

Waste Collection Specification

City of Sydney
Town Hall House
456 Kent Street
Sydney NSW 2000

Part D2 - Garbage Collection Specification 1822 Domestic Waste Collection Tender

Contents

- 1. Introduction 2
- 2. Service Requirements..... 2
- 3. Performance Benchmarks, Penalties & Incentives 3
- 4. Additional Mobile Bin Requirements 3
- 5. Disposal and Delivery of Materials 4

1. Introduction

This Part defines explicit requirements for the collection of Garbage from Garbage Service-Entitled Premises in the Service Area and transport to the Nominated Facility. It must be read in conjunction with the General Specification, to form the complete specification in relation to the Garbage Collection Service.

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

2. Service Requirements

Commencing on the Services Commencement Date and finishing on the Expiry Date, the Contractor shall provide a Garbage Collection Service from nominated Garbage Service-Entitled Premises and at specified frequencies within the Service Area, in accordance with this Contract.

Garbage Service-Entitled Premises include nominated single Premises and multi-occupancy Premises, and those Premises identified as other Garbage Service-Entitled Premises.

All Mobile Bins with wheels shall be mechanically lifted.

Where the Property Owner or Building Manager has over-compacted waste in a bin, and this cannot be dislodged easily, the Contractor shall provide a Council approved sticker advising the customer to address this issue. For multi-unit dwellings the Contractor shall also advise the Building Manager where practical. The Contractor shall return no later than 24 hours later to service the bin. The Contractor shall ensure any duplicate read of the RFID upon return to empty the bin is not included in any claim to the Council.

2.1 Collection Service and Frequency for Single Premises

The Service involves the collection of Garbage from single Premises in Mobile Bins on typically a weekly basis. The City charges for waste services based on the size of bin and the frequency of servicing each week. Refer to the Service Maps for further details on the frequency of collection. Collections are to be on the same collection day/s each week. Other waste types may or may not be collected on the same day.

In addition the Contractor will make available Mobile Bins, as specified in Clause 2.4 of this Garbage Specification.

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

2.2 Collection Service for Multi-occupancy Premises

The Service involves the collection of Garbage from Multi-Unit Dwellings in Mobile Bins on typically a twice weekly basis. The City charges for waste services based on the size of bin and the frequency of servicing each week. Refer to the Service Maps for further details on the frequency of collection.

The majority of multi-occupancy Premises will be provided with a Garbage collection on a shared arrangement.

Multi-unit dwellings are serviced at a range of frequencies, with some being once weekly, through to some being a seven day a week service.

2.3 Collection Service and Frequency for Other Garbage Service-Entitled Premises

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

2.4 Council Variable Rate Charging

Council charges the Domestic Waste Management Charge to each Premises based on the service levels as specified in Clause 2.1 and 2.2 of this Garbage Specification. The Council will determine in consultation with the resident the number of bins, bin size and service frequency. The Contractor shall service the Premises for the Approved number of bins, bin size and service frequency as advised by Council.

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

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

3. Performance Benchmarks, Penalties & Incentives

3.1 Performance Benchmarks

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

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

Complaint type	Standard – per month
Missed Services	≤ 1 per 4000 services
Early Starts	Nil services
Other Customer Complaints	≤ 40 complaints

3.2 Performance Incentives and Damages

Failure to achieve the Performance Benchmarks in Clause 3.1 of this Garbage Specification above may result in Council exercising its rights under Clause 22 of the General Specification.

4. Additional Mobile Bin Requirements

The Council intends to retain all existing mobile bins at the Services Commencement Date and then swap out bin where required. For any new or replacement mobile bins, in addition to the requirements for Mobile Bins under Clause 9.1 of the General Specification, all Mobile Bins supplied by the Contractor to meet its obligation under this Garbage Specification must:

- (a) have a red lid
- (b) have a dark green or black body (as per AS4123.7).

5. Disposal and Delivery of Materials

5.1 Disposal and Treatment Costs

The Council shall retain ownership of materials collected under this Garbage Specification and pay all processing charges.

The Contractor must provide the Council an electronic table summarising all loads discharged with evidence, in the form of weighbridge dockets or equivalent, to the satisfaction of the Council, of the separate amounts of all waste and other materials collected in the course of providing the Services, with the monthly progress payment claim.

5.2 Nominated Facility

The material collected by the Contractor in the course of performing the Garbage Collection Service must be delivered to the Nominated Facility, being as per the General Specification.

Specific requirements of the facility, such as opening hours and any relevant contractual obligations are detailed in the Annexure to the Garbage Specification.

The Council may nominate an Alternative Facility during the Term of the Contract as specified in Clause 5.3 of this Garbage Specification.

5.3 Alternative Facilities

Over the term of the Contract the Council may nominate an Alternative Facility for use by the Contractor in undertaking the services to be provided.

5.4 Other Facilities

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

5.5 Payment for Transport to Alternative Facility

5.5.1 General

The Council desires that the Contractor delivers materials collected under this Contract to facilities that provide the best operational, environmental and cost effective result.

For various reasons, it may be necessary to move from the initial Nominated Facility to an Alternative Facility or Facilities at some time(s) during the Term of the Contract.

5.5.2 Payment for Use of Alternative Facility

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

For the purpose of this clause, the new journey will be the one-way trip distance, measured from the Approximate Centroid of the Service Area in a direct route to the Alternative Facility. The payment for the period during which the Alternative Facility is utilised will be calculated in accordance with the formula in Clause 5.5.3 of this Garbage Specification.

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

5.5.3 Calculation of Payment for Transport to Alternative Facility

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

5.6 Unloading of Materials

Collected materials must be unloaded from the collection vehicles by the Contractor at the Nominated Facility or Alternative Facility. The Contractor, its employees and/or subcontractors must comply with all instructions issued by the Council, or the person in charge of the Nominated Facility or Alternative Facility.

5.7 Operating Hours of Facilities

The Contractor must comply with the operating hours of the Nominated Facility or Alternative Facility.

5.8 Only Materials from the Service Area

The Contractor must ensure, and enable the Council to verify, that only materials collected in the course of providing Services under the Contract are taken to the Nominated Facility or Alternative Facility in the Collection Vehicles.