
1 **SECTION 3 SERVICE REQUIREMENTS**

2 **3.1 GENERAL PROVISIONS**

3 **3.1.1 PROPOSER TO MAKE EXAMINATION**

4 Each Proposer shall make its own examination, investigation and research regarding the proper
5 method of doing the work, all conditions affecting the work to be done, the labor, equipment and
6 materials, and the quantity of the work to be performed. The Proposer agrees that it has
7 satisfied itself by Proposer's own investigation and research regarding all such conditions, and
8 that Proposer's conclusion to enter into the Agreement and execution of the Agreement is based
9 upon such investigation and research, and that Proposer shall make no claim against the City
10 because of any of the estimates, statements or interpretations made by any officer or agent of
11 the City which may prove to be in any respect erroneous.

12 **3.1.2 AGREEMENT TERM**

13 The services that are the subject of this RFP are provided by Contractors under current
14 Agreements that terminate on June 30, 2007. It is expected that the new Agreement(s) will
15 become effective on July 1, 2006, with collection and Processing services to begin on
16 July 1, 2007 and end on June 30, 2013.

17 The City will make payment to Contractors only after the services have begun as specified in
18 the Agreement.

19 **3.1.3 TRANSITION SCHEDULE**

20 The time between the formal Agreement signing and July 1, 2007 is intended to allow the
21 Contractor sufficient time to order equipment, prepare necessary routing based on current day
22 boundaries, obtain permits and licenses, establish/build facilities, begin the public awareness
23 campaign as part of the Contractor's transition program, and coordinate with the City's public
24 awareness campaign.

25 **3.2 CITY-WIDE SERVICE DISTRICTS AND SERVICE TYPES**

26 The City currently groups its solid waste services into three service types:

- 27 ▪ Single-family Solid Waste and Recyclable Materials Services (SFD);
- 28 ▪ Multi-family Solid Waste and Recyclable Materials Services (MFD); and
- 29 ▪ Yard Trimmings and Residential Street Sweeping Services (YT & RSS).

30 The City of San José is divided geographically into the following Service Districts:

- 31 ▪ Three (3) Service Districts for SFD Services;
- 32 ▪ Two (2) Service Districts for MFD Services; and
- 33 ▪ Three (3) Service Districts, corresponding to the three (3) SFD Service Districts, for
- 34 the Yard Trimmings and Residential Street Sweeping Services.

35 **3.3 RFP SERVICE DISTRICTS AND SERVICE TYPES**

36 The City wishes to provide more opportunity for qualified companies to propose on one or more
37 Service Types in Districts A and C, as well as Yard Trimmings and Residential Street Sweeping
38 Services in District C. Under the terms of this RFP, the City is grouping requested services into
39 the following **Service Types**.

- 40 ▪ SFD Solid Waste Services:
 - 41 ○ SFD Solid Waste Services in Service District A;
 - 42 ○ SFD Solid Waste Services in Service District C; or
 - 43 ○ SFD Solid Waste Services in Service Districts A and C.
- 44 ▪ SFD Recycling Collection Services:
 - 45 ○ SFD Recycling Services in Service District A;
 - 46 ○ SFD Recycling Services in Service District C; or
 - 47 ○ SFD Recycling Services in Service Districts A and C.
- 48 ▪ Yard Trimmings and Residential Street Sweeping Services (YT & RSS).
 - 49 ○ Yard Trimmings and Residential Street Sweeping Services in District C.

50 **NOTE TO PROPOSERS:**

51 *Neighborhood Clean-Up Services which were previously included in the*
52 *Collection Service Agreements Are Not included in this RFP for Service Districts*
53 *A and C. The City will issue a separate RFP for Neighborhood Clean-Up*
54 *Services.*

55 Each Proposer may propose to provide any or all of the requested services in either or both of
56 the Service Districts. However, Proposers that wish to provide **both** Solid Waste Collection
57 Services and Recycling Collection Services in one or both Service Districts **must submit 1)** a
58 separate cost proposal for Solid Waste Services, **2)** a separate cost proposal for Recycling
59 Services, and **3)** a separate cost proposal for combined Solid Waste and Recycling Services.

60 In developing their responses to the RFP, Proposers should consider that the City seeks to
61 minimize customer impacts resulting from a change in service agreements. As a result, the

62 current collection services day boundaries and current sweep day and week boundaries must
 63 be maintained.

64 **3.4 MINIMUM LEVEL OF SERVICES**

65 Table 3-1 summarizes the basic services that must be provided to all Service Districts of the
 66 City. If the Proposer wishes to offer additional services, that can be done and clearly marked as
 67 “Additional Contractor-Provided Services” and the costs associated with providing these
 68 services should be listed separate from the cost of the basic services as described in the RFP.
 69 **The Agreements for SFD Solid Waste Services, SFD Recycling Services, and Yard**
 70 **Trimmings and Residential Street Sweeping Services, set forth in Sections 6A, 6B and 7,**
 71 **respectively, of these RFP documents, contain the specific terms and conditions related**
 72 **to the performance of the services. To the extent that there are any inconsistencies**
 73 **between other Sections of the RFP and the Agreements, the terms of the appropriate**
 74 **Agreement shall prevail.**

75

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
A. SFD Solid Waste Services	SERVICE SUMMARY
Single-family weekly Residential Solid Waste Collection (curbside or on-premise Collection)	<ul style="list-style-type: none"> ▪ Automated or semi-automated collection with 20, 32, 64, or 96 gallon wheeled Carts currently available. Upon Agreement termination, City shall retain ownership of Carts in use. ▪ Contractor to use Carts currently in use, which are owned by the City. Contractor to maintain/replace Carts as needed. ▪ Collection of Tagged Garbage Bags. ▪ Contractor to provide Carts to new service recipients, as needed. ▪ Current collection day boundaries will be maintained.
Mixed Use Dwelling (MUD)	<ul style="list-style-type: none"> ▪ Contractor to provide SFD Solid Waste Collection Services to eligible residential MUD participants. ▪ Eligible Business MUD participants may select SFD Solid Waste Collection Services. ▪ Contractor provided MUD services are billed in accordance with SFD Solid Waste service rates.
Billing and rate adjustment	<ul style="list-style-type: none"> ▪ City to pay Contractor monthly based on service provided. ▪ Contractor is NOT responsible for customer billing and payment collection.

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
A. SFD Solid Waste Services	SERVICE SUMMARY
Public Education and Outreach Program	<ul style="list-style-type: none"> ▪ Contractor provided transition and ongoing program. ▪ Contractor support and coordination with City program.
Monitoring & reports	<ul style="list-style-type: none"> ▪ Contractor must utilize City online Consolidated Utility Billing System (C-UBS) to provide service data. Required data for reporting to be provided in an electronic format agreeable to the City.
Customer service	<ul style="list-style-type: none"> ▪ Contractor must maintain an office in San José and must staff office during the hours of 8 a.m. – 6 p.m. Monday through Friday and Saturdays on which services are provided. ▪ Contractor must utilize Consolidated Utility Billing System to maintain records of customer service calls. ▪ 24-Hour phone service. Phone service must be staffed between 8 a.m. – 6 p.m. Monday through Friday and Saturdays following recognized holidays. Phones must be answered by an employee within five (5) rings. ▪ Include City customer service phone number on all customer service information and on the Collection containers and vehicles – (408) 535-3500.

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
B. SFD Recycling Services	SERVICE SUMMARY
Single-family weekly Recyclable Materials Collection and processing (curbside or on-premise Collection)	<ul style="list-style-type: none"> ▪ Automated or semi-automated collection with 32, 64, or 96 gallon wheeled Carts currently available. Upon Agreement termination, City shall retain ownership of Carts in use. ▪ Single-stream commingled Collection. Processing, marketing, and sale of Recyclable Materials to be provided by Contractor. Contractor shall retain 100% of the revenue from sales of Recyclable Materials. The Materials Recovery Processing facility does not need to be in the City of San José limits. ▪ Collection day to coincide with SFD Solid Waste Collection. ▪ District A has an annual <u>30% diversion standard</u>. ▪ District C has annual <u>35% diversion standard</u>. ▪ Incentive payments and disincentive deductions for diversion above and below the diversion standards as per the Agreement.
Mixed Use Dwelling (MUD)	<ul style="list-style-type: none"> ▪ Contractor to provide SFD Recycling Collection Services to eligible residential MUD participants. ▪ Eligible Business MUD participants may select SFD Recycling Collection Services. ▪ Contractor provided MUD services are billed in accordance with SFD Recycling service rates.
Used oil and filters Collection and processing	<ul style="list-style-type: none"> ▪ Containers provided by Contractor. ▪ Weekly Collection. ▪ Contractor responsible for collection, Processing, marketing, and sales. ▪ Collection day to coincide with SFD Solid Waste collection.
Large Item Collection Services	<ul style="list-style-type: none"> ▪ Resident requested service. ▪ District A and District C each have an annual <u>50% diversion standard</u>.

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
B. SFD Recycling Services	SERVICE SUMMARY
Billing and rate adjustment	<ul style="list-style-type: none"> ▪ City to pay Contractor monthly based on service provided. ▪ Contractor is NOT responsible for customer billing and payment collection.
Public Education and Outreach Program	<ul style="list-style-type: none"> ▪ Contractor provided transition and ongoing program. ▪ Contractor support and coordination with City program.
Monitoring & reports	<ul style="list-style-type: none"> ▪ Contractor must utilize City online Consolidated Utility Billing System (C-UBS) to provide service data. Required data for reporting to be provided in an electronic format agreeable to the City.
Customer service	<ul style="list-style-type: none"> ▪ Contractor must maintain an office in San José and must staff office during the hours of 8 a.m. – 6 p.m. Monday through Friday and Saturdays on which services are provided. ▪ Contractor must utilize Consolidated Utility Billing System to maintain records of customer service calls. ▪ 24-Hour phone service. Phone service must be staffed between 8 a.m. – 6 p.m. Monday through Friday and Saturdays following recognized holidays. Phones must be answered by an employee within five (5) rings. ▪ Include City customer service phone number on all customer service information and on the Collection containers and vehicles – (408) 535-3500

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
C. YT & RSS Services	SERVICE SUMMARY
Weekly Yard Trimmings Collection and processing (On-Street, Cart or On-Premise Collection), and Residential Street Sweeping	<ul style="list-style-type: none"> ▪ Yard Trimmings and Residential Street Sweeping to be provided as combined services. ▪ Yard Trimmings collection from Large and Small Civic Service Units. ▪ Yard Trimmings collection for MFD Service Units. ▪ Contractors shall provide for mechanized, un-containerized Yard Trimmings collection (unlimited). Customers to set out loose yard trimmings. ▪ Contractors shall provide 32, 64, and 96 gallon Yard Trimmings Carts for optional Subscription Cart Collection Service and Mandatory Cart Collection Service. ▪ Yard Trimmings collection day to coincide with SFD Solid Waste collection day. ▪ Contractor shall maintain the current sweep schedule. ▪ Posting & removal of temporary parking signs for Enhanced Sweeps. ▪ Posting & removal of temporary parking signs for Tow-Enforced Sweeps. ▪ District C has an annual <u>95%</u> diversion standard. ▪ Sweeping on both sides of each street. Street sweeping to start at 7a.m. and to be done one Work Day after Yard Trimmings collection.
Billing and rate adjustment	<ul style="list-style-type: none"> ▪ City to pay Contractor monthly based on service provided ▪ Contractor is NOT responsible for customer billing and payment collection.
Public Education and Outreach Program	<ul style="list-style-type: none"> ▪ Contractor provided transition and ongoing program. ▪ Contractor support and coordination of City program.
Monitoring & reports	<ul style="list-style-type: none"> ▪ Contractor must utilize City online Consolidated Utility Billing System (C-UBS) to provide service data. Required data for reporting to be provided in an electronic format agreeable to the City.

TABLE 3-1 SUMMARY OF COLLECTION SERVICES	
C. YT & RSS Services	SERVICE SUMMARY
Customer service	<ul style="list-style-type: none"> ▪ Contractor must maintain an office in San José and must staff office during the hours of 8 a.m. – 6 p.m. Monday through Friday and Saturdays on which services are provided. ▪ Contractor must utilize Consolidated Utility Billing System to maintain records of all customer service calls. ▪ 24-Hour phone service. Phone service must be staffed between 8 a.m. – 6 p.m. Monday through Friday and Saturdays following recognized holidays. Phones must be answered by an employee within five (5) rings. ▪ Include City customer service phone number on all customer service information and on the collection/street sweeping vehicles – (408) 535-3500.
Optional Service for YT Service	<ul style="list-style-type: none"> ▪ At City’s option, Contractors shall provide 32, 64, and 96 gallon Yard Trimmings Carts for District wide YT Cart Collection Service. This optional service will also include un-containerized Yard Trimmings collection for overages, leaves, and Christmas trees.

76 **3.5 GENERAL SERVICE REQUIREMENTS**

77 The following applies to the service types, as indicated in Table 3-1.

78 **3.5.1 WEEKLY COLLECTION**

79 The Contractor(s) shall provide weekly Collection of Residential Solid Waste, Recyclable
 80 Materials (including Used Oil and Used Oil Filters), and/or weekly Collection of Yard Trimmings
 81 (including non-artificial Christmas trees) to all eligible Service Units including designated Small
 82 Civic Units. Except as set forth in the Services Agreements, collection of Residential Solid
 83 Waste, Recyclable Materials and Yard Trimmings within each Service District will be on the
 84 same day. SFD Solid Waste and Recyclable Material collection will be done weekly, and MFD
 85 Yard Trimmings collection will be done weekly. Solid waste collection day boundaries will be
 86 maintained according to the current program. Therefore, Recyclable Materials and Yard
 87 Trimmings collection days must correspond with established Residential Solid Waste collection
 88 days. However in scheduling Yard Trimmings for MFD Service Units utilizing On-Street and
 89 Subscription Cart collection, CONTRACTOR may give consideration to adjacent SFD Yard
 90 Trimmings routes and the requirement that Residential Street Sweeping take place one Work
 91 Day after the Yard Trimmings collection and may schedule the MFD Yard Trimmings collection
 92 to coincide with an adjacent SFD Yard Trimmings route.

93 **3.5.2 COLLECTION SCHEDULE**

94 Except as is set forth in the Collection Services Agreements, regular Residential Solid Waste,
95 Recyclable Materials and Yard Trimmings Collections shall be provided to each Service Unit on
96 the same day each week between the hours of 6:00 a.m.– 6:00 p.m.

97 **3.5.3 STREET SWEEPING SCHEDULE**

98 Regular Residential Street Sweeping shall be performed at least one Work Day per month at the
99 time as set forth in Article 7 in Section 7 of this RFP. Residential Street Sweeping shall be
100 performed one Work Day after the Yard Trimmings collection.

101 **3.5.4 SPECIAL STREET SWEEPING SERVICE**

102 The City and Proposer acknowledge that Residential Street Sweeping Service may be more
103 difficult in certain areas because of parking patterns of residents and visitors. In those areas,
104 the Proposer will be required to provide either Enhanced Street Sweeping (ESS) Service or
105 Tow-Enforced Street Sweeping (TESS) as described in Article 7 in Section 7 of this RFP.

106 **3.5.5 COLLECTION AND STREET SWEEPING VEHICLES**

107 The vehicle type selected shall be specifically designed and manufactured for collection of
108 Residential Solid Waste, Recyclable Materials and Yard Trimmings, or for Residential Street
109 Sweeping. The collection vehicles shall be appropriate for the type of collection methods and
110 collection Carts, and containers anticipated to be used by the Contractor. The vehicle(s) shall
111 provide for a reasonable level of flexibility with regard to future materials that may be collected.

112 In alignment with the City of San José's Sustainable City goals, the City would like to minimize
113 adverse impacts on the environment resulting from service delivery. During the term of this
114 Agreement, to the extent required by law, Contractor shall provide its collection service vehicles
115 to be in full compliance with local, State and federal clean air requirements that have been
116 adopted or are proposed to be adopted, including, but not limited to, the California Air
117 Resources Board Heavy Duty Engine Standards as currently proposed to be contained in CCR
118 Title 13, Section 2021 et seq; the Federal EPA's Highway Diesel Fuel Sulfur regulations and
119 any other applicable air pollution control laws.

120 ***The City is also requiring Proposers to propose an alternative Yard Trimmings program***
121 ***that utilizes District-wide Yard Trimmings Cart collection, with un-containerized***
122 ***collection of overage, leaves, and Christmas trees.***

123 In addition, Proposers should note that the City is extremely interested in equipment plans that
124 propose to exceed the minimum requirements discussed above.

125 **3.5.6 CONTRACTOR PROVIDED CARTS**

126 The Garbage, Recycling and Yard Trimmings Carts currently in use are owned by the current
127 contractors and will revert to ownership by the City when their agreements are terminated and

128 will continue to be used for collection services; Garbage Carts were initially deployed in 1993
129 and Recycling and Yard Trimmings Carts in 2002. The carts have been replaced on an as-
130 needed basis since the initial deployment. Contractor will be required to repair and replace
131 those Carts, as necessary. Contractor will also be required to provide Carts to new Service
132 Recipients.

133 Carts will be readily identifiable to help promote the program, and be imprinted with the City's
134 logo and phone number. All Carts must be durable, ultraviolet light stabilized, to the extent
135 possible made with content of recyclable materials, and warranted as set forth in Exhibit 5 in the
136 Agreements set forth in Sections 6 and 7 of this RFP. The City will approve the type(s) of Carts.

137 **3.5.7 METHOD OF DISPOSAL**

138 The Contractor shall deliver all appropriate Residential Solid Waste Collected under the
139 Agreement to the Newby Island Landfill, the disposal site approved by the City. The City will
140 only pay for disposal of materials Collected in the City under the provisions of the Service
141 Agreements.

142 **3.5.8 RECYCLABLE MATERIALS AND YARD TRIMMINGS**

143 The Contractor shall provide for the collection, Processing, marketing, and sales of Recyclable
144 Materials, at a minimum, from the following material categories: paper, glass, ferrous and
145 non-ferrous metals, plastics, textiles, and Used Oil and Used Oil Filters. The Contractor shall
146 also provide for the collection, Processing (which may be subcontracted by Contractor),
147 marketing, and sale of Yard Trimmings only, including non-artificial Christmas trees; Article 1 of
148 the Recycling Service Agreement(s) includes a listing of the minimum acceptable Recyclable
149 Materials. All Recyclable Materials shall be Sold to end-user and intermediate brokers. The
150 City reserves the right to include additional program materials and may provide additional
151 Contractor compensation, initiate pilot programs, and enter into new agreements for additional
152 processing.

153 **3.5.9 MATERIAL RECOVERY FACILITY**

154 The Contractor shall provide a Materials Recovery Facility ("MRF") for the purpose of
155 Processing Recyclable Materials collected pursuant to the SFD Recycling Services Agreement,
156 and Processing shall be done to meet Market Specifications. In addition, Contractor shall not
157 commingle Recyclable Materials delivered to or Processed at the Materials Recovery Facility
158 with any materials not collected pursuant to the Service Agreement(s) from a jurisdiction other
159 than what Contractor collects in San José, except as specified in the Contractor's written MRF
160 delivery and processing protocol approved by the City. Contractor also understands that if
161 Contractor subcontracts Processing of Recyclable Materials, these provisions shall apply to the
162 Contractor's subcontractor.

163

164 **3.5.10 MATERIALS TRANSPORT FOR RECYCLABLE AND YARD TRIMMINGS MATERIALS**

165 The Contractor is to transport all Collected Recyclable Materials and Yard Trimmings to a
166 processor or to market. The Contractor will not, under any circumstances, be allowed to
167 dispose of Recyclable Materials or Yard Trimmings by landfilling or use as Alternative Daily
168 Cover (ADC). If the City determines that the Contractor has disposed Recyclable Materials or
169 Yard Trimmings, by landfilling or use as ADC, administrative charges will be assessed and
170 repeated offenses may lead to termination of the Agreement.

171 **3.5.11 MARKETING, PROCESSING AND SALE**

172 The Contractor shall be responsible for the Processing, marketing, and sale of Recyclable
173 Materials, Large Items, Used Oil and Used Oil Filters and Yard Trimmings collected under the
174 terms of the Recycling Service Agreement. The Contractor will be entitled to retain 100 percent
175 (100%) of all applicable proceeds. The City does not wish to participate in revenue sharing with
176 the Contractor, nor will the City participate in any market risk allocation. In the event that a
177 Proposer takes exception to the RFP specifications, he or she may set forth those exceptions
178 utilizing Form B "Exceptions To Agreement". Note that even if exceptions are taken, responsive
179 Proposers must also prepare Cost Proposal forms based on the program specifications set forth
180 in the RFP.

181 The City will not consider any exceptions that would eliminate separate collection of Recyclable
182 Material, Yard Trimmings and Residential Solid Waste in favor of mixed MSW collection.
183 However, the City may consider exceptions in which the Garbage portion of the waste stream
184 (those discards that remain after source separation of Recyclable Materials and Yard
185 Trimmings) is processed for greater diversion (eg. composted, or sorted at a "dirty MRF") prior
186 to being delivered to a City-approved disposal facility. The City may also consider exceptions in
187 which additional residential waste materials not specifically targeted for diversion in the RFP are
188 processed for diversion (e.g., composting food waste and soiled paper.)

189 **3.5.12 DIVERSION STANDARDS**

190 As is set forth in the SFD Recycling Service Agreement, the City requires each Contractor
191 providing SFD Recycling Services to achieve a base annual Residential Solid Waste and
192 Recyclable Materials diversion standard of thirty-percent percent (30%) in Service District A,
193 thirty-five percent (35%) in Service District C, and a annual Large Item diversion standard of fifty
194 percent (50%) per Service District. SFD diversion calculation methodology is set forth in Article
195 9 of the Recycling Service Agreement.

196 As set forth in the YT & RSS Service Agreement, the City requires each Contractor providing
197 Yard Trimmings Services to achieve a base annual Yard Trimmings diversion standard per
198 Service District of ninety-five percent (95%). Yard Trimmings diversion calculation methodology
199 is set forth in Article 11 of the YT & RSS Agreement.

200 All diversion rates will be calculated on a calendar year basis beginning January 1, 2008.
201 Contractor's failure to meet the base diversion standards may result in Agreement termination,
202 assessment of administrative charges, or disincentive deductions.

203 **3.5.13 CONTRACTOR PROVIDED PUBLIC EDUCATION AND OUTREACH PROGRAM**

204 Contractors must prepare, submit for approval and implement an annual Public Education and
205 Outreach Program as set forth in the appropriate Agreement.

206 **3.5.14 CITY PROVIDED PUBLIC EDUCATION AND OUTREACH PROGRAM**

207 The City will coordinate with Contractors to provide outreach materials for Contractor distribution
208 and to provide direction for Contractor outreach efforts. The City will also develop materials for
209 its own program. Targeted campaigns will be created by City staff, or contracted advertising
210 agencies to address specific messages, materials, or areas of the City where diversion can be
211 increased. Targets will be determined by program data obtained by Contractors and City
212 officials.

213 **3.5.15 CONSOLIDATED UTILITY BILLING SYSTEM (C-UBS)**

214 The City is in the process of implementing a new integrated utility billing, customer service, and
215 performance management system - Consolidated Utility Billing System (C-UBS) using the
216 PeopleSoft RM application. The go-live date for the system and contractor use of the system is
217 scheduled for the summer of 2006. ***Contractors will be required to communicate with the
218 PeopleSoft Revenue Management System either via an internet portal or using an
219 electronic interface.***

220 The system is designed and configured to allow Contractors to have access through the Internet
221 to manage their account and service agreements, review their compensation invoices, add
222 hauler and customer field activities, dispatch field activities, review landfill weight tickets, and
223 run queries. The system includes all functions a Contractor needs to perform its customer
224 service and specific operational services. Contractor access will be limited to customer
225 information, service location, service type and service level information, collection days, and
226 field activities. The City will have sole access to the financial and billing functions of the system.

227 The system also provides the ability for users (City and Contractor staff) to create and dispatch
228 Field Activities from within the application / portal. Additionally, to reduce duplicative data entry
229 work on behalf of the Contractors, the following interfaces are being deployed:

- 230 ▪ **Field Activities (required):** For Contractor Field Activities created by the City
231 Customer Service Representatives ("CSRs"), a set of interfaces (outbound / inbound,
232 to / from C-UBS) will be used.
- 233 ▪ **Service Orders (optional):** Contractors may choose to use an interface (inbound to
234 C-UBS) to process Service Orders created within their applications. This minimizes

235 the need for Contractor CSRs to be versatile in or perform data entry into two
236 applications.

237 Based on an agreement with the City's current service providers, the above-described
238 interfaces are being developed and will use near real-time batch processes. Detailed interface
239 requirements and design are contained in the Exhibits located in Sections 6 and 7 of this RFP.

240 Contractors will submit required data for reporting through C-UBS and electronic file transfer as
241 set forth in the Exhibits located in Sections 6 and 7 of this RFP.

- 242 ▪ Collection service data for Large Item Collection will be captured through the daily
243 Field Activities in C-UBS.

- 244 ▪ Daily data for Non-Collection Notices issued, Used Oil and Used Oil Filter
245 collections, and tagged garbage bags collected will be submitted monthly utilizing the
246 portal to C-UBS.

- 247 ▪ Daily load data for Solid Waste, Recycling and Yard Trimmings and processing data
248 for Recycling, Used Oil, Used Oil Filters, and Large Items will be submitted monthly
249 via electronic file transfer, in ASCII format.

250 **3.5.16 REPORTING REQUIREMENTS**

251 The Contractor will be required to utilize the Consolidated Utility Billing System to keep records
252 and submit required data and information to the City. The Contractor will also be required to
253 maintain and make available for City review, weight receipts for all materials collected and
254 brokered or disposed of by the Contractor. Contractor will have necessary software to provide
255 seamless electronic data exchange with the City. Innovations in data collection are encouraged.
256 The specific data elements to be reported are specified in the Agreements located in Sections 6
257 and 7 of this RFP.

258 **3.5.17 CONTRACTOR PAYMENTS**

259 The Contractor shall be paid monthly by the City based on the service provided by the
260 Contractor in accordance with the terms of the Agreement using the services rates as specified
261 in Exhibit 1 to the appropriate Agreement.

262 The Contractor may be required to provide Collection Services on an Emergency Services basis
263 prior to the estimated start dates as indicated in this Section. If the City requires the Contractor
264 to provide Emergency Services, emergency service rates shall be charged in accordance with
265 the rates set forth on Exhibit 1 of the appropriate Agreement.

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