

SPECIFICATIONS

RECYCLING HOTLINE

The Department of Environmental Protection (DEP), Bureau of Waste Management requires a contractor to provide staffing and operation of a Recycling Hotline (Hotline) service. The Hotline will consist of Household Hazardous Waste, Electronics Recycling, Waste Tire, Tire Collection and Litter. The Hotline shall provide up-to-date information on recycling, household hazardous waste minimization and management, waste tire management, residential tire collection programs and littering programs throughout Pennsylvania.

A. GENERAL REQUIREMENTS:

1. The Contractor shall employ adequate staff to manage, on average, one hundred twenty-five (125) calls per week to the Hotline. If it is determined by the Contractor and approved by the DEP, or is directed by the DEP, that additional staff is necessary to efficiently operate the Hotline, the Contractor shall provide the additional staff at the per hour rate bid. The DEP may also direct a decrease in staff, as required.
2. The Hotline shall be staffed from 9:00 a.m. to 4:30 p.m., Monday through Friday, and answered by an answering device after hours, weekends, and legal holidays. All Recorded calls shall be returned the first working day following receipt of the call.
3. In addition to being responsible for managing Hotline calls, updating and verifying Hotline information, and filling caller requests for information, the Contractor shall respond to questions regarding:
 - a. Act 101 of 1988 (the Municipal Waste Planning,
 - b. Recycling and Waste Reduction Act);
 - c. Chapter 1 of Act 190 of 1996 (the Waste Tire Recycling Act) and
 - d. Chapter 2 of Act 190 of 1996 (the Small Business and Household Pollution Program Act), as amended by Act 111 of 2002;
 - e. Act 155 of 1994 (the Household Hazardous Waste Funding Act); and,
 - f. Act 108 of 2010 (the Covered Device Recycling Act).
4. The Contractor shall send to the DEP weekly summaries of Hotline activities, including the number of calls received, categorized by recycling, household hazardous waste, waste tire, residual tire collections, littering and those not related to these topics. All summaries are to be provided in an electronic format compatible with Microsoft Office. Each category shall be subcategorized in accordance with the following:
 - a. The referral source or how the caller became aware of the Hotline;
 - b. The services performed for the caller;
 - c. A list and count of frequently requested information;

- d. New information such as changes, additions, and deletions to referral lists;
 - e. A list of questions relayed to the DEP or other appropriate agencies outside the capability of the Contractor to answer (i.e., questions related to DEP programs and areas of responsibility); and
 - f. Questions requiring detailed answers best provided by County or Municipal Recycling Coordinators, or the U.S. EPA. An annual summary must be provided at the end of each year.
5. As required by the DEP, the Contactor shall mail, email or text requested information to the Hotline caller and other disseminations as directed by the DEP within forty-eight (48) hours of the request. The Contractor shall maintain a Microsoft Office compatible database detailing the name and address of each caller, the information received and referral lists.

B. CONTRACT REQUIREMENTS:

NOTE: If necessary, the DEP shall be responsible for the installation of the incoming Hotline telephone line, which shall accommodate incoming and outgoing calls, and the maintenance and upkeep of the telephone line and equipment.

C. CONTRACTOR QUALIFICATIONS:

Following the bid opening and prior to award of the contract, the Contractor shall provide DEP with the following:

1. Proof of a minimum of five (5)-years experience in recycling education, technical experience in recycling, and public relations.
2. Proof of ability to hire a supervisory employee with a minimum of five (5)-years experience involving the following:
 - a. Recycling education;
 - b. Household hazardous waste minimization and education; and
 - c. Litter prevention and education, including information on how to conduct highway and neighborhood litter collection programs.
3. The Contractor shall provide documentation for the following abilities:
 - a. Technical expertise in recycling;
 - b. Technical expertise in waste tire pile clean-ups and residential tire collection programs;
 - c. Ability to assimilate litter information gathered from the Hotline, and in turn, send the information to the Pennsylvania Department of Transportation

- (PennDOT). Gathered information includes, but is not limited to, littering problems in Pennsylvania, abandoned vehicles, sources (including license plate numbers) of litter identified by the public, and poor litter management at public events;
- d. Ability to work with individuals and groups to provide litter educational materials;
 - e. Ability to notify political candidates prior to elections about their responsibilities to remove post-campaign literature and signs;
 - f. Notify callers on the disposition of their litter complaints;
 - g. Contact identified sources of litter (other than those sources referred to the PennDOT), such as trucks without tarps or political candidates, and request they correct the problem;
 - h. Ability to disseminate Hotline-related educational information to the public; and
 - i. Notify local municipalities or agencies about serious litter problems.
4. Contractor staffing shall include permanent full-time personnel with experience in providing recycling, household hazardous waste, waste tire, residential tire collection, and littering information through direct telephone contact with the public.
 5. Contractor shall have the ability to provide accurate responses to Hotline caller questions concerning:
 - a. The recycling requirements of Pennsylvania's Municipal Waste Planning, Recycling, and Waste Reduction Act (Act 101 of 1988), including the identity of municipalities required by the Act to implement recycling programs and features of those programs;
 - b. The location and features of other municipal and non-municipal recycling programs operating in Pennsylvania;
 - c. The location and contact information of processors, brokers, end-user industries and other markets for recyclables in Pennsylvania;
 - d. Contact information regarding DEP and County and Municipal Recycling Coordinators, the U.S. EPA and other related government recycling contacts;
 - e. General information concerning the need for recycling as part of a waste management program, and preparation requirements for recyclable materials identified in Act 101 and its regulations, including clear and colored glass, aluminum and steel cans, corrugated and high-grade office paper, newspapers, plastics, and other marketable grades of paper (i.e. telephone directories, magazines, "junk" mail);
 - f. General information concerning components of recycling public information and education programs;
 - g. General information on the availability of recycling equipment, consultant services, and products made from recycled materials and Pennsylvania manufacturers of these products;

- h. The purpose and availability of Household Hazardous Waste, Waste Tire Recycling and Tire Collection program funds under Act 155 of 1994, and Act 190 of 1996, as amended by Act 111 of 2002;
- i. The locations and features of permanent and one (1)-time event household hazardous waste collections, electronic collections and tire collections in Pennsylvania;
- j. The location and contact information of commercial household hazardous waste collection, management, reuse and recycling facilities for municipalities to contact for help in establishing or enhancing local household hazardous waste collection programs;
- k. Information on the purpose and availability of Covered Device Recycling Act including the identification of devices covered by the CDRA.
- l. The locations, features and contact information for ongoing and one-time electronic material collection sites operated in PA for “consumers” as defined by the CDRA.
- m. General information regarding the need to recycle covered devices.
- n. General information on minimizing the generation of electronic waste.
- o. Information on how to contact electronics manufacturers if the caller feels collection infrastructure is inadequate.
- p. General information on mail back programs available to residents where there may be no collection site available.
- q. Information on how to contact electronics recyclers for entities included or excluded in the definition of “consumer.”
- r. General information on the need to protect personal information on hard drives and other electronic devices.
- s. Contact information regarding DEP and County and Municipal Household Hazardous Waste Coordinators, the U.S. EPA and other related government household hazardous waste program contacts;
- t. General information regarding the need for local household hazardous waste collection and management programs;
- u. General information regarding the need for local household hazardous waste collection and management programs;
- v. General information on minimizing household hazardous waste generation;
- w. General information on how to properly store and manage household hazardous waste if no local collection program is available to the caller;
- x. The location and contact information of residential tire collection programs registered with the DEP under Act 111 of 2002;
- y. Litter-related educational material provided by the DEP to the Contractor for purposes of public dissemination;
- z. Existing litter prevention programs such as PA Keep Pennsylvania Beautiful and Adopt-a-Highway programs;
- aa. How to conduct Highway clean-ups;
- bb. The schedule of community litter clean-up events; and
 - (i) Taking a pledge not to litter.

6. Contractor shall have the additional capability to:
 - a. Provide an orientation/training program on the operation of the Hotline service to Hotline staff.
 - b. Provide storage capacity, as determined by the DEP, for printed materials to be distributed in anticipation of, or as a result of, Hotline requests.
7. Contractor shall keep track of changes to local recycling, household hazardous waste, waste tire, tire collection and litter programs and communicate these changes to Hotline callers and the DEP.

D. OPERATION OF RECYCLING HOTLINE:

The Recycling Hotline shall be operated based on the following criteria:

1. One (1) Supervisor/Administrative staff person to support the Hotline;
2. Sufficient staff to handle Hotline calls;
3. Receiving on average 125 calls per week and placing return calls;
4. Mailing, emailing or texting of publications weekly, in response to phone requests for same;
5. Person to update and verify information, prepare DEP requested reports, mailing lists and labels, record keeping of all calls (including source of call, service performed for called, relay to appropriate DEP, County or Municipal Coordinator of the U.S. EPA, of questions outside the capability of the Contractor to answer);
6. Maintain a database of the name and address (including email address, as appropriate) of each caller receiving information and referral lists, and assist with the handling of the Hotline, as-needed.

NOTE: All per hour charges shall include fringe benefits.

E. OTHER RELATED SERVICES:

The following shall not be considered as part of the bid award. However, additional funds shall be added to the contract to pay for any related charges incurred.

1. **Mailings** – Approximately 150,000 pieces per year. Prices shall be based on sending all postal classes, including bulk material. The DEP shall pay only for actual expenses incurred and only at the appropriate postal class. *
2. **Telephone** – Hotline-related telephone calls to any location in the United States. The DEP shall pay only for actual expenses incurred. *
3. **Clearinghouse** – Includes subscriptions to recycling, municipal waste and household hazardous waste periodicals, to be designated or approved by the DEP,

and photocopying and/or distribution of pertinent articles contained therein or as provided by the DEP to citizens requesting like information. The DEP shall pay only for actual expenses incurred. *

- 4, **Copying** – All photocopies must be done on recycled paper. The DEP shall pay only for actual expenses incurred. *

* Upon submission of invoices, documentation to support expenses actually and reasonably incurred shall be provided. For these items, the Contractor must provide a schedule of prices for DEP approval, prior to incurring any expenses. The schedule of prices may be updated upon re-submittal to the DEP of an updated schedule of prices for DEP approval.

F. BID AWARD:

Contract shall be awarded to the lowest responsible/responsive bidder **meeting all requirements described herein.**

Estimated Quantities: Contract quantities herein are estimated only and may increase or decrease depending upon the needs of the DEP. Contractor shall be paid at the unit price bid for actual work performed.

G. CONTRACT TERM:

The contract shall commence July 1, 2016, or upon execution, whichever is later, and terminate June 30, 2017. Further, the parties hereto may agree to renew the contract for up to four (4) additional years, with a final termination date of June 30, 2021.

Contractor may adjust the unit price at July 1 of each renewal year by an amount not to exceed 3%. Contractor shall provide written request to the DEP no later than March 1 prior to each renewal year, if such increases are to be requested.

H. PAYMENT TERMS:

Contractor shall be paid at the unit price bid for actual services performed. Contractor shall submit invoices to the DEP monthly for actual services performed.