REQUEST FOR PROPOSALS

RESIDENTIAL SOLID WASTE AND RECYCLABLE COLLECTION SERVICE

for

MACON-BIBB COUNTY, GEORGIA

REQUEST FOR PROPOSALS [RFP #20-020-CW]
ISSUED OCTOBER 28, 2019

PROPOSALS DUE:
JANUARY 15, 2020 at NOON
REQUEST FOR PROPOSALS
SOLID WASTE AND RECYCLABLE COLLECTION SERVICES
MACON-BIBB COUNTY, GEORGIA
Request for Proposals Number: [RFP #20-020-CW]
Due Date: January 15, 2020 at Noon

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1.0 General

Invitation

Notice is hereby given that Macon-Bibb County will receive responses to the Request for Proposals (original plus 5 copies and one electronic copy via thumb drive) in the Procurement Department, 700 Poplar Street, Suite 308, Macon, Georgia 31201, until **12:00 o’clock NOON** at the time legally prevailing in Macon, Georgia on Wednesday, January 15, 2020, for **Solid Waste And Recyclable Collection Services** for Macon-Bibb County.

NO LATE RESPONSES WILL BE CONSIDERED

The names of responding firms will be publicly read on Wednesday, January 15, 2020, at 2:00 P.M. in the Macon-Bibb County Procurement Department Conference Room, located on the 3rd Floor of the Government Center Building at 700 Poplar Street, Macon Georgia 31201.

Definitions

Wherever the term “Owner”, “County”, or “Macon-Bibb County” occur in this document, it shall mean Macon-Bibb County, a political subdivision of the State of Georgia acting through the Macon-Bibb County Board of Commissioners.

Solicitation Documents

Announcement of this Request for Proposals may also be posted on the Macon-Bibb County website at [www.maconbibb.us/purchasing](http://www.maconbibb.us/purchasing) and on the Georgia Procurement Registry website [https://ssl.doas.state.ga.us/PRSapp/PR_index.jsp](https://ssl.doas.state.ga.us/PRSapp/PR_index.jsp)

Pre-Proposal

A pre-proposal conference is scheduled for 10:00 o’clock a.m., December 3, 2019 at Procurement Conference Room located at 700 Poplar Street, Suite 308, Macon, Ga 31201. This pre-bid is mandatory.

Insurance Requirements

Insurance coverage shall be carried with an insurance company licensed to do business in the State of Georgia. All coverage should be written with insurance company with a Best Rating of A or better. Insurance shall be obtained prior to commencement of work and shall remain in force throughout the period of the contract. Macon-Bibb County shall be named as additional insured on the policy.

- Workers’ Compensation: Statutory
- Errors and Omission: $1,000,000
- General Liability: $1,000,000
Submittals

Responses must be sealed and identified on the outside of the package as and delivered to

“20-020-CW- “Collection of Residential Solid Waste”
Macon-Bibb County Procurement Department
700 Poplar Street
Suite 308
Macon, Georgia 31201

cwilmore@maconbibb.us
Telephone: (478) 803-0551

Submissions may not be withdrawn for a period of one hundred and eighty (180) days after the
deadline on date of closing. Macon- Bibb reserves the right to reject any and all submissions and to
waive technicalities and formalities. Respondents shall carefully read the information contained herein
and submit a complete response to all requirements and questions as directed. Submittals and any
other information submitted by in response to the RPS shall become the property of Macon-Bibb
County.

Responsiveness

In order to be considered “responsive” the submission must include completed copies of the following
documents:

- Price Proposal Form (Section 7. – Form A)
- References (Section 7. – Form B)
- Attachment “A” Forms

Responsibility

In order to be considered “responsible” the submitting firm must meet the following minimum
qualifications:

- Must provide documentation of experience for the collection of municipal solid waste
  of similar size;
- Must provide documentation of the ability to legally dispose of municipal solid waste

Reservations

Macon-Bibb County will not provide compensation to Respondents for any expenses incurred by the
Respondent(s) for submittal preparation or for any demonstrations that may be made, unless
otherwise expressly stated or required by law.

Each submission should be prepared simply and economically, providing a straightforward, concise
description of your firm's ability to meet the requirements of this RfP. Emphasis should be on
completeness, clarity of content, responsiveness to the requirements, and an understanding of the
Owner’s needs.

Macon-Bibb County makes no guarantee that an award will be made as a result of this RfP and reserves
the right to accept or reject any or all submittals, with or without cause, waive any formalities or minor
technical inconsistencies, or delete any item/requirement from this RfP or contract when deemed to
be in the Owner's best interest.
Macon-Bibb County will consider only representations made within the submission in response to this RfP. Owner will not be bound to act by any previous knowledge, communication or submission by the firms other than this RfP.

Failure to comply with the requirements contained herein may result in the submission being deemed “non-responsive” or “non-responsible”. None responsive submissions will not be reviewed for potential award.

The Macon Bibb County Board of Commissioners is seeking proposals from qualified firms to provide Solid Waste and Recyclable Material Collection Services for residential properties comprised of up to four units located throughout the County.

The Macon-Bibb County Procurement Officer is the sole point of contact for this solicitation. Questions may be submitted in writing up to ten (10) business days prior to proposal opening. Questions may be emailed to Chauncey Wilmore at cwilmore@maconbibb.us. Material questions will be answered by posting and addendum to the county website at www.maconbibb.us/purchasing. It is the sole responsibility of the Proposer to check the website regularly up to and including the date the proposals are due.
2.0 Background

Macon-Bibb County is a consolidated City-County government that covers 255.1 square miles in central Georgia. According to the U.S. Census, Macon-Bibb County had an estimated population of 153,095 in 2018.

The County provides solid waste and recyclable collection services to approximately 45,800 residential units through a combination of Contractor and County services. Currently, a Contractor collects residential solid waste and recyclables and the County collects yard trimmings and bulky items. The current services are described in more detail below.

- Contractor provides weekly garbage collection from 96-gallon roll carts.
- Contactor provides commingled (or single-stream) recyclable collection, every other week from 65-gallon roll-carts. Residents must request a cart to participate online (at See/Click/Fix) or by calling the County. Recyclable materials collected include cardboard, paper, food boxes, food cans, milk and juice jugs, beverage cans, plastic jars, plastic bottles and caps.
- The County collects yard trimmings every other week. Residents are instructed to place leaves, branches, twigs, grass clippings and pine straw in bags or containers and to break branches (of not more than 4 inches in diameter) into lengths shorter than four feet and keep separate from other piles.
- Residents can request a pick-up for bulky items (furniture, appliances, etc.) by phone or through the County's SeeClickFix online request program.
- The County bills all residents for these services each quarter.

Table 2-1 indicates the reported solid waste, recyclable materials, and yard trimmings collected from July 2018 through Jun 2019.

<table>
<thead>
<tr>
<th>Material</th>
<th>Tons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Waste</td>
<td>44,991</td>
</tr>
<tr>
<td>Recyclable Materials</td>
<td>4,554</td>
</tr>
<tr>
<td>Yard Trimmings</td>
<td>4,875</td>
</tr>
</tbody>
</table>

Macon-Bibb County owns the only operating MSW landfill in the County, the Macon-Walker Road landfill (EPD permit number 011-017D (SL)). However, this landfill is reaching capacity and the majority of municipal solid waste generated in the County is disposed elsewhere. Residents are able to deliver one free load to the landfill each month weighing no more than 500 pounds and are charged $32.75 per ton (prorated) for any additional deliveries. Residents can deliver tires, scrap metal, appliances, and bulky items to the Macon-Walker Road landfill as well.

For more information on solid waste management in Macon-Bibb County, see the Macon-Bibb County Solid Waste and Materials Management Plan, covering the years 2016 through 2025 at the following link:

3.0 Procurement Schedule

Table 3-1 shows the anticipated schedule for this procurement. Any changes to this schedule will be posted at the Macon-Bibb County website at www.maconbibb.us/purchasing.

<table>
<thead>
<tr>
<th>Task</th>
<th>Estimated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RfP Issued</td>
<td>October 28, 2019</td>
</tr>
<tr>
<td>Pre-proposal meeting</td>
<td>December 3, 2019</td>
</tr>
<tr>
<td>Proposals due</td>
<td>January 15, 2020</td>
</tr>
<tr>
<td>Interviews (if needed)</td>
<td>February 2020</td>
</tr>
<tr>
<td>Contractor recommended to County Commission</td>
<td>April 2020</td>
</tr>
<tr>
<td>Contract signed</td>
<td>June 2020</td>
</tr>
<tr>
<td>Service begins</td>
<td>January 1, 2021</td>
</tr>
</tbody>
</table>

3.1 Mandatory Pre-Proposal Conference
A mandatory Pre-Proposal meeting will be held on December 3, 2019 at 10:00 am at the Macon-Bibb Procurement Conference Room, 700 Poplar Street, Suite 308, Macon, GA 31201.

3.2 Inquiries
It is the responsibility of each Proposer to examine the entire RFP and seek clarification if needed. Questions and inquiries will be accepted from any and all proposers. The Macon-Bibb County Procurement Officer is the sole point of contact for this solicitation unless otherwise instructed herein. Questions must be submitted in writing up to ten (10) business days prior to proposal opening. Questions may be emailed to Chauncey Wilmore at cwilmore@maconbibb.us. No phone calls, please. Unauthorized contact with other Macon-Bibb County staff regarding this RFP may result in the disqualification of the Proposer. Inquiries pertaining to Requests for Proposals must give Rfp number and title. Material questions will be answered in writing, typically by posting to the County website as an addendum to this RFP. It is the sole responsibility of the proposer to check the website (www.maconbibb.us/purchasing) regularly up to and including the date the proposals are due.

3.3 Proposal Due Date and Opening Date
Proposals are due by January 15, 2019 at the following address:

**U.S. Postal Service:**
Macon-Bibb Procurement  
700 Poplar Street, Suite 308  
Macon, GA 31201

**FEDEX/UPS:**
Macon-Bibb Procurement  
700 Poplar Street, Suite 308  
Macon, GA 31201

Proposals will be accepted at the above address until the time and date specified above, and immediately after will be publicly opened and vendor names only will be read aloud.

Proposals received after the required time or in any other location other than the location specified above will not be accepted. Macon-Bibb County will not be held liable for misdirected deliveries nor deliveries that are late due to shipping carrier. Faxed or email submissions will not be accepted. All proposals
submitted in response to this invitation shall become the property of Macon-Bibb County and will be a matter of public record available for review after award.

3.4 Interviews
The County may request that selected Proposers participate in interviews with the County’s proposal review committee.

3.5 Approval of Contract Award
The County anticipates that the negotiated contract shall be presented for consideration by the Macon-Bibb County Board of Commissioners at its regularly scheduled meeting in June 2020.

3.6 Commencement of Solid Waste and Recycling Services
Proposer(s) awarded a contract shall commence solid waste and recycling services at 12:00 a.m. on January 1, 2021.

4.0 Scope of Work
This section summarizes the scope of work requested.

4.1 Term
The initial term for the Agreement between the County and the Contractor shall be for five (5) years commencing on January 1, 2021 at 12:00 AM, EST. The County may renew the contract for up to two (2) additional two (2) year terms upon expiration of the initial term on December 31, 2025 at 11:59 PM, EST.

4.2 Solid Waste Collection and Disposal
The Contractor shall provide once per week collection of solid waste on a scheduled collection day from rolling carts of no more than 96-gallons. The Contractor will serve approximately 45,800 residential units in the County. Contractor shall be responsible for arranging for the disposal of all solid waste collected at a facility permitted for this purpose.

All vehicles utilized by the Contractor under this Agreement shall meet the requirements stipulated in included in Appendix I.

Proposers shall include the option to purchase and distribute Carts for Solid Waste which meet the requirements stipulated in included in Appendix I. The County reserves the right to purchase or otherwise provide the Carts. Regardless of who purchases the Carts, Contractor shall be responsible for maintenance of the Carts.

4.3 Recyclable Material Collection and Processing/Marketing
The Contractor shall provide every other week collection of single-stream recyclable materials from 65-gallon rolling carts. Recyclable materials collected shall include cardboard, boxboard and other paper (to include newspaper, office paper, magazines, discarded mail, etc.); steel and aluminum food and beverage containers; and plastic bottles and caps. Recyclable material shall be collected on the same day of the week as solid waste from each residential unit in the County. Contractor shall be responsible for arranging for the delivery, processing and marketing of recyclable materials collected. Contractors have the option of proposing an alternative list of recyclable materials in addition to those included in included in Appendix I.

The Contractor shall not commingle recyclable materials collected pursuant to this contract with solid waste. The Contractor shall not dispose of recyclable materials or deliver recyclable materials to markets
that Contractor knows or reasonably should have anticipated will dispose of recyclable materials except when approved in writing by the County contract administrator.

Proposers shall include the option to purchase and distribute Carts for Recyclable Materials. The County may choose to provide Carts for recycling to customers. Regardless of who purchases Carts used for recyclable material, Proposer shall be responsible for maintenance of the Carts.

4.4 Yard Trimmings Collection
The Contractor shall provide every other week collection of yard trimmings placed at the curbside by residents. This shall include containerized leaves, pine straw, grass clippings, twigs and branches or stacked branches, no more than 4 inches in diameter and cut to a length of 4 feet or less. Yard trimmings shall be collected on the alternate week as recyclable materials on the same day as solid waste collection from each residential unit in the County. The Contractor shall be responsible for arranging for the delivery and management of all yard trimmings collected at a facility permitted for this purpose.

4.5 Bulky Item Collection
The Contractor shall collect bulky items (as defined in Appendix I) every other week, on the same day as yard trimmings, from all customers in the service area. The Contractor shall be responsible for arranging for the delivery and management of all bulky items collected at a facility permitted for this purpose.

4.6 Customer Service
The Contractor shall also provide a toll-free phone number which Customers can call to request service or register complaints. This number shall be printed on each collection vehicle used under this Agreement, all printed material provided to Customers under this Agreement, and on Contractor website and social media sites.

The Contractor shall resolve all service requests and complaints, whether received from residential customers directly by the Contractor or received by the County and entered into SeeClickFix system within two business days of the date posted. The Contractor shall enter all service request or complaints it receives directly from residential customers served pursuant to the Contract with Macon-Bibb County into Macon-Bibb County’s SeeClickFix system on the same business day as received and shall document the resolution on the same day as resolved. The successful Proposal shall monitor Macon-Bibb County’s SeeClickFix system at least each business day to identify service requests or complaints from customers received by the County and resolve within two business days of posting and shall document the resolution on the same day as resolved.

Proposers can include additional customer service approaches in their proposals.

4.7 Public Education and Outreach
The Contractor shall provide the following services associated with public education at no additional cost to the County or the resident. All materials shall be approved by the County before finalized, printed, and distributed.

a) Provide a description of collection services, map of collection schedule, description of Recyclable Materials and other collection information on Contractor website and/or social media.

b) Develop, print, and distribute Program Introduction Notice for each Residential Unit for which Contractor delivers Carts.

c) Develop, print, and distribute improper set-out notice to include date, reason for notice, Contractor’s customer service telephone number, and any other information requested by the County.
d) Develop, print, and distribute at least annually an update on collection program and any modifications.

Proposers can propose additional public education and outreach approaches to ensure proper setout of solid waste and recyclable materials for collection, to encourage participation in recycling programs, to provide regular updated information about the collection schedule and any changes, and to address ongoing questions or concerns regarding collection service.

4.8 Recordkeeping and Reporting
The Contractor shall create, maintain, and make available to the County the following records on a monthly basis:

a) tons of solid waste collected and delivered to disposal facility(ies);
b) location(s) where solid waste collected under this contract is delivered;
c) tons of recyclable materials collected and delivered to recycling facility(ies);
d) location(s) where recyclable materials collected under this contract is delivered;
e) tons of yard trimmings collected;
f) location(s) where yard trimmings collected under this contract are delivered;
g) tons of bulky items collected;
h) location(s) where bulky items collected under this contract are delivered;
i) report of improper set-out notices issued;
j) such other documents and reports as the County may reasonably require to verify compliance or to meet the County's reporting requirements.

The Contractor shall submit electronic reports of the above records, using software and formats approved by the County. All records shall be available to County at reasonable times and places throughout the term of this Contract and for a period of five (5) years after last or final payment.

5.0 Proposal Submission Requirements

5.1 Proposal Submission Format
The Proposer shall submit five (5) originals and one (1) electronic copy via thumb drive of the proposal to the address and by the time and date described in Section 1.0. Macon-Bibb County will not accept proposals received by e-mail or FAX. Proposals shall be organized as listed below with the content of each section as described herein.

| Section 1 | Letter of Intent |
| Section 2 | Approach |
| Section 3 | Key Personnel |
| Section 4 | Exceptions to RfP or contract |
| Section 5 | Experience and Performance History |
| Section 6 | References |
| Section 7 | Financial Capacity |
| Section 8 | Pricing and Other Required Forms |

The Proposer may also provide supplemental marketing or technical materials, to be packaged separately from the Proposal. No materials provided by the Proposer will be returned at any time during or following this procurement.
5.1.1 Letter of Intent
Letter of Intent shall be signed in accordance with Section 5.2 of this RfP and shall include the following statements:

a) Proposal binding for One Hundred and Eighty (180) Days. Each proposal shall contain a statement that the proposal is a firm offer for a one hundred eighty (180) calendar day period from the opening date specified in Section 3.3 of this RfP.

b) Representation as to Accuracy and Completeness of Proposal including a statement that “The information contained in this Proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to the County, are true, accurate and complete to the Proposer’s knowledge. This proposal includes all information necessary to ensure that the statements herein do not in whole or in part mislead the County as to any material facts.”

5.1.2 Approach
Proposer must provide a thorough description of the overall approach to providing solid waste and recyclable material collection services including the following.

a) Description of Collection Vehicles.
b) Proposer shall describe collection vehicles proposed to provide services in Macon-Bibb County. All vehicles must comply with the minimum requirements included in Appendix I. The description of vehicles must include the following:
   - Number of vehicles to be used, separately identifying spare vehicles, for solid waste, recyclable material, yard trimmings and bulky item collection service;
   - Make, model, age, and description of each proposed vehicle by type of service;
   - Equipment or technology (GPS, RFID, digital cameras, direct connect phones, etc.) that will be included on each proposed vehicle;
   - Photos of each type of vehicle;
   - Number of personnel, including drivers and helpers/collectors, per type of solid waste and recycling service;
   - Description of maintenance program (inclusive of preventative maintenance, cleaning and repairs) and vehicle replacement schedule;
   - Timeline for acquisition of vehicles; and
   - Description of purchase/financing for vehicles.

c) Description of Carts for Solid Waste. Proposer shall describe the wheeled carts proposed for collection of solid waste. Carts must comply with the minimum requirements included in Appendix I. The description must include the following:
   - Manufacturer, make, color, and description of each proposed cart;
   - Sizes of carts;
   - Photos of each type of cart;
   - Timeline for acquisition of carts;
   - Description of purchase/financing for carts; and
   - Descriptions of program to store, maintain, repair and switch-out carts for customers.

d) Description of Carts for Recyclable Material. Proposer shall describe the wheeled carts, proposed for recyclable material. Carts must comply with the minimum requirements included in Appendix I. Proposers must include the following:
   - Manufacturer, make, color, and description of each proposed Carts;
   - Sizes of Carts;
Photos of each type of Cart;
Timeline for acquisition of Carts;
Description of purchase/financing for Carts; and
Descriptions of program to store, maintain, repair and switch-out Carts for customers.

e) **Collection Route Schedules and Maps.** Proposer shall include a proposed route schedule and maps for weekly solid waste services and every other week recyclables and yard trimmings collection programs.

f) **Disposal Facility.** Proposer shall describe disposal facility(ies) where all residential solid waste collected under this Contract will be delivered. For each facility, Proposer shall provide the following:
   - Name of facility;
   - Owner(s) of facility;
   - Operator of facility;
   - Location of facility; and
   - Proof that such facility is able and willing to accept material collected from the County for the term of the Contract.

Recyclable materials collected shall include cardboard, boxboard and other dry paper (to include newspaper, office paper, magazines, discarded mail, etc.); steel and aluminum food and beverage containers; and plastic bottles and caps. If the Proposer would like to propose an Alternative List of Recycled Materials to be collected under this Contract in addition to the Recyclable Materials stated above, the proposer may include this information in the submittal.

g) **Recycling Facility.** Proposer shall describe the recycling facility(ies) where all recyclable materials collected under this Contract will be delivered. For each facility, Proposer shall provide the following:
   - Name of facility;
   - Owner(s) of facility;
   - Operator of facility;
   - Location of facility; and
   - Proof that such facility is able and willing to accept material collected from the County for the term of the Contract.

h) **Yard Trimnings Management Facility.** Proposer shall describe the facility(ies) where all yard trimmings collected under this Contract will be delivered. For each facility, Proposer shall provide the following:
   - Name of facility;
   - Owner(s) of facility;
   - Operator of facility;
   - Location of facility; and
   - Proof that such facility is able and willing to accept material collected from the County for the term of the Contract.

i) **Bulky Item Management Facility.** Proposer shall describe the facility(ies) where all bulky items collected under this Contract will be delivered. For each facility, Proposer shall provide the following:
   - Name of facility;
   - Owner(s) of facility;
• Operator of facility;
• Location of facility; and
• Proof that such facility is able and willing to accept material collected from the County for the term of the Contract.

j) **Transition Plan.** Proposer will describe its proposed strategies to ensure a smooth transition from the current private service provider to the Contractor(s). In the transition plan, Proposer must describe the following:

- Individual or group of individuals that will oversee the transition.
- Proposed approach, including equipment, personnel, and schedule, for delivering carts/containers to customers. Proposers shall also describe how the delivery of carts/containers will be conducted in coordination with removal of the existing carts/containers used by the current private service provider. Proposers will describe the procedure for collection in the event that customers set out materials in both the existing carts/containers and the new carts/containers for collection during the transition period.
- Overall schedule for the transition assuming service would begin January 1, 2021.
- Proposed strategies for customer service and public education regarding the potential transition of service providers.

k) **Customer Service.** Proposers shall provide the following customer service information in their proposals:

- Approach (e.g., hours, number of staff, etc.) to staffing toll-free phone number for Customers calling directly to request service or register complaints.
- Approach to entering service request or complaints received directly by Contractor into SeeClickFix;
- Approach to monitoring SeeClickFix for service request or complaints received by County;
- Description of customer complaint resolution procedures; and
- Approach to documenting resolution in SeeClickFix.

Proposers should take note of the customer service requirements included in Section 4 of the RfP and included in Appendix I but can propose additional customer services approaches herein.

l) **Public Education.** Proposer shall provide the following information within their proposals:

- Description of overall public education program to be provided by Proposer to customers;
- Strategies to ensure proper setout of materials for collection;
- Description of Proposer’s personnel that have expertise in public education that will be available to provide technical support for public education efforts;
- Sample public education materials that have been developed by the Proposer for use for similar programs or service transition; and
- Identification of additional funding or public education support.

Proposers should take note of the public education requirements included in Section 4 of the RfP and included in Appendix I but can propose alternative public education approaches herein.

5.1.3 **Key Personnel**
Proposer shall provide the following information about key personnel assigned to the contract. At a minimum, key personnel shall include general manager, operations manager, and maintenance manager and other personnel that will have regular contact with the County and its residents.
a) Organization chart for key personnel indicating how the Proposer’s personnel will interact with the County;
b) Resumes for each key person identified (for positions that are currently unfilled, identify minimum qualifications for that position);
c) Job descriptions indicating the qualifications and experience of key personnel the Proposer would assign to the transition team and to the ongoing management of the services provided under the contract;
d) Percent of time each key person identified will be dedicated to work on the Contract with Macon-Bibb County;
e) Description of policies and procedures that are in place to ensure that personnel performing services are qualified and proficient;
f) Identification of training programs for personnel, including safety training; and
g) Description of dress code that is required for personnel.

Proposers should note the personnel requirements included in Appendix I.

5.1.4 Exceptions to Draft Agreement
There is no draft agreement contained in this Request for Proposal.

5.1.5 Experience and Performance History
Proposer must disclose the amount of time that Proposer has been performing service under its current business name. Proposers shall provide a list of communities similar to the County for which the Proposer or any affiliate has provided similar services to those requested herein. County reserves the right to contact such communities to inquire about performance. Proposers must submit the following information regarding each community identified:

a) Description of services;
b) Dates of service; and
c) Estimated number of customers serviced.

In addition, Proposer shall disclose any contract in the past five years that ended prior to the contract expiration date due to any reason, including but not limited to:

- Assignment of the contract to another vendor;
- Termination of the contract;
- Mutual agreement with the customer to discontinue service.

Proposers must disclose any litigation that occurred as a direct result of service Contracts for which Proposer was providing similar services for which Proposer is submitting a proposal.

5.1.6 References
Proposer shall provide a minimum of three (3) references from senior officials at public agencies, counties, or cities served by the Proposer or any affiliate of the Proposer since January 1, 2016 with similar services to those requested herein. Proposer must provide the following information:

a) Name of the contact person, phone number, and e-mail address;
b) Description of services;
c) Dates of service; and
d) Estimated number of customers serviced.

Proposers should use the form contained in Attachment “A” for submitting references.
5.1.7 Financial Capacity
Proposers must submit sufficient information to demonstrate the Proposer’s financial capacity to handle a contract for the services for which the Proposer is submitting a proposal. Examples of documentation that would fulfill this requirement include, but are not limited to, audited financial statements for the last three years, Proposers must also disclose whether they have ever filed for bankruptcy.

5.1.8 Pricing
Proposers shall complete Form A to indicate the cost per unit per month for each service for the first year of the five (5) year term of the Contract. Proposers should indicate the cost per unit per month for all services indicated.

The Contractor can request rate changes and annual rate adjustments for subsequent years of the term for consideration by the Board.

5.1.9 Required Forms
Proposers shall complete all required forms included in Section 7.0.

5.2 Signatures
Proposals MUST give full firm name and address of proposer. Failure to manually sign proposal may disqualify it. Person signing proposal should show TITLE or AUTHORITY TO BIND HIS FIRM IN A CONTRACT.

5.3 Typed or Ink Corrections
Proposals shall be typed or in ink. Erasures, interlineations or other modifications in the proposal shall be initialed in ink by the person authorized to sign the Proposal as set forth in Section 5.2.

5.4 Proposal Time Stamp
The time proposals are received shall be determined by the time clock stamp in Procurement Department. Procurement Department personnel will promptly timestamp submissions as they are received. Proposers are responsible for ensuring that their proposals are received and stamped by Procurement Department personnel by the deadline indicated.

5.5 Proposer Representations and Responsibilities
By submitting a proposal in response to this Request for Proposal, the Proposer represents that it has read and understands all elements of this Request for Proposal and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the contract work. Proposer shall promptly notify the County of any omission, ambiguity, inconsistency, or error that they may discover upon examination of the Request for Proposal. Failure to make such examination shall be at the Proposer’s own risk. The County assumes no responsibility for Proposer’s failure to examine all documents that make up this Request for Proposal.

By submitting a proposal in response to this Request for Proposal, the Proposer represents that it has not relied exclusively upon any data or information provided by the County but has supplemented this information through due diligence research. Proposers shall examine the County including the streets, alleys, overhead trees, wires and such other physical conditions and requirements to be encountered in the work, the quality and quantity of the service to be performed, and materials and equipment to be furnished.

The Proposer will not be entitled to additional compensation upon subsequently finding that conditions require method or equipment other than that anticipated in making the proposal. Failure to make such examinations shall be at the Proposer’s sole risk.
The failure or omission of any Proposer to receive or examine any form, instrument, addendum, or other
documents or to acquaint itself with conditions existing at the site or technical details of systems to be
integrated with, shall in no way relieve any Proposer from any obligations with respect to its proposal or to
the contract.

5.6  Proposal Withdrawal
A proposal may be modified or withdrawn by the Proposer any time prior to the time and date set for the
receipt of proposals. The Proposer shall notify the Procurement Department in writing of its intentions.
   a) If a change in the proposal is requested, the modification must be so worded by the Proposer as to
      not reveal the original amount of the proposal.
   b) Modified and withdrawn proposals may be resubmitted to the Procurement Department up to the
time and date set for the receipt of proposals.
   c) No proposal can be withdrawn after the time set for the receipt of proposals and for one hundred
      and eighty (180) days thereafter.

6.0  Proposal Evaluation/Selection Process

6.1  Overview of Proposal Evaluation/Selection Process
The County has attempted to provide Proposers with a comprehensive statement of requirements for solid
waste and recycling collection services through this RFP. Proposers are requested to make written
proposals which present the Proposer’s qualifications and understanding of the work to be performed.
A selection committee will review and evaluate all proposals and may conduct oral interviews. The selection
committee will only consider the response to this solicitation for selection of finalists. It is critical, therefore,
that Proposers provide information completely, accurately, and clearly. Proposers are asked to address each
evaluation criteria and to be specific in presenting their qualifications.
The County may select one or more Proposers deemed to be fully qualified and best suited among those
submitting proposals. The County reserves the right to award based on the responses received or to
negotiate with none, any or all of the Proposers. Price shall be considered but will not be the sole
determining factor. The County shall select the Proposer which, in its opinion, has made the proposal that
is most beneficial to the County. Should the County determine at its sole discretion that only one Proposer
is fully qualified or that one Proposer is clearly more highly qualified than the others under consideration,
a contract may be negotiated and awarded to that Proposer.
The award document will be an agreement incorporating by reference all the requirements, term and
conditions of the solicitation and the Proposer’s proposal as negotiated.

6.2  Minimum Requirements
To be considered, a company must have expertise in residential solid waste collection, disposal and recycling
services under contract to a local government; and be able to provide staff, vehicles and equipment on a continuous
basis. The company must be able to provide references from other local governments where similar work was
performed.

6.3  Evaluation Criteria
Proposals for consideration must contain evidence of the Proposer’s experience and abilities in the.
Evaluation of the responses will be based on the following criteria.

   a) Responsiveness/Exceptions to RfP
   b) Proposed Approach and Key Personnel
c) Experience and Performance History, References
d) Financial Capacity
e) Price

7.0 Proposal Forms

This Section includes all forms to accompany Proposals. The table below indicates the required forms.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Pricing Proposal</td>
<td>Mandatory</td>
</tr>
<tr>
<td>B</td>
<td>References</td>
<td>Mandatory</td>
</tr>
<tr>
<td>C</td>
<td>Attachment “A” Forms</td>
<td>Mandatory where applicable</td>
</tr>
<tr>
<td>Service</td>
<td>Fee</td>
<td>Unit</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>Solid Waste Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Weekly Solid Waste Collection and Disposal 2, 3</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td>B. Solid Waste Cart(^4)</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td>C. Replacement Solid Waste Cart (^5)</td>
<td>$</td>
<td>per cart</td>
</tr>
<tr>
<td><strong>Recycling Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Every Other Week Collection for Listed Recyclable Materials (^6,7)</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td><strong>E. Optional: If Proposer opts to propose an Alternative List of Recyclable Materials in addition to providing a Price Proposal for those listed in this RfP, please indicate the Alternative List of Recyclable Materials in this box.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>F. Every Other Week Collection for Alternative List of Recyclable Materials (^8)</strong></td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td>G. Recycling Cart (^9)</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td>H. Replacement Recycling Cart (^10)</td>
<td>$</td>
<td>per cart</td>
</tr>
<tr>
<td><strong>Yard Trimmings Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Every Other Week Collection of Yard Trimmings</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
<tr>
<td><strong>Bulky Item Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J. Every Other Week Collection of Bulky Items</td>
<td>$</td>
<td>per unit(^1) per month</td>
</tr>
</tbody>
</table>

Notes:
1. Current estimate is 45,800 units.
2. Excluding cost of providing cart which is to be priced separately in Item B.
3. Include the cost of disposal.
4. The fee if County elects to have Contractor purchase Solid Waste Carts. Cart rate should include costs associated with purchase, assembly, and initial distribution of carts. County reserves the right to provide the carts.
5. In the case that the Contractor provides Solid Waste Carts, indicate the fee to replace a Cart due to damage by the customer. Shall be equal to the cost to purchase, assemble, and deliver the replacement cart.
6. Excluding cost of providing recycling cart which is to be priced separately in Item G.
7. Incorporate any fee or revenue associated with processing and marketing recyclable materials collected under this Agreement.
8. Proposer must provide monthly fee per unit to collect and market Recyclable Materials listed in this Request for Proposals in Item D. If Proposer opted to include an alternate list of Recyclable Materials in Item E, indicate the monthly fee per unit here.
9. The fee if County elects to have Contractor purchase Recycling Carts. Cart rate should include costs associated with purchase, assembly, and initial distribution of carts. County reserves the right to provide the carts.
10. In the case that the Proposer purchases Recycling Carts. Refers to a Recycling Cart that must be replaced due to damage by the customer. Shall be equal to the cost to purchase, assemble, and deliver the cart.

Having carefully examined the Proposal Documents entitled Solid Waste and Recyclable Materials Collection Service and Addendum(s) No. (s) ___________________________, we propose to furnish all services, labor, equipment and materials to perform the entire work, in accordance with aforesaid documents, as described above.
We agree that this proposal may not be revoked or withdrawn for a period of one hundred and eighty (180) days following such time.

FIRM NAME: __________________________________________________

AUTHORIZED OFFICIAL NAME: _____________________________

TITLE: _______________________________________

SIGNATURE: ________________________________________________

DATE: _______________________

ADDRESS: __________________________________________________

CITY/STATE/ZIP: _____________________________________________

TELEPHONE: ________________________________________________

FAX NUMBER: __________________

E-MAIL: _________________________
Form B: References

Please provide a minimum of three (3) references where work of a similar size and scope has been completed. (see Section 5.1.6 of RfP)

Proposers shall provide references on this form.

1. Customer Name_______________________________________________________________
   Description of Services Provided____________________________________________________
   Number of Units Served _______________   Dates of Service _______________________
   Date of Service __________________________________________________________________
   Contact___________________________________Phone________________________________
   Title_____________________________________  e-mail________________________________

2. Customer Name_______________________________________________________________
   Description of Services Provided____________________________________________________
   Number of Units Served _______________   Dates of Service _______________________
   Date of Service __________________________________________________________________
   Contact___________________________________Phone________________________________
   Title_____________________________________  e-mail________________________________

3. Customer Name_______________________________________________________________
   Description of Services Provided____________________________________________________
   Number of Units Served _______________   Dates of Service _______________________
   Date of Service __________________________________________________________________
   Contact___________________________________Phone________________________________
   Title_____________________________________  e-mail________________________________
APPENDIX I

TECHNICAL REQUIREMENTS

1. General Scope of Services
2. Collection Vehicle Requirements
3. Storage Cart Requirements
4. Customer Service Requirements
5. Public Education Requirements
6. Personnel Requirements
1.0 GENERAL SCOPE OF SERVICES

1.1 Services to be Provided by Contractor

The term “Contractor” is used below refers to the successful Proposer once a contract is negotiated and signed.

1.1.1 The Contractor will provide Collection & Disposal Services within this Service Area to each Service Unit as described below. A Service Unit means each unit or units that set out their Residential Municipal Solid Waste in single-family residential-type storage containers and/or Residential Municipal Solid Waste Storage Carts: Single-Family Dwellings; Duplexes or two-unit Multi Family dwellings; Triplexes or three-unit Multi-Family dwellings; Quadruplexes or four unit Multi-Family dwellings; and Mobile Homes.

1.1.2 Residential Municipal Solid Waste Collection & Disposal

The Contractor will provide Collection & Disposal of Residential Municipal Solid Waste one day every week from a Residential Municipal Solid Waste Storage Cart.

1.1.3 Residential Single-Stream Recovered Materials Collection & Disposal

The Contractor will provide Collection & Disposal of Residential Single-Stream Recovered Materials one day every other week, on the same day as Collection & Disposal of Residential Municipal Solid Waste from a Residential Recovered Materials Storage Cart.

1.1.4 Yard Trimmings Collection & Disposal

The Contractor will provide Collection & Disposal of Yard Trimmings one day every other week, on the same day as Collection & Disposal of Residential Municipal Solid Waste and on the alternating week as Residential Recovered Materials are collected from the Service Unit. Contractor will offer Collection & Disposal of Yard Trimmings not exceeding four (4) inches in diameter or more than four feet in length.

1.1.5 Bulky Items Collection & Disposal

The Contractor will provide Collection & Disposal of Bulky Items one day every other week, on the same day as Collection & Disposal of Residential Municipal Solid Waste and Yard Trimmings are collected from the Service Unit. The Contractor will provide Collection & Disposal of Bulky Items from the Designated Collection & Disposal Location of the Service Unit that generated the Bulky Items. It is the responsibility of the Service Unit to insure that prior to disposal, all White Goods place at the Designated Collection & Disposal Location for Collection & Disposal with Bulky Items are empty of all foods and liquids and that doors have been removed from freezers and refrigerators. It will be the responsibility of the Contractor to ensure that any CFCs and PCBs have been evacuated and captured by a certified technician in accordance with law prior to Disposal or Recycling.

1.2 Storage Carts

Contractor will provide each Service Unit with one Residential Municipal Solid Waste Storage Cart of an approximate volume of 95-gallons and one Residential Recovered Materials Storage Cart of an approximate volume of 65-gallons. Storage Carts may be new, or if in good working condition and clean, may be refurbished. Contractor will provide additional Storage Cart(s) to any Service Unit requesting them. The Service Unit will reimburse the Contractor for all costs and expenses incurred in the delivery of additional Storage Carts. Contractor will be responsible for the purchasing, assembly, delivery (including copies of the educational information, provided by the County as camera ready copy), maintenance and replacement of all Storage Carts used in providing Collection & Disposal Services. All Storage Carts will remain the property of the Contractor.
2. COLLECTION EQUIPMENT

Contractor shall provide a fleet of Collection Vehicles sufficient in number and capacity to efficiently perform the work required by the Contract in strict accordance with its terms. Contractor shall have available on days of Collection, sufficient back-up Collection Vehicles for each type of Collection Vehicle used to respond to complaints and emergencies. The County requires the use of Collection Vehicles that are reliable, safe, well maintained, clean, and in good working order. Contractor shall remove from service and repair any Collection Vehicles that continuously leak hydraulic fluid, oil, gas or other fluids. Contractor may use Collection Vehicles older than 10 years, but if it chooses to do so, those Collection Vehicles may be required to have a semi-annual inspection by a certified mechanic chosen by the County, and any costs and expenses of such inspections will be paid by the Contractor. Additionally, the County’s representative(s) reserves the right to inspect all Collection Vehicles to be used in servicing this Contract no later than thirty (30) Days before Contract begins and each year of the Contract. The County shall notify Contractor about the failure of any Collection Vehicle to meet this requirement within ten (10) Days of inspection.

2.1 Specifications
All Collection Vehicles used by Contractor in providing Collection Services under the Contract shall comply with all applicable local, County, State, and federal regulations. Collection Vehicles must be enclosed and designed to prevent leakage, spillage or overflow. All such Collection Vehicles shall comply with U.S. Environmental Protection Agency noise emission regulations and other applicable noise control regulations. Contractor shall also ensure that Gross Vehicle Weight (GVW) of all Collection Vehicles, even when loaded, does not exceed Collection Vehicle license limitations to protect the highways of Macon-Bibb County.

2.2 Collection Vehicle Identification
Contractor’s name, toll-free customer service telephone number, and a unique Collection Vehicle identification number designated by Contractor for each Collection Vehicle shall be conspicuously displayed in at least three places on all Collection Vehicles, in letters and numbers no less than six (6) inches high. Contractor shall not place the County’s name or logo on its Collection Vehicles.

2.3 Equipment Inventory
In addition to the above requested information, Contractor shall furnish the County a written inventory of all Collection Vehicles used in providing service under this Contract and shall update the inventory annually at the beginning of each Contract Year including the first Contract Year. The inventory shall list all Collection Vehicles by manufacturer, ID number, and date of acquisition, model year, type, and capacity.

2.4 Cleaning and Maintenance
Contractor shall maintain all of its properties, facilities and equipment used in providing service under the Contract in a safe, neat, clean and operable condition at all times.

2.5 Dual Use Collection Vehicles
Contractor shall be permitted to utilize Collection Vehicles to Collect Residential Single-Stream Recovered Materials in Collection Vehicles that have been used to collect Residential Municipal Solid Waste, Bulky Waste, and/or Yard Trimmings provided that the Contractor shall have cleaned the interior of the Collection Vehicle body after each use and the Contractor shall identify each Collection Vehicle that is used to collect Residential Single-Stream Recovered Materials as a “RECYCLING” Collection Vehicle in letters at least twelve (12) inches in height.
2.6 **Washing of Collection Vehicles**
Collection Vehicles used in the Collection services under the Contract shall be thoroughly washed on a regular basis so as to present a clean appearance. The County may inspect Collection Vehicles at any time to determine compliance with sanitation requirements.

2.7 **Maintenance of Collection Vehicles**
Contractor shall inspect each Collection Vehicle daily to ensure that all equipment is operating properly. Collection Vehicles which are not operating properly shall be taken out of service until they are repaired and operate properly. Contractor shall perform all scheduled maintenance functions in accordance with the manufacturer's specifications and schedule. Contractor shall keep accurate records of all Collection Vehicle maintenance, recorded according to date and mileage, and shall make such records available to the County upon request to the extent necessary to ensure compliance of manufacturer’s recommended scheduled Collection Vehicle maintenance service.

2.8 **Repair of Collection Vehicles**
Contractor shall repair, or arrange for the repair of, all of its Collection Vehicles and equipment for which repairs are needed because of accident, breakdown or any other cause so as to maintain all equipment in a safe and operable condition. Contractor shall maintain accurate records of repair, which shall include the date/mileage, nature of repair and the signature of a maintenance supervisor that the repair has been properly performed.

2.9 **Storage of Collection Vehicles**
Contractor shall arrange to store all Collection Vehicles and other equipment in safe and secure location(s), where applicable, in accordance with all applicable laws and regulations.

3. **STORAGE CARTS**

   **Specifications**
The following specifications represent the minimum standards required by the County with respect to Residential Municipal Solid Waste Storage Carts and Residential Single-Stream Recovered Materials Storage Carts. The County may consider Carts which do not comply with one or more of the following specifications. Acceptability of alternative specifications is, however, the sole determination of the County.

1. Carts are designed to contain Residential Municipal Solid Waste and Residential Single-Stream Recovered Materials.

2. Carts shall be new or refurbished and compatible with both standard American semi-automated bar-locking lifters (ANSI type B) as well as automated arm lifters (ANSI type G).

3. The capacity of the Residential Municipal Solid Waste Storage Cart shall be approximately 96 U.S. gallons, excluding domed lid.


5. Carts shall have lift points compatible with the standard American semi-automated bar-locking lifters. The lower bar shall be one-inch in diameter, galvanized steel or integrally molded plastic catch bar.

6. Carts are provided with adequate wheels and handles so that they can be pushed or pulled with little effort.
7. The body of the Carts is composed of linear, medium or high-density polyethylene with no bolt on attachments except the lid. Contractor shall provide a copy of Cart specification sheets.

8. The Residential Municipal Solid Waste Storage Carts are designed to accommodate a load of three hundred thirty (330) pounds excluding the weight of the Cart.

9. The Residential Single-Stream Recovered Materials Storage Carts are designed to accommodate a load of two hundred thirty (230) pounds, excluding the weight of the Cart.

10. Carts have wheels and galvanized, solid steel axles that are designed to support the weight of the Cart and its contents.

11. Carts are made with plastic materials using hot melt compounding that are specifically prepared to be colorfast so that they do not alter appreciably in normal use.

12. Carts are Black, Gray, Brown, Green, Tan, Maroon, Burgundy, Blue, or certain other colors approved by the County. Cart colors must be stabilized against ultraviolet light attack with not less than one half of one percent (1/2 of 1%) UV 531 or equivalent.

13. The lid of the Carts (Lid) are designed to facilitate water run-off and configured so that it will not warp, slump or distort during container life. Lid shall open 270° using hinges. Living hinges and counterweights are unacceptable.

14. Lids are held closed by its weight only. No latches are used or required.

15. Carts, when empty, will not overturn when the lid is thrown fully open.

16. Each Cart will display the Contractor's company name.

4. SERVICE REQUESTS AND COMPLAINTS

4.1 Receipt and Documentation
The Contractor shall monitor the County's SeeClickFix system throughout the Term of the Contract and identify and address all service requests or complaints regarding Collection Services. In addition, the Contractor shall maintain and adequately staff a Customer Service Department call center to handle customer calls and complaints received directly throughout the Term of the Contract. The Contractor shall enter all service request or complaints it receives directly into the County's SeeClickFix system on the same business day as received.

4.2 Response Time
All legitimate complaints resulting solely from the actions or omission of the Contractor shall be resolved within two business days of the date submitted by the Service Unit.

4.3 Documenting Outcome
Upon resolution, Contractor will close the work order and enter the results into the County's SeeClickFix database.

5. PUBLIC EDUCATION
The County may implement a comprehensive, ongoing public education program promoting recycling and reduction of waste, including public meetings supported with Website, folders, brochures and other printed material. The Contractor will be named a “partner” in achieving
the County’s waste reduction and diversion goals. Contractor will print and distribute educational information, provided by the County as camera-ready copy, on Residential Municipal Solid Waste Storage Carts, Residential Single-Stream Recovered Materials Storage Carts, Yard Trimmings Receptacles and Bundles, and Bulky Items including, but not limited to, program brochures and improper set-out notices to Service Units, where applicable, when performing Collection Services under the Contract. Contractors shall not distribute any public information material without prior County approval.

6. PERSONNEL

Contractor shall furnish such qualified drivers, mechanical, supervisory, clerical and other personnel as may be necessary to provide the Collection Services in a safe, economical and efficient manner. All drivers shall be trained and qualified in the operation of Collection Vehicles and must have in effect a valid Commercial Driver's License, of the appropriate class, issued by the Georgia Department of Driver Services.

6.1 Operational and Safety Training

Contractor shall provide operational and safety training for all of its employees who utilize or operate Collection Vehicles or equipment for collection of materials under the Contract. Contractor shall train its employees in Solid Waste collection to identify, and not collect, Hazardous Waste or Biomedical Waste.

6.2 No Tipping

Contractor shall not, nor shall it permit its employees to, demand or solicit, directly or indirectly, any additional compensation or gratuity from members of the public for services provided under the Contract.

6.3 Employee Decorum

Contractor shall use its best efforts to assure that all employees present a neat appearance and conduct themselves in a courteous manner. Contractor shall regularly train its employees in customer courtesy, shall prohibit the use of loud or profane language, and shall instruct collection crews to perform the work as quietly as possible. If any employee is found not to be courteous or not to be performing services in the manner required by the Contract, Contractor shall take all appropriate corrective measures. If Contractor has received directly or the County has notified Contractor of a complaint related to discourteous or improper behavior, Contractor will consider reassigning the employee to duties not entailing contact with the public while Contractor is pursuing its investigation and corrective action process.

6.4 Participation in Federal Work Authorization Program

Contractor affirms, via Appendix IV, that the Contractor and all its subcontractors, have registered for, and are participating in, the federal work authorization program as defined by O.C.G.A. § 13-10-90(2) to verify information for all new employees. All of the Contractor's documents and records of these verification processes shall be retained for a period of three (3) years following completion of this Contract.

6.5 Supervisor Qualifications

Contractor shall designate qualified employees as supervisors of field operations. Supervisors will be in the field inspecting Contractor’s work and will be available by radio or phone during the Contractor’s hours of operation to handle calls and complaints from the County and/or Service Units, or to follow up on problems and inspect Contractor’s operations.
6.6 Uniforms

All employees of the Contractor performing work under the Contract shall wear a uniform while operating in the field, the shirt of which shall show their association with the Contractor. Contractor shall provide a list of current employees and subcontractors to the County upon request.

6.7 No Scavenging

Contractor shall assure that no employees remove materials from the Residential Municipal Solid Waste, Residential Single-Stream Recovered Materials, Yard Trimmings, or Bulky Items collected (scavenging) for their personal use or for sale. Contractor shall include in its regular training sessions this prohibition against scavenging. If any employee is found to be scavenging or not to be performing services in the manner required by the Contract, Contractor shall take all appropriate corrective measures. If the County has notified Contractor of a complaint related to scavenging previously by an employee and this event constitutes the second or greater scavenging complaint, Contractor will consider removing the employee from work under the Contract.

6.8 Employee Training

Contractor will train its employees as to the County’s collection rules and regulations; ensuring employees can answer questions from Service Units and follow the County’s collection rules at the curb. This training is to be ongoing and provided to all new hires. Contractor employees will also leave notices of improper set-out when applicable. All drivers and Collection Vehicle crews shall be specifically trained in recognizing Acceptable Residential Municipal Solid Waste, Residential Municipal Single-Stream Recovered Materials, Yard Trimmings and Bulky Items and the Contract requirements with respect to litter, and litter and spillage clean-up procedures.