

# **Model waste and recycling collection contracts User guide for councils**

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## 1. Introduction

The NSW Environment Protection Authority (EPA) has developed this model contract, specification and supporting documents to assist councils in calling tenders for, and entering into, collection contracts for waste management and resource recovery services.

The Model Waste and Recycling Collection Contracts (referred to as the model contract documents, hence forth) documents have been developed to promote a consistent approach to service delivery and reduce the time and costs to councils and contractors of preparing tenders.

The use of model contract documents is expected to achieve:

- improved quality of documents by effectively setting a minimum standard
- savings on preparation costs for tenders and contracts
- a greater focus on the results and outcomes sought to be achieved, as less time will be required developing the principal documents
- a consistent approach to service delivery
- higher quality tenders as tenderers become accustomed to the standard documents and can then focus their efforts on the service and outcome components of their submission
- reduced time spent on contract administration through adoption of consistent approaches.

This brief User Guide has been prepared to provide additional information for councils and highlight key issues and decisions that are required to be made when customising these model contract documents for a particular application.

A Waste and Resource Recovery Service Development Timeline (SDT) (DEC, 2005b) has also been developed by the NSW EPA to complement the model contract documents. The SDT maps appropriate actions and timeframes for the various stages in the service and contract development cycle, encompassing four distinct phases, 'Consultation and Planning', 'Prepare Tender Documents', 'Tendering' and 'New Service Commissioning'.

It is recommended that councils consider using the Service Development Timeline in conjunction with these model documents. Further information on the Service Development Timeline is included in section 8 of this User Guide.

The Model Waste and Recycling Collection Contract has been developed following extensive consultation with councils, collection contractors and other stakeholders. The model contract documents were revised and updated in early 2015 and the update published in September 2015.

## 2. Users of the model contract documents

These model contract documents have been developed for use by staff who already possess skill, knowledge and experience in preparing tender and contract documents. These documents are not a substitute for the necessary skill, knowledge and experience and their use by inexperienced staff is not recommended.

The documents will require tailoring to satisfy specific council or contractor requirements. The specification requires detailed customising by councils however, the other parts, notably

the Conditions of Contract, have been designed in such a way as to need only modest customisation. Councils should seek and rely on their own legal or other advice in finalising the documents.

Included in the Appendices to this User Guide is a checklist of the clauses that need to be reviewed by council.

### **3. Disclaimer**

The NSW EPA has prepared the model contract documentation to assist Local councils in calling tenders for, and entering into, collection contracts for waste management and resource recovery services.

Users of the documentation do so at their own risk and should seek their own legal or other advice when entering into collection contracts. The documents have been developed following consultation with stakeholders and are intended as model domestic waste and recycling collection contracts.

The documents will require completion and modification to satisfy particular council or contractor requirements. Councils should seek and rely on their own advice in finalising the documents. The Department accepts no responsibility for any liability of any council or contractor using the documentation.

### **4. Feedback on documents**

These documents have been developed by the NSW EPA and incorporate advice from council and industry consultation. It is anticipated that users, both councils and contractors, may identify areas where improvements can be made on this second published version. Feedback is welcomed so that the documents can be refined and improved over time.

Please direct any comments or suggestions to:

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## 5. Structure of Model Contract Documents

For ease of use, the tender package has been structured into 7 sections comprising:

- Section A – Information for Tenderers
- Section B – Conditions of Tendering
- Section C – Draft Conditions of Contract
- Section D – Specification
- Section E – Tender Advertisement
- Section F – Tender Return Schedules
- Section H- Formal Instruction of Contract

The model documents also include a *Section G - Attachments* that provides a list of information council should attach to their tender documents.

## 6. Modifying the Documents

To ensure that the model documents are easy for council to modify, a number of formatting features are included and explained below.

### 6.1 Cross-references

To simplify customisation of the model contract documents, cross-referencing to clauses within a Word document has been set up. As you customise the model contract documents to meet your needs, it is likely to result in changes to page numbers, clause numbers and links to certain clauses within the document, and as a consequence, cross-references will require updating. Information on updating cross-references and page numbers is included below.

References to clauses within other Sections (or documents) of the model contract cannot be set up as cross-references. These references must be manually checked and updated as required.

In the example below from *Section D Part 1 - General Specification*, the first reference to Clause 2 of the *Recyclables Specification* is not set up as a cross-reference because the *Recyclables Specification* is a separate Word document. If customising of the model contract documents has required changes to clause numbering, this reference may have changed, for example, to Clause 3. As such, these references need to be manually checked and updated as required. The model contract documents are provided as PDFs as well as Word documents allowing users to double check references to clauses.

Cross-references, for example, have been set up in *Section D Part 1 - General Specification* to clauses 4.4.1, 7.1, 7.2 and 7.3 as they are contained within the same Word document. This is implied by 'Clauses 4.4.1, 7.1, 7.2 and 7.3 of this General Specification'. Information on updating cross-references and page numbers follows.

For example: in *Section D-Part 1 General Specification*

### 3.1 Definitions

**“Recyclables-Service Entitled Premise”** means any Premise entitled to a recyclables collection service as specified under Clause 2 of the Recyclables Specification and Clauses 4.4.1, 6.1, 6.2 and 6.3 of this General Specification.

## Updating cross-references and page numbers

It is best to periodically update page numbers and cross-references as well as automatically updating fields before printing.

### To update fields automatically before printing

1. From the Tools menu, select **Options**. The Options dialog box appears
2. Select the **Print** tab
3. In the Printing options section, select **Update fields**
4. Click **OK**. Each time you print, the fields in your document will be updated.

To regularly update the internal links and ensure that cross-references and page numbering stay in line with amendments made by the user periodically press **CTRL-A**, then **F9**. If asked click on 'Update entire table'.

## 6.2 Different Colour Text

### 6.2.1 Yellow Highlighting

**Yellow highlighting** and macros have been used to identify areas where council is required to insert details or make decisions. The macros allow council to simply click and type their requirements. This will remove the **yellow highlighting** from the final documents.

For example: in *Section D- Part 1 General Specification*

### 4.3.2. Time of Collections

The Services must not be performed:

- a) Before the time indicated as the Start Time in the Designated Early Start Street List included in the Annexure to the General Specification;
- b) Before the Start Time, being **[Click here and type time]** am, in all other areas;

### 6.2.2 Blue Font

**Blue font** has been used to highlight areas where council needs to:

- a) specifically review and customise text (primarily in the Specifications); or
- b) select an option from the range of options presented.

Short guidance notes are provided in some cases to assist council modifying the text. The guidance notes are generally in **red text in italics**.

For example: in *Section D- Part 1 General Specification*

#### **4.3.1 Days of Collections**

Services must be provided by the Contractor on Working Days. Services must not take place on any other day without the prior written consent of the council. The council's consent may be given subject to such conditions, as may be considered appropriate.

*Generally describe any requirements or arrangements for days of collection, such as:*  
The collection of garbage, organics, and recyclables must be on the same day of the week for each Premise serviced, except for collection of recyclables and organics which must be carried out fortnightly on alternate weeks.

A number of options for council are included within the model contract documents. Options are presented primarily in the Specifications, for example options for mobile bin provision; mobile bin repairs and replacement; education; customer service; and recyclables ownership. Once council selects an option, the other option(s) can be deleted. Please note that you must delete the option not required. If council decides to tender for more than one option, *Section F- Tender Return Schedules* will need to be reviewed and amended.

For example: in *Section D- Part 1 General Specification*

### **8. Customer Service & Complaint Rectification**

#### **Option 1 - Council to Manage Complaints and Enquiries**

##### **8.1 Introduction**

The council will be the primary point of contact for Customer enquiries and complaints about Services. Council will forward all service complaints, on the same day the complaint is made, to the Contractor for rectification and reporting.

#### **Option 2 - Contractor to Manage Customer Service**

##### **8.1 Introduction**

The Contractor is responsible for Customer service under this Contract and shall be the principal point of contact for Customer enquiries and complaints about Services.

The exception to this rule relates to the following clauses in *Section D - Part 1 General Specification*:

- a) Clause 10 Mobile Bin Supply
- b) Clause 11 Mobile Bin Repairs, Replacement, New and Additional Services
- c) Clause 12 Ownership of Mobile Bins.

Council may have more than one option in the final tender for the clauses detailed above. For example, council may have existing garbage bins but require that the contractor supplies mobile bins for recyclables. A summary table of the options chosen by council is included in clause 9.2 of *Section D - Part 1 General Specification*.

After customising the **blue text** or deciding on options, council should keep the text as **blue font** as this highlights clearly to council where text may have been modified. The blue text will also print adequately in black and white. The guidance notes, **red text in italics**, however should be deleted after the text has been reviewed and customised.

A checklist is included in the Appendix to this document that outlines where customisation of the documents is needed to be made by council.

### 6.3 Assisting tenderers identifying modifications

To assist tenderers, council should provide an indication of how the model contract documents have been customised. This can be achieved by including the following in clause 6 of *Section A – Information for Tenderers*:

- a) list of the model clauses or parts of clauses that have been deleted
- b) a list of additional clauses inserted
- c) a list of clauses that have been substantially changed.

Clause 6 of *Section A- Information for Tenderers* provides guidance to tenderers on the modifications made by council to the model contract documents. Council should review Clause 6 of *Section A - Information for Tenderers* prior to making any modifications to the model contract documents.

Where council deletes standard clauses in black text within the model it is recommended that 'NOT USED' be inserted at the end of the heading and the text be deleted. This will ensure subsequent heading numbers and cross reference remain unaffected.

## 7. Advisory notes

### 7.1 Section A – Information for Tenderers

**Clause 6: NSW Model Waste and Recycling Collection Documentation:** Ensure that Clause 6 of *Information for Tenderers* is read prior to customising any of the documents. Clause 6 provides information for tenderers on how the tender documents have been customised, as discussed briefly in section 6.3 of this User Guide.

### 7.2 Section B – Conditions of Tendering

**Clause 2.11:** The tendering requirements under the *Local Government Act 1993* provide for councils to choose either open tender or selective tender types. There are two types of selective tenders prescribed under the *Local Government Act 1993*, those invited by expression of interest through public advertisement and those invited from a council's list of recognised contractors, which has been prepared following public advertisement. It is unlikely that the latter type of selective tender would be considered appropriate in the provision of domestic waste collection services. For this reason, the latter type of selective tender has not been included in the Model Contract documents.

**Clause 3.3:** If council accepts the submission of tenders by electronic means, council will need to ensure the secure electronic transmission and custody of tenders and inform tenderers of the electronic lodgement requirement at *Clause 3.3 Tender Lodgment*.

**Clause 4 (d):** The tender documents are structured for the acceptance of a single tender to provide all services under one contract. If council decides to break the Contract into separate portions and let individual parts of the collection service to different providers,

council will need to review and amend the documents where necessary and may need to obtain supplementary legal or other advice.

### **7.3 Section C – Conditions of Contract**

Several advisory notes are provided below to assist councils when reviewing and modifying the Conditions of Contract.

#### **7.3.1 Personal guarantees**

The Model Documentation makes no provision for personal guarantees from principals of the Contractor. Rather, the documentation takes the position that the Performance Security is adequate security for performance of the Contractor's obligations. Users of the documentation may consider personal guarantees appropriate where the Contractor is a private company or trust, i.e. the company is not either a listed public company or a subsidiary or associated company of such a company.

#### **7.3.2 Cross liability**

No cross liability clause is included within Clause 9 of *Section C- Conditions of Contract*. This is because at the time of drafting the model contract documentation, such cover was difficult to obtain on the Australian market. If a council considers such a clause should be included then the following is an appropriate clause:

'Any insurance required to be effected in accordance with this Contract by the Contractor (other than workers' compensation insurance) must include a cross liability clause in which the insurer agrees to waive all rights of subrogation or action against the council and any of the persons comprising the insured or to whom coverage under the policies is extended and for the purpose of which the insurer accepts the term 'insured' as applying to each of the persons comprising the insured or to whom coverage under the policies is extended as if a separate policy of insurance had been issued to each of them (subject always to the overall sum insured not being increased thereby).'

## 8. Waste and Resource Recovery Service Development Timeline

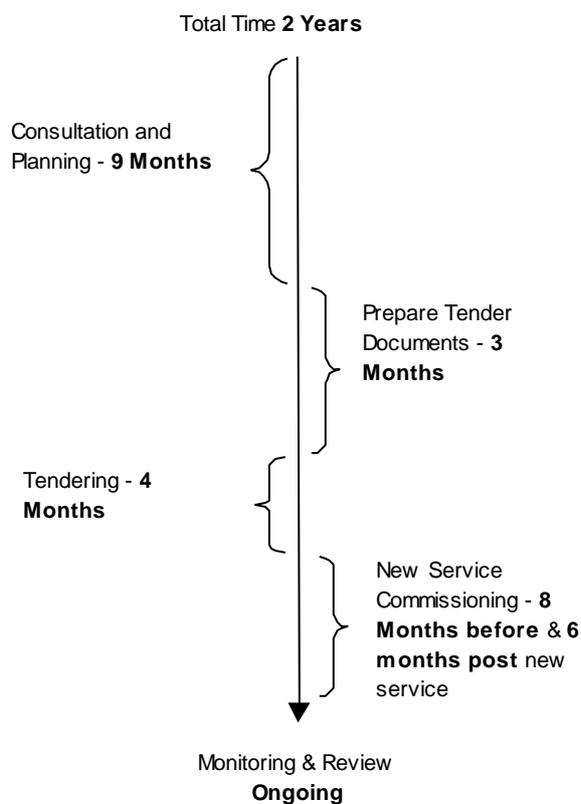
A Waste and Resource Recovery Service Development Timeline (SDT) (DEC, 2005b, updated 2011) has been developed by the EPA to complement these model contract documents. The SDT was developed specifically for local government, with substantial input from council officers. Workshops on the preliminary draft were held with interested councils and Consultation Drafts were released for council and industry comment from 23 September to 28 November 2004. In February 2011 the SDT was reviewed and updates made.

The SDT maps appropriate actions and timeframes for the various stages in the service and contract development cycle. The excel timeline has been laid out so it is easy to read and adapt to council's individual requirements.

Whilst the timeline is comprehensive, it is a guide only and as such does not necessarily include every key function that may need to be undertaken in the process of developing new collection contracts.

The primary focus of the timeline is a critical two-year service development period prior to the current contract expiry date, encompassing four distinct phases, these being; 'Consultation and Planning', 'Prepare Tender Documents', 'Tendering' and 'New Service Commissioning'.

It is recommended that council considers using the SDT in conjunction with these Model Contract documents.



Source: DEC (2005c)

## 9. Acknowledgements

NSW EPA acknowledges the following people and organisations for their valuable input into the original Model Waste and Recycling Collection Contract and Service Development Timeline.

- Chris Foley, Netwaste
- David Hojem, Shoalhaven City council
- EcoRecycle Victoria
- Fiona Stock, Kogarah Municipal council
- Jeff Swilks, Marrickville council
- Kathy Woods, Bankstown City council
- Les Andrews, Canterbury City council
- Lindsay Dunstan, Wollongong City council
- Michael McDermid, Warringah council
- Miles Lochhead, Wingecarribee Shire council
- Nigel Bertus, City of Canada Bay council
- Paul Macdonald, Campbelltown City council
- Robert Bailey, Hastings council
- Steve Bernisconi, Port Stephens council
- Waste Contractors and Recyclers Association of NSW
- Wayne Davis, Orange City council
- Danyelle Carter, NSW Environment Protection Authority
- Adeptus Consulting Pty Limited for assistance with development of the model tender documentation
- EnviroCom Australia for assistance with developing the education options within the Specification
- Impact Environmental Consultancy Pty Limited for assistance with development of the Service Development Timeline

## 10. Appendices

### Customisation checklist

Section	Clause Number	Clause Name	Action	Complete
All Sections		NSW EPA Title pages	After customisation is finalised delete the two front pages related to the Model Contract documents.	
All Sections		Council Title Page	Click and insert information required. Ensure that contact details are included at the front of Sections A and B.	
All Sections		Updating cross-references & page numbers	Ensure that you read Section 6.1 of the User Guide related to cross-references. You can easily update page numbers and cross-references prior to printing and also periodically update cross-references to clauses within a Word document - as explained in Section 6.1. Cross-references to clauses within another Section or Part of the Model Contract (i.e. within another Word document) will need to be manually updated. The Model Contract documents are provided as pdfs as well as Word documents to allow users to double check references to clauses in the master document.	
<b>Section A : Information for Tenderers</b>				
A	2.1	Background	Include background information. Sample provided.	
A	2.1	Background	In the last sentence detail the services in the tender.	
A	2.2	Area to be serviced	Click and type Council name.	
A	3.1	Services to be provided	Detail services included in the tender.	
A	3.2	Service Arrangements	Insert brief description of the successful tenderers responsibilities. Complete this clause after customisation of the Model Contract documents is completed.	
A	3.5	Term of the Contract	Click and insert number of years.	
A	3.6	Transition to the New Contract	Click and insert date.	
A	3.6	Transition to the New Contract	Insert other key dates or delete.	
A	6	NSW Model Waste & Recycling Collection Documentation	Click and type version number.	

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A	6	NSW Model Waste & Recycling Collection Documentation	Insert list of Section numbers and clause numbers/parts of clauses deleted.	
A	6	NSW Model Waste & Recycling Collection Documentation	Insert list of Section numbers and clause numbers/parts of clauses added.	
A	6	NSW Model Waste & Recycling Collection Documentation	Insert list of Section and clause numbers / part of clauses substantially revised.	
A		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	
<b>Section B: Conditions of Tendering</b>				
B	2.4	Type of contract	Click and insert type of contract eg: schedule of rates per service entitled premise.	
	2.7	Continuity of Employment	Review clause delete if not relevant.	
B	2.9	Tender Briefing	Decide whether Tender Briefing is to be held. If not include NOT USED in heading and delete all text. If Tender Briefing is to be held - click and insert details as required.	
B	2.11	Eligible Tenderers	Review the two options and delete the option that is not appropriate.	
B	2.14	Tender Validity Period	Click and type number of days tender held open eg. 90.	
B	2.18	In-House Tender	Click and insert information required or type NOT USED in title and delete text.	
B	3.3	Tender Lodgement	Click and type Title of Contract or Project.	
B	3.3	Tender Lodgement	Click and type location and address of Tender Box.	
B	3.3	Tender Lodgement	Click and type closing time plus am or pm.	
B	3.3	Tender Lodgement	Click and type closing date.	
B	3.5	Number of copies of Tender	Click and type number of copies.	
B	4	Acknowledgement by Tenderer	Review and amend if required.	

B	4	Acknowledgement by Tenderer	Review (d). See User Guide for more information.	
B	10	Timing of Tender	Complete Table.	
B	12	Evaluation Criteria	Review Evaluation Criteria.	
B		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	
<b>Section C: Conditions of Contract</b>				
C		Paragraph before Clause 1	To be completed after contract awarded.	
C	2.2.1	Services Commencement Date	Choose Option 1 or 2 and delete other option.	
C	2.5.3	Address and Telephone Numbers	Click and type location.	
C	2.5.3	Address and Telephone Numbers	Click and type start and end hours.	
C	10.7 & 10.8	Service Rates Review	Choose Option 1 or 2 and delete other option.	
C	10.9	Periods of Non-performance	Choose Option 1 or 2 and delete other option.	
C		SCHEDULE (Special Conditions)	Include any special conditions in the Schedule if necessary or type 'None'. Special conditions may also be added later based on the tender outcomes.	
C		Annexure	Click and type details as required. Specifically review text in blue font.	
C		Executed as an Agreement	To be completed after contract awarded.	
C		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	

<b>Section D : Specifications</b>				
<b>Part 1: General Specification</b>				
D Part 1	1	Introduction and Scope	Review and insert information as required.	
D Part 1	3.1	Definition 'Approximate Centroid'	Click and insert details of the intersection. This is relevant to 'Payment for transport to alternate facility' in Section D, Parts 2, 3 & 4.	
D Part 1	3.1	Definition 'Compostable Food Organic'	Review and amend definition as appropriate.	
D Part 1	3.1	Definition 'Excessive Weight'	Click and type number of kilograms.	
D Part 1	3.1	Definition 'Garbage'	Review and amend as appropriate.	
D Part 1	3.1	Definition 'Garden Organics'	Click and insert maximum length and diameter.	
D Part 1	3.1	Definition 'Organics'	Review definition particularly in relation to inclusion of Compostable Food Organics.	
D Part 1	4.3.1	Days of Collection	Generally describe any requirement or arrangements for days of collection. Example provided.	
D Part 1	4.3.2 b)	Time of Collections	If risk assessments did not require development of a Designated Late Finish Street List then delete text and type NOT USED at b). Also delete reference to Designated Late Finish Street List in Annexure to the General Specification and in the Definitions in Clause 3.	
D Part 1	4.3.2 c)	Time of Collections	Click and type start time.	
D Part 1	4.3.2 d)	Time of Collections	Click and type finish time.	
D Part 1	4.4.1	List of Addresses	Review second paragraph and delete if contractor is not responsible for Mobile Bin supply.	
D Part 1	4.5.3	Special on Property Collections	Review this optional clause. If not appropriate type NOT USED in the title and delete text.	
D Part 1	4.5.4	Wheel-out and wheel-back Collections	Review this optional clause. If not appropriate type NOT USED in the title and delete text.	
D Part 1	7.1	Non Collection and Mobile Bins Presentation Problems – General	Click and type Council or Contractor depending on responsibility for developing and maintaining database.	
D Part 1	7.3, 7.4.1, 7.4.2, 7.4.3	Contractor to Notify Concerning Non-Collection Mobile Bin	Click and type Council or Contractor depending on responsibility for preparation and printing of notices.	

		Presentation Problems		
D Part 1	7.4.3	Third Occurrence: Contractor may refuse to collect and must notify	Click and type time period e.g. two (2) working days.	
D Part 1	8	Customer Service and Complaint Rectification	Review the two options and delete the option not required. Insert details as required.	
D Part 1	9.1 a)	Specification of Mobile Bins	Review a) in relation to Australian Standard 4123 Mobile Waste Containers.	
D Part 1	9.1 h)	Specification of Mobile Bins	Click and type Council or Contractor depending on responsibility for producing stickers for mobile bins (see education options).	
D Part 1	9.1 g)	Specification of Mobile Bins	Review requirement for bin numbers. If not required, delete text and type NOT USED.	
D Part 1	9.1 i)	Specification of Mobile Bins	Include any other requirements e.g. hot stamping of Council logo.	
D Part 1	9.2	Overview of Mobile Bin Supply, Maintenance and Ownership	Edit summary table after customising Clauses 10, 11 and 12.	
D Part 1	9.2	Overview of Mobile Bin Supply, Maintenance and Ownership	A summary table is included in the Clause to present an overview of requirements for mobile bins. Review Options chosen in Clause 10, 11 and 12 and delete options not used from the summary table.	
D Part 1	10	Mobile Bin Supply	Review option for Contractor Supply of Mobile Bins (Option 1) or Council already owns Mobile Bins (Option 2). See Section 6.3 of the User Guide for more information.	
D Part 1	11	Mobile Bin Repairs, Replacements and Additional Services	Review Option for Contractor (Option 1) or Council repair, replacement and additional services (Option 2). See Section 6.3 of the User Guide for more information.	
D Part 1	12	Ownership of Mobile Bins	Review ownership options, see Section 6.3 of the User Guide for more information.	
D Part 1	13.12	Contractors Office	Click and type start time and finish time for contractors office to be open.	
D Part 1	15.1	Preparation of Quality Plan	Review 15.1 and delete reference to specifications not within scope of the contract.	
D Part 1	19	Community Education	Review options and delete options not required. Review all text within the chosen option and insert information required.	
D Part 1	21	Reporting Requirement	Click and insert details for daily reports if required. Review reports in blue font related to options chosen for Customer Service,	

			Ownership of Recyclables and Education and delete reports not appropriate.	
D Part 1	22	Performance Incentives and Damages	Review Performance Incentives (Option 1) and Liquidated Damages (Option 2). Delete option not required and insert information required.	
D Part 1	24	Kerbside Audits	Insert information required.	
D Part 1	27	Further obligations of the Contractor	Include any additional requirements.	
D Part 1		Annexure	Include details as required.	
D Part 1		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	
<b>Part 2: Garbage Specification</b>				
D Part 2	2.1	Collection Services and Frequency for Single Premises	Include a description of the services to be provided for single premises. Insert information as required.	
D Part 2	2.2	Collection Services for Multi-Occupancy Premises	Include a description of services to be provided for multi-occupancy premises. Insert information as required.	
D Part 2	2.3	Collection Service and Frequency for other Garbage Service- Entitled Premises	Include a description of services to be provided for other garbage service entitled premises. Insert information as required.	
D Part 2	2.4	Council Variable Rate Charging	Click and insert Mobile Bin sizes.	
D Part 2	3.1	Performance Benchmarks	Click and type performance benchmark as required for garbage collection services.	
D Part 2	5.2	Nominated Facility	Click and type name and address of Nominated Facility for garbage collection services.	
D Part 2		Annexure	Include requirements related to the Nominated Facility.	
D Part 2		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	

<b>Part 3: Recyclables Specification</b>				
D Part 3	2.1	Collection Services and Frequency for Single Premises	Include a description of the services to be provided for single premises. Insert information as required.	
D Part 3	2.2	Collection and frequency for Multi-Occupancy Premises	Include a description of services to be provided for multi-occupancy premises. Insert information as required.	
D Part 3	2.3	Collection Service and Frequency for other Recyclables Service- Entitled Premises	Include a description of services to be provided for other recyclables service entitled premises. Insert information as required.	
D Part 3	4.1	Performance Benchmarks	Click and type performance benchmarks for recyclables collection services.	
D Part 3	7	Recyclables Ownership and Delivery	Review and decide between Option 1 (Council Ownership of Recyclables) and Option 2 (Contractor Ownership of Recyclables). Delete option not required. Insert information as required.	
D Part 3	9.2	Supporting Materials to be Developed	Specify Council or Contractor for responsibility to produce support materials for contamination management.	
D Part 3		Annexure	Include any specific details on the Nominated Facility for Recyclables.	
D Part 3		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	
<b>Part 4: Organics Specification</b>				
D Part 4	2.1	Collection Services and Frequency for Single Premises	Include a description of the services to be provided for single premises. Insert information as required.	
D Part 4	2.2	Collection Service and Frequency for Multi-Occupancy Premises	Include a description of services to be provided for multi-occupancy premises. Insert information as required.	
D Part 4	2.3	Collection Service and Frequency for other Organics Service - Entitled Premises	Include a description of services to be provided for other organics service entitled premises. Insert information as required.	

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D Part 4	4.1	Performance Benchmarks	Click and type performance benchmarks for organics collection services.	
D Part 4	7	Organics Ownership and Delivery	Review and decide between Option 1 (Council Ownership of Organics) and Option 2 (Contractor Ownership of Organics). Delete option not required. Insert information as required.	
D Part 4	8.2	Supporting Materials to be Developed	Specify Council or Contractor for responsibility to produce support materials for contamination management.	
D Part 4	8.3	Contamination Procedures	Review blue text depending on service provided to multi-occupancy premises.	
D Part 4		Annexure	Include any specific details on the Nominated Facility for Organics.	
D Part 2		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	
<b>Section E : Sample Advertisement</b>				
E		Advertisement	Click and insert all details.	
<b>Section F : Tender Return Schedules</b>				
F	Schedule 2	Schedule 2 - Tender Prices	Include description of services to be provided and approximate number of services over contract term.	
F	Schedule 6	Schedule 6 - Financial Capacity	Click and insert details as required.	
F	Schedule 12	Schedule 12 - Percentage for Rise and Fall Calculation	If Council Chose Option 1 at Clauses 10.7 and 10.8 of Section C Conditions of Contract, delete table and include NOT USED in title.	
F	Schedule 14	Schedule 14 - Mobile Bins	Only relevant to Contractor provision of mobile bins or repairs/replacements in General Specification. Delete if not required and include NOT USED in title.	
F	Schedule 16	Schedule 16 - Contractor Nominated Facilities for Recyclables and Organics	Only relevant to 'Contractor Ownership of Recyclables' in General Specification. Delete if not required and include NOT USED in title.	
F	Schedule 17	Schedule 17 - Education Capacity Experience and Proposal	Only relevant to 'Contractor to undertake education' in General Specification. Delete if not required and include NOT USED in title.	

F	Schedule 18	Schedule 18- Customer Service and experience	Only relevant to 'Contractor to manage customer service' in General Specification. Delete if not required and include NOT USED in title.	
F	Schedule 25	Continuity of Employment	Only relevant to where there is an existing contract in force for Domestic or other Waste Management services of the same kind as that for which tenders are invited. Delete if not required and include NOT USED in the title.	
F	Schedule 27	Schedule 27 - Additional Information / Innovation	Review text in blue font and modify if required.	
F		Cross-references	Ensure you have updated cross-references within the document and manually updated cross-references to clauses within other Sections or Parts of the Model Contract (other Word documents). See User Guide for more information.	