

## **Appendix F Scope of Services**

**1.0** The University is seeking a qualified contractor to provide all equipment and labor required to collect, transport and properly dispose of all municipal solid waste (MSW) and recyclables from the Storrs/Depot (Mansfield) and Avery Point (Groton) Campuses.

**1.1 Supervision:** Contractor will designate a primary supervisor to coordinate all services with the University. Said supervisor shall schedule regular visits (monthly at a minimum), to the campus to review performance and effectiveness of service.

**1.2 Training:** The Contractor will provide training to its staff regarding University policies and procedures relating to recycling, safety, etc. In addition, the Contractor will, upon request, provide education and training to University staff in subjects relating to, or complementary to, trash removal and recycling efforts.

**1.3 Conditions/Sanitation:** The Contractor will maintain all equipment (Contractor and University owned) and surrounding areas in a clean and sanitary condition. In addition the Contractor will be responsible for cleanliness and sanitation of the transfer station and other collection sites. Containers shall be cleaned and disinfected as required and/or upon request by the University. The Contractor will notify the University Representative if the vendor cannot maintain a satisfactory level of sanitation for reasons outside of Contractors control.

**1.4 Special Recycling Requirements:** The Contractor will assist the University in the collection of items that may be recycled by other contractors, such as fluorescent light tubes, kitchen waste or other items deemed necessary by the University Representative. These collected items will be brought to a predetermined location on campus and stored for future collection by another contractor.

**1.5 Weight & Tare Verifications:** The University reserves the right to randomly call for certified vehicle weight checks at a certified State or third party scales. The direct cost of independent weight checks will be invoiced to the University with no markup allowed.

**1.6 Overflow Penalty:** The University reserves the right to penalize the contractor for any container that becomes overflowing due to the contractor's failure to perform. Such penalty shall be set at \$100.00 per occurrence, per container. The Contractor will, at no additional cost to the University, provide occasional "out-of-schedule" trash removals as are deemed necessary by the University Representative. The Contractor will notify the University Representative if the Contractor cannot maintain a satisfactory level of service within the scope of the services described herein.

**1.7 Recycling Objectives:** The Contractor will support the University's recycling efforts and assist the University in meeting its recycling and waste reduction goals. Contractor will demonstrate an active recycling program in regards to paper, plastics, glass, metals, construction materials and other recyclable materials.

**1.8 Reporting:** The Contractor will provide accurate, auditable reporting of MSW and recycling tonnages on a monthly basis. In addition, upon request, the University may require reports on a more frequent basis, particularly when the University is participating in national, international or statewide recycling competitions such as RECYCLEMANIA, when reports may be required weekly.

**1.9 Travel Areas:** All vehicles are to stay on roadways. No vehicle is allowed on sidewalks, lawns or other non-roadway surfaces without prior permission.

**1.10 Spills/Environmental Hazards:** Contractor will provide evidence that Contractor has a valid certified contract in place for spill remediation in the event of hydraulic leaks or other discharges of environmental hazards on University properties or public roadways.

**1.11 Technology Requirements:** The University is interested in the utilization of new technology to reduce the number of waste and recycling pick-ups in order to reduce costs and improve the environmental friendliness of the University's waste management program, particularly for the Storrs and Depot Campus. It is the University's desire that a minimum 75% fill level is achieved for compactors and a minimum 85% fill level is achieved for containers prior to tipping. It is the University's desire that tipping occur within 12 hours after compactors or containers reach an 85% fill level.

**1.11.1** Each Bidder is expected to submit a Technology Plan in order to meet the University's objectives. The Technology Plan should consider items such as pressure regulator monitors, weighing technology, volumetric sensors, and wireless sensors that may include an accompanying software product for both compactors and containers. When a software product accompanies any such technology, it is preferred that at least 2 instances per campus, accounts and/or licenses be provided to the University at no additional charge. The Technology Plan should outline the cost/benefit analysis of the presented technology.

**1.12 Maintenance of Equipment and Equipment Replacement:** Bidders must submit a preliminary maintenance plan as part of their proposals, which shall include monthly inspections and service schedules. The maintenance plan shall also include the method of contact and process for requesting required maintenance. All required service maintenance shall be provided no later than 24 hours after the vendor is contacted. It is the expectation that the successful Bidder will be required to submit a finalized maintenance plan as part of the contractual agreement between the successful Bidder and the University of Connecticut.

It is the expectation that the successful Bidder will be providing all accompanying equipment for the life of the contract, and that the condition of newly installed equipment shall be new or remanufactured. All existing equipment **must** be replaced after it reaches ten (10) years of age. Any equipment supplied as a replacement must not exceed ten (10) years of age during the life of the contract (e.g. remanufactured equipment supplied must not exceed seven (7) years of age if there are three (3) remaining years to the contract).

It is the expectation that all compactors provided shall have thermostatically controlled oil reservoirs.

**1.13 Equipment Rental:** The University's requirements are subject to change, in the event that new equipment is needed for any reason, the University will, at its own option, choose a "rent to own" or straight rental program for the additional equipment.

**1.13.1** The University will supply electrical hook ups and concrete pads for future compactors.

**1.13.2** All rental fees must include installation and chutes

**2.0 Storrs/Depot (Mansfield) Requirements:** The attached Waste Contract Information sheet shows the current locations of service by type.

**2.1 Recycled Materials stops:** The University recycles commingled bottles, cans and plastic (B/C/P), as well as mixed paper, corrugated cardboard and bulk mixed metals. Bulk mixed metals are brought to the transfer station by University staff.

**2.2 Container types:** Academic and Residential areas use 90 gallon green & blue rolling containers, ie: "Versa-Carts". Each location has two or more of each cart. Dining facilities use 30 gallon Rubbermaid drums. B/C/P and mixed paper are bagged and placed in the containers for collection.

**2.2.1 Rolling Containers:** Contractor will supply "Versa-Carts" or similar rolling containers at no cost to the University. Rolling containers will be kept clean and in good repair for the term of the contract. Replacement units will be provided for damaged or "worn out" units. Current requirements are for an estimated 375 carts, adequate carts will be supplied to prevent overflow of contents.

**2.2.2 30 Gallon Rubbermaid Drums:** These containers are owned by the University, however, the Contractor will keep the containers clean and notify the University Representative when replacement is advised.

**2.3** Bulk mixed metals are collected at the University transfer station.

**2.3.1 Mixed vs. Separated Metals:** If, when volume permits, metals are properly separated, credit for current market price for that metal shall be issued versus regular mixed metal price.

**2.4 Front Arm Load Containers:** The University requires service to both Open Top Dumpsters and Vertical Integrated Packer (VIP) containers (4, 6 & 8 yd units) which are located throughout campus. Again, service to locations in the core of campus is primary and outer areas are secondary. Campus core locations will be serviced before heavy foot traffic enters the core area.

**2.4.1** Compactors currently in use are property of the University, they will be maintained and repaired by the Contractor.

**2.4.2** All compactors are to have either operable locking doors or key switches

**2.4.3** All compactors are to be inspected monthly to ensure all safety devices are functional. During this inspection, all hydraulic tanks, lines and cylinders shall be inspected for leaks, and repaired if necessary.

**2.4.4** Compactors are to be kept in good repair. They will be painted and repaired as needed. Repairs will be done in a safe, prompt fashion.

**2.5 Bulk Roll-Off Containers:** An onsite transfer station is provided by the University. This facility handles bulky waste, corrugated cardboard, mixed paper, scrap metal etc. Roll off containers and/or compactors (where appropriate) will be provided by the Contractor and serviced regularly, as required. Additionally, several Contractor provided roll-off containers are required for brush at the landscaping facility. Roll-off containers will be provided as requested at various locations to facilitate the removal of bulky waste and construction debris. The Contractor will provide up to 30 roll off containers at the end of each semester for the move out period. These containers will handle the excess waste generated by the residence halls.

**2.6 Schedules:** Service will be performed in accordance with schedules established by the Facilities Operations University Representative in cooperation with Residential Life Department and with the Dining Services Representative. Schedules will address reduced requirements during the summer inter-session (June 1 – August 31) and the winter inter-session (December 15-January 15) of each year. Each container shall be emptied on each of the days scheduled. The University Representatives from the Facilities Operations Department and Dining Services will be the only persons authorized to adjust schedules. Throughout the year there will be several periods where removal of large amounts of bulky waste and MSW will be required. The University Representatives will notify the Contractor when the additional service is required.

**2.7 Front Arm Load Containers:** Service vehicle(s) will be on campus from 5:30 am to 4:00 pm. Most front arm load containers are serviced Monday, Wednesday and Friday. Some high use containers are serviced 5 days per week.

**2.8 Bulk Roll-Off Containers:** There is an onsite transfer station provided by the University. This facility handles bulky waste, corrugated cardboard, mixed paper, scrap metal etc. Roll off containers and/or compactors (where appropriate) will be provided and serviced regularly, as needed. Additionally, several roll off containers will be provided for brush at the Landscaping Facility.

**2.9** Contractor may be requested to provide and maintain spill kits for designated compactors in the area of these units. Contractor to provide unit pricing for the kits which shall contain the following at a minimum:

- Protective gloves
- absorbent materials such as pads, socks
- a granular absorbent like Speedy-dri
- small shovel cleaning for up used granular absorbent material
- plastic bags or containers for disposing of the used absorbent materials
- catch basin drain blocker mat (if the kit is to be located in the vicinity of a catch basin)

**2.10 Main Campus Minimum Requirements:** While this list represents current frequencies, the amount of pick-ups may be subject to fluctuations due to reduced tipping as a result of the provision of technology, the elimination of hand stops, and the consolidation of some trash and recycling compactors and containers. (See attached Frequency Chart)

**2.11 Avery Point Campus Minimum Requirements**

**2.11.1 Equipment and Frequency Requirements**

**2.11.1.1** One (1), 42 yard MSW container with compactor

- i. On-call

**2.11.1.2** One (1), 42 yard mixed paper container with compactor

- i. On-call

**2.11.1.3** One (1), 8 yard MSW front arm containers

- i. Frequency estimated at two (2) times per week

**2.11.1.4** One (1), 6 yard recyclables front arm container

- i. Frequency estimated at one (1) times per week

**2.11.1.5** Two (2), 4 yard recyclables front arm container

- i. Frequency estimated at one (1) time per week

**2.11.1.6** One (1), 30 yd. dumpster for metal recycling

- i. Frequency: on-call

**2.11.1.7** One (1), 4 yard MSW front arm container

- i. Frequency: on-call

**2.11.1.8** One (1), 30 yard dumpster for brush

- i. Frequency: on-call

**2.12 Additional Requirements:** The equipment and frequencies listed are the Avery Point Campuses current requirements. The University's requirements are subject to change, in the event that new equipment is needed for any reason, the University will, at its own option, choose a "rent to own" or straight rental program for the additional equipment. The University will supply electrical hook ups and concrete pads for future compactors. All rental fees must include installation and chute

**2.13 Additional services:** The successful bidder must be able to accommodate emergencies or other related services should the University require them. On the "form of bid" provide the names, phone numbers, fax numbers and email addresses of the people who will be the main contacts for this contract.

**2.14 Response Times:** The Contractor must be able to respond to the needs of the University in a timely fashion.

**2.14.1** The contractor must provide 24/7/365 emergency telephone numbers at which qualified staff can be reached in case of an emergency. The telephone numbers shall not be forwarded to an answering machine.

**2.14.2** The Contractor is required to respond within two (2) hours after notification of an emergency call.

**2.14.3** Contractors are required to respond within forty eight (48) hours after notification of routine maintenance requirements.

**2.15 Safety/Ergonomics:** The University is interested in exploring safety/ergonomic options for compactors and larger dumpsters to allow for the safe loading of dumpsters by University staff and subsequent reduction of overhead lifting injuries for employees.

**2.15.1** Each bidder is to submit a safety/ergonomics plan to allow for the safe loading of large dumpsters and compactors on campus.

**3.0 Qualifications of Firm:** The following requirements are presented as a minimum expectation for any service provider's proposal to be considered. All proposers must provide documentation that verifies and demonstrates experience. If the proponent cannot meet or exceed these requirements, the University reserves the right to exclude their proposal from evaluation without further discourse or may enter negotiations to mitigate any variances.

**3.1** Contractor must be licensed by the State of Connecticut to perform Trash Services and meet the following minimum requirements.

**3.2** The Contractor shall demonstrate, through the information submitted in its Qualification Statement, that they have adequate staffing and equipment availability and adequate maintenance plan for addressing the ongoing needs of the equipment and single stream recycling capabilities.

The Contractor shall demonstrate, through the information submitted in its Qualification

Statement, that they have a Quality Assurance/Quality Control Plan that possesses the managerial commitment necessary for and satisfactory to the University for the proper performance of the services under the Contract

**3.3** The Contractor shall demonstrate, through the information submitted in its Qualification Statement, that they have their own Health and Safety Plan that possesses the managerial commitment necessary for and satisfactory to the University for the proper performance of the services under the Contract.

**3.4** The Contractor shall provide evidence of adequate staffing and well trained technicians appropriately equipped to perform to the University's standards.

**3.5** Prospective firms must be prepared to provide any evidence of financial surety the University deems necessary to fully establish the performance capabilities represented in their proposal.

**3.6** The University will reject the proposal of any firm and void any award resulting from this ITB to any firm who makes any material misrepresentation in their proposal.

**3.7** Proposals shall include at least three (3) references for clients receiving services similar in size and scope to those of the University.