



ANNEX C – SCOPE OF WORKS AND STANDARDS OF SERVICE

1.0 Introduction

The following document describes the scope of work and standards of service required by any contractor undertaking the TAG recycling collections contract on behalf of the Government. TAG recycling materials include tin, aluminium and glass containers.

2.0 Basic Collection Information

- 2.1 The Contractor will provide the appropriate resources to undertake TAG recycling collections from all domestic properties (at the curb side or communal collection points), public docks, all schools, Government Institutions including WEDCO and BLDC (excluding those in Corporation of Hamilton), Tynes Bay public drop off and approximately 80 bus stop recycling bins.
- 2.2 TAG collections will take place every second week on a Thursday and Friday, the areas covered on each day are indicated in table 1 below. No alternative days of collection shall be utilized without the written consent of the Government.

Table 1 - Domestic Collection Schedule		
	Approx. Population	Collection Day (Bi-Weekly)
Paget (including Tee and Kent St.)	5,100	Thursday
Warwick	8,600	Thursday
Southampton	6,100	Thursday
Sandy's	7,300	Thursday
St. George's	3,700	Friday
Hamilton Parish	5,300	Friday
Smith's Parish	5,700	Friday
Devonshire (excluding Tee and Kent St.)	7,300	Friday
Pembroke (excluding Corporation of Hamilton)	10,300	Friday

- 2.3 Domestic TAG collections will take place on a bi-weekly basis (every two weeks). The collection schedule for 2024/25 is listed in table 2 below:

Table 2 - Domestic Collection Days (2024/2025)	
April - 4, 5, 18, 19	October - 3, 4, 17, 18, 31
May - 2, 3, 16, 17, 30, 31	November - 1, 14, 15, 28, 29
June - 13, 14, 27, 28	December - 12, 13, *27, *28
July - 11, 12, 25, 26	January - 9, 10, 23, 24
August - 8, 9, 22, 23	February - 6, 7, 20, 21
September - 5, 6, 19, 20	March - 6, 7, 20, 21

* indicates change in regular collection day (not Thursday or Friday) due to a public holidays.

- 2.4 The contractor will ensure a TAG recycling collection from every domestic property (on public or private roadways) and collection point is completed on each of the designated collection days, to mirror the service provided by the Government’s domestic waste collection service. The contractor will not assume non-participation from certain properties or collection points based on previous collections or experiences.
- 2.5 Domestic collections will only take place between the hours of 7:30am and 4:00pm on the designated days.
- 2.6 No TAG recycling collections are to take place on Public Holidays (please see a list of 2024/25 public holidays in table 3 below). In the event of a Public Holiday, the Government will instruct the public not to place out recyclables on the Public Holiday and instead place them out for collection on the next day. For example, on Bermuda Day, the public will be advised not to put their recyclables out for collection on Friday 24th May and to instead put it out the next day, Saturday 25th May. Any additional costs for providing alternate collection days, due to public holidays, will be incurred by the contractor.

Table 3 - Public Holidays FY 2024/2025	
Bermuda Day	Friday, 24th May
National Heroes Day	Monday, 17th June
Emancipation Day	Thursday, 1st August
Mary Prince Day	Friday, 2nd August
Labour Day	Monday, 2nd September
Remembrance Day	Monday, 11th November
Christmas Day	Wednesday, 25th December
Boxing Day	Thursday, 26th December
New Year’s Day	Wednesday, 1st January

- 2.7 To assist the recycling Contractor and members of the public, the Waste Management section of the Ministry of Public Works publishes an annual Garbage and Recycling Calendar. The calendar details waste and recycling collection days and any changes to the regular schedule due to public holidays. These calendars are delivered to all households via the Bermuda Post Office, available for collection from the post offices, found on the Government Portal in PDF form and published annually in the BTC phonebook and monthly via social media.

- 2.8 In the event of extreme adverse weather (e.g. tropical storm, hurricane, etc) the Government will instruct the public not to place out TAG recyclable materials on affected days. Information will then be provided by the Government as to when alternate collection will occur (e.g. place back out the next day). Any additional costs for providing alternate collection days, due to adverse weather, will be incurred by the contractor.
- 2.9 The contractor shall not miss more than 10 domestic set-out locations per collection day. The Contractor shall notify the Government at the end of every collection day of any locations not serviced and the reason for the service not being rendered.
- 2.10 The response time to address any reported missed collections is 24 hours. Evidence will be required from the contractor should they wish to dispute any reported missed collection (e.g. the material was not set out at the correct time). Should the Government be required to undertake TAG recyclable material collections due to contractor failure the cost of any activity will be deducted from the following months contract payment (on a labour and vehicle time basis).
- 2.11 Where any dispute arises between a customer and the contractor, the Government shall investigate the circumstances and settle the matter. This includes, but is not limited to, location accessibility, personal injury, and damage to property or vehicles.
- 2.12 The Government will make every effort to educate the public to use blue transparent bags. However the Contractor will collect recyclables in both blue and clear transparent bags.
- 2.13 In order to balance collection efficiency, the contractor may decide to collect TAG recyclable materials from domestic flats/condos, public docks, schools, Government Institutions including WEDCO and BLDC (excluding those in Corporation of Hamilton), Tynes Bay public drop off and bus stops on any weekday. The contractor must however, produce accurate collection records and receive approval in writing from the Government to service these locations on alternative days.
- 2.14 The contractor is permitted to collect recyclable materials from commercial entities at no cost to the Government.
- 2.15 The contractor will collect TAG recyclable material from approximately 80 dual purpose trash bins located at bus stops across the island. The contractor will provide a weekly collection for high-use bins. A full schedule noting all weekly collected bins is provided at the end of this document. The contractor will inform the government of any repairs and maintenance required to any bus stop recycling bins.

3.0 Estimated TAG Quantities

- 3.1 In 2022/23, 750 tonnes of TAG recycling material was collected from domestic properties with a further 200 tonnes collected from the public drop off at Tynes Bay.
- 3.2 Dividing 750 tonnes into 52 working days (26 x Thursday & Friday collections) gives a daily collection total of approximately 15 tonnes per working day.

- 3.3 The Government currently has no participation data to show which domestic properties are using or not using the service.
- 3.4 The quantity of recyclable materials set out will vary for a number of reasons, including households not participating on every collection day and seasonality.
- 3.5 The Government's intention is to increase the number of households participating in the TAG recycling collection and the amount of tonnage collected. There are various recycling improvement projects and programmes which could be implemented to achieve this. The Government may wish to implement changes by altering, adding to, or deducting from the scope of the recycling programme, the Contract sum being adjusted accordingly. All such changed services shall be executed under the conditions of the original contract and the value of any such change shall be determined by agreement between the Government and the contractor. These changes shall be in writing and signed by both parties.

4.0 TAG Disposal Information

- 4.1 All collected TAG recyclable materials must be delivered to the Material Recovery Facility (MRF) located at the Government Quarry.
- 4.2 All trucks used for the collection of TAG must record their TARE weights at the weighbridges located at Tynes Bay, the Government Quarry and the Airport Waste Management Facility, on an annual basis. The Contractor's drivers will follow the directions of the weigh scale operator when approaching and using the scale. If no functioning scale is available, the average loaded weight of each vehicle over the most recent three weigh-ins shall be employed.
- 4.3 The contractor will keep accurate records of each load weighed and will keep the weigh bill as evidence for billing purposes.
- 4.4 The Contractor will discharge the recyclable materials at the location designated by the Government's staff at the MRF.
- 4.5 All TAG recyclable materials must be delivered to the MRF by 4pm. Temporary extensions past 4pm may be granted only if the Contractor makes the request to the Government before 2pm on any given day.

5.0 Contamination

- 5.1 Recycling collection crews are expected to visually examine (without opening) the translucent blue bags to determine if they contain significant (in excess of 5% by volume) amounts of non-recyclable material. If an excess of non-recyclable material is in the bag, it should be left at the collection area, the location noted and an explanatory sticker applied to the bag
- 5.2 The Government should be notified on the same day but no later than 9:30 a.m. on the next business day, of the locations of contaminated recyclables and reasons for stickers. The stickers will be supplied by the Government and their use will be discussed with the Contractor.

5.3 Collection will take place once every two weeks for all locations including; residences (homes, condominiums, apartments), Ministry designated drop off locations, Government work places (not including those in City of Hamilton), Public and Private Schools, dual purpose bus stop bins, and all Government operated facilities (including BLDC and WEDCO).

5.4 A 5% contamination limit will be placed on each delivered load to the MRF based on a visual inspection. Should any load be over this limit, the entire load will be rejected and sent for disposal at Tynes Bay. The cost of this rejection activity will be deducted from the Contractor's next monthly contract payment. The total costs including labour, vehicle time and Tynes Bay disposal costs (based on weight).

6.0 Communications

6.1 The Contractor shall arrange for a telephone and email enquiry service to receive questions and complaints from the public and the Government.

6.2 The enquiry service will be in operation from 7:30 a.m. to 5:00 p.m. Monday through Friday and any other alternate collection day.

6.3 The Contractor shall ensure that any telephone and email enquiry received (e.g. questions and complaints) from the public and the Government is responded to within 24 hours.

6.4 The telephone number and email address of the contracted recycling service shall be clearly displayed on the collection vehicles in a manner and size approved by the Government and will be provided in advertisements and promotional material run by the Government.

6.5 All enquiries received by the Contractor will be duly recorded and will be addressed as soon as possible by the Contractor. The Contractor will provide the Government with a data base log of any enquiries received and the Government will monitor the database.

6.6 The enquiry database shall be an excel spread sheet that contains the following details for each record: date, time, name and phone number, address and details of enquiry.

6.7 The enquiry database shall be submitted with each invoice and shall also be made available to the Government on demand.

7.0 Safety and Health

7.1 The Contractor shall comply with all current national Health and Safety Legislation.

7.2 The contractor shall ensure that all staff working on their behalf are appropriately trained and have access to any/all required PPE.

7.3 The Contractor shall report immediately to the Government any accident or incident that result In personal injury, vehicle and/or property damage. This will be followed with a written investigation report within 24 hours detailing the occurrence, root cause, actions taken and

steps to avoid any repeat occurrence happening in future. The Contractor shall also report any accident or incident to the appropriate authority whenever such report is required by Law (e.g. the Police, TCD, etc).

7.4 The Contractor shall also record and investigate any near miss occurrence and produce a written investigation report within 24 hours detailing the occurrence, root cause, actions taken and steps to avoid any repeat occurrence happening in future.

7.5 The Contractor must ensure that vehicles used for the collection of recyclables be properly maintained both in appearance and roadworthiness as required by the Motor Car Act 1951.

8.0 Quality Inspections

8.1 The Government reserves the right to perform quality inspections of the contractor on a formal and informal basis. The purpose of these inspections will be to ensure that the contractor is performing their duties in accordance with the terms and conditions of the agreed contract. Where necessary the Government may also arrange independent inspections or assessments by a suitably qualified body or person.

9.0 Record Keeping

9.1 The Contractor shall maintain any records and reports required by law.

9.2 The Contractor shall develop and maintain records evidencing TAG recycling material disposal activity (time, date, vehicle, weight etc), route completion, safety and health occurrences, direct telephone and email enquiries (providing details, numbers and resolution information) and a summary of bus stop bin repairs or issues. These records will be submitted to the Government on a monthly basis. The Government also reserves the right to request additional records or reporting to improve performance and/or efficiency within the service.

9.3 The reports shall be submitted to the Service Manager each month and shall be used as a basis for payment when the contractor invoice is received.

10.0 Vehicles & Equipment

10.1 The contractor may employ any vehicle type or combination of light, intermediate and heavy trucks, as well as, waste compactor trucks for the collection service.

10.2 The contractor must provide proof that they own or will be able to procure by other means (e.g. lease or rental) all vehicles proposed to adequately carry out the TAG recycling service.

10.3 The Government reserves the right to inspect the contractor's vehicles to verify the tare weight, check on the mechanical condition, and to ensure proper recycling signage is in place during the time of the contract.

- 10.4 The contractor will inform the Government before 9 a.m. if a new collection vehicle(s) will be operated any given collection day.
- 10.5 The contractor will ensure that all vehicles and equipment, used within the contract are clean, well maintained and are suitable for the safe transportation of TAG recycling materials.
- 10.6 The contractor will ensure that all vehicles and equipment, used within the contract are approved, registered and licensed by the Transport Control Department and comply with any national regulations or legislation.
- 10.7 The contractor will be responsible for any vehicle or equipment maintenance and repair costs throughout the life of the contract. The contractor will also incur the rental cost of any substitute vehicles or equipment as may be required.
- 10.8 The contractor will ensure that all vehicles used within the contract display company identification, a visible telephone and email contact details.

11.0 Method of Payment

- 11.1 Payments shall be made to the contractor by the Government after receiving an invoice and submittals per information provided in Annex A – Sample Form of Agreement.
- 11.3 The Contractor shall provide submittals evidencing TAG recycling material disposal activity (time, date, vehicle, weight etc), route completion, safety and health occurrences, direct telephone and email enquiries (providing details, numbers and resolution information) and a summary of bus stop bin repairs or issues alongside their monthly invoice.
- 11.4 Special collection work performed outside of the regular collections will be invoiced in accordance with prior agreed hours of work and paid per Annex A – Sample Form of Agreement.
- 11.5 A 5% contamination limit will be placed on each delivered load to the MRF based on a visual inspection. Should any load be over this limit, the entire load will be rejected and sent for disposal at Tynes Bay. The cost of this rejection activity will be deducted from the Contractor's next monthly contract payment. The total costs including labour, vehicle time and Tynes Bay disposal costs (based on weight).
- 11.6 Any and all reports prepared during the term of this contract shall become the property of the Bermuda Government.

12.0 Changes within Contract

- 12.1 The Government, without invalidating the Contract, may make changes, by altering, adding to, deducting from the scope of the services, the Contract sum being adjusted accordingly. All such changed services shall be executed under the conditions of the original contract and the value of

any such change shall be determined by agreement at the time of ordering. These changes shall be in writing and signed by both parties.

12.2 The Government may consider changes to collection days and frequency during the contract period.

12.3 The Government may consider the implementation of a Global Positioning System (GPS) during the contract period.

12.4 The Government may consider implementing new educational and promotional campaigns designed to increase collected tonnages and participation rates during the contract period.

13.0 Locations for Bus Stop and Public Dock TAG Collections

Please find below the locations for Bus Stop and Public Dock TAG Collections

Parish	Road	Description of Location	Site Type	Location	Weekly ¹
Devonshire	Middle	Bottom of Collectors Hill	Park	Bus Shelter	X
Devonshire	Middle	Endsmeet Animal Hosp. - Opposite	School	Bus Stop	
Devonshire	Middle	Palmetto Road/Dock Hill	School	Bus Shelter	
Devonshire	Palmetto Road	St. John's Church	School	Bus Shelter	
Devonshire	South	Watch Hill Park	Park	Bus Shelter	X
Hamilton	Harr. 100s	Swizzle Inn	Rest.	Bus Shelter	X
Hamilton	H'Sound Rd	Harrington Sound Primary	Rest.	Bus Shelter	
Hamilton	North	Aquarium	School	Bus Shelter	X
Hamilton	North	Cottage Hill Road	Grocer	Bus Shelter	
Hamilton	North	Cottage Hill Road	Grocer	Bus Shelter	
Hamilton	North	Francis Patton	School	Bus Shelter	
Hamilton	North	Francis Patton	School	Public Dock	
Hamilton	North	Grotto Bay	Hotel	Bus Stop	X
Hamilton	North	Grotto Bay	School	Bus Shelter	X
Hamilton	North	Jennings Road	Park	Bus Shelter	X
Hamilton	North	Shelly Bay Market Place	Beach	Bus Shelter	X
Hamilton	North	Sommersfield Academy	Grocer	Bus Shelter	
Hamilton	North	St. David's Primary School	Dock	Bus Shelter	
Hamilton	North	Swizzle Inn	Hotel	Bus Stop	X
Paget	Middle	Locust Hall Farm	Grocer	Bus Shelter	
Paget	Ord	Ord Road - Bus turn around	School	Bus Shelter	
Paget	South	Bermuda College	Church	Bus Shelter	
Paget	South	Bermuda College	School	Bus Shelter	
Paget	South	Elbow Beach	Beach	Bus Shelter	X
Paget	South	Elbow Beach	School	Bus Shelter	X
Paget	South	St. Paul's Church	School	Bus Shelter	X
Pembroke	Marsh Folly	West Pembroke School	Park	Bus Shelter	
Pembroke	North	Government House - opposite	Park	Bus Shelter	
Sandys	Cavello Lane	West End Primary School	Dock	School	
Sandys	Middle	White Hill	Main Rd	Bus Shelter	
Sandys	Middle	White Hill/Arnolds	Grocer	Bus Shelter	
Sandys	Middle	Port Royal Gas Station	Grocer	Bus Shelter	X
Sandys	Scott's Hill Rd	Cavello Bay Dock	School	Public Dock	X
Sandys	Scott's Hill Rd	Sandy's Middle School	Dock	Public Dock	
Sandys	Somerset Road	Ely's Harbour Public Dock	Grocer	Public Dock	X
Sandys	Somerset Road	Somerset Bridge: Ferry Dock	Dock	Bus Shelter	X
Sandys	Somerset Road	Somerset Bridge: Post Office	Dock	Public Dock	X
Sandys	Somerset Road	Watford Bridge Ferry Dock	School	Public Dock	X
Sandys	Somerset Road	Wreck Hill	Grocer	Bus Shelter	
Smith's	North	Aquarium - Op. at Flatt's Dock	Park	Bus Shelter	X

Weekly¹: Weekly collection from June 1 to September 30

Parish	Road	Description of Location	Site Type	Location Type	Weekly ¹
Smith's	South	Harrington Sound Primary Dock op.	School	Bus Stop	
Smith's	South	John Smith's Bay	Beach	Bus Shelter	X
Smith's	South	John Smith's Bay	Park	Bus Shelter	X
Smith's	South	Spittal Pond, Op. Harrington 100s	Beach	Bus Shelter	X
Southampton	Middle	Barnes Corner	Main Rd	Bus Shelter	
Southampton	Middle	Bermuda Institute	School	Bus Shelter	X
Southampton	Middle	Bermuda Institute	School	Public Dock	X
Southampton	Middle	Dalton E. Tucker	School	Bus Shelter	
Southampton	Middle	Evans Bay	Dock	Bus Shelter	
Southampton	Middle	Heron Bay School	School	Bus Shelter	
Southampton	Middle	Heron Bay School	School	Public Dock	
Southampton	Middle	Intersection South and Middle	Main Rd	Pole Only	
Southampton	Middle	Jew's Bay	School	Bus Shelter	X
Southampton	Middle	Jew's Bay Public Dock	Dock	Bus Shelter	X
Southampton	Middle	Jew's Bay Public Dock	Dock	Bus Shelter	X
Southampton	Middle	Middle Road/South Shore Junction	Main Rd	Bus Shelter	
Southampton	Middle	Port Royal Gas Station	Rest.	Bus Shelter	X
Southampton	Middle	Port Royal School	School	Bus Shelter	
Southampton	Middle	Port Royal School	School	Bus Shelter	
Southampton	Middle	Southampton Princess	Dock	Bus Shelter	X
Southampton	Middle	Southampton Princess	Hotel	Bus Shelter	X
Southampton	Middle	T. N. Tatum Middle School	School	Bus Shelter	
Southampton	Middle	The Reefs Hotel	Hotel	Bus Shelter	X
Southampton	South	Henry 8th - East	Hotel	Bus Shelter	X
Southampton	South	Horseshoe Beach*	Beach	Pole Only	X
Southampton	South	Horseshoe Beach*	Rest.	Bus Stop	X
Southampton	South	Sea Swept Farm Rd	School	Public Dock	
Southampton	South	Southampton Princess	Beach	Bus Stop	X
Southampton	South	Southampton Princess	Hotel	Bus Shelter	X
St. Georges	St. Davids	Clearwater Middle School	Grocer	Bus Shelter	
St. Georges	St. Davids	St. David's Dock (Black Horse)	School	Bus Shelter	X
St. Georges	St. Davids	Tony's Fine Foods	School	Bus Shelter	
Warwick	Middle	Belmont - Keith Hall Road	Dock	Bus Shelter	
Warwick	Middle	Belmont - Keith Hall Road	Grocer	Bus Shelter	
Warwick	Middle	Bowling Alley	School	Bus Shelter	X
Warwick	Middle	Harmony Club	Beach	Bus Shelter	
Warwick	Middle	Paget Primary, Ord Road	School	Bus Shelter	
Warwick	Middle	T. N. Tatum Middle School	Grocer	Bus Shelter	
Warwick	Middle	Warwick Academy	Dock	Bus Shelter	X
Warwick	Middle	Warwick Academy	School	Bus Shelter	X
Warwick	Ord	Warwick Academy	School	Bus Shelter	X

Weekly¹: Weekly collection from June 1 to September 30