed source of additional staff	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Mobilisation period of additional staff	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Average normal and overtime to be worked each week	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*
Average normal an overtime payment rates per hour	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*	*completed by the bidder*

(25) Plan for recruiting

(26) Description of labourer and employees training and testing programme.

(27) Plan for staffing, equipping and maintaining a customer service office

(28) Plans for contract administration supervision

- The Bidder shall provide plans for contract administration and supervision, indicating procedures, staff, record keeping and reporting for all date required to be submitted.
- The Bidder shall propose procedures for communicating with the Contracting Authority.
- The Bidder shall describe the record keeping and reporting system for all information and data required to be submitted in

(29) Preliminary description of proposed security system and security measures

(30) Preliminary description of proposed emergency action plan

(31) Preliminary description of proposed measures to avoid, treat and handle leachate

(32) Preliminary description of proposed measures to reduce and control litter on the Transfer Station site and adjacent

(33) Preliminary description of proposed waste inspection procedures

(34) Preliminary description of proposed housekeeping procedures

(35) Preliminary description of proposed maintenance procedures

SCHEDULE 4: REPORTING REQUIREMENTS

Note: *List format, frequency, and contents of reports or products to be delivered; persons to receive them; dates of submission; etc.*

(1) Monthly and Annual Reports: The Contractor has to prepare and submit on a monthly basis accurate reports. These reports must be timely and therefore should be submitted within [*add number e.g. 15*] days of the end of the month being reported on, respectively [*add number e.g. 30*] days of the end of the year being reported on. The information to be required in each monthly report and a summary annual report should include the following: [*delete or add items for reporting if applicable for the specific case*]

- Maximum duration of waiting time for each single day
- tons unloaded waste for the different types of waste (Appendix A, Annex A, table A1) for each single day and additionally complied as follows

		Maximum unload in tons per				
No.	Type of waste	hour	day	week	month	year

- tons reloaded waste for the different types of waste (Appendix A, Annex A, table A1) for each single day and additionally complied as follows

		Maximum reload in tons per				
No.	Type of waste	hour	day	week	month	year

- maximum storage volume and duration for each single type of waste and each single day.
- Compilation of the information recorded at weight bridge for the waste deliverers and the waste transport vehicles (original bound book and electronic version as specified in the Description of Services.)
- Collection of the affirmations of the disposal sites, for each single vehicle sent from the Transfer Station to the disposal sites, mentioning identification code of delivering vehicle, type of waste and tonnes (or volume) of waste, date.
- A complaint record enumerating complaints received and description of resolution for each complaint
- Accurate records or inspections and repairs, compliance with preventive maintenance schedules as submitted as part of the Contractor's Final Work Plan, the signature of the maintenance supervisor that the repair has been properly performed.
- An updated inventory of all equipment used according the format of Annex B.
- An updated list of all personnel

- A description of problems encountered and proposals for increasing service efficiency and achievement of service objectives

- A description of all cases of health and safety issues such as personnel injury that have occurred while providing services, including the copy of the accident or incident report

- A description of any violation of local ordinances.

- Total number of man-hours each day provided by the Contractor

(1) Additional Reporting Requirements: The Contractor will be required to provide any information to the Contracting Authority that is reasonably requested. This will include information regarding waste licences, information on disposal, any information required to comply with Contracting Authority or State regulations or legislation and full details of all commercial premises serviced by the Contractor.

SCHEDULE 5: KEY PERSONNEL AND SUBCONTRACTORS

Note to the Contracting Authority *As part of the offer each bidder is required to submit a list and description of personnel and subcontractors. The Contracting Authority might define minimum qualification criteria for senior staff such as year of experience in the waste management or similar sector:*

List under: *C-1* *Titles [and names, if already available], detailed job descriptions and minimum qualifications of Personnel to be assigned.*

Typical key personnel for collection contracts are:

- *General Manager with insert years and type of experience;*
- *Accountant insert years and type of experience;*
- *Technical Manager for Collection Services and Logistic insert years and type of experience;*
- *Engineer Responsible for Maintenance insert years and type of experience;*
- *Engineer Responsible for Supervision of Works insert years and type of experience;*

C-2 *List of approved Subcontractors (if already available);*
C-3 *Same information with respect Subcontractors Personnel as in C-1.*

The Bidder shall submit the curriculum vitae of principal/key personnel which it proposes to employ in the execution of the Contract.

The Bidder shall provide a description of the functions of the key personnel.
The Bidder shall specify the academic, professional or other qualifications and experience considered necessary of the personnel to fill the key positions.

SCHEDULE 6: BREAKDOWN OF CONTRACT PRICE

A: Breakdown of Contract Price in Foreign Currency

Note to the bidder: List here the elements of cost used to arrive at the breakdown of total Contract Price (per year) —foreign currency portion:

1. Rates for Equipment Usage or Rental or for Personnel (Key Personnel and other Personnel).
2. Reimbursable expenditures.

This appendix will exclusively be used for determining remuneration for additional Services.

B: Breakdown of Contract Price in Local Currency

Note to the bidder: List here the elements of cost used to arrive at the breakdown of total Contract Price (per year) —local currency portion:

1. Rates for Equipment Usage or Rental or for Personnel (Key Personnel and other Personnel).
2. Reimbursable expenditures.

This appendix will exclusively be used for determining remuneration for additional Services.

SCHEDULE 7: SERVICES AND FACILITIES PROVIDED BY THE CONTRACTING AUTHORITY

***Note to the Contracting Authority**: In the case that the Contracting Authority provides Services and Facilities a clear and full description of type and extent need to be added.*