



محافظة القليوبية

**CONTRACT MONITORING PLAN
FOR THE CONTRACT MONITORING
UNIT**

GOVERNORATE OF QALYUBIYA

Prepared for:

Governorate of Qalyoubiya, Egypt
Egyptian Environmental Policy Program
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SECTION 1

INTRODUCTION

The Governorate of Qalyubiya (GOQ) is entering into Contracts with private sector companies to provide solid waste, public facility cleaning, industrial waste, and medical waste management services.

The Egyptian Environmental Policy Program, Solid Waste Technical Assistance Project through funding from the United States Agency for International Development provided technical assistance for the development of the GOQ Tender Documents. The GOQ Tender Documents form the basis for information contained in this Contract Monitoring Plan (CMP).

The GOQ has the responsibility to monitor the contract performance of the selected Contractor. The GOQ has established a new monitoring unit to provide the contract monitoring services. This new unit will be referred to as the Contract Monitoring Unit (CMU) in this document.

CONTRACT MONITORING UNIT ACTIVITIES

The activities to be conducted by the CMU include four primary categories. The four primary categories are listed below and supplemented with typical service to be provided under each category:

- Contract Performance Monitoring
 - Provide training to the field monitors as well as administrative staff.
 - Measure Contractor's performance and compliance with the terms and conditions of the Contract.
 - Resolve disputes that may arise between the Contractor and the GOQ regarding Contract performance.
- Contractor Payment
 - Assimilate violations of contract conditions and calculate appropriate penalties.
 - Review and adjust invoices and coordinate payment.
- Public Awareness and Communication
 - Develop and administer a public awareness and communication program, and monitor public compliance with solid waste management rules and regulations.
 - Develop and implement a public awareness and communication strategy aimed at modifying public behavior and instructing the public in the use of the new solid waste management system.

- Coordinate with and evaluate the Contractor’s public information service regarding compliance to the terms of the Contract.
- Evaluate the public awareness and compliance programs.
- Legal Assistance
 - Facilitate the transfer of GOQ facilities and land to the Contractor that are to be used during the Contractor’s performance of the Contract.
 - Based on the terms of the Contract, assist the Contractor in obtaining permits, governmental approvals, and licenses.
 - Represent the GOQ during dispute resolution or arbitration with the Contractor.

PURPOSE AND STRUCTURE OF THIS DOCUMENT

This CMP for the GOQ provides detailed guidance on how to perform the activities listed above. The report includes a general description of the overall CMU and then detailed appendices for each of the field monitoring activities.

The CMP does not address administration and organizational support activities. The organizational structure, roles and responsibilities, job descriptions, and staffing levels for the CMU are described in a document entitled “Management Structure for the Contract Monitoring Unit - Governorate of Qalyubiya”.

BASIS FOR CONTRACT MONITORING UNIT ACTIVITIES

The Contract General Conditions (GC) provides the contractual authority for the activities performed by the CMU. Specific and relevant contract issues included in the GC include the following:

- Right to Monitor Services – In the Articles and Appendices for each Service, the Performance Monitoring provisions state that the GOQ will assign Project Monitors to observe and evaluate the Contractor’s compliance with the Performance Standards.
- Access to facilities (GC 3.4.2) – The GOQ has access to the Contractor’s facilities at all time.
- Performance Standards (GC 2.1.3) – The Contractor is obligated to perform services that meet the Performance Standards. If the Contractor fails to meet the Standards, the GOQ may apply penalties.
- Contractor’s Failure to Provide the Service (GC 2.1.2) – If the Contractor fails to provide a Service, the GOQ may issue an instruction requiring the Contractor to provide the Service properly. GC 2.1.2 further states that the GOQ is authorized to

remedy any failure to provide service and deduct the cost of the remedy from the payments due the Contractor.

- Settlement of Disputes (GC 1.6) – The GOQ and Contractor are obligated to settle disputes. General Conditions Section 1.6 states that they will seek to resolve dispute or difference by mutual consultation. This may entail negotiations or formal arbitration.

CONTRACT MONITORING UNIT INDEPENDENCE AND ACCOUNTABILITY

A long-term Contract entails an ongoing, close working relationship between the Contractor and the GOQ. The independence and accountability of GOQ Monitors can be compromised in two ways.

The GOQ will make it clear to the Contractor that the CMU staff are independent, and are to remain at “arm’s length” to avoid conflicts of interest. The GOQ also understands the human element of the Contractor and CMU working relationship. While trust and civility are important, CMU staff must guard against a gradual relaxation of their independence and objectivity.

The rules governing the relationship between the Contractor and the CMU should be formally established prior to beginning any monitoring activities. The policies should be thoroughly explained to both the Contractor and the CMU and include specific examples of unacceptable behavior. The CMU should endeavor to establish and maintain open, above-board businesslike relationships with the Contractor.

SECTION 2

CITY OFFICES

CITY SUPERVISOR

The City Supervisor must have working knowledge of the Contractor's Final Work Plans for Residential and Commercial Collection, Streets and Public Facility Cleaning, Industrial Waste Collection, Medical Waste Collection, and Public Information in their City. The City Supervisor must also know the Service Specifications and Minimum Technical Requirements for these same services.

Daily Management of City Staff

The City Supervisor will manage the City staff to ensure that it has the resources, knowledge, and decisions needed to perform their many jobs. These activities would include daily work assignments, provision of supplies, enforcement of personnel and labor policy, health and safety, etc.

Communicate with City Mayor

The City Supervisor will meet at least weekly with the local City Mayor to report on the Contractor services and to discuss local concerns. The City Mayor will be a source of information from the political perspective. This, in combination with the Monitors' observations and the work of the PAC Coordinators, will give the City Supervisor a thorough understanding of Contractor performance at the local level.

Process Reports

The City Supervisor will have final review and approval authority for all reports generated by the City Office.

During the Preparation Period, the City Supervisor will review Roll-out Cart and Bin Distribution Reports and send approved reports to the Collection and Cleaning Division and the central archives in the Finance and Administration Division.

During the Operations Period, The City Supervisor will review Daily Monitoring Reports for each service each day. The City Supervisor will send approved reports to the appropriate Technical Division (Collection and Cleaning or Fixed Facilities) and the central archives in the Finance and Administration Division. They will also send the summary pages of the reports to the City Mayor on a weekly basis.

The City Supervisor will review Monthly Accumulated Waste Reports and send approved reports to the City Mayor and the Central archives in the Finance and Administration Division.

Attend Compliance Meetings

The City Supervisor may be required to attend Contractor compliance meetings as requested by the Program Administrator. These may include meetings with the Contractor to discuss service issues, training courses, and management meetings where City Supervisors report on the overall status of solid waste services in their Cities.

Supplemental Manpower

The Contractor is required to provide a fixed amount manpower that will be utilized to perform work activities as directed by the GOQ. The City Supervisor will work with the City Mayor to prepare a list of work activities to be performed by the Supplemental Manpower. The list may include accumulated waste deposits not addressed by the City or other waste collection and cleaning services not covered by the Contract. The City Supervisor will submit the list to the Chief Engineer-Collection and Cleaning.

DATA SPECIALISTS

The Data Specialists must know the Service Specifications and Minimum Technical Requirements for Residential and Commercial Collection, Streets and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection. The Data Specialists must know all aspects of the Contractor's Final Work Plans for these same services.

Handle Customer Complaints

The Data Specialists will receive complaints from Customers calling the City Office and from Monitors who radio in complaints from the field. They will record information regarding each complaint (location, time and date, and description of the complaint) and call it into the Contractor's Customer Service Office. In addition, the Data Specialists will provide the Contractor's Customer Service telephone number to any complainant calling the City Office and ask him/her to call the Contractor directly in the future.

Receive Non-Collection Notices from Contractor

The Contractor is required by Contract to contact the GOQ each day and provide a list of the locations and nature of any Non-collection Notices left by the Contractor. The Data Specialists will give the list of Non-collection Notices to the PAC Coordinators.

Compile Inspection Forms and Produce Monitoring Reports

The Data Specialists will receive the Collection and Cleaning Daily Inspection Forms. The Data Specialists will enter information from the forms into an electronic database and then generate a separate Daily Monitoring Report for each service. The objective is to compile, for example, the street cleaning Violations from all City Monitors into a single Daily Street Cleaning Monitoring Report for the entire City.

The Daily Monitoring Report will also include information on all complaints for each service.

The Data Specialists will submit the Daily Monitoring Reports for each service to the City Supervisor.

Accumulated Waste Deposits

Data Specialists will receive and compile information about the location and status of Accumulated Waste sites. They will generate a Monthly Accumulated Waste Report for the City Supervisor that lists the location and status of accumulated waste deposits.

Container Distribution, Repair, and Replacement

During the Preparation Period, Data Specialists will receive Container Distribution Forms listing where Rollout Carts, Bins, Litter Baskets, Medical Waste Containers, and Industrial Waste Bins are missing. They will compile the forms, generate a Container Distribution Report, and submit it to the City Supervisor.

During the Operations Period, the Data Specialist will receive Container Repair/Replacement Forms that list containers that are damaged, or in need of repair or replacement. The Data Specialist will compile the forms, generate a Container Repair/Replacement Report, and fax it to the Contractor's Customer Service Office.

COLLECTION AND CLEANING MONITORS

The Collection and Cleaning Monitors must know all of the Service Specifications and Minimum Technical Requirements for Residential and Commercial Collection and Streets and Public Facility Cleaning in their City. They must know all aspects of the Contractor's Final Work Plans for these same services.

The Collection and Cleaning Monitors will be out of the office and in their assigned areas every day. Each Monitor will be assigned to a fixed area of the City. Each Monitor's area will be divided into three day-routes that the Collection and Cleaning Monitors will inspect twice weekly (working six days per week). The Monitors will inspect a sample of the streets in each day-route. They will make sure to inspect different streets each time, so that over time they inspect every street on their day-routes. Monitors will design their daily inspection route to ensure that they are inspecting a street after the Contractor has provided services for that day.

Appendix A provides a detailed description of procedures to be followed by the Collection and Cleaning Monitors. The following is a list of the Monitors' activities:

- Inspect Residential and Commercial Collection services:
 - Building-to-Building Collection
 - Waste Pooling Site Collection
 - Large Commercial Generator Collection

- Inspect Public Facility Cleaning services:
 - Street Sweeping
 - Litter Collection
 - Litter Baskets
 - Public Structure Washing
- Monitor distribution and condition of Roll-out Carts, Bins, and Litter Baskets.
- Monitor manner of service and Contractor's personnel.
- Record and follow-up on Possible Violations.
- Complete and submit daily forms:
 - Collection and Cleaning Daily Inspection Form
 - Roll-out Cart and Bin Distribution Form
 - Roll-out Cart and Bin Repair/Replacement Form
- Assist Customers with Complaints.
- Provide Public Outreach.
- Identify Accumulated Waste deposits.
- Monitor Supplemental Manpower work activities.

MEDICAL AND INDUSTRIAL WASTE COLLECTION MONITORS

The Medical and Industrial Waste Collection Monitors will be out of the office and inspecting medical and industrial waste generators and related Contractor services in their assigned areas everyday. The Monitors will be assigned a fixed number of industrial and medical facilities in their City. Each Monitor's list will be divided into six day-routes that he/she will inspect once weekly (working six days per week). The Monitors will visit each facility on their day-route following a prescribed path. Monitors will design their daily inspection route to ensure that they are inspecting facilities after the Contractor has provided services for that day. Some Monitors may be equipped with motorized scooters or bicycles to enable them to travel more quickly between facilities.

The Medical and Industrial Waste Collection Monitors must know all aspects of the Final Work Plans for Industrial Waste Collection and Medical Waste Collection. They must also know all aspects of the Service Specifications and Minimum Technical Requirements for these same services.

Appendix B provides a detailed description of procedures to be followed by the Medical and Industrial Waste Collection Monitors. The following is a list of the Monitors' activities:

- Inspect Industrial Waste Collection services.

- Monitor distribution and condition of Industrial Waste Bins.
- Monitor Medical Waste Collection services.
- Monitor distribution and condition of Medical Waste Containers.
- Monitor manner of service and Contractor's personnel.
- Record and follow-up on Possible Violations.
- Complete and submit daily forms:
 - Medical and Industrial Daily Inspection Form.
 - Container and Bin Distribution Form.
 - Container and Bin Repair/Replacement Form.
- Assist Customers with Complaints.
- Provide Public Outreach.

PUBLIC AWARENESS AND COMMUNICATION COORDINATOR

Monitor Contractor

The Public Awareness and Communication (PAC) Coordinators will monitor Contractor compliance with the customer information requirements in the Contract. Appendix C provides a detailed description of procedures to be followed by the PAC Coordinators. The following is a list of the Coordinators' activities:

- Monitor initial distribution of information to Customers.
- Monitor distribution of follow-up information to Customers.

Provide Information and Assistance to City Monitors

The PAC Coordinators will serve as a resource for the City Monitors for interactions with the public. As part of their job, they will provide the Monitors with printed materials that will be distributed to the public as the Monitors carry out their work.

The PAC Coordinators will provide advice on how to interact with the public and may help to solve specific problems that the Monitors may encounter. At times, they may accompany the Monitors on the day-routes to assist with PAC activities and to observe firsthand problems encountered by the Monitors.

Conduct Public Awareness Programs

The PAC Coordinators will undertake many activities to enhance public awareness in the City. These may include:

- Making presentations at institutions and organizations.
- Organizing public awareness events.

- Promoting the solid waste programs at public events.
- Coordinating distribution of PAC materials in the City.

Follow Up on Non-Collection Notices

The Contractor is required to notify the GOQ of any Non-Collection Notices it has placed. The Data Specialists will pass this information to the PAC Coordinators, who will utilize this information as an indication of whether GOQ and Contractor public information campaigns are being successful.

SECTION 3

COLLECTION AND CLEANING DIVISION

CHIEF ENGINEER-COLLECTION AND CLEANING

The Chief Engineer-Collection and Cleaning is the highest ranked technical staff person in the CMU for Residential and Commercial Collection, Street and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection Services. He/she must be intimately familiar with all the Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring provisions for all the services. The Chief Engineer-Collection and Cleaning must also carefully study the Final Work Plans and the General Conditions of the Contract. He/she will not be responsible for any Fixed Facilities associated with these services.

The Chief Engineer-Collection and Cleaning will require this knowledge in order to act as the final authority and technical resource for the Division's staff regarding interpretation of the Contract and determination of Contractor compliance. The Chief Engineer will also rely on this knowledge during interactions with the Contractor, the Program Administrator, and the Finance and Administration Division.

Advise the Program Administrator

The Chief Engineer-Collection and Cleaning will be responsible for all Division interactions with the Program Administrator. In effect, he/she will serve as the Program Administrator's collection and cleaning expert.

During meetings and negotiations with the Contractor, issues may arise which require interpretation of the Contract and Work Plans. For example, during the Operations Period the Contractor may propose changes in the technical design contained in the Final Work Plan (i.e., means and methods of performing the work). These may include changes in the type of collection vehicles and containers that are used, the location of containers, or the number and management of personnel.

Also, new Customers may be added to the Contract during the Operations Period. It will be necessary to determine the number and type of new Customers and to decide what type of service the Contractor will provide to them.

The Chief Engineer-Collection and Cleaning will review, assess, and advise the Program Administrator on these issues. The Chief Engineer may utilize the Engineers and Compliance Analysts for Collection and Cleaning to perform research and analysis support work.

Interpret Specifications

The Chief Engineer-Collection and Cleaning will be responsible for all technical interpretations and clarifications. The Chief Engineer will provide interpretations and

clarifications of the Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring to the Division's Compliance Analysts and Engineers.

Contractor Compliance

The Chief Engineer-Collection and Cleaning will ensure consistency and fairness in the compliance determinations. The Chief Engineer will review all Weekly Compliance Reports and send approved reports to the Compliance Analyst-Finance and Administration and the central archives in the Finance and Administration Division.

The Chief Engineer-Collection and Cleaning will attend all meetings with the Contractor that deal with collection and cleaning services. The Chief Engineer-Collection and Cleaning will provide technical support for solving problems regarding the Contractor's services. For example, the Chief Engineer may offer solutions for overcoming Service Failures or interpretations of the Minimum Technical Requirements of the Contract.

Develop Templates for Collection and Cleaning Forms and Reports

The Chief Engineer-Collection and Cleaning will develop the templates for all forms and reports utilized by the Collection and Cleaning Division and the City Offices for monitoring residential and commercial waste collection, street sweeping, public facility cleaning, industrial waste collection, and medical waste collection. The Chief Engineer may use the Division Engineers and Compliance Analysts to assist in the development of the forms and reports. Samples are provided in Appendix E.

Oversee Training and Technical Assistance for City Offices

The Chief Engineer-Collection and Cleaning will oversee the training and technical assistance provided to City Data Specialists and Collection and Cleaning Monitors. The Chief Engineer-Collection and Cleaning will ensure that the content and delivery of training to City Monitors will prepare them fully for their duties and responsibilities. The Chief Engineer will have final review and approval authority for the training material.

Throughout the term of the Contract, the Division will provide technical assistance and ongoing training to the City Data Specialists and Monitors. While this service may be provided primarily by staff persons, the Chief Engineer-Collection and Cleaning will be responsible for the quality and content of the assistance provided.

External Relations

The Chief Engineer-Collection and Cleaning may be called upon to provide testimony at legal, legislative, and regulatory hearings. The Chief Engineer's scope of engagement in these activities will be limited to technical aspects of the collection and cleaning services.

The Chief Engineer-Collection and Cleaning may be invited to make technical presentations at conferences. Any such engagement must be approved by the Program Administrator.

Supplemental Manpower

The Chief Engineer-Collection and Cleaning will receive Supplemental Manpower requests from each of the City Supervisors. He/she will estimate the amount of manpower to complete each request and prioritize them. The Chief Engineer-Collection and Cleaning will generate a prioritized list of Supplemental Manpower requests and send it to the Program Administrator. The Chief Engineer will also send a copy to the central archives in the Finance and Administration Division.

COMPLIANCE ANALYST-COLLECTION AND CLEANING

The Compliance Analysts-Collection and Cleaning will be thoroughly familiar with the Service Specifications, Technical Requirements, Performance Standards, and Performance Monitoring provisions for Residential and Commercial Collection, Street and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection Services.

Review Final Work Plan and Produce Compliance Report

The Compliance Analysts-Collection and Cleaning will receive the Contractor's Final Work Plans for Residential and Commercial Collection, Street and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection Services. They will create a checklist of all the elements that are required and confirm whether they are present in the Final Work Plans. They will also evaluate whether the Final Work Plans provide a detailed description of how the Contractor will comply with each Service Specification and Technical Requirement.

The Compliance Analysts-Collection and Cleaning will enumerate each Contract Non-compliance; produce a Final Work Plan Compliance Report; and submit it to the Chief Engineer-Collection and Cleaning for final review and approval. The Analysts will utilize the Engineers-Collection and Cleaning to assist them in this work.

Review Reports and Produce Compliance Reports

During the Preparation Period, the Compliance Analysts-Collection and Cleaning will receive the following Contractor reports:

- Monthly Preparation Reports.
- Route Maps and Schedules.

The Analysts will create a checklist of all required elements and determine if they are present. They will enumerate every Contract Non-compliance event; produce a Contractor Reporting Compliance Report; and submit it to the Chief Engineer-Collection and Cleaning. The Analysts will utilize the Engineers-Collection and Cleaning to assist them in this work. The Analysts will review them to measure compliance with the Performance Standards.

The Compliance Analysts-Collection and Cleaning will receive the following Contractor reports during the Operations Period:

- Monthly Operations Reports.
- Annual Operations Reports.
- Annual Training Reports.

Review Collection Vehicle Fleet List

Prior to commencement of service and annually throughout the Contract, the Contractor is required to submit a list of equipment to be used (Collection Vehicle Fleet Inventory). The Contractor is also required to notify the GOQ of changes in the Fleet within 24 hours of such change. The Compliance Analysts-Collection and Cleaning will receive the list as well as any change notifications and determine whether the equipment is essentially the same as that specified in the Final Work Plan. Any Non-compliance with the Service Specifications will be documented as Contract Non-compliance on the Weekly Compliance Report for each service. The Analysts will utilize the Engineers-Collection and Cleaning to assist them in this work.

Assist in Development of City Inspection Form and Monitoring Report

The Chief Engineer-Collection and Cleaning may request the technical assistance of the Compliance Analysts-Collection and Cleaning in development of the Inspection Forms and Monitoring Report format that will be used by the City Offices. The Analysts will perform work as directed by the Chief Engineer-Collection and Cleaning.

Assist in Training City Personnel

The Compliance Analysts-Collection and Cleaning will have primary responsibility for training City Data Specialists in how to compile and report inspection results in the Daily Monitoring Report database. They may also be called upon by the Chief Engineer-Collection and Cleaning to assist in training for the City Monitors.

Compile Monitoring Reports and Produce Weekly Compliance Reports

The Compliance Analysts-Collection and Cleaning will receive the City Monitoring Reports. The Analysts will compile these Reports to measure compliance with the Performance Standards. This work will entail:

- Adding together the Violations reported by each City for each Service Specifications and Minimum Technical Requirement.
- Calculating the Contractor's level of performance.
- Comparing it to the Performance Standards.

The Analysts may utilize the Engineers-Collection and Cleaning to assist them in this work.

With regard to Customer complaints, the Analysts will compare the list of complaints reported by the Cities against the Contractor's Complaint Record submitted with the Monthly Operation Report. The Analysts will determine whether the Contractor has properly reported all the complaints and then compare this against the Performance Standards.

When the Contractor's fails to meet the Performance Standard, the Compliance Analysts-Collection and Cleaning will record it as a Contract Non-compliance. The Analysts will produce a Weekly Compliance Report that lists all the Contract Non-compliances determined during that week. They will send it to the Chief Engineer-Collection and Cleaning.

ENGINEER-COLLECTION AND CLEANING

The Engineers-Collection and Cleaning will be intimately familiar with the Service Specifications, Minimum Technical Requirements, and the Contractor's Final Work Plans for Residential and Commercial Collection, Street and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection Services.

Assist Compliance Analysts-Collection and Cleaning

The Engineers-Collection and Cleaning will provide technical support to the Compliance Analysts-Collection and Cleaning as needed. This will include support for evaluation of reports submitted by the Contractor.

The Engineers-Collection and Cleaning will also provide technical support to the Compliance Analysts-Collection and Cleaning for compiling City Monitoring Reports; calculating Contract compliance; and preparing Compliance Reports.

Assist in Interpretation of Specifications

The Chief Engineer-Collection and Cleaning may request the technical assistance of the Engineers-Collection and Cleaning in interpreting the Service Specifications and the Minimum Technical Requirements. The Engineers-Collection and Cleaning will perform work as directed by the Chief Engineer-Collection and Cleaning.

Assist in Development of City Inspection Forms

The Chief Engineer-Collection and Cleaning may request the technical assistance of the Engineers in development of the Inspection Forms that will used by the City Monitors. The Engineers-Collection and Cleaning will perform work as directed by the Chief Engineer-Collection and Cleaning.

Train City Monitors

The Engineers-Collection and Cleaning will have primary responsibility for training the City Collection and Cleaning Monitors. They will receive training in:

- Technical aspects of Residential and Commercial Collection, Street and Public Facility Cleaning, Industrial Waste Collection, and Medical Waste Collection Services.
- The Service Specifications and Minimum Technical Requirements.
- The specific activities to be performed by the Monitors.

They may request the assistance of the Compliance Analysts-Collection and Cleaning in developing training materials and delivering the training.

The initial Monitor training will occur during the Preparation Period. Based on the Contractor's Final Work Plans and the knowledge gained through their own training, the Engineers-Collection and Cleaning will develop the training materials. The Monitor training will concentrate on teaching the Monitors the Service Specifications and Minimum Technical Requirements and the Contractor's work plan, followed by in-the-field training on actual monitoring procedures.

There will be periodic refresher training courses for all Monitors as well as initial training for newly hired Monitors. The objective of the refresher courses will be to update the Monitors on changes in the Contractor's service and interpretation of the Contract requirements.

Provide Technical Assistance to City Offices

The Engineers-Collection and Cleaning will serve as a technical resource for the City Supervisors who may contact them with day-to-day questions regarding field monitoring procedures.

Provide Service Quality Control and Consistency

The Engineers-Collection and Cleaning will regularly spend time in the field with City Monitors to observe their monitoring practices. The purpose of this work is to ensure that monitoring activities are consistent across all Cities and adhere to the procedures communicated in the training.

SECTION 4

FIXED FACILITIES DIVISION

CHIEF ENGINEER-FIXED FACILITIES

The Chief Engineer-Fixed Facilities is the highest ranked technical staff person in the CMU for all Fixed Facilities. The Chief Engineer-Fixed Facilities must know:

- All aspects of Final Work Plans for Processing and Transfer and Landfill Services.
- All aspects of Final Work Plans dealing with Medical Waste Treatment Facilities and equipment yards.
- The Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring for these same services.
- The General Conditions of the Contract.

The Chief Engineer-Fixed Facilities will require this knowledge in order to act as the final authority and technical resource for the Division's staff regarding interpretation of the Contract and determination of Contractor compliance. The Chief Engineer will also rely on this knowledge during interactions with the Program Administrator, the Finance and Administration Division, and the Contractor.

Advise the Program Administrator

The Chief Engineer-Fixed Facilities will be responsible for all Division interactions with the Program Administrator. The Chief Engineer will serve as the Program Administrator's Fixed Facilities expert.

During meetings and negotiations with the Contractor, the Chief Engineer-Fixed Facilities will assist the Program Administrator regarding interpretation of the Contract and Work Plans.

During the course of the Contract, the Contractor may propose changes in the design, equipment, and operations of fixed facilities. The Chief Engineer-Fixed Facilities will review, assess, and advise the Program Administrator on these and other such issues. He/she may utilize the Division staff to perform research and analytical support.

Interpret Specifications

The Chief Engineer-Fixed Facilities will be responsible for technical interpretation and clarification of the Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring to the Division staff.

Contractor Compliance

The Chief Engineer-Fixed Facilities will ensure consistency and fairness in all compliance determinations. The Chief Engineer will review Compliance Reports and send approved reports to the Compliance Analyst-Finance and Administration and the central archives in the Finance and Administration Division.

The Chief Engineer-Fixed Facilities will attend all compliance meetings with the Contractor that deal with fixed facilities. The Chief Engineer-Fixed Facilities will provide technical support for solving problems regarding the Contractor's facilities.

Develop Fixed Facility Inspection Forms and Compliance Reports

The Chief Engineer-Fixed Facilities will be responsible for developing the templates for all forms and reports utilized by the Fixed Facility Division to monitor the Contractor. He/she may use the Engineers and Compliance Analysts for Fixed Facilities to assist in the development of the Forms. Sample forms are provided in Appendix F to this document.

External Relations

The Chief Engineer-Fixed Facilities may be called upon to provide testimony at legal, legislative, and regulatory hearings. The Chief Engineer's scope of engagement in these activities will be limited to technical aspects of fixed facilities.

The Chief Engineer-Fixed Facilities may also be invited to make technical presentations at conferences. Any such engagement must be approved by the Program Administrator.

DEPUTY CHIEF ENGINEER-FIXED FACILITIES

The Deputy Chief Engineer-Fixed Facilities will assist the Chief Engineer-Fixed Facilities and supervise the Fixed Facility Monitors. The Chief Engineer will be well versed in all aspects of the Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring for all fixed facilities.

Advise and Assist the Chief Engineer-Fixed Facilities

The Chief Engineer-Fixed Facilities may utilize the Deputy Chief Engineer-Fixed Facilities to perform detailed analysis of facility design, construction, and operations as well as equipment specifications. The Deputy Chief Engineer-Fixed Facilities may also assist in the development of Inspection Forms for the Monitors and the Compliance Report format for the Compliance Analyst-Fixed Facilities. The Chief Engineer will perform these services as directed by the Chief Engineer-Fixed Facilities.

Training and Technical Assistance for Compliance Analyst

The Deputy Chief Engineer-Fixed Facilities will provide training and technical support to the Division's Compliance Analyst-Fixed Facilities. Evaluating a number of Performance

Standards and measuring compliance will involve engineering skills. For example, for the Landfill Service, it will be necessary to review construction drawings and engineering calculations to determine if the Contractor has complied with minimum design standards for the landfill liner, maximum slopes, leachate collection and management, etc. The Deputy Chief Engineer-Fixed Facilities will have the knowledge required to make these determinations. The Chief Engineer will be responsible for training the Compliance Analyst in the preparation of Compliance Reports.

Training and Technical Assistance for Monitors

The Deputy Chief Engineer-Fixed Facilities will be responsible for training the Fixed Facility Monitors. The Deputy Chief Engineer will receive training in the following:

- Technical aspects of Processing and Transfer, Landfill, Medical Waste Treatment, and solid waste management equipment yards.
- The Service Specifications and Minimum Technical Requirements.
- The specific activities to be performed by the Monitors.

He/she may request the assistance of the Compliance Analysts-Fixed Facilities in developing training materials and delivering the training.

The training will be provided prior to the beginning of any construction by the Contractor. The Deputy Chief Engineer-Fixed Facilities will utilize the Draft Work Plans to develop the training materials and to provide initial training to the Monitors. The objective of the training will be to make the Monitors familiar with the Service Specifications, Technical Requirements, and monitoring methods. The Deputy Chief Engineer will submit draft training materials to the Chief Engineer-Fixed Facilities for review and approval.

Once the Contractor submits Final Work Plans, the Deputy Chief Engineer-Fixed Facilities will provide a final training for the Monitors that familiarizes them with any changes and refinements made in the Final Work Plans. The final training will be conducted at the Contractor's facilities during both the Preparation and Operations Periods.

The Deputy Chief Engineer-Fixed Facilities will conduct periodic refresher training courses for Fixed Facility Monitors as well as initial training for newly hired Monitors. The objective of the refresher courses will be to update the Monitors on changes in the Contractor's service and interpretation of the Contract requirements.

The Deputy Chief Engineer-Fixed Facilities will also serve as a technical resource person for the Monitors. The Monitors will seek his/her advice and guidance in performing their work.

Review Final Work Plans and Produce Engineering Reports

The Deputy Chief Engineer-Fixed Facilities will receive a copy of the Contractor's Final Work Plans. He/she will review facility design drawings and engineering calculations and compare them to the Contract requirements. He/she will produce Engineering Reports for

each facility detailing discrepancies between the Final Work Plans and the Service Specifications and Technical Requirements. The Deputy Chief Engineer will submit the report to the Compliance Analyst-Fixed Facilities.

Review Reports and Produce Engineering Reports

During the Preparation Period, the Deputy Chief Engineer-Fixed Facilities will receive copies of Monthly Preparation Reports. The Deputy Chief Engineer will review as-built drawings and calculations and compare them to the Contract requirements. Each month, he/she will produce an Engineering Report for each service that identifies any discrepancies from the Service Specifications and Minimum Technical Requirements. He/she will submit the report to the Compliance Analyst-Fixed Facilities.

During the Operations Period, The Deputy Chief Engineer-Fixed Facilities will receive copies of the Contractor's Monthly Operations Reports and Annual Operations Reports. Each month, he/she will review engineering aspects of the reports and produce an Engineering Report for each service that lists discrepancies between the Contractor's reports and the Service Specifications and Minimum Technical Requirements. The Deputy Chief Engineer will submit the report to the Compliance Analyst-Fixed Facilities.

Quality Control for Monitoring

The Deputy Chief Engineer-Fixed Facilities will regularly spend time in the field with Fixed Facility Monitors to observe their monitoring practices. The purpose of this work is to ensure that monitoring activities are consistent and adhere to the procedures communicated in the training.

COMPLIANCE ANALYST-FIXED FACILITIES

The Compliance Analysts-Collection and Cleaning will be thoroughly familiar with the Service Specifications, Technical Requirements, Performance Standards, and Performance Monitoring provisions for Processing and Transfer, Landfill, Medical Waste Treatment, and equipment yard provisions for all collection services. They need not know provisions that apply only to collection services.

Review Final Work Plans and Produce Compliance Reports

The Compliance Analyst-Fixed Facilities will receive the Contractor's Final Work Plans. He/she will create a checklist of all the elements that are required and confirm whether they are present in the Final Work Plans. The Analyst will provide a copy of each Final Work Plan to the Deputy Chief Engineer-Fixed Facilities. The Analyst will analyze the Final Work Plans and use the Engineering Reports as necessary to complete the analysis.

The Analyst will identify each Contract Non-compliance, produce Final Work Plan Compliance Reports for each service, and submit them to the Chief Engineer-Fixed Facilities.

Review Reports and Produce Compliance Reports

During the Preparation Period, the Compliance Analyst will receive the Monthly Preparation Reports from the Contractor. The Analyst will provide a copy of each Monthly Preparation Reports to the Deputy Chief Engineer-Fixed Facilities. The Compliance Analyst will create a checklist of all the elements that are required regarding fixed facilities and confirm whether they are present in the reports. The Analyst will identify areas of non-compliance, produce a Contractor Reporting Compliance Report, and submit it to the Chief Engineer-Fixed Facilities.

During the Operations Period, the Compliance Analyst will receive the Contractor's Monthly Operations Reports and Annual Operations Reports. The Analyst will provide a copy of the reports to the Deputy Chief Engineer-Fixed Facilities. The Compliance Analyst will create a checklist of all the elements that are required regarding fixed facilities and confirm whether they are present in the reports. The Analyst will identify areas of non-compliance, produce a Contractor Reporting Compliance Report, and submit it to the Chief Engineer-Fixed Facilities.

Review Laboratory Analyses Conducted by the Contractor

The Compliance Analyst will receive periodic laboratory analyses conducted by the Contractor. The Analyst will review analyses for completeness and determine whether lab results meet the Performance Standards.

Compile Inspection Forms and Produce Weekly Compliance Reports

The Compliance Analyst will receive Fixed Facility Daily Inspection Forms. The Compliance Analyst will enter data from the Forms into an electronic database, identify areas of non-compliance, produce Weekly Compliance Reports for each service, and submit them to the Chief Engineer-Fixed Facilities.

Calculate Diversion Rate

The Compliance Analyst will evaluate Contractor compliance with the diversion rate specification. Each month, the Compliance Analyst will tabulate all records for residential and commercial waste collected by the Contractor and delivered to the Contractor's processing, transfer, or disposal facilities (tonnes collected). The Analyst will then tabulate all records for residential and commercial waste collected by the Contractor and delivered to the disposal facility (tonnes disposed). The Analyst will then measure compliance with the 40 percent diversion requirement using the following formula:

$$(\text{Tons collected} - \text{Tons disposed}) / (\text{Tons collected})$$

The Tons shall be equal to the total of all MSW and Bulky Wastes collected.

FIXED FACILITY MONITORS

The Fixed Facility Monitors will monitor the Contractor's fixed facilities during the Preparation and Operations Period. They will be on-site during all operating hours. The Monitors will be trained to know all aspects of the Contractor's Final Work Plans, Service Specifications, and Minimum Technical Requirements as they apply to fixed facilities. There will be four types of facilities to monitor:

- Processing and Transfer Facility(s).
- Landfill.
- Medical Waste Treatment Facility(s).
- Equipment Yard(s).

The Monitors will be trained to monitor all types of facilities and given work assignments that periodically rotate them among facilities.

Appendix E provides a detailed description of procedures to be followed by the Fixed Facility Monitors. The following is a list of their activities:

- Assess facility design and construction plans.
- Monitor Facility Construction.
- Monitor Facility Operations.
- Record and follow-up on Possible Violations
- Prepare Fixed Facility Daily Inspection Forms
- Coordinate with Contractor.

SECTION 5

PUBLIC AWARENESS AND COMMUNICATIONS DIVISION

The Division has the responsibility to monitor the Contractor's Public Information Services as defined in the Contracts. It also will develop and implement the GOQ's own Public Awareness and Communications (PAC) Program. This section describes only the activities of staff that are related to Contract monitoring, and not the GOQ's own PAC Program.

DIRECTOR

The Director is the highest ranked public awareness and communications staff person in the CMU. The Director must know the following:

- All aspects of the Contractor's Final Public Information Plan.
- The Service Specifications, Minimum Technical Requirements, Performance Standards, and Performance Monitoring provisions for the Public Information Service.
- The General Conditions of the Contract.

The Director will act as the final authority and technical resource for the Division staff regarding interpretation of the Contract and determination of Contractor compliance. He/she will also rely on this knowledge during interactions with the Program Administrator, the Finance and Administration Division, and the Contractor.

The Director also will handle activities not directly related to contract monitoring, such as developing and implementing the Public Awareness and Communications program throughout the GOQ.

Oversee Contractor Compliance

The Director will oversee the Contractor's compliance with the Service Specifications and Minimum Technical Requirements. The Director will attend Contract compliance meetings to provide expertise in resolving public information issues with the Contractor. The Director will organize and host monthly coordination meetings with the Contractor's Public Information Program team. The Director will strive to ensure that there is good communication between the Contractor and the City PAC Coordinators.

The Director will oversee third-party polling services to measure public awareness.

He/she will review Compliance Reports and submit approved reports to the Compliance Analyst-Finance and Administration. The Director will also send a copy of the reports to the central archives in the Finance and Administration Division.

Support City Staff

The Director will have the lead responsibility for ensuring that City PAC Coordinators are trained for their jobs. The Director will provide technical support and facilitate the implementation of City PAC Coordinator activities. This will include help to facilitate communication between the Contractor and the PAC Coordinators.

PUBLIC AWARENESS SPECIALIST

Train and Support City Staff

The Public Awareness Specialist, in collaboration with the Public Awareness Specialist-Media and Events, will train and mentor City PAC Coordinators. The Director will seek their feedback on the impact of materials and events developed by the Division for use at the City level.

Monitor Contractor and Prepare Compliance Reports

The Public Awareness Specialist will receive the Contractor's Final Work Plan for the Public Information Service. The Specialist will create a checklist of all required elements and determine if they are present in the Final Work Plan. The Specialist will determine whether the Contractor's programs comply with the Performance Standards, produce a Final Work Plan Compliance Report, and submit it to the Director.

During the six month Preparation Period, the Contractor will submit Monthly Preparation Reports for Public Information to the Specialist. The Specialist will create a checklist of all required elements and determine if they are present in the Monthly Preparation Reports. The Specialist will enumerate Contract Non-compliances, produce a Contractor Reporting Compliance Report, and submit it to the Director.

The Specialist will receive the Contractor's Monthly Operations Reports and Annual Operations Reports during the Operations Period. The Specialist will review them to measure compliance with the Performance Standards. The Specialist will create a checklist of all required elements and confirm whether they are present in the reports. He/she will list the Contract Non-compliances, produce a Contractor Reporting Compliance Report, and submit it to the Director.

The Specialists will receive polling results from third-party polling services. The Specialist will review these data to measure Contractor compliance with the Performance Specifications regarding public knowledge.

Receive and Refer Customer Complaints

Although Customers will be instructed to register all complaints directly with the Contractor, some complaints may be received at Headquarters. In such cases, complaints will be directed to the Public Information Specialist. The Specialist's initial response to each complaint should be to provide the complainant with the Contractor's Customer Service telephone number and ask them to call the Contractor directly. If the complainant refuses to call the

Contractor, the Specialist will record information about the complaint and report it to a Data Specialist in the appropriate City Office.

Monitor Contractor's Customer Service Office

The Public Information Specialist will receive the Contractor's quarterly Complaint Record and other information that must be submitted with monthly reports. The Specialist will then cross-check to see whether the Contractor has properly handled complaints that were received at its Customer Service Office. The Public Information Specialist may travel to the Contractor's Customer Service Office to review records as necessary.

The Public Information Specialist will determine if the Contractor is complying with the Performance Standards, produce a Customer Service Compliance Report, and submit it to the Director.

SECTION 6

FINANCE AND ADMINISTRATION DIVISION

The Finance and Administration Division is responsible for providing overall administrative support for the CMU. It's Contract monitoring activities include participation in most official communications with the Contractor (compliance issues, penalties, invoices, and payments). The Division also serves as the central archive for all documents pertaining to Contract compliance.

DIRECTOR

The Director will supervise the technical work and review/approve the work of Division staff. The Director must be fully versed in the Contract General Conditions. The Director must have a working familiarity with all the Service Specifications, Minimum Technical Requirements, Performance Standards, Performance Monitoring, and Penalties provisions for all services.

Coordinate Contractor Compliance and Payment

The Director will work under the direction of the Program Administrator to resolve Contract compliance issues. The Director may utilize any of the technical and legal resources of his/her Division, Technical Divisions, and City Offices.

The Director will receive all Weekly Consolidated Compliance and Penalty Reports. He/she will review these documents and send approved ones to the Program Administrator and the central archives at the Division.

The Director will attend the weekly compliance meetings with the Contractor.

Coordinate Contractor Payment

Each month, the Director will review draft Payment Requests and Notifications. The Director will send approved requests to the Program Administrator for Contractor payment and send a copy to the central archives at the Division.

Analyze Program Costs and Fees

The Division will interact with other GOQ governmental units to obtain information on the solid waste fee collected through electricity bills. Because Contractor's fees are to be covered in large part by the solid waste fee, the CMU needs accurate and timely reporting on the balance of accounts in order to determine whether or not fees are sufficient to cover Contractor costs. The Division will maintain historical records as well, so that it may evaluate past trends and better anticipate future needs.

The Director will perform regular analysis of program costs versus fees collected by the GOQ. The Director will report the results of the analysis to the Program Administrator.

FINANCIAL MANAGER

Contractor Compliance and Penalties

The Financial Manager will receive all Weekly Consolidated Compliance and Penalty Reports, including Service Orders and penalty calculations. The Financial Manager will review these reports and send approved reports to the Division Director.

Contractor Payment

The Financial Manager will receive draft Payment Requests and Notifications. The Financial Manager will review these reports and send approved reports to the Division Director.

COMPLIANCE ANALYST-FINANCE AND ADMINISTRATION

Prepare Weekly Consolidated Compliance and Penalty Report

The Compliance Analyst-Finance and Administration will receive the Compliance Reports from the three Technical Divisions (Collection and Cleaning, Fixed Facilities, and Public Awareness and Communication). The Analyst will tabulate all Contract Non-compliances. He/she will provide a list of Non-compliance issues to the Accountant. He/she will prepare a draft Service Order for each Non-compliance issue. The Analyst will receive a penalty calculation for each instance of Non-compliance. The Analyst will then prepare a Weekly Consolidated Compliance and Penalty Report.

The Report will include a list of all Non-compliance issues and for each one a draft Service Order as well as a penalty. The Report will be sent to the Financial Manager.

Monitor Contractor Response to Service Orders

The Compliance Analyst-Finance and Administration will be notified of all Service Orders issued to the Contractor by the Program Administrator. For some Service Orders, the Compliance Analyst-Finance and Administration may need to field verify the Contractor's actions. If the Contractor fails to respond adequately to a Service Order, the Compliance Analyst will obtain documentation of the Contractor's failure and include the Non-compliance issue in a subsequent Weekly Consolidated Compliance and Penalty Report.

ACCOUNTANT

Calculate Penalties

Each week, the Accountant will receive a description of all Non-compliance issues. The Accountant will calculate the penalty as determined in the Contract. The Accountant will then provide an itemized list of the penalties to the Compliance Analyst-Finance and Administration.

Prepare Draft Payment Requests and Payment Notifications

The Accountant will be notified of all penalties levied against the Contractor by the Program Administrator. Each month, the Accountant will tabulate the penalties to be levied against the Contractor's monthly invoice.

The Accountant will receive the Contractor's monthly invoices. The Accountant will deduct penalties from the invoice. The Accountant will prepare a draft Payment Request and Payment Notification. The draft Payment Request will show how the payment was calculated and provide a documentation of the penalty deductions. The draft Payment Notification will consist of a simple form letter to the Contractor that describes how the payment was calculated. The Accountant will send the documents to the Financial Manager.

Analyze Program Costs and Fees

The Accountant will work as directed by the Division Director to analyze the program costs and the fees collected for service.

CENTRAL ARCHIVE

The Operations Management Department will serve as the central information storage and archive for contract monitoring and management activities. It will receive the following reports:

- From City Offices.
 - Daily Monitoring Reports
 - Accumulated Waste Reports
 - Container Distribution Reports
 - Container Replacement/Repair Reports
- From Technical Divisions.
 - Weekly Compliance Reports
 - Final Work Plan Compliance Reports
 - Contractor Reporting Compliance Reports
- Finance and Administration Division.
 - Draft Weekly Consolidated Compliance and Penalty Reports
 - Draft Payment Requests
 - Draft Payment Notifications
- Legal Division.
 - Dispute Resolution Reports

- Program Administrator.
 - Approved Weekly Consolidated Compliance and Penalty Reports
 - Approved Payment Requests
 - Approved Payment Notifications

SECTION 7

LEGAL DIVISION

The Division's activities that deal with the Contractor are limited to the transfer of GOQ assets, facility permitting, legal interpretation of contract documents, legal arbitration, and training.

DIRECTOR

Advise CMU Senior Personnel

The Director will be the highest-ranking legal staff person for the GOQ. The Director will provide advice on legal matters to Headquarters and City personnel and help them to understand legal interpretations made by Headquarters.

Conduct Dispute Resolution

If contract disputes arise between the GOQ and the Contractor in the GOQ, the Director will conduct dispute resolution with the Contractor. The Director shall arbitrate on behalf of the GOQ any issue that may arise between the GOQ and the Contractor that cannot be resolved through dispute resolution. This is formal arbitration that would be applied only when a dispute resolution is not successful.

The Director will prepare summary reports for all dispute resolution and arbitration activities that he/she undertakes. The Director will send copies to the central archives in the Finance and Administration Division.

Negotiate Contract Revisions

The Director will work under the direction of the Program Administrator to negotiate Contract revisions.

LAWYER

Assist Division Director

The Lawyer will provide assistance as requested by the Division Director for dispute resolution, arbitration, contract revisions, and legal interpretations.

Transfer of GOQ Assets

The Division will coordinate the legal transfer of GOQ-owned assets to the Contractor as required by the Contract. This may include certain existing facilities and property.

Permitting

The Division will provide assistance to the Contractor for obtaining any necessary licenses and permits needed to perform the contracted services.

Training and Technical Assistance

As requested by the Finance and Administration Division, the Lawyer will assist in training the Compliance Analysts-Finance and Administration for writing Service Orders. He/she will also assist in training the Accountant how to write Payment Requests and Penalty Notices. He/she will be responsible for training City Monitors in civil laws and decrees in solid waste management.

SECTION 8

PROGRAM ADMINISTRATOR'S OFFICE

The Program Administrator will serve as the GOQ's official representative to the Contractor. The Administrator will be responsible for managing the Division Directors and overseeing the City Offices.

REGULAR MEETING WITH CONTRACTOR

The Program Administrator will serve as chairperson for the weekly meetings with the Contractor to discuss Contract compliance and to resolve disputes where possible. The objectives of these meetings will be to notify the Contractor of Non-compliance issues; present new Service Orders to the Contractor; discuss the status of previous Service Orders; resolve issues of difference between the Contractor and the GOQ; and notify the Contractor of penalties.

REVIEW CONSOLIDATED COMPLIANCE AND PENALTY REPORTS

The Program Administrator will receive all Weekly Consolidated Compliance and Penalty Reports, including Service Orders and penalty calculations. The Administrator will have final review and approval responsibility. For each non-compliance issue, the Program Administrator will decide one of the following three actions:

- Nullify the Non-compliance issue
- Approve the Non-compliance issue and implement the Service Order
- Approve the Non-compliance issue and implement the penalty

The Administrator will discuss each report with the Contractor during the weekly meeting and send a copy to the central archives in the Finance and Administration Division.

REVIEW PAYMENT REQUESTS AND NOTIFICATIONS

The Program Administrator will receive all Payment Requests and Notifications. The Administrator will have final review and approval responsibility. The Administrator will authorize the Payment Requests, sign the Payment Notification, and have them delivered to GOQ Finance Department. The Administrator will also send copies to the central archives in the Finance and Administration Division.

APPROVE CHANGES IN TECHNICAL IMPLEMENTATION OF CONTRACT

The Program Administrator will review and approve any changes in the technical requirements of the Contract.

APPENDIX A

COLLECTION AND CLEANING MONITOR PROCEDURES MANUAL

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INTRODUCTION

Collection and Cleaning Monitors will be responsible for monitoring Customer use and Contractor provision of the following services within specific assigned geographic areas in the Governorate of Qalyubiya (GOQ):

- Residential and Commercial Waste Collection Services:
 - Building to Building (BTB) Waste Collection Service.
 - Waste Pooling Site (WPS) Service.
 - Large Commercial Generator (LCG) Service.

- Street and Public Facility Cleaning Services:
 - Mechanical Sweeping of Primary Streets.
 - Manual Sweeping of Primary and Secondary Streets.
 - Cleaning of Unpaved Streets
 - Litter Collection from Public Facilities.
 - Litter Basket Service.
 - Supplemental Manpower Services.

This Appendix describes the procedures that Collection and Cleaning Monitors (Monitors) will follow in evaluating Contractor compliance with each of the Service Specifications and Minimum Technical Requirements in of the Request for Tenders (RFT). It also addresses how Monitors will observe, promote, and motivate Customer observance of Egyptian Environmental Law and GOQ solid waste decrees and ordinances.

Those Specific Service Specifications and Minimum Technical Requirements that the Monitors are responsible for monitoring contractor compliance with are cited using the appropriate RFT reference in parentheses, e.g. (2.1.4). Text that is quoted directly from the RFT is in *Italics*.

MONITORING RESIDENTIAL AND COMMERCIAL WASTE COLLECTION SERVICES

The overall objective of monitoring Residential and Commercial Waste Collection services will be to optimize the compliance of the Contractor with contract terms and of Customers with GOQ solid waste related decrees and ordinances. To facilitate Monitor understanding and interpretation, the Service Specifications and Minimum Technical Requirements have been grouped into the following four categories:

- Monitoring of General Service Requirements.

- Monitoring of Building to Building (BTB) Waste Collection Service.

- Monitoring of Waste Pooling Site (WPS) Service.

- Monitoring of Large Commercial Generator (LCG) Service.

Separate sections for each category describing suggested monitoring procedures for evaluating Contractor compliance with each Service Specifications and Minimum Technical Requirement follow.

Monitoring General Service Requirements

Service Specifications and Minimum Technical Requirements that apply to all types of Residential and Commercial Waste Collection Services can be grouped into ten categories:

- Reporting.
- Ownership of Waste.
- Waste Collection Frequency and Timing.
- Waste Collection Practices.
- Types of Waste to be Included.
- Addition of New Customers.
- Customer Service and Complaint Handling.
- Waste Collection Equipment.
- Waste Collection Personnel.
- Compliance with National Solid Waste Laws and Decrees.

Reporting—

The Contractor is required to submit the following reports at various stages of the Contract term:

- Final Work Plan.
- Preparation Work Plan.
- Route Maps and Schedules.
- Monthly Preparation Reports.
- Monthly Operations Reports.
- Annual Operations Reports.

Although not having primary responsibility for evaluating Contractor compliance with most reporting requirements, Collection and Cleaning Monitors may be called upon to provide valuable input to the Collection and Cleaning Department (the Department). Monitors should therefore be intimately familiar with the following specifications that address the required content of each report:

- Final Work Plan (2.3)
- Preparation Work Plan (2.2)
- Route Maps and Schedules (2.12.2)
- Monthly Preparation Reports (2.12.1)
- Monthly Operations Reports (2.12.3)
- Annual Operations Reports (2.12.4)

Ownership of Waste—

This specification applies to all types of Waste Collection Services. It is important that Monitors and Dwelling Unit occupants are aware of the GOQ policy regarding solid waste ownership in order to avoid disputes that might arise in the future.

Ownership of Waste (2.4) -- *Once Residential and Commercial Solid Wastes have been set out for collection, such wastes shall become the property of the Contractor, except that the Customer, and only the Customer, may take back such wastes as he/she desires until such waste materials have been collected by the Contractor, at which time they shall become the sole and exclusive property of the Contractor.*

The policy adopted through this specification precludes any person other than the Contractor's employee from removing and taking ownership of the waste. This is meant to preclude scavenging by third parties, who might remove materials that the Contractor could use to meet the 20 percent diversion requirement, and thus it is extremely important for Monitors to enforce this policy. Moreover, once the waste is collected, ownership changes hands to the Contractor, and thus Customers are relieved of any potential liability that might result from improper handling and disposal.

Waste Collection Frequency and Timing--

Paragraph 2.8 provides service specifications relating to the frequency and timing of all types of Residential and Commercial Waste Collection Services. These specifications address the following:

- Collection Frequency.
- MSW Collection Timing.

- Collection Time Changes.
- Accommodation for Unusual Circumstances.
- Bulky Waste Collection Timing.

Collection Frequency (2.8.1) -- *The Contractor shall provide service seven days per week, on a scheduled route basis, for each type of Residential and Commercial Waste Collection Service described in paragraph 2.2.*

Specific procedures for monitoring this specification are provided below in the sections for each type of collection service.

MSW Collection Timing (2.8.2) -- *To the extent practically possible, the Contractor shall commence waste collection on each route at the same point, at the same time and follow the same route each day Residential and Commercial Waste collection service is provided.*

This specification is necessary to facilitate evaluation of compliance with the collection frequency specification. Monitors will, from time to time, make observations on certain streets or follow a collection crew to evaluate compliance with the Route Maps and Schedules (see 2.12.2) submitted by the Contractor

Collection Time Changes (2.8.3) -- *Once schedules have been adopted and routes established, the Contractor shall minimize the altering of collection times. If DTD and BTB collection times are advanced (moved earlier) more than one (1.0) hour without prior notification provided to Customers, the Contractor will be responsible for collecting any waste set out late on that day.*

Monitors will observe collection times on specific streets and observe collection route itineraries to evaluate compliance with Route Maps and Schedules (see 2.12.2) submitted by the Contractor. Monitors must use good judgment in assessing the impact of delays beyond the control of the Contractor that change collection time.

Accommodation for Unusual Circumstances (2.8.4) -- *Inclement weather conditions and various activities such as street repair, utility repair, utility installation, building construction, police action, fire suppression and neighborhood events may temporarily delay access to certain Customers. When such circumstances exist, the Contractor shall provide service either in advance or as soon as access is available during normal working hours. During times of severe weather as determined by the GOQ Project Administrator, Residential and Commercial Wastes shall be collected at the first opportunity unless rescheduled by the GOQ Project Administrator. The Contractor shall comply with all rescheduling instructions.*

Except for severe weather conditions, Monitors will be responsible for verifying that unusual circumstances justifying postponement of service provision do in fact exist, and that service is resumed as soon as access is available during normal working hours. If service is not

resumed in compliance with this specification, the Monitor will verify the route number, time, and exact location of the non-compliance incident.

Bulky Waste Collection Timing (2.8.5) -- *The Contractor shall remove any Bulky Wastes placed within one (1.0) meter of other MSW set out at BTB and WPS collection points within twenty-four (24) hours of the time of MSW collection.*

Monitors will enter randomly selected buildings for the purpose of identifying where Bulky Waste has been set out for collection from Dwelling Units. The Monitor will record the location of any Bulky Waste that is set out properly at BTB, and WPS collection points, notify the Contractor, and return 24 hours after the most recent MSW collection to verify that the Bulky Waste has been collected.

Waste Collection Practices--

Paragraph 3.7 specifies collection practice requirements to ensure that the Contractor conducts all collection activities not only in compliance with the service specifications, but also in a manner that does not negatively impact Customers or the general public. This paragraph includes service specifications relating to the following collection practice issues:

- Disturbance.
- Property Damage by Personnel.
- Noise
- Public Safety and Convenience.
- Street Usage Rights.
- Compliance with Local Ordinances.
- Waste Spillage.
- Scavenging.
- Public Diplomacy.

Disturbance (3.7.1) -- *The Contractor shall take all steps practicable to minimize disturbance to Customers, and obstruction to pedestrians and motor vehicle operators during the performance of all aspects of the Waste Collection Service.*

Monitors will observe the operation of Contractor waste collection vehicles and personnel performing services to spot *disturbance* activities such as blocking access to buildings or vehicular and pedestrian traffic. On any such occasion the Monitor will record the vehicle identification number, the identification number of any personnel involved, the date, time and location, and a full description of the alleged occurrence.

Property Damage by Personnel (3.7.3) -- *The Contractor will be responsible for all costs associated with the repair and or replacement of damaged property of any kind that can be ascribed to the actions of its equipment, employees or agents. Collection crews shall report any incident that might have caused damage to third party property to the Contractor's General Manager, who shall in turn inform the GOQ within eight (8.0) hours of such occurrence.*

While a no tolerance performance standard and associated penalty have been written to motivate self reporting, it will also be incumbent upon Monitors to closely observe buildings, stairways, sidewalks and utility poles that may have been damaged from collection crew activities. If the Monitor sees property damage occur he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the property damage.

Through the Public Information Campaign, all Customers will be encouraged to report alleged damage to the Contractor's Customer Service and/or GOQ Project Administration Offices, or directly to Monitors.

Noise (3.7.4) -- *The Contractor shall minimize noise from collection equipment and the activities of waste collection personnel. Suitable measures shall include opening and closing waste container lids carefully, and only compacting wastes at a frequency necessary to achieve high compaction and efficient collection productivity.*

Monitors will observe collection crews and vehicles to ascertain if waste collection services are being performed in a manner that minimizes noise levels. Monitors should record and report incidents of unnecessary noise caused in servicing Rollout Carts and Bins, and compacting waste. If the Monitor observes excessive noise, he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the cause of the noise.

Public Safety and Convenience (3.7.5) -- *The Contractor shall perform his work in a manner that will minimize safety hazards, inconvenience and annoyance to the general public and property owners.*

Monitors will observe collection crews and vehicles to ascertain if adequate safety precautions are being taken in the performance of all waste collection services. Any activity the Monitor deems to be a potential threat to the safety of any citizen should be recorded on the Collection and Cleaning Daily Inspection Form and reported. The Monitor will record the vehicle identification number, the date and time, and the exact location of the alleged incident.

Street Usage Rights (3.7.6) -- *The Contractor is granted the right to use the streets for the purpose of providing waste collection services specified in the Contract, but is not granted exclusive use of such streets. When the Contractor's vehicle blocks the passage of other vehicles, the Contractor's vehicle shall pull aside at the first opportunity and allow waiting vehicles to pass.*

When monitoring the work of the waste collection crews, the Monitor will observe if the collection vehicle is operated in a manner that does not unnecessarily impede or block traffic. The potential for problems is greatest in the provision of Waste Pooling Site (WPS) Service, where the collection vehicle may be in a lane of traffic while Bins are brought to and emptied into the vehicle. Upon observation of such an occurrence, the Monitor will record the vehicle identification number, the date and time, and the exact location of the alleged incident.

Compliance with Local Ordinances (3.7.7) -- *The Contractor shall observe GOQ Ordinances relating to obstructing streets, keeping passageways open and protecting same, and shall obey all laws and GOQ ordinances controlling or limiting those engaged in waste collection service provision.*

When observing collection crews the Monitor will ascertain if all crew members perform activities in compliance with GOQ decrees and ordinances related to waste collection service provision. Monitors will record alleged violations, citing the GOQ decree or ordinance that is being violated.

Waste Spillage (3.7.8) -- *The Contractor shall not be responsible for cleaning up MSW around any of the waste containers prescribed for each type of collection service where such MSW is caused by the carelessness of the Customer. However, the Contractor shall be responsible for removing any spillage of MSW that occurs due to the action of the Contractor's waste collection equipment and/or personnel.*

For all types of service, the Contractor will be required to leave a Non-collection Notice when the Contractor encounters spillage caused by citizens. The Contractor will also be required to follow standard procedures for notifying the GOQ about Non-collection Notices.

However, waste spillage may be the result of (a) the Contractors' equipment and/or personnel, or (b) in the case of BTB, WPS, and LCG service, inadequate collection frequency or Cart/Bin capacity.

When a Monitor observes spilled waste anywhere along his daily path of travel, he/she must make a fair judgment as to the source of the spill, since it may have been either a waste generator or the Contractor. As Monitors increase their familiarity with public waste handling habits and the collection methods used by the Contractor, they will be able to make increasingly accurate determinations of the source of the waste spillage.

For BTB service, a potential exists for spillage as waste flows from the Rollout Cart into the receiving hopper of the collection vehicle. Monitors should make a special effort to observe emptying efficiency and report any spillage that is not promptly picked up by the collection crew.

Since Waste Pooling Sites (WPS) are unmanned and open to the public twenty-four hours per day, there is a high potential for waste spillage by Customers. It is incumbent upon the Monitors to closely monitor each WPS and work cooperatively with the Contractor and Customers to ensure that service frequency is adequate to prevent waste overflow.

Scavenging (3.7.9) -- *The Contractor shall forbid all employees from placing any MSW or Bulky Wastes inside or on the outside of Waste Collection Vehicles except in the waste storage area of the vehicle. The Contractor shall not allow collection crews to offload any materials while on collection routes or during transfer of waste materials to Designated Facilities.*

Scavenging of waste materials by crew members reduces collection productivity and presents a negative image of the Contractor and his services to the public. Therefore, a no tolerance performance standard and a large penalty have been established to discourage scavenging. Monitors will evaluate compliance with this specification by observing collection crew activities and by looking for scavenged materials on the collection vehicle, both inside and out of the cab.

If scavenging or scavenged materials are observed, the Monitor will record the vehicle identification number, the identification of the crew member caught scavenging, the scavenged material, the time, and the location of the incident.

Public Diplomacy (3.7.10) -- *All waste collection personnel employed by the Contractor shall be provided training adequate to provide Customers with factual information concerning waste collection services and to deal with Customers and the public in a courteous and non-contentious manner.*

Long term public support of improved solid waste collection services in the Southern Zone of the GOQ will be greatly impacted by how the employees of the Contractor interact with service users. Therefore, the GOQ has required that all waste collection personnel employed by the Contractor be trained adequately to provide Customers with factual information concerning all types of residential and commercial waste collection service and to deal with Customers and the general public in a courteous and non-contentious manner.

Monitors will evaluate compliance with this specification by observing collection crew interaction with, and by talking to Customers.

Types of Waste to Be Included--

To carry out their monitoring duties judiciously, Monitors must have complete knowledge of the types of waste that are considered to be Acceptable and not acceptable for inclusion in the wastes that Customers set out for collection. Types of waste to be included are addressed in the following two specifications.

Municipal Solid Waste (MSW) (2.6.1) -- *Wastes generated from Dwelling Units, residential, commercial, governmental and institutional buildings, and any other sources that have chemical and physical characteristics similar to those of wastes generated from Dwelling Units. It includes garbage, refuse, and other discarded materials including, but not limited to, solids, semi-solids, sludges, liquids, and contained gaseous waste materials.*

Bulky Wastes (2.6.2) -- *Items discarded from Dwelling Units and Buildings that are too large to fit in Waste Containers that include, but are not limited to furniture and appliances, electronic products, automobile parts, trees and branches, palm fronds, and other vegetation.*

Municipal Solid Waste (MSW) and Bulky Wastes are the only two types of Acceptable Wastes; i.e. wastes that the Contractor will be responsible for collecting under any type of Residential and Commercial Waste Collection Service. Through the Public Information Campaign, Customers will be advised of what types of waste they can and cannot set out for Waste Collection Service. *Acceptable wastes* are included in the above definitions and clearly do not include construction and demolition wastes, agricultural wastes, or hazardous wastes. Through knowledge gained in training, Monitors will be equipped with the capacity to mediate disputes between Customers and the Contractor regarding types of Acceptable Waste.

Addition of New Customers--

Paragraph 2.13 requires the Contractor to extend services to new Customers.

The Contractor shall extend routes and Waste Collection Services to any new Building or Large Commercial Generator within twenty-four hours of notification from the GOQ Project Administrator.

Monitors should be aware that any type of new Customer is entitled to Waste Collection service within 24 hours of their notification to the GOQ, and should be vigilant for, and report cases where the Contractor fails to do so as a Possible Violation of this specification.

Customer Service and Complaint Handling--

Paragraphs 2.14 and 3.8 require the Contractor to offer a means for handling complaints from all categories of Customers. To optimize Customer usage, the system must be widely publicized and easy to use. To ensure the implementation of a system that meets these objectives, service specifications have been included for each of the following related issues:

- Customer Service (2.14).
- Hours (3.8.1)
- Staffing (3.8.2)
- Telephone Lines (3.8.3)
- Complaint Records (3.8.4).
- Complaint Reporting (3.8.5)
- Complaint Resolution (3.8.6).
- Unresolved Complaints (3.8.7).

Evaluation of Contractor compliance with specifications 2.14 and 3.8.1 through 3.8.5 will be the responsibility of the Compliance Analysts-Collection and Cleaning Division. Collection and Cleaning Monitors will not be directly involved in the evaluation of compliance with

these specifications. However, when the Monitors and Data Specialists call the Customer Service Office with complaints received directly from Customers, they will record as a Violation each instance when their call is not received within three minutes.

Complaint Resolution (3.8.6) -- *The Contractor shall respond to all Customer complaints within twelve (12.0) hours, Fridays and holidays excluded. In particular, if a complaint involves a failure to collect from any Customer as required in the Contract, Contractor shall collect the MSW or Bulky Waste in question within twelve (12.0) hours of notification, provided it has been prepared for collection in accordance with the containerization and setout rules set forth in paragraph 2.7 herein.*

The Compliance Analyst-Collection and Cleaning will measure compliance with this specification by reviewing the complaint records submitted in the Contractor's MOR. For each complaint received directly by Monitors and Data Specialists, the Monitors will follow up by visiting the source of the complaint 12 hours following its receipt. If the complaint has not been resolved, the Monitors will record it as a Violation.

Unresolved Complaints (3.8.7) -- *In the event that any GOQ Project Monitor or Customer reports to the GOQ that a complaint has not been resolved to the Customer's satisfaction, the Contractor shall submit a detailed report outlining the nature of the complaint and the proposed resolution or actions taken to resolve the complaint. If, in the opinion of the GOQ Project Administrator, the proposed resolution or actions taken are insufficient to satisfactorily resolve the claim, the GOQ at its reasonable discretion may require Contractor to carry out a process to satisfactorily resolve the complaint.*

The Compliance Analyst-Collection and Cleaning will measure compliance with the specification by tabulating the number of unresolved complaints that a satisfactory explanation was not provided by the Contractors.

The Compliance Analysts may instruct the City Monitors to perform spot checks to ensure that the Contractors have indeed resolved complaints. Each month, the Compliance Analysts may randomly select from the Contractors' MOR up to five resolved complaints in each Monitor's territory. The Monitors will investigate each resolved complaint and determine if it was indeed resolved. If it was not resolved, the Monitor shall report it as a Violation of paragraph (3.8.6).

The GOQ may also require the Contractor to carry out a process to resolve the complaint. When the Compliance & Penalties Department, as the agent of the GOQ Project Administrator, prescribes a complaint resolution that differs from that proposed by the Contractor, the Monitor will follow up to evaluate compliance with the GOQ prescribed resolution.

Waste Collection Equipment--

Section (3.1) specifies Minimum Technical Requirements to ensure that the Contractor utilizes waste collection vehicles and equipment that meet the GOQ's technical performance, health, safety, environmental, and aesthetic criteria. Minimum Technical Requirements relating to waste collection equipment include the following:

- General – Provision of Dedicated Fleet Inventory (3.1.1).
- Changes in the Collection Vehicle Fleet (3.1.2).
- Cargo Area of Waste Collection Vehicles (3.1.3).
- Use of Collection Vehicles without Hydraulic Compaction (3.1.4).
- Collection Vehicles with Hydraulic Compaction (3.1.5).
- Collection Vehicle Sanitation (3.1.6).
- Collection Vehicle Maintenance (3.1.7).
- Daily Collection Vehicle Inspection (3.1.8).
- Daily Collection Vehicle Inspection Reports (3.1.9)
- Collection Vehicle Operation (3.1.10).
- Collection Vehicle Marking and Identification (3.1.11).
- Collection Vehicle Licensing and Inspection (3.1.12).
- Collection Vehicle Appearance (3.1.13).
- Ancillary Equipment (3.1.14).
- Collection Vehicle Maintenance and Parking Location (3.1.15).
- Reserve Equipment (3.1.16).
- Collection Vehicle Loading (3.1.17).

Collection and Cleaning Monitors are only responsible for evaluating Contractor compliance with Minimum Technical Requirements (3.1.3), (3.1.4), and (3.1.16), but should be completely familiar with all of the waste collection equipment requirements listed above.

Cargo Area of Waste Collection Vehicles (3.1.3) -- *The area of the Waste Collection Vehicle body used for the compaction and storage of MSW or Bulky Wastes shall be watertight and prohibit spillage of any solids or liquid waste materials, oil, grease or other substances onto the ground or exterior body of the vehicle. Should any such solid waste, oil, grease, or other substances be dropped or spilled during the Contractor's operations, it shall be immediately cleaned up.*

Monitors will observe operating collection vehicles as well as vehicle routes of travel to look for spillage or leakage occurring, or having taken place. Monitors should make a special effort to observe the waste compaction process, as this is where spillage or leakage is most likely to occur. While the collection crew will be able to pick up solid materials that spill, it is unlikely that any liquid leakage will be able to be removed. For each observed occurrence of spillage or leakage that is not remedied the Monitor will record on the Collection and Cleaning Daily Inspection Form the vehicle identification number, time and location of the spillage, and the type of material that was spilled. Use of a camera to document the type and size of spill may also be helpful.

Use of Vehicles without Hydraulic Compaction (3.1.4) -- *Wastes collected in each type of Residential and Commercial Waste Collection Service may be collected using vehicles without hydraulic compaction provided that:*

- *All wastes must be enclosed and covered when the distance between collection points exceeds 100 meters or the speed of the vehicle exceeds 30 km/hr.*
- *Such vehicles are equipped with a mechanical dumping mechanism.*
- *All wastes are transferred to vehicles with hydraulic compaction if the distance between the end point of the vehicle's collection route and the Designated Processing or Disposal Facility exceeds five (5.0) km.*

Compliance with the requirement that these vehicles; “are equipped with a mechanical dumping mechanism” will be determined by the Compliance Analyst-Collection and Cleaning during review of the Collection Vehicle Fleet Inventory submitted by the contractor.

Monitors will be responsible for evaluating compliance with the first and third clauses of this requirement. It is likely that Contractor use of vehicles without compaction will be limited to areas receiving DTD waste collection service. If the Contractor uses vehicles without compaction, Monitors will have to closely scrutinize their use to motivate adherence to the “enclosed and covered” and “five km driving limit” clauses. Such scrutiny will require that the Monitor frequently schedule his itinerary to be present where collection is taking place. In the case of non-compliance, the Monitor should record the vehicle identification number, and the time and location of the incident on the Daily Inspection Form.

Reserve Equipment (3.1.16) -- *The Contractor shall have available at all times, reserve equipment which can be put in service within two (2) hours of any breakdown so that no interruption in regularly scheduled Waste Collection Service occurs. Such reserve equipment shall correspond in size and capacity to the equipment normally used by the Contractor to perform the Waste Collection Service.*

Collection and Cleaning Monitors will be responsible for identifying and recording any occasion where regularly scheduled collection is interrupted for more than two hours. The Monitor will record the Contractor's designated route number, the cause of the service interruption, the estimated time that the service interruption started, when service was resumed, and the time that the route was finished.

Waste Collection Personnel--

To ensure that the Contractor trains and deploys waste collection personnel in a manner that meets the GOQ's technical performance, health, safety, environmental and aesthetic criteria, the RFT contains minimum technical requirements that address each of the following personnel related concerns:

- Competence and Skills.
- Field Supervision.
- Demeanor.
- Uniforms.
- Driving Licenses.
- Access to Private Property.
- Fees and Gratuities.

Competence and Skills (3.6.1) -- *All Subcontractors, forepersons, and workers employed by the Contractor shall be competent and careful workers skilled in their respective trades.*

The Compliance Analyst-Collection and Cleaning will be responsible for evaluating Contractor compliance with this Minimum Technical Requirement. Their evaluation will be based upon review of the list of management level personnel submitted with the Final Work Plan.

Field Supervision (3.6.2) -- *The Contractor shall assign a qualified Field Supervisor over each Service Sector and shall provide the name of that person in writing to the Contract Administrator. The Field Supervisor shall be present in the general area at all times that crews are working, and have radio communication with the Contractor's office and all Waste Collection Vehicles under his supervision.)*

The Compliance Analyst-Collection and Cleaning will review the Final Work Plan for Street Cleaning Services to determine if qualified Field Supervisors have been assigned for each type of service.

The Collection and Cleaning Monitors will evaluate compliance with the requirement every day by verifying that a Field Supervisor is on duty to supervise the collection crew(s) in their work area. The Monitors shall communicate directly with the Field Supervisor once per day either in person or via radio/mobile and verify that the Field Supervisor has radio contact with the crews and Customer Service Office.

Demeanor (3.6.3) -- *The Contractor shall train all employees to conduct themselves in a courteous and helpful manner and refrain from using any loud or profane language*

Collection and Cleaning Monitors will evaluate compliance with this requirement by direct observation of crew conversation to detect any use of loud or profane language and also solicit feedback from Customers concerning their interaction with Contractor employees.

Uniforms (3.6.4) -- *The Contractor shall provide all employees with uniforms, hats, gloves, work boots, reflective vests and other protective clothing adequate to maintain their appearance and safety. Uniforms and safety gear are subject to review and approval by the GOQ.*

Collection and Cleaning Monitors will observe collection crews daily to evaluate compliance with this requirement. Monitors will check to see if every employee is in uniform and is equipped with a hat, gloves, boots, reflective vest and other necessary protective clothing. If any of these items are missing the Monitor will record on the Collection and Cleaning Daily Inspection Form the time and location of the observance and the identification number of the improperly dressed employee.

Driving Licenses (3.6.5) -- *Each driver of a collection vehicle shall at all times carry a valid Egyptian driver's license and all other required permits.*

Monitoring this requirement will not be the responsibility of Collection and Cleaning Monitors. Fixed Facility Monitors will check for valid driver's licenses when each Waste Collection Vehicle leaves the Contractor's equipment storage facility.

Access to Private Property (3.7.2) -- *The Contractor's employees shall not trespass or litter, cross property to adjoining premises, or meddle or tamper with property that does or should not concern them.*

Collection and Cleaning Monitors must be vigilant for evidence of personnel trespass on private property through direct observation of waste collection personnel activities and communication with Customers.

Fees and Gratuities (3.7.11) -- *The Contractor shall not permit any employee, agent or subcontractor to offer special service beyond the scope of this Contract, or to request, solicit, demand, or accept, either directly or indirectly, any compensation or gratuity for services that fall within the scope of this Contract.*

Collection and Cleaning Monitors will evaluate compliance with this requirement by direct observation of crew interaction with Customers, and by occasionally asking Customers if they are aware of any solicitation of fees or gratuities for services outside the Contract. If a Monitor finds an employee violating this requirement, he/she will record the time, location, nature of violation, and employee identification on the Collection and Cleaning Daily Inspection Form.

General Compliance with Solid Waste Laws and Ordinances--

Collection and Cleaning Monitors will be responsible for evaluating compliance of the Contractor and the general public with many existing GOQ Decrees and Egyptian Laws that relate to the handling and disposal of solid waste.

Existing Law Pertaining to Collection of Solid Waste -- While there are a number of national laws pertaining to solid waste management, Public Cleaning Law No. 38/1967 and its implementing Law, Ministry of Housing Decree No. 134/1968, provide the best guidance for promulgation of waste collection systems that will be in compliance with all national regulations. Pertinent articles that Monitors should be aware of, promote, and help to enforce include the following:

- From Law No.38/1967:
 - Article 1: It is forbidden to place waste in any location not identified by the Local Assembly.
 - Article 2: All types of waste must be placed in containers to be emptied according to the conditions and specifications set forth in the executive regulation of this law.
 - Article 6: Collectors of waste must have a license from the Local Assembly.
- From the implementing Decree No. 134/1967:
 - Article 1: Defines solid waste covered by the law.
 - Article 2: Defines garbage collector.
 - Article 4: Defines contractor as any entity assigned by the agency responsible for waste collection that collects and transports waste from the places defined in Article 1.
 - Article 5: Allows the agency responsible for public cleanliness (CCBA) to collect and transport waste from places defined in Article 1 by specifying locations for placing waste, or require that those places put waste in specified containers and use the contractor hired by the responsible agency.
 - Article 6: Requires that waste containers be manufactured from a solid material, have no holes, two handles and capacity suitable for the quantity of waste to be stored. Also allows the responsible agency to define container specifications including washing, storage, and placement for collection.
 - Article 7: Requires contractor compliance with all specifications established in this Decree and by the responsible agency.

- Article 8: Assigns oversight responsibility for contractor employees and means of transportation to the responsible agency.
- Article 9: Allows the Local Assembly to define the maximum number of licenses to be provided to contractors and to establish rules that assure continuance of the contractors.
- Article 10: Allows the Local Assembly to protect the health of waste collectors by requiring uniforms and implementation of other protective measures.
- Article 11: Allows the Local Assembly to set times for waste collection based on local conditions.
- Article 12: Requires that waste collectors use containers that prevent spillage of waste during collection and allows the Local Assembly to establish additional specifications to maintain worker and operational cleanliness.
- Article 13: Allows for sorting of waste only at the collection vehicle and other specified areas.
- Article 14: Requires that vehicles used for collection be in good working condition, be leak-proof, covered, and internally lined with a material acceptable to the responsible agency. Requires contractors to inform the Local Assembly of the number and location of collection vehicles, and to comply with health regulations regarding truck washing.
- Article 16: Requires that the contractor pick up any waste that is spilled during transportation of wastes.

Monitors should note, and be prepared to explain to Customers, that many of the service specifications and minimum technical requirements included in the RFT are based upon the authority granted to the GOQ by these two laws and their implementing regulations.

Existing GOQ Decrees -- Monitors will be responsible for promoting (and possibly enforcing) general public compliance with future GOQ Governor Decrees. New Governor Decrees may be promulgated prior to the start of the Contract Period that may extensively amend or rescind some of the existing Decrees listed. In any case, intimate knowledge of the content and interpretation of all Decrees relating to solid waste management will be a prerequisite for monitoring, and thus will be covered in detail in Monitor training.

Monitoring Building to Building (BTB) Waste Collection Service

Monitoring of Building to Building (BTB) Waste Collection Service will consist of evaluating Contractor compliance with general specifications and requirements addressed earlier, as well as directly related specifications covered in this section. It will also include monitoring of Customer adherence to GOQ solid waste decrees and ordinances. Specifications that more closely define service provision and usage address the following issues:

- Description of BTB Service
- Collection Hours
- Provision of Rollout Carts
- Distribution of Rollout Carts
- Placement of Rollout Carts
- Maintenance of Rollout Carts
- Replacement of Rollout Carts
- Repair of Rollout Carts

Description of BTB Service (2.5.2)--

The Contractor shall collect all MSW placed in Rollout Carts purchased and placed by the Contractor at each residential, institutional, commercial and mixed-use building, school, place of worship in the BTB Service Sectors as illustrated on the Services Maps. In addition, BTB Waste Collection Service shall include collection and disposal of Bulky Wastes that are placed within one (1) meter of the Rollout Cart.

The Contractor must meet Performance Standards for Reliability and Quality. Reliability shall be measured by the number of Service Failures which are defined as follows:

Any failure to provide any type of Residential and Commercial Waste Collection Service at the frequency agreed to between the GOQ and the Contractor.

Thus, for evaluation of compliance with the Performance Standard for BTB Waste Collection Service Reliability, Monitors will use the following procedures to determine compliance with Collection Frequency (2.8.1):

- The Monitor will make a mark with chalk on the Rollout Cart wheel (at the 9 o'clock position) at randomly selected Buildings before the scheduled collection time.
- The Monitor will return after the scheduled collection time to observe if the Rollout Cart has been serviced. This determination shall be made by observing whether or not the chalk mark is in a different position, thereby indicating that the cart has been moved.
- If the Cart has been moved, the Monitor will assume that it has been serviced.
- If it appears the Cart has not been moved the Monitor will contact the Contractor's Customer Service Office, request that it be serviced before 8:00 PM that same day, and record it as a Possible Violation.

- The Monitor will return to the same Rollout Cart the following day prior to the scheduled service time to determine if it was emptied as requested. If the chalk mark indicates that the Cart has not been serviced the Monitor will record it as a Violation.

Incomplete Collections are used to measure Waste Collection Service Quality. An Incomplete Collection is defined as follows:

Collection of waste from any type of Customer where the Contractor leaves residual MSW, Bulky Wastes, Industrial Waste, or spillage without leaving a Non-Collection Notice that specifies the reason for leaving the materials.

Thus, for evaluation of compliance with the Performance Standard for Quality, Monitors will seek to identify whenever service has been provided, but some MSW is left in the Rollout Cart, or Bulky Waste or spillage is left outside the Cart.

Collection Hours (2.9.2)--

BTB Waste Collection Service may occur at any time of the day or night.

This specification allows the Contractor to provide BTB waste collection service 24 hours per day, as “day” is interpreted as day or night. Therefore, it is likely that the Contractor will schedule some of the service to be provided at night in order to take advantage of decreased traffic. If so, monitoring should be scheduled to allow observation of BTB service during these nighttime shifts as well.

Provision of Rollout Carts (3.3)--

The Contractor shall be responsible for purchasing and distributing fully assembled and functional waste containers (hereinafter called Rollout Carts) for all Buildings designated to receive BTB Waste Collection Service. The Contractor shall supply Rollout Carts with a minimum storage capacity of sixteen (16) liters per day per Dwelling Unit. Rollout Carts shall be manufactured from recyclable and repairable linear, medium to high density polyethylene (HDPE) plastic, be equipped with two wheels to facilitate movement, and be capable of being serviced by Waste Collection Vehicles equipped with semi-automated hydraulically actuated dumping systems, and meet or exceed all of the technical specifications in paragraph 3.3.1.

Compliance of the Rollout Carts (Carts) with the technical specifications will be evaluated by the Compliance Analyst-Collection and Cleaning, based upon comparison of the Cart technical specifications (3.3.1) with the Carts specified in the Final Work Plan.

Monitors will be responsible for evaluating the minimum storage capacity requirement both at the time of Cart delivery and throughout the Contract period. The Monitors will determine the number of Dwelling Units in each building and calculate if the number of Carts that are provided yields at least a daily capacity of 16 liters per Dwelling Unit.

Distribution of Rollout Carts (3.3.2)--

The Contractor shall deliver Rollout Carts to all Buildings in all BTB Service Sectors no earlier than fifteen (15) days, and no later than (5) days prior to the commencement of BTB Waste Collection Service.

Monitors will evaluate Contractor compliance with the distribution schedule during the Preparation Period. They will confirm that no Carts are delivered to Buildings in their monitoring area prior to 15 days before the service start date. Monitors will be provided with a copy of the Contractor's distribution schedule. They will inspect each building in their monitoring area no later than five days before BTB service starts to determine if each Building has been provided with the minimum specified waste storage capacity. Monitors will record each site where a Bin is not present on a Roll-cart and Bin Distribution Form and submit it to their Data Specialist.

Placement of Rollout Carts (2.7.2)--

The Contractor shall place Rollout Carts for Building-to-Building Waste Collection Service taking into account user accessibility, servicing accessibility, health, safety and aesthetics. Customers shall place oversized Bulky Wastes within one (1.0) meter of the Rollout Cart(s) in a manner that will allow safe and efficient accessibility for Contractor equipment and employees.

During the Cart distribution period the Monitors will inspect the placement of Carts and evaluate compliance with the user accessibility, servicing accessibility, health, safety and aesthetic criteria in the requirement. Monitors will endeavor to facilitate placement in a location that is mutually acceptable to the Customer and Contractor taking into account the criteria.

Maintenance of Rollout Carts (3.3.3)--

The Contractor shall be responsible for monitoring, controlling, washing, sterilizing and otherwise maintaining Rollout Carts to ensure their preservation and long useful life. The Contractor's Final Work Plan shall include provisions for washing/sterilizing Rollout Carts at least twice annually and describe the program for compliance with this specification.

Monitoring of BTB Service Sectors will include evaluation of Contractor compliance with the Cart maintenance requirement. Monitors will observe Carts daily on a routine basis to determine if aesthetic and functional performance standards are being maintained.

Monitors will verify if Carts are washed and sanitized at least twice annually and in accordance with the program described in the Final Work Plan by making field observations in areas where the Contractor has scheduled this work.

Replacement of Rollout Carts (3.3.4)--

Contractor's employees shall take care to prevent damage to Rollout Carts by unnecessary rough treatment. The Contractor at his own expense shall replace any damaged Rollout Cart

within three (3) workdays at no cost to Customers. The Contractor shall report all Rollout Cart replacements to the GOQ Solid Waste Contract Administrator in the Monthly Operations Report.

Monitors will observe how collection crews treat Carts when moving and emptying them into the collection vehicle, and will make note of any unnecessary rough treatment caused by the crew or the dumping mechanism. Monitors will also observe the condition of Carts to detect any need for repair or replacement. If needed, the Monitor will record the Cart location, identification number, and condition on a special Cart Repair/Replacement Form. The Form will be turned in to the City Data Specialist and the Contractor will be notified via fax of the request for Cart repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then be asked to verify the action taken.

Repair of Rollout Carts (3.3.5)--

The Contractor shall be responsible for repair of Rollout Carts in areas to include, but not be limited to, hinged lids, wheels and axles. Within three (3) workdays of notification by collection crews, the GOQ or a Customer of the need for such repairs, the Contractor shall repair the Rollout Cart or if necessary, remove the Rollout Cart for repairs and deliver a replacement Rollout Cart to the Building.

Monitors will observe the condition of Carts to detect any need for repair or replacement. If repair is needed, the Monitor will record the Cart location, identification number, and condition on a special Cart Repair/Replacement Form. The Form will be turned in to the City Data Specialist and the Contractor will be notified via fax of the request for Cart repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then verify the action taken on the next day in the area.

Monitoring Waste Pooling Site (WPS) Waste Collection Service

Monitoring of Waste Pooling Site (WPS) Waste Collection Service will consist of evaluating Contractor compliance with general specifications and requirements addressed earlier, as well as the directly related specifications covered below. It will also include monitoring of Customer adherence to GOQ solid waste decrees and ordinances. Specifications that more closely define service provision and usage address the following issues:

- Description of WPS Service
- Collection Hours
- Provision of Bins
- Distribution of Bins
- Placement of Bins
- General Maintenance of Bins

- Replacement of Bins
- Repair of Bins

Description of Service (2.5.3)--

The Contractor shall procure, distribute, service (empty MSW contents), and maintain waste containers (Bins) with a minimum size of one (1.0) cubic meter and a maximum size of six (6.0) cubic meters. Bins shall be placed at sites subject to GOQ approval. Bins shall be adequate, in number and size, to store all MSW (including Bulky Wastes) generated daily in the WPS Service Sectors as illustrated on the Services Maps.

The Contractor must meet Performance Standards for Reliability and Quality. Reliability is measured by the number of times that any Bin overflows before it is serviced. Thus, for evaluation of compliance with the Performance Standard for WPS Service Reliability, Monitors will use the following procedures to determine compliance with Collection Frequency (2.8.1):

- The Monitor will inspect all Waste Pooling Sites on his/her daily route after the scheduled collection time to observe if the Bin has been serviced.
- Since the Contractor may service the Bin at any time of day, (see Collection Hours), Non-Compliance cannot be verified unless the observation is after 12:00 a.m. and the Monitor inquires to determine if the waste in the Bin was set out before or after the scheduled time of collection.

Failure to dump the Entire Contents or failure to pick up any spillage is used to measure WPS Waste Collection Service Quality. The Entire Contents is defined as follows:

All of the Acceptable Waste in a Rollout Cart or Bin that is loose and will transfer by gravity into the hopper of a Waste Collection Vehicle when the Rollout Cart or Bin is raised to the full dumping position.

Thus, for evaluation of compliance with the Performance Standard for Quality, Monitors will seek to identify whenever service has been provided, but some MSW is left in the Bin, or Bulky Waste or spillage is left outside the Bin.

Hours of Collection (2.9.3)--

WPS Collection Service may be provided during any hour of the day or night

This specification allows the Contractor to provide WPS waste collection service 24 hours per day.. Therefore it is likely that the Contractor will schedule some of the service to be provided at night in order to take advantage of decreased traffic and easier access to Waste Pooling Site Bins. If so, monitoring should be scheduled to allow observation of WPS service during these nighttime shifts as well.

Provision of Waste Storage Containers (3.4)--

Bins shall be procured, distributed, serviced, maintained and sanitized by the Contractor. Bins shall be manufactured from metal, have four (4) wheels to facilitate placement and movement, have a minimum capacity of one (1) cubic meter, and have attached covers. The Contractor shall maintain Bin appearance and functionality at all times.

Compliance of the Waste Storage Containers (Bins) with the technical specifications in paragraph (3.4.1) will be evaluated by the Compliance Analyst-Collection and Cleaning, based upon comparison of the technical specifications with the Bins specified in the Final Work Plan. The Monitors will continuously evaluate Bin appearance and functionality for compliance with this requirement.

Distribution of Bins (3.4.2)--

The Contractor shall place all Bins at locations designated for WPS Waste Collection Service no earlier than ten (10) days, and no later than two (2) days prior to commencement of WPS Collection Service. All Bins shall be placed in a manner that will facilitate Customer usage, while minimizing impediments to pedestrian and vehicular traffic and Governorate beautification.

Monitors will evaluate Contractor compliance with the distribution schedule during the Preparation Period. They will confirm that no Bins are delivered to sites in their area prior to 10 days before the service start date. Monitors will be provided with a copy of the Contractor's distribution schedule. They will inspect each site in their monitoring area no later than two days before WPS service starts to determine if each WPS has been provided with the number, size and type of Bins promised in the Final Work Plan. Monitors will record each site where a Bin is not absent on a Roll-cart and Bin Distribution Form and submit it to their Data Specialist.

Placement of Bins (2.7.3)--

The Contractor shall be responsible for providing Bins for Widespread Distribution in all WPS Service Sectors as well as in specified BTB Service Sector locations. Widespread Distribution shall mean that there shall be a Waste Pooling Site within fifty (50) meters of any Customer in any WPS Service Sector. The location of Waste Pooling Site Bins shall be the responsibility of the Contractor. All Waste Pooling Sites shall be located on public property. The location of sites and individual containers shall take into account the following:

- *User accessibility.*
- *Servicing accessibility.*
- *Pedestrian and vehicular traffic flow.*
- *Public health and safety.*
- *Proximity to commercial businesses selling food and/or beverages.*
- *Visibility.*
- *Exposure to animals and birds*
- *Overall aesthetics.*

The GOQ maintains the right to approve the location of individual Waste Pooling Sites and Waste Pooling Site Bins.

During the Bin distribution period the Monitors will inspect the placement of Bins and evaluate compliance with all of the criteria in paragraph (3.3.3). Monitors will verify that no Customer in any WPS Service Sector has to travel more than 50 meters to a WPS Bin. In the case of a dispute, Monitors will endeavor to facilitate placement of WPS Bins in locations that are mutually acceptable to the Customer and Contractor taking into account the criteria.

General Maintenance of Bins (3.4.3)--

The Contractor shall be responsible for monitoring, controlling, washing, sterilizing and otherwise maintaining Bins to ensure their preservation and long useful life. The Contractor's Final Work Plan shall include provisions for washing/sterilizing bins at least once every three (3) months and describe the program for compliance with this specification.

Monitoring of WPS Service Sectors will include evaluation of Contractor compliance with this Bin maintenance requirement. Monitors will observe Bins daily on a routine basis to determine if maintenance is adequate to ensure their, appearance, functionality, and long useful life.

By concentrating field observations in areas where the Contractor is scheduling Bin cleaning Monitors will verify if Bins are washed and sanitized at least four times annually and in accordance with the program described in the Final Work Plan.

Repair of Bins (3.4.5)--

The Contractor shall be responsible for repair of Bins in areas to include, but not be limited to, lids and hinges, wheels and axles, and all parts essential for the safe and efficient dumping of waste stored within the bin. Within two (2) workdays of notification by the GOQ of the need for such repairs, the Contractor shall repair the Bin, or if necessary, remove the Bin for repairs and deliver a replacement Bin.

Monitors will also observe the condition of Bins to detect any need for repair or replacement. If repair is needed, the Monitor will record the WPS Bin location, identification number, and condition on a special Bin Repair/Replacement Form. The Form will be turned in to the City Data Specialist and the Contractor will be notified via fax of the request for Bin repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then verify the action taken on the next day in the WPS Service Sector.

Replacement of Damaged Bins (3.4.6)--

Contractor's employees shall take care to prevent damage to Bins by unnecessary rough treatment. The Contractor at his own expense shall replace any Bin damaged by the Contractor, within two (2) workdays at no cost or inconvenience to Customers.

Monitors will observe WPS service to witness how collection crews treat Bins when moving and emptying them into the collection vehicle, and will make note of any unnecessary rough treatment caused by the crew or the dumping process. Monitors will also observe the condition of Bins to detect any need for repair or replacement. If needed, the Monitor will record the WPS Bin location, identification number, and condition on a special “Bin Repair/Replacement Form. The Form will be turned in to the City Data Specialist and the Contractor will be notified via fax of the request for Bin repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then be asked to verify the action taken.

Monitoring Large Commercial Generator (LCG) Waste Collection Service

Waste generators including, but not limited to hi-rise apartment buildings, hotels, restaurants, office buildings, government offices, supermarkets, and large retail stores throughout the Southern Zone that generate more than one (1.0) cubic meter of MSW and/or Bulky Wastes per day will be provided with Rollout Carts or Bins.

Monitoring of Large Commercial Generator (LCG) Waste Collection Service will consist of evaluating Contractor compliance in LCG Service Sectors with all of the above general specifications, the directly related specifications that follow, and LCG adherence to GOQ solid waste decrees and ordinances.

Specifications in the RFT that more closely define LCG service provision and usage terms address the following issues:

- Description of Service
- Collection Hours
- Provision of Waste Storage Containers
- Customer Requirements

Description of Service (2.5.4)--

The Contractor shall procure, deliver, service (empty the accumulated MSW) and maintain waste containers (Rollout Carts or Bins) sufficient to store a minimum of one day’s generation of MSW for LCGs including, but not limited to public institutions, schools, places of worship, hotels, restaurants, office buildings, supermarkets and large retail stores that generate more than one (1.0) cubic meter of MSW per day in all GOQ Service Sectors.

The Contractor must meet Performance Standards for Reliability and Quality. Reliability is measured by the number of times that any Waste Storage Container is not serviced according to the agreed upon schedule. Thus, for evaluation of compliance with the Performance Standard for LCG Waste Collection Service Reliability, Monitors will use the following procedures to determine compliance with Collection Frequency (2.8.1).

- The Monitor will inspect LCG sites on his/her daily route after the scheduled collection time to observe if the Bin/Roll-out Carts have been serviced.
- Since the Contractor may service LCGs at any time of day, (see Collection Hours), Non-Compliance cannot be verified unless the observation is after 12:00 a.m. and the Monitor inquires to determine if the waste in the Bin/Roll-out Cart was set out before or after the scheduled time of collection.

Failure to dump the Entire Contents or failure to pick up any spillage is used to measure LCG Waste Collection Service Quality. The Entire Contents is defined as follows:

All of the Acceptable Waste in a Rollout Cart or Bin that is loose and will transfer by gravity into the hopper of a Waste Collection Vehicle when the Rollout Cart or Bin is raised to the full dumping position.

Thus, for evaluation of compliance with the Performance Standard for Quality, Monitors will seek to identify whenever service has been provided, but some MSW is left in the Waste Storage Container, or Bulky waste or spillage is left outside the Container.

Collection Hours (2.9.4)--

LCG Waste Collection Service may be provided at any time of day that is acceptable to the LCG Customer providing that service can be performed without extraordinary equipment noise levels to nearby Dwelling Units. The GOQ Project Administrator may restrict collection hours due to excessive noise levels in residential areas.

Waste collection from Large Commercial Generators is likely to be integrated with either BTB or WPS Waste Collection Service, depending upon the type of Waste Storage Container that the LCG has. For example, if an LCG has Rollout Carts, it probably will be serviced as part of a BTB waste collection route. Likewise, an LCG with Bins probably will be serviced as part of a WPS waste collection route. Thus, LCG service in many areas may be performed at night and Monitors should be assigned to perform monitoring duties simultaneously wherever possible to observe and evaluate if work related noise levels are excessive.

Provision of Waste Storage Containers (3.5)--

The Contractor shall supply Rollout Carts and/or Bins if the LCG generates an average of more than one (1.0) cubic meter of MSW and Bulky Wastes per day. Containers that meet or exceed the Minimum Technical Requirements listed in either paragraphs 3.3.1 or 3.4.1 are acceptable. The Contractor shall be responsible for maintaining the appearance and functionality of Rollout Carts and Bins placed at LCGs. All Rollout Carts and Bins located at LCGs shall be washed and sanitized on the schedule specified in the Final Work Plan submitted to the GOQ, and at least once every three months.

Each LCG will choose either appropriately sized Bin(s) or Rollout Cart for storage of its waste. As specified, Rollout Cart and Bin technical specifications must be equivalent to those that apply to BTB and WPS waste storage containers respectively. Monitors will

oversee the distribution of waste storage containers to verify that each LCG receives the container of his/her choice.

Monitors will integrate the monitoring of the maintenance and sanitation of Rollout Carts and Bins with observation of similar containers used for BTB and WPS services. Monitors will evaluate Contractor compliance with each of the following requirements relating to Rollout Carts and Bins as described in the previous sections for BTB and WPS waste collection services:

- Maintenance of Rollout Carts (3.3.3)
- Replacement of Rollout Carts (3.3.4)
- Repair of Rollout Carts (3.3.5)
- Maintenance of Bins (3.4.3)
- Repair of Bins (3.4.5)
- Replacement of Bins (3.4.6)

MONITORING OF STREET SWEEPING AND PUBLIC FACILITY CLEANING SERVICES (ARTICLE 2)

The overall objective of monitoring Street Sweeping and Public Facility Cleaning Services (hereinafter referred to as Street Cleaning Services) will be to optimize the compliance of the Contractor with contract terms and of Customers with GOQ solid waste related decrees and ordinances. To facilitate Monitor understanding and use, Service Specifications and Minimum Technical Requirements and the prescribed monitoring procedure to evaluate compliance with each have been grouped into the following eight categories:

- Monitoring of General Service Requirements
- Monitoring of Mechanical Sweeping of Primary Streets
- Monitoring of Manual Sweeping of Primary and Secondary Streets
- Monitoring of Cleaning of Unpaved Streets
- Monitoring of Litter Collection from Public Facilities
- Monitoring of Litter Basket Service
- Monitoring of Public Structure Washing
- Monitoring of Supplemental Manpower Services

Monitoring General Service Requirements

Service Specifications and Minimum Technical Requirements that apply to all types of Street and Public Facility Cleaning Services can be grouped into six categories:

- Reporting
- Service Timing
- General Work Practices
- Transfer, Processing and Disposal
- Customer Service and Complaint Handling
- Personnel Requirements

Reporting--

The Contractor is required to submit the following reports at various stages of the Contract:

- Final Work Plan

- Preparation Work Plan
- Route Maps and Schedules
- Monthly Preparation Reports
- Monthly Operations Reports
- Annual Operations Reports

Although not having primary responsibility for evaluating Contractor compliance with most reporting requirements, Collection and Cleaning Monitors may be called upon to provide valuable input to the Department. Monitors should therefore be intimately familiar with the following specification for required reports:

- Final and Preparation Work Plans (2.1.2)
- Monthly Preparation Reports (2.7.1)
- Route Maps and Schedules (2.7.2)
- Monthly Operations Reports (2.7.3)
- Annual Operations Reports (2.7.4)

Service Timing--

The performance of all types of Street Cleaning Services on a regular and consistent schedule allows customers to prepare for, and take the best advantage of them. To facilitate Customer usage of all services, the RFT contains specifications relating to the following three service timing issues:

- Street cleaning service time changes.
- Timing consistency.
- Unusual circumstances.

Street Cleaning Service Time Changes (2.3.1) -- *Once schedules have been adopted and routes established, the Contractor shall minimize changing of times and routes. During times of severe weather, Street Cleaning Services shall be performed at the first opportunity unless rescheduled by the GOQ Project Administrator. The Contractor shall comply with all rescheduling instructions.*

Monitors will observe service times on specific streets and observe route itineraries to evaluate compliance with Route Maps and Schedules (see 2.9.2) submitted by the Contractor.

Monitors must use good judgment in assessing the impact of delays beyond the control of the Contractor that result in service time changes.

Timing Consistency (2.3.2) -- *To the extent practically possible, the Contractor shall commence all Street Cleaning Services on each route at the same point, at the same time and follow the same route each time that the Service is provided. The Contractor shall make every reasonable effort to schedule Street Cleaning Services within twelve hours (12.0) after Residential and Commercial Waste Collection Service has been provided.*

This specification is necessary to facilitate evaluation of compliance with the service frequency specification for each type of service. Monitors will, from time to time, make observations on certain streets or follow Street Cleaning crews to evaluate compliance with the Route Maps and Schedules (see 2.7.2) submitted by the Contractor

Accommodation for Unusual Circumstances (2.3.3) -- *Inclement weather conditions and other events such as street repairing, utility repair, utility installation, building construction, police action, fire suppression and neighborhood events may temporarily delay access to streets and roads. The Contractor shall notify the GOQ Project Administrator within four hours whenever a Street Cleaning service cannot be provided for any of the above circumstances. Street Cleaning Services that are deferred shall be completed the next regularly scheduled workday.*

Except for severe weather conditions, Monitors will be responsible for verifying that unusual circumstances justifying postponement of service provision do in fact exist, and that service is performed on the next regularly scheduled workday. If service is not resumed in compliance with this specification, the Monitor will document the route number, time and exact location of the potential non-compliance incident.

General Work Practices--

Paragraph (3.7) specifies cleaning personnel work practice requirements to ensure that the Contractor conducts all activities not only in compliance with the service specifications, but also in a manner that does not negatively impact Customers or the General Public. This paragraph includes service specifications relating to the following collection practice issues:

- Disturbance.
- Property damage.
- Noise.
- Public safety and convenience.
- Street usage rights.
- Compliance with local ordinances.
- Spillage.

Disturbance (3.7.1) -- *The Contractor shall take all reasonable actions needed to minimize disturbance to Customers, and perform all activities with minimal obstruction to pedestrians and motor vehicle operators.*

Monitors will observe the operation of Contractor Street Cleaning equipment and personnel to spot *disturbance* activities such as blocking access to buildings or vehicular and pedestrian traffic. On any such occasion the Monitor will record the vehicle identification number of the Street Cleaning equipment, the identification number of any personnel involved, the date, time and location, and a full description of the alleged occurrence.

Property Damage (3.7.2) -- *The Contractor shall be responsible for all costs associated with the repair and or replacement of damaged property of any kind that are a result of the actions of its equipment, employees or agents. Street Cleaning personnel shall report any incident that might have caused damage to third party property to the Supervisor, who shall in turn inform the GOQ within eight (8.0) hours of each occurrence.*

While the no tolerance performance standard and associated penalty have been written to motivate self reporting, it will also be incumbent upon Monitors to closely observe property contiguous to streets and sidewalks that may have been damaged from any Street Cleaning crew activity. If the Monitor sees property damage occur he/she will record the vehicle identification number of the Street Cleaning equipment, the identification numbers of the cleaning crew members, the date, time and location, and a full description of the property damage.

Noise (3.7.3) -- *The Contractor shall minimize noise from Street Cleaning equipment and the activities of Street Cleaning personnel.*

Monitors will observe Street Cleaning crews and vehicles to ascertain if Street Cleaning crews are taking all reasonable measures to minimize noise levels. Monitors should record and report incidents of unnecessary noise, such as Mechanical Street Sweeper engine noise or dumping of Manual Sweeper Carts. If the Monitor observes excessive noise, he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the cause of the noise.

Public Safety and Convenience (3.7.4) – The Contractor shall perform Street Cleaning services in a manner that will minimize inconvenience and annoyance to the general public and property owners.

Monitors will observe Street Cleaning crews and equipment to ascertain if adequate safety precautions are being taken in the performance of all services. Any activity that the Monitor deems to be an unnecessary inconvenience, annoyance, or potential threat to the safety of any citizen should be recorded on the Collection and Cleaning Daily Inspection Form and reported.

Street Usage Rights (3.7.5) -- *The Contractor is granted the right to use the Streets for the purpose of providing Street Cleaning services specified in the Contract, but is not granted exclusive use of such Streets. When the Contractor's equipment or personnel block the*

passage of vehicles or pedestrians, they shall pull aside at the first opportunity and allow waiting vehicles and pedestrians to pass.

When monitoring the work of Street Cleaning crews, the Monitor will observe if equipment is operated in a manner that does not unnecessarily impede or block traffic. The potential for problems is greatest in the provision of Mechanical Street Sweeping Service, where the Mechanical Sweeper will necessarily be in a lane of traffic while sweeping. If the Mechanical Sweeper operator does not make an effort to allow vehicles to pass, the Monitor will record the Sweeper's vehicle identification number, the date and time, and the exact location of the alleged incident. Monitors should also observe Manual Sweepers to verify that they are performing their activities with the least possible impedance to vehicles and pedestrians.

Compliance with Local Ordinances (3.7.6) -- *The Contractor shall observe GOQ ordinances relating to obstructing streets, keeping passageways open and protecting same, and shall obey all laws and GOQ ordinances controlling or limiting those engaged in Street Cleaning service provision.*

When observing Contractor crews the Monitor will ascertain if all crew members perform activities in compliance with GOQ decrees and ordinances related to Street Cleaning services. Monitors will record alleged violations, citing the GOQ decree or ordinance that is being violated.

Spillage (3.7.7) -- *The Contractor shall be responsible for removal of any spillage that occurs due to the work activities of Street Cleaning equipment and/or personnel. During transport, all Street Sweepings and Litter shall be contained, covered or enclosed so that spilling and blowing of any such material is prevented*

There is a potential for spillage of Street Sweepings and Litter from Mechanical Sweepers when offloading, or from Manual Sweeper Carts at any point in their use. Monitors will observe these and all other Street Cleaning activities to evaluate compliance with all aspects of this specification.

Transfer, Processing and Disposal—

The GOQ wants to be ensured that the Contractor transfers, processes, and disposes all Street Sweepings, Debris, and Litter in a manner that is compatible with national laws, local ordinances, and environmentally sound best practices. To achieve these objectives, the RFT contains specifications addressing the following issues:

- Compliance with GOQ and Egyptian Laws.
- Transfer of Street Sweepings and Litter on Public Streets.
- Designated Processing and Disposal Facilities.

Compliance with GOQ and Egyptian Laws (2.6.1) -- *No Street Sweepings shall be transferred, processed or disposed in a manner prohibited by GOQ or Egyptian law.*

Monitors will use their knowledge of GOQ and Egyptian law to evaluate compliance by observing Street Cleaning activities and making judgments as to whether any observed activity is prohibited by GOQ or Egyptian Law.

Transfer of Street Sweepings and Litter on Public Streets (2.6.2) -- *The Contractor shall be prohibited from transferring Street Sweepings from Street Cleaning Equipment to Waste Transfer Vehicles in any manner that will result in obstructions to pedestrian or vehicular traffic, result in the creation of blowing dust and/or the spillage of any collected materials, or pose a health or safety threat to any individual or commercial business.*

Monitors will need to become familiar with the systems which the Contractor proposes to use in transferring Street Sweepings from Mechanical Street Sweepers and Manual Sweeper Hand Carts. With knowledge of the process and proposed transfer locations Monitors should then make a concerted effort to observe transfer operations on a regular basis to identify impediments to pedestrians or vehicular traffic, blowing dust and Litter or spillage.

Designated Processing and Disposal Facilities (2.6.3) -- *Street Sweepings and Litter shall be transported to Designated Transfer, Processing or Disposal Facilities, where the weight shall be measured and recorded using certified automated scales operated by GOQ personnel.*

Collection and Cleaning Monitors will not evaluate Contractor compliance with this specification. Compliance will be evaluated by the Fixed Facility Monitors stationed at the Designated Transfer and Disposal Facilities, who will make certain that all Street Sweepings and Litter are weighed and recorded in the appropriate category of waste.

Customer Service and Complaint Handling--

Paragraphs (2.9) and (3.8) require the Contractor to offer a customer service system that facilitates the receipt, recording, and resolution of inquiries and complaints from all categories of Customers. To optimize Customer usage, the system must be widely publicized and easy to use. To ensure the implementation of a system that meeting these objectives, service specifications have been included for each of the following related issues:

- Office (2.9.1).
- Customer Service (2.9.2).
- Hours (3.8.1).
- Staffing (3.8.2).
- Telephone lines (3.8.3).
- Complaint records (3.8.4).
- Complaint reporting (3.8.5).

- Complaint resolution (3.8.6).
- Unresolved complaints (3.8.7).

Evaluation of Contractor compliance with specifications (2.9.1) and (2.9.2), as well as (3.8.1) through (3.8.5) will be the responsibility of the Compliance Analyst-Collection and Cleaning. Collection and Cleaning Monitors will not be directly involved in the evaluation of compliance with these specifications, but should be aware of their content and purpose. However, when the Monitors and Data Specialists call in complaints received directly from Customers, they will record as a Violation each instance when their call is not answered within three minutes.

Complaint Resolution (3.8.6) -- *The Contractor shall respond to all Customer complaints received directly or from the GOQ Customer Service Office. If a complaint involves a failure to provide a Street Cleaning Service as specified in this Article, the Contractor shall perform the service in question twelve (12.0) hours of notification by the GOQ.*

The Compliance Analysts-Collection and Cleaning will measure compliance with this specification by reviewing the complaint records submitted in the Contractor's MOR. In addition, for each complaint received directly by Monitors and Data Specialists, the Monitors will follow up by visiting the source of the complaint 12 hours following its receipt. If the complaint has not been resolved, the Monitors will record it as a Violation.

Unresolved Complaints (3.8.7) -- *In the event that a Customer or GOQ Project Monitor reports that a complaint has not been resolved to the Customer's satisfaction, the Contractor shall submit a report to the GOQ Project Administrator stating the nature of the complaint and the proposed resolution or actions taken to resolve the complaint. If, in the opinion of the GOQ Project Administrator, the proposed resolution or actions taken are insufficient to satisfactorily resolve the claim, the GOQ, at its reasonable discretion, may require Contractor to take other actions to satisfactorily resolve the complaint, and the Contractor shall be subject to penalties as specified in Section 7 of this Article.*

The Compliance Analyst-Collection and Cleaning will measure compliance with the specification by tabulating the number of unresolved complaints that a satisfactory explanation was not provided by the Contractors. Compliance Analysts may instruct City Monitors to perform spot checks to ensure that the Contractors have indeed resolved the complaints. Each month, the Compliance Analysts will randomly select [*five or some other number*] ostensibly resolved complaints from the Contractors' MOR in each Monitor's territory. The Monitors will investigate each resolved complaint and determine if it was indeed resolved. If it was not resolved, the Monitor shall report it as a Violation (of 3.8.6)

The GOQ may also require the Contractor to carry out a process to resolve the complaint. When the Compliance & Penalties Department, as the agent of the GOQ Project Administrator, prescribes a complaint resolution that differs from that proposed by the Contractor, the Monitor will follow up to evaluate compliance with the GOQ prescribed resolution.

Personnel Requirements--

To ensure that the Contractor trains and deploys Street Cleaning personnel in a manner that meets all of the GOQ's technical performance, health, safety, environmental and aesthetic criteria, the RFT contains minimum technical requirements that address each of the following personnel related concerns:

- Competence and skills.
- Field supervision.
- Demeanor.
- Uniforms and safety equipment.
- Access to private property.
- Scavenging.
- Driving licenses.
- Fees and gratuities.

Competence and Skills (3.6.1) -- *All Subcontractors, supervisors, and workers employed by the Contractor shall be competent and careful workers skilled in their respective trades.*

The Compliance Analysts-Collection and Cleaning will be responsible for evaluating Contractor compliance with this Minimum Technical Requirement. Their evaluation will be based upon review of the proposed skills of Street Cleaning labor and management level personnel submitted with the Final Work Plan.

Field Supervision (3.6.2) -- *The Contractor shall assign qualified Field Supervisors over each Service Sector and type of Street Cleaning Service and shall provide the names of those persons in writing to the GOQ Contract Administrator. The Field Supervisor shall be present while crews are working and have radio communication with the Contractor's office and all Street Cleaning Vehicles under his supervision.*

The Compliance Analysts-Collection and Cleaning will review the Final Work Plan for Street Cleaning Services to determine if qualified Field Supervisors have been assigned for each type of service.

The Collection and Cleaning Monitors will evaluate compliance with the requirement every day by verifying that a Field Supervisor is on duty to supervise the street cleaning crew(s) in their work area. The Monitors shall communicate directly with the Field Supervisor once per day either in person or via radio/mobile and verify that the Field Supervisor has radio contact with the crews and Customer Service Office.

Demeanor (3.6.3) -- *The Contractor shall train all employees to conduct themselves in a courteous and helpful manner and refrain from using any loud or profane language.*

Monitors will evaluate compliance with this requirement by direct observation of Street Cleaning employee conversation to detect any use of loud or profane language and also solicit feedback from Customers concerning their interaction with Contractor employees.

Uniforms (3.6.4) -- *The Contractor shall provide all Street Cleaning employees with adequate uniforms, gloves, work boots and other protective clothing as necessary to maintain their appearance and safety. Uniforms and safety gear are subject to approval by the GOQ.*

Monitors will observe Street Cleaning crews daily to evaluate compliance with this requirement. Monitors will check to see if every employee is in uniform and is equipped with a hat, gloves, boots, reflective vest and other necessary protective clothing. If any of these items are missing the Monitor will record on the Daily Monitoring Form the time and location of the observance and the identification number of the improperly dressed employee.

Access to Private Property (3.6.5) -- *The Contractor's employees shall not trespass or litter, cross property to adjoining premises, or meddle or tamper with property that does or should not concern them.*

Street Cleaning personnel do not require access to any private property in order to perform their duties. Monitors must be vigilant for evidence of personnel trespass on private property through direct observation of personnel activities and communication with Customers.

Scavenging (3.6.6) -- *The Contractor shall prohibit any type of scavenging of materials by any Street Cleaning personnel.*

Scavenging of waste materials by Street Cleaning crews reduces productivity and presents a negative image of Contract services to the public. Therefore, a no tolerance performance standard and a large penalty have been established to discourage scavenging. Monitors will evaluate compliance with this specification by observing Street Cleaning crew activities and by looking for scavenged materials on Street Cleaning equipment; especially on Manual Sweeper Hand Carts.

If scavenging or scavenged materials are observed, the Monitor will record the identification number of the employee caught scavenging, the scavenged material, the time, and the location of the incident.

Driving Licenses (3.6.7) -- *Drivers of motorized Street Cleaning Equipment shall at all times carry a valid Egyptian driver's license and all other required permits.*

Monitoring this requirement will not be the responsibility of Collection and Cleaning Monitors. Fixed Facility Monitors will check for valid driver's licenses when Street Cleaning equipment leaves the Contractor's equipment storage facility.

Fees and Gratuities (3.6.8) -- *The Contractor shall not permit any employee, agent or Subcontractor to offer special service beyond the scope of this Contract, or to request, solicit,*

demand, or accept, either directly or indirectly, any compensation or gratuity for services that fall within the scope of this Contract. Manual Sweepers shall not perform any Residential and Commercial Waste Collection Services.

It is currently a common practice for Manual Sweepers to augment their income by offering waste collection and removal service to Dwelling Unit occupants, interrupting their normal sweeping duties. This is not acceptable under the new system. Monitors will evaluate compliance with this requirement by direct observation of employee interaction with Customers, and by occasionally asking Customers if they are aware of any solicitation of fees or gratuities for services outside the Contract. If a Monitor finds an employee violating this requirement, he/she will record the time, location, nature of violation and employee identification on the Collection and Cleaning Daily Inspection Form.

Monitoring of Mechanical Sweeping of Primary Streets

Monitoring of Mechanical Sweeping will be performed simultaneously with monitoring of all other Waste Collection and Street Cleaning services. To accomplish GOQ clean-up objectives will require that equal attention be devoted to Customers and the Contractor. Without any reduction in the indiscriminate littering habits of Customers it will be practically impossible to fairly judge the Mechanical Sweeping performance of the Contractor.

Monitoring of Mechanical Sweeping will consist of evaluating Contractor compliance with all of the general service specifications and requirements addressed earlier, as well as the directly related specifications covered in this section. It will also include monitoring of Customer adherence to GOQ littering decrees and ordinances.

Specifications that more closely define Mechanical Sweeping service provision address the following issues:

- Description of mechanical sweeping service.
- Service hours.
- Street cleaning equipment.

Description of Mechanical Sweeping Service (2.2.1)--

The Contractor shall mechanically wash, sweep and remove all Litter and Debris along all Curb Kilometers a minimum of three times weekly from all Primary Streets. The Primary Street shall include the paved area between the normal curb lines of a street, whether actual curb lines exist or not, including Median Islands, but shall not include Traffic Islands, sidewalks, areas adjacent to the street, or parking lots.

The Contractor must meet Performance Standards for Reliability and Effectiveness. Reliability is measured as the percentage of street Curb Kilometers scheduled for Mechanical Sweeping that is *actually* swept on schedule. Curb Kilometers are defined as follows:

All the curbs located along one side of a street for a distance of one kilometer as measured by the GOQ. Distances along Median Islands are not considered Curb Kilometers.

Thus, to measure compliance, Monitors must identify and document the number of Curb Kilometers of Primary Streets that have not been swept on schedule.

Mechanical Street Sweeping Effectiveness will be measured as specified in paragraph (5.2.8) of the RFT. Measurement is based on the following seven-point rating scale of Street Cleanliness:

- 1.0 A clean street. No litter.
- 1.2 A clean street, except for a few traces or pieces of litter.
- 1.5 No concentration of litter. There are no piles of litter, and there are large gaps between pieces of litter, or small gaps between pieces of litter.
- 1.8 Litter is concentrated in spots; there may be either large gaps between piles of litter, or small gaps between pieces of litter.
- 2.0 Litter is concentrated and there are only small gaps between piles of litter.
- 2.5 Litter is highly concentrated with no gaps in the piles of litter. The litter is straight line along the curb.
- 3.0 Litter is very highly concentrated and there are no gaps between the piles of litter. The litter is a straight line along and over the curb.

Paragraph (5.2.8) includes Specifications for Sample Number and Timing, Quality Control, and Monthly Rating. In general, Monitors record separate Street Cleanliness ratings for individual “segments” of a street and sidewalk in each City, as agreed upon by the Contractor and the GOQ. The City Supervisor ensures that the sample is statistically and geographically representative. The monthly schedule of street segments varies to ensure representative inspections of actual street conditions, including:

- Who rates the zone?
- What time of day the ratings are conducted?
- Which day of the week the ratings are conducted?
- Which week during the month the ratings are conducted?

Inspections can occur before street cleaning to evaluate Customer behavior, as well as after street cleaning is done to measure Contractor performance.

Monthly scorecard reports are produced to provide information on both the average Cleanliness Ratings given to streets and sidewalks, as well as the percent of total streets rated

acceptably clean. Zones are then weighted by street mileage. Zones with more street mileage have more weight in determining overall Ratings.

To ensure quality control, Monitors will undergo quality assurance checks by the Chief Engineer of the Department and retraining if necessary. Inspections can be monitored to detect potentially biased ratings. Monthly “cross-checks” will also evaluate rating consistency between monitors. Ratings that may be in error will be voided, and streets rated again when necessary.

The monthly reports will be analyzed carefully to reveal the historical trend of the average Street Cleanliness rating and the overall rating achieved by the Contractor. Very small changes (<0.01) in the rating are not meaningful. It must also be remembered that month-to-month cleanliness is influenced by many factors in addition to Contractor efforts, including seasons and weather, Customer compliance with parking rules, community events and religious holidays. Therefore, meaningful trends and the performance of the contractor will be identified by:

- Comparing the most recent monthly ratings to the same month of the previous year.
- Calculating quarterly averages for the Street Cleanliness rating.
- Comparing ratings between Cities.

Service Hours (2.3.4)—

Mechanical Sweeping shall only occur between 10:00 p.m. and 6:00 a.m. The Contractor shall schedule Mechanical Sweeping activities during these hours in a way that minimizes interference with vehicle and pedestrian traffic and noise to contiguous residential neighborhoods

Mechanical Sweeping is scheduled for the nighttime hours for the reasons stated in the specification. Monitors will have to periodically be on duty during the nighttime. Monitors will make a special effort to identify and record any activities that unnecessarily impede vehicular and pedestrian traffic, or cause unwarranted noise. Monitors should also be cognizant of impediments to work performance that are not the fault of the Contractor, and should report them to the City Supervisor on the Collection and Cleaning Daily Inspection Form.

Street Cleaning Equipment--

Paragraph (3.1) specifies Minimum Technical Requirements to ensure that the Contractor utilizes Street Cleaning equipment that meets the GOQ’s technical performance, health, safety, environmental and aesthetic criteria. Minimum Technical Requirements relating to Street Cleaning equipment include the following:

- General (3.1.1).
- Changes in Equipment Inventory (3.1.2).

- Street Cleaning Equipment Sanitation (3.1.4).
- Equipment Maintenance (3.1.5).
- Daily Mechanical Street Sweeper Inspection (3.1.6).
- Mechanical Street Sweeper Operation (3.1.7).
- Vehicle Marking and Identification (3.1.8).
- Vehicle Licensing and Inspection (3.1.9).
- Equipment Appearance (3.1.10).
- Ancillary Equipment (3.1.11).
- Street Cleaning Vehicle Storage (3.1.12).
- Reserve Equipment (3.1.13).
- Loading (3.1.14).
- Noise (3.1.15).
- Safety Markings (3.1.16).

Collection and Cleaning Monitors are only responsible for evaluating Contractor compliance with Minimum Technical Requirements (3.1.7), (3.1.13), and (3.1.15), but should be completely familiar with all of the street cleaning equipment requirements and the way in which they will be monitored.

Mechanical Street Sweeper Operation (3.1.7) -- *Mechanical Street Sweepers shall be operated only by personnel specifically trained safe and efficient operation of the specific item of equipment they operate. All operators shall have all required permits and licenses and be able to make minor repairs and adjustments. The Contractor shall provide documentation to the GOQ, no later than fifteen (15) days prior to commencement of Street Cleaning Services that all Mechanical Street Sweeper operators have been provided operation and safety training and have passed a written examination and driving test.*

Evaluation of compliance with the fifteen-day notification specification will be the responsibility of the Compliance Analyst-Collection and Cleaning. The Analysts will receive the Contractor's documentation. They will review driver license and training documentation, make inquiries of the Contractor, and recommend to the Chief Engineer-Collection and Cleaning whether to approve the vehicle operators.

Daily compliance will be enforced by the Fixed Facility Monitor assigned to monitor the Contractor's collection vehicle storage and maintenance facility, who will check licenses as the vehicles leave the yard.

Additional specifications included under specification (3.1.7) will require Monitors to closely observe the Mechanical Sweeper operation and evaluate if the operator is doing the following:

- *Operating Speed (3.1.7.1) -- On route, the operator shall keep the Mechanical Sweeper moving at a reasonable speed, and where vehicles are parked, make every effort to clean the gutter as close to the parked vehicle as possible.*
- *Direction (3.1.7.2) -- The operator shall operate the Mechanical Street Sweeper so that it is traveling the route in the normal direction of traffic.*
- *Dust Control (3.1.7.3) -- The sweeper shall supply the proper volume and pressure at all times to control dust in accordance with the Performance Standard.*
- *Sweeper Path (3.1.7.4) -- The path shall begin at the face of the curb, and include flow line of the gutter. Unless blocked by parked vehicles, the curb and gutter shall always be included with the sweeper path.*
- *Number of Passes (3.1.7.5) -- The Mechanical Street Sweeper operator shall make as many passes as are necessary to meet the Performance Standard.*

Reserve Equipment (3.1.13) -- *The Contractor shall have continuously, reserve equipment available for service within two (2.0) hours of any breakdown so that no interruption in regularly scheduled Street Cleaning Services occurs. Reserve Equipment shall correspond in size, capacity and performance to the equipment normally used by the Contractor to perform the Street Cleaning Service.*

Collection and Cleaning Monitors will be responsible for identifying and recording any occasion where regularly scheduled service is interrupted for more than two hours due to the lack of reserve equipment. The Monitor will record the Contractor's designated route number, the cause of the service interruption, the estimated time that the service interruption started, when service was resumed, and the time that the route was finished.

Noise (3.1.15) -- *Noise emitting from any Mechanical Street Sweeper within 100 meters of any Dwelling Unit shall not exceed a level of seventy-five (75) decibels when measured at a distance of twenty-five (25) feet measured at a level of five (5.0) feet above ground level using the "A" scale of the standard sound level meter at slow response.*

The GOQ will have a device to accurately measure noise levels. If a Monitor suspects that a Mechanical Sweeper is exceeding the noise level in the specification, then it should be subjected to a test to be arranged between the Contractor and the GOQ.

Monitoring of Manual Sweeping of Secondary and Primary Streets

Manual Sweeping is considered complementary to Mechanical Sweeping. On routes that receive both types of service it will be difficult to distinguish between the performances of each. The combined performance is to comply with the street cleanliness expectations of the GOQ.

Monitoring of Manual Sweeping will consist of evaluating Contractor compliance with all of the General Service Requirements addressed earlier, as well as the specifications covered in this section. It will also include monitoring of Customer adherence to GOQ littering decrees and ordinances.

The Monitors will closely observe and evaluate Contractor compliance with specifications that address the following:

- Description of manual sweeping service.
- Service hours.
- Manual sweeper clothing, tools, and equipment.

Description of Manual Sweeping Service (2.2.2)--

The Contractor shall manually sweep and remove all Litter and Debris a minimum of once daily from Primary and Secondary Streets seven days per week. Secondary Streets shall include any road, passageway, or alley constructed of asphalt, stone, tile, and brick or concrete or is otherwise hard surfaced. The work area shall include the paved area between the normal curb lines of a street whether actual curb lines exist or not, including Median Islands, Traffic Islands, sidewalks, and areas adjacent to the street or parking lots.

The Contractor must meet Performance Standards for Reliability and Effectiveness. Reliability is a measure of the percentage of blocks that are scheduled for Manual Sweeping that are actually swept on schedule.

Thus, for evaluation of compliance with the Performance Standard for Manual Sweeping Service Reliability, Monitors must identify and document the number of blocks of Primary and Secondary Streets that have not been swept on schedule. To do so, Monitors will be supplied with Manual Sweeping Route maps and Schedules for their assigned area. Monitors will observe all blocks scheduled for sweeping on the assigned route for that day.

Manual Street Sweeping Effectiveness will be measured as specified in paragraph (5.2.8) of the RFT. Measurement will be based on implementation of the seven-point rating scale of Street Cleanliness described in the Monitoring of Mechanical Street sweeping section. Monitors will rate Street Cleanliness according to the frequency and schedule agreed upon between the GOQ and the Contractor

Service Hours (2.3.5)--

Manual Sweeping service shall only occur between the hours of 7:00 a.m. and 7:00 p.m., unless otherwise specified or permitted by the GOQ Project Administrator.

To ensure that Manual Sweeping only takes place during the prescribed hours, the City Supervisors will arrange work hours to occasionally have Monitors on duty prior to 7:00 a.m. and after 7:00 p.m. to determine if any work is being performed outside of those hours.

Manual Sweeper Clothing, Tools and Equipment--

To ensure that the Contractor employs Manual Sweeping tools, equipment and personnel in a manner that meets the GOQ's technical performance, health, safety, environmental and aesthetic criteria, the RFT includes Minimum Technical Requirements relating to the following:

- Manual sweeper hand carts.
- Manual sweeper protective clothing.
- Manual sweeper tools and equipment.

Manual Sweeper Hand Carts (3.3.1) -- *The Contractor shall procure Hand Carts (Trolleys) for use by manual sweepers that shall be high quality, standard manufactured units that are durable, highly maneuverable, attractive, structurally sound, and facilitate loading and unloading of Street Sweepings.*

The Compliance Analysts-Collection and Cleaning (with the assistance of the Engineers-Collection and Cleaning) have responsibility for determining if the Hand Carts specified in the Contractor's Final Work Plan comply with this Minimum Technical Requirement and the Technical Specifications provided in (3.3.2). Monitors will evaluate ongoing compliance through inspection of Hand Carts that they see on their daily monitoring route.

Manual Sweeper Protective Clothing (3.4.1) -- *The Contractor shall provide Manual Sweepers with protective clothing that shall include, but not be limited to the following:*

- *Safety shoes*
- *Reflective vests*
- *Identification badges*
- *Coveralls with Contractor insignia (minimum of 3 sets)*
- *Hats*
- *Gloves*

- *Dust Masks (for selective use)*

It will be the responsibility of the Monitors to verify that each Manual Sweeper that they observe is wearing all of the specified protective clothing when the Sweeper is working. Monitors will document incidences of potential non-compliance by recording the location, time, route number, and identification number of the improperly clothed employee.

Manual Sweeper Tools and Equipment (3.4.2) -- *The Contractor shall equip each Manual Sweeper with a Hand Cart meeting the technical specifications, as well as a broom, rake and shovel.*

Monitors will verify if Manual Sweepers that they encounter in their monitoring route are equipped with a broom, rake and shovel as part of their daily surveillance of Manual Sweeping activities. If not so equipped, it is a Violation and will be documented by the Monitor on the Collection and Cleaning Daily Inspection Form.

Monitoring of Cleaning of Unpaved Streets

The objective of this service is to collect and remove Litter and solid wastes deposited intentionally or carelessly on unpaved streets. Unpaved streets cannot be “swept” in the conventional manner. Unpaved Streets are defined as any road, alley or passageway that does not have a paved surface that accommodates at least one lane of vehicular traffic. The three day per week service frequency is specified as a means to have service performed every other day.

Monitoring of Cleaning of Unpaved Streets will consist of evaluating Contractor compliance with all of the General Service Requirements addressed earlier, as well as the directly related specifications covered in this section. It will also include monitoring of Customer adherence to GOQ littering decrees and ordinances. Monitors will be required to closely observe and evaluate Contractor compliance with specifications that address the following issues:

- Description of Service
- Service Hours

Description of Service (2.2.3)--

The Contractor shall gather and remove all loose Litter and Debris from Unpaved Streets three times per week. The work area shall include all public portions of the street between Buildings that is used for vehicular and pedestrian traffic.

To judiciously evaluate Contractor compliance with this specification, Monitors need a clear understanding of the definitions of Litter and Debris (see 2.4.2 and 2.4.3, respectively). They will also need a clear understanding of what area is included in “*all public portions of the street between Buildings that is used for vehicular and pedestrian traffic.*” This essential knowledge will be provided in the Monitor training. In addition, Monitors will be supplied with the route maps and service schedules that the Contractor submits with the Final Work Plan.

The Contractor must meet Performance Standards for Reliability and Effectiveness. Reliability is a measure of the percentage of kilometers of Unpaved Street length that is scheduled for cleaning that is actually cleaned on schedule.

Thus, for evaluation of compliance with the Performance Standard for Unpaved Street Cleaning Service Reliability, Monitors must identify and document the number of Unpaved Street kilometers that have not been swept on schedule. To do so, Monitors will be supplied with Unpaved Street Cleaning Route Maps and Schedules for their assigned area. Monitors will integrate observation of all Unpaved Streets scheduled for cleaning on the assigned route for that day.

Unpaved Street Cleaning Effectiveness will be measured as specified in paragraph (5.2.8) of the RFT. Measurement will be based on implementation of the seven-point rating scale of Street Cleanliness described in the Monitoring of Mechanical Street sweeping section. Monitors will conduct Street Cleanliness ratings according to the frequency and schedule agreed upon between the GOQ and the Contractor

Service Hours (2.3.6)--

Cleaning of Unpaved Streets shall take place between the hours of 7:00 a.m. and 7:00 p.m.

To ensure that Cleaning of Unpaved Streets only takes place during the prescribed hours, the City Supervisors will arrange work hours to occasionally have Monitors be on duty prior to 7:00 a.m. and after 7:00 p.m. to determine if any work is being performed outside of those hours.

Monitoring of Litter Collection from Public Facilities

Monitoring of Litter Collection from Public Facilities will consist of evaluating Contractor compliance with all of the General Service Requirements addressed earlier, as well as the more detailed specifications covered in this section. It will also include monitoring of Customer adherence to GOQ littering decrees and ordinances.

The Monitors will closely observe and evaluate Contractor compliance with specifications that address the following:

- Description of Service
- Service Hours

Description of Service (2.2.4)--

The Contractor shall provide manual labor to be on duty during all open hours to sweep up and remove all Litter and Debris from Public Facilities such as Open General Commercial Markets, places of worship, parks, gardens, squares, train stations and bus stops, and any other sites that are listed in Appendix 6. This service shall include collecting all Litter from common areas of open commercial markets, emptying all Litter Baskets and other waste

receptacles, and placing collected waste into Bins located in or immediately outside the Market.

This service will be similar to Manual Sweeping of Secondary Streets, but limited here to Public Facilities that have been identified by the GOQ in Appendix 6 to the RFT. Each Monitor will be provided with a list of the Public Facilities that are located in their assigned monitoring area. It is expected that Monitors will be able to cover their assigned areas in three days, so the Litter Collection Service at each Public Facility will be observed at most twice weekly. To ensure that the service is being provided during late evening hours, the City Supervisors should schedule monitoring to occur at that time of day as well.

The Contractor must meet Performance Standards for Reliability and Effectiveness. Reliability is a measure of the percentage of Public Facilities that have the number of Manual Sweepers on duty that the Contractor has specified in his Final Work Plan.

Thus, for evaluation of compliance with the Performance Standard for Public Facility Litter Collection Service Reliability, Monitors must identify and document the number of Public Facilities where the number of Manual Sweepers on duty is not equal to the number that are scheduled to be on duty. To do so, Monitors will be supplied with Litter Collection Route maps and Schedules for their assigned area. Monitors will observe all Public Facilities on their assigned route for that day.

Public Facility Litter Collection Sweeping Effectiveness will be measured as specified in paragraph (5.2.8) of the RFT. Measurement will be based on implementation of the seven-point rating scale of Street Cleanliness described in the Monitoring of Mechanical Street sweeping section. Monitors will perform Street Cleanliness ratings at Public Facilities according to the frequency and schedule agreed upon between the GOQ and the Contractor

Service Hours (2.3.7)--

Litter Collection from Public Facilities shall be performed on a continuous basis during all normal open hours up to seven days per week and 24 hours per day.

To ensure that this service is performed during all times specified, monitoring will have to be scheduled to occasionally allow observation at various times within the hours that various Public facilities are open.

Monitoring of Litter Basket Service

Monitoring of Litter Basket Service will consist of evaluating Contractor compliance with the General Service Requirements addressed earlier, as well as the directly related specifications covered in this section. It will also include monitoring of Customer adherence to national laws and GOQ littering decrees and ordinances. The Monitor will closely observe and evaluate Contractor compliance with related specifications that address the following:

- Description of Service
- Service Hours

- Litter Basket Service-General
- Litter Basket Distribution Schedule
- Maintenance of Litter Baskets
- Contractor Care of Litter Baskets
- Replacement of Litter Baskets

Description of Service (2.2.5)--

The Contractor shall procure, distribute, install, service daily (Empty Contents), sanitize and maintain waste Litter Baskets along streets and at Public Facilities having high volumes of pedestrian traffic and that are designated by the GOQ where shown on the maps. Litter Baskets shall be placed at intervals of not more than 50 (fifty) meters on both sides of all designated streets and at each corner of every intersection with another street.

The Contractor must meet Performance Standards for Litter Basket Service Reliability and Effectiveness. Reliability is a measure of the percentage of all Litter Baskets that is not serviced at least once per day. Thus, for evaluation of compliance with the Performance Standard for Litter Basket Service Reliability, Monitors must seek to identify and document the number of Litter Baskets that have not been emptied that day. To do so, Monitors will use Litter Basket Route Maps and Schedules supplied by the Contractor for their assigned area that day to follow behind the Litter Basket Service crew and look for missed service.

Litter Basket Service Effectiveness will be measured as specified as the percentage of all Litter Baskets in service that are found full or overflowing each day. While emptying Litter Baskets once daily is the minimum requirement, this may not be enough in all cases to prevent the Litter Basket from becoming full and/or overflowing. This performance standard is designed to motivate the Contractor to provide service adequate to prevent overflow and subsequent public littering. Monitors will look for and solicit reports from citizens of full or overflowing Litter Baskets.

Service Hours (2.3.8)--

Litter Baskets shall be emptied at least once daily, seven days per week during the same hours that Manual Street Sweeping occurs on the route where the Litter Basket is located.

Since Manual Street Sweeping is to be provided between 7:00 a.m. and 7:00 p.m., Litter Basket Service will also take place during this time on six days of the week. Litter Basket Service may be performed at any time on Fridays. Monitoring hours should be varied occasionally to allow observation of work done in all hours within the service period.

The Monitor's evaluation of compliance is required for subsequent evaluation of compliance with two performance standards associated with this specification; reliability and effectiveness. Reliability is based on a measure of the number of times that a Litter Basket is

not emptied at least once per day. Although Monitors cannot observe every Litter Basket every day, they can set up and check “test” baskets in a way that will prove whether it was emptied daily. More importantly, the “effectiveness” standard is based on a measure of the number of times that a Litter Basket is observed or reported to be “overflowing”. Thus, Monitors will need to look for and document overflow Litter Baskets.

Litter Basket Service - General (3.2.1) -- *The Contractor shall procure, deliver, install, empty and maintain freestanding (fixed to ground) and pole mounted Litter Baskets that shall be high quality, standard manufactured units that are durable, attractive, structurally sound, and vandal resistant. Litter Baskets shall be installed at intervals not to exceed fifty (50) meters and at each corner of all intersections along both sides of all streets designated by the GOQ as illustrated on the maps included in Appendix 6. (not available in Appendix 6 when I reviewed this)*

The Compliance Analysts-Collection and Cleaning will determine if the Litter Baskets specified in the Final Work Plan meet the technical specifications (3.2.2). They will also determine if the Contractor’s Final Work Plan for Litter Basket locations complies with this specification.

Distribution Schedule (3.2.4) -- *The Contractor shall deliver and install the total requested number of Litter Baskets on a phased in basis as follows:*

- *Fifty (50.0) percent of the total number specified in the RFT no later than ten (10) days prior to the start of the Operations Period*
- *One-hundred (100) percent of the total number specified in the RFT by the first day of the Operations Period.*

Monitors will evaluate Contractor compliance with the distribution schedule during the Preparation Period. They will confirm that no Litter Baskets are installed in their area prior to 10 days before the service start date. Monitors will be provided with a copy of the Contractor’s distribution schedule and will inspect each installation in their monitoring area no later than five days before service starts to determine if each Litter Basket has been installed as specified in paragraph (3.2.1).

Maintenance of Litter Baskets (3.2.6) -- *The Contractor shall be responsible for monitoring, controlling, washing, sterilizing and otherwise maintaining Litter Baskets. Litter Baskets shall be washed and sterilized at least four (4) times annually.*

Monitors will observe Litter Baskets on their routes to determine if aesthetic and functional performance standards are being maintained.

Monitors will verify if Litter Baskets are washed and sanitized at least four times annually and in accordance with the program described in the Final Work Plan by making field observations in areas where the Contractor has scheduled this work.

Contractor Care of Litter Baskets (3.2.7) -- *Contractor’s employees shall minimize damage to Litter Baskets caused by unnecessary rough treatment. The Contractor, at the*

Contractor's expense, shall replace any damaged Litter Basket within two (2) workdays at no additional cost to the GOQ.

Monitors will observe Contractor work crews as they service and empty Litter Baskets to detect any unnecessary rough treatment. Monitors will record the time, location and offending employee identification number whenever rough treatment is observed, and report the need for Litter Basket replacement if the Basket is no longer functional.

Repair of Litter Baskets (3.2.8) -- *The Contractor shall be responsible for repair of Litter Baskets components to include, but not be limited to, hinged hoods, liners and mounting hardware. Within two (2.0) workdays of notification by the GOQ of the need for such repairs, the Contractor shall repair the Litter Basket, or if necessary, remove the Litter Basket for repairs, and deliver a replacement to the same location. The Contractor shall report all Litter Basket repairs to the GOQ Solid Waste Project Administrator.*

Monitors will also observe the condition of Litter Basket hinged hoods, liners and mounting hardware to detect any need for repair or replacement. If the Monitor decides that repair is needed, he/she will record the Litter Basket location, identification number and condition on a special Litter Basket Repair/Replacement Form. The Form will be turned in to the City Data Specialist who will notify the Contractor via fax of the request for Litter Basket repair or replacement. The Contractor will notify the City Office of the resolution of the request, and the Monitor will then verify the action taken on the next day in the area.

Replacement of Litter Baskets (3.2.9) -- *Whenever a Litter Basket has been removed, stolen or damaged beyond repair, even through no fault of the Contractor, the Contractor shall deliver a replacement Litter Basket within two (2.0) workdays. The Contractor shall report all Litter Basket replacements to the GOQ Solid Waste Project Administrator.*

Monitors will also observe Litter Baskets locations to detect any missing or damaged Baskets requiring replacement. When needed, the Monitor will record the Litter Basket location, identification number and condition on a special Cart Repair/Replacement Form. The Form will be turned in to the City Data Specialist who will notify the Contractor via fax of the request for Litter Basket replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then be asked to verify the action taken.

Monitoring of Public Structures Washing

Monitoring of Public Structures Washing will consist of evaluating Contractor compliance with General Service Requirements addressed earlier, as well as the directly related specifications covered below. Monitors will be required to closely observe and evaluate Contractor compliance with specifications that address the following:

- Description of Service
- Public Structure Washing Procedures
- Public Structure Washing Equipment and Supplies

Description of Service (2.2.6)--

The Contractor shall mechanically wash Public Structures located in the public right-of-way of Primary and Secondary Streets listed in Appendix 6. Public Structures can include but are not necessarily limited to:

- *Fountains, memorials and statues*
- *Cornish fencing*
- *Bridges- including abutments, columns, curbstone, guard rails*
- *Tunnels*
- *Bus Stations*
- *Tram Stations*
- *Elevated Roadways and Pedestrian Crosswalks*
- *Traffic Lights*
- *Street Light Poles and Lamps*
- *Street Signs*
- *Traffic Control Signs*
- *Advertising Signs- (located in the public right-of way)*
- *Traffic Control Shelters*

The Contractor must meet Performance Standards for Public Structure Washing Service Reliability and Effectiveness. Reliability is a measure of the percentage of all Public Structures that is not serviced according to the schedule submitted in the Final Work Plan. Thus, for evaluation of compliance with the Performance Standard for Public Structure Washing Service Reliability, Monitors must seek to identify and document the number of Public Structures that have not been washed on schedule. To do so, Monitors will use public Structure Washing Route Maps and Schedules supplied by the Contractor for their assigned area that day to follow behind the Washing Service crew and look for missed service.

Public Structure Washing Effectiveness will be measured as the percentage of times that washing techniques are not precisely followed. To monitor for compliance with the standard, Monitors will have to integrate observation of Public Structure Washing operations to the extent practically possible into their daily monitoring when Public Structures are scheduled for washing.

Public Structures Washing Procedures--

The RFT contains specifications relating to washing procedures to achieve GOQ performance goals and ensure the protection of public health and safety and the surrounding environment. Specifications address the following issues:

- Service Frequency
- Traffic Control
- Washing
- Wash Water Management

Monitors will be responsible for evaluating Contractor compliance with the specifications for each of the above Public Structure Washing procedural issues. In view of the relative infrequency, but high visibility of this service, monitoring schedules should be adjusted by the City Supervisor to allow Monitors to be present during washing of all Public Structures in their assigned areas.

Service Frequency (2.10.1) -- *The Contractor shall wash fountains, bus stations and tram stations, and bridge guard rails once monthly. All other Public Structures listed in paragraph 2.2.6 shall be washed once every three (3) months.*

Monitors will evaluate Contractor compliance by comparing actual washing frequency with the specification. The Contractor will provide washing routes and schedules to the GOQ to facilitate the on site presence of Monitors to the extent practically possible.

Traffic Control (2.10.2) -- *The Contractor shall provide personnel to control and direct vehicular and pedestrian traffic flow during all times that work is being performed on Primary and Secondary Streets.*

Compliance with this specification will require that the Contractor assign at least one person to control and direct vehicular and pedestrian traffic in every case where washing personnel or equipment occupy or impact movement on any portion of a Primary and Secondary Street.

Washing (2.10.3) -- *Washing shall consist of washing with a cleaning detergent and rinsing. The Contractor shall deploy manpower and all specialized equipment in a manner, and for a length of time that will result in the removal of all dirt, soil, graffiti, grease and any other residuals.*

Monitors will evaluate compliance with this specification by observing and making a rational judgment that washing has resulted in “*the removal of all dirt, soil, graffiti, grease and any other material.*”

Wash Water Management (2.10.4) -- *The Contractor shall control and remove wash and rinse water to prevent damage to surrounding vegetation and accumulation of any pools of freestanding water.*

Compliance with this specification will require Monitor verification that the management mechanisms employed by the Contractor have accomplished vegetation protection and water removal goals.

Public Structures Washing Equipment and Supplies--

The RFT contains specifications relating to washing equipment and supplies to achieve GOQ performance goals and ensure the protection of public health and safety and the surrounding environment. Specifications address the following issues:

- Washing Equipment Technical Specifications
- Cleaning Solution Technical Specifications

Washing Equipment Technical Specifications (3.5.1) -- *The Contractor shall use hot water high pressure washing equipment that meets or exceeds the following Minimum Technical Specifications:*

- *Truck mounted equipped with a crane or boom for the operator*
- *Water pressure at the sprayer tip of 1500 psi*
- *Water temperature of at least 80 degrees C*
- *Water flow of at least 20 liters per minute*

The Compliance Analysts-Collection and Cleaning (with assistance from the Engineers-Collection and Cleaning) will evaluate compliance by comparing the technical specifications of the washing equipment proposed in the Final Work Plan with this specification. During the Operation Period, Monitors will evaluate ongoing compliance by observing washing activities throughout the Contract Period and verifying that the washing equipment being used matches the equipment proposed in the Final Work Plan.

Cleaning Solution Technical Specifications (3.5.2) -- *The Contractor shall only use cleaning solutions that do not harm the finish of any Public Structure, meets or exceeds the following Minimum Technical Specifications, is approved by the GOQ Project Administrator and is:*

- *Water-soluble and non-ionic*
- *Non-corrosive*
- *Non-foaming*

The Compliance Analysts-Collection and Cleaning (with assistance from the Engineers-Collection and Cleaning) will evaluate compliance by comparing the technical specifications of the cleaning solution(s) proposed in the Final Work Plan with this specification. During

the Operation Period, Monitors will evaluate ongoing compliance by observing washing activities throughout the Contract Period and verifying that the cleaning solution(s) being used matches the cleaning solution(s) proposed in the Final Work Plan and approved by the Chief Engineer.

Monitoring of Supplemental Manpower Services

Service Specification (2.2.7) describes Supplemental Manpower Services as follows:

The Contractor shall provide an organized and professionally managed labor pool of up to twenty-five persons daily for the purpose of providing supplemental Street Cleaning services including, but not limited to, Litter and Debris collection and removal of Accumulated Wastes in unplanned areas. The Contractor shall deploy the Manpower, together with appropriate Field Supervision, tools and equipment as requested by the GOQ Project Administrator.

Supplemental Manpower Services are planned to be used primarily for augmenting GOQ staff in the collection and removal of Accumulated Wastes in unplanned areas and on unpaved roads. The City Supervisors will make the decision as to when (which days and hours), where (City), and how to utilize this manpower pool. Evaluation of compliance with the specification that twenty-five persons and “appropriate Field Supervision, tools and equipment” are deployed will be the responsibility of the City Supervisor in the City in which the resources are deployed. The type of monitoring required by Collection and Cleaning Monitors will be determined on a case-by-case basis.

APPENDIX B

MEDICAL AND INDUSTRIAL MONITOR PROCEDURES MANUAL

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INTRODUCTION

This Appendix describes the procedures that Medical and Industrial Monitors (Monitors) will follow in evaluating Contractor compliance with each of the Service Specifications and Minimum Technical Requirements in Appendices 3 and 4 of Annex A of the Request for Tenders (RFT). It also addresses how Monitors will observe, promote, and motivate Customer observance of Egyptian Environmental Law and GOQ decrees and ordinances relating to medical and industrial waste handling.

Medical and Industrial Waste Collection Monitors will be responsible for monitoring Customer use and Contractor provision of the following services within specific assigned geographic areas in each urban center of the GOQ:

- Medical Waste Collection Service
- Industrial Waste Collection Service

The Monitors will each be assigned approximately 100 Industrial Waste Generators (Generators) and Health Care Facilities (HCFs). The Medical and Industrial Monitors will be inspecting Generators and HCFs in an assigned geographic area in the urban center that they are assigned. Each Monitor's territory will be divided into six day-routes that he/she will inspect each facility at least once weekly (working six days per week). The Monitors will visit each facility on their day-route following a prescribed path designed to enable Monitors to inspect facilities after the Contractor has provided services for that day.

The Medical and Industrial Monitors must know all aspects of the Contractor's Final Work Plans for Industrial and Medical Waste Collection. They must also know each of the Service Specifications and Minimum Technical Requirements for these same services.

In general, Monitors' activities will include:

- Observing and evaluating Medical and Industrial Waste Collection services.
- Monitoring distribution and condition of Medical Waste Containers and Industrial Waste Bins.
- Monitoring the Contractor's waste collection practices and personnel.
- Recording and following up on Possible Violations issues.
- Completing daily inspection forms:
 - Medical and Industrial Daily Inspection Form.
 - Container and Bin Distribution Form.
 - Container and Bin Repair/Replacement Form.
- Assisting Customers in resolving Complaints.

- Providing Public Outreach.

Detailed descriptions of procedures to be followed by Monitors in evaluating Contractor compliance with contract terms are provided in subsequent sections addressing Medical Waste Collection and Industrial Waste Collection. Service Specifications and Minimum Technical Requirements are cited using the appropriate RFT reference in parentheses, e.g. (2.1.4). Text that is quoted directly from the RFT is in *italics*.

MONITORING MEDICAL WASTE COLLECTION SERVICES (ANNEX A, APPENDIX 4)

The overall objective of monitoring Medical Waste Collection Services will be to optimize the compliance of the Contractor with Contract terms and of HCFs with medical waste handling regulations. To facilitate Monitor understanding and interpretation, the Service Specifications and Minimum Technical Requirements have been grouped into the following eleven categories:

- General Description of Services
- Reporting
- Waste Collection Frequency and Timing
- Waste Collection Practices
- Types of Waste to be Included
- Addition of New Customers
- Customer Service and Complaint Handling
- Waste Collection Equipment
- Tracking Receipt, Transport, Transfer and Disposal
- Waste Collection Personnel
- General Compliance with Solid Waste Laws and Decrees

Separate sections are presented for each category describing suggested monitoring procedures for evaluating Contractor compliance with each Service Specifications and Minimum Technical Requirement.

General Description of Services

Medical Waste Services to Be Provided (1.3) –

Medical Waste Management Services to be provided by the Contractor shall include:

- *Develop, design, implement, and operate a GOQ-wide Medical Waste management program within the nine designated cities.*
- *Collect all Medical Waste generated within the GOQ.*
- *Design, construct, and operate a Medical Waste Treatment Facility(s).*
- *Transport Treated Medical Waste Residue to a GOQ-Designated Disposal Facility(s).*
- *Design, implement, and operate a Medical Waste “source to disposal” tracking system for infectious Medical Waste.*

The Medical and Industrial Monitors are only responsible for monitoring Contract terms related to collection of Medical Wastes. Services related to the Medical Waste Treatment Facility are handled by the Fixed Facility Monitors.

The Contractor must meet Performance Standards for Reliability (4.5.1) and Quality (4.5.2). Reliability is measured by the number of times that any HCF is not serviced according to the agreed upon schedule; i.e., a Service Failure. A Service Failure is defined as follows:

Any failure to provide any type of Medical Waste Collection Service at the frequency prescribed in the Service Specifications.

Thus, for evaluation of compliance with the Performance Standard for Medical Waste Collection Service Reliability, Monitors will use the following procedures to determine compliance with Collection Frequency (3.2.2).

- The Monitor will inspect HCFs on his/her daily route after the scheduled collection time to observe if each HCF has been serviced.
- Since the Contractor may service HCFs at any time of day, (see Hours and Days of Operation), a Violation cannot be verified unless the Monitor inquires to determine if any waste found at the HCF was placed in the storage Containers before or after the scheduled time of collection.

Incomplete Collections are used to measure Medical Waste Collection Service Quality. An Incomplete Collection is defined as follows:

Collection from any type of Customer where the Contractor leaves Medical Waste or spillage without leaving a Non-Collection Notice that specifies the reason for leaving the materials.

If an HCF does not comply with waste setout and/or container specifications contained in

paragraphs (3.2.3), (3.2.4), (3.3.2), (3.3.3), and (3.3.4), the Contractor is not required to provide collection service, but instead must affix a Non-Collection Notice on the Container explaining why collection service was not provided. Prior to the end of each workday the Contractor must notify the GOQ of the location and reason for each Non-Collection Notice left that day. The Contractor is subject to penalties for failure to leave Non-Collection Notices also.

Thus, for evaluation of compliance with the Performance Standard for Quality, Monitors must seek to identify an Incomplete Collection, i.e. whenever service has been provided, but some Medical Waste or spillage is left without a Non-Collection Notice.

Reporting

The Contractor is required to submit reports at various stages of the ten-year term of the Contract. Although not having primary responsibility for evaluating Contractor compliance with most reporting requirements, Monitors may be called upon to provide valuable input to the Collection and Cleaning Division (the Division). Monitors should therefore be intimately familiar with the following specifications that address the required content of each report:

- Final Work Plan (2.3)
- Preparation Work Plan (2.2)
- Monthly Preparation Reports (2.15.1)
- Monthly Operations Reports (2.15.2)
- Annual Operations Reports (2.15.3)

Collection Frequency and Timing

Paragraph (2.11) and (3.2.2) provide service specifications relating to the frequency and timing of Medical Waste Collection Services.

Hours and Days of Operation (2.11)—

Medical Waste collection, treatment, and disposal services may occur at any hour of the day, providing that the activities can be performed without causing public disturbances, nuisances, or safety hazards deemed unacceptable by the GOQ

Monitors will be provided with the scheduled collection times in order to coordinate their monitoring to determine if collection occurs as scheduled while meeting the criteria for acceptable timing.

Frequency (3.2.2)—

The Contractor shall perform Medical Waste collection services a minimum of 6 days a week and shall collect Medical Waste from all HCFs on at least an every other day basis.

Monitors will be evaluating compliance with the collection frequency mutually agreed upon between the Contractor and each HCF. The frequency must be at least every other day and enough to prevent the overflow of Containers provided to the HCF. Thus, Monitors will be required to compare actual service frequency with the agreed upon frequency (from lists that they will be supplied) and ascertain if the frequency is enough to prevent overflow.

The Monitors will inspect HCFs on their daily route after the scheduled collection time to observe if each HCF has been serviced as scheduled on that day. Since the Contractor may service HCFs at any time of day, a Violation cannot be verified unless the Monitor determines if any waste that the Monitor sees in the storage Containers was placed there before or after the scheduled time of collection.

Waste Collection Practices

Collection practice specifications are included to encourage the Contractor to conduct all collection activities not only in compliance with the service specifications, but also in a manner that does not negatively impact HCFs or the general public. Service specifications are included relating to the following collection practice issues:

- Public Disturbance, Nuisance, and Safety Hazards (2.12)
- Spillage (3.2.4)
- Scavenging (3.2.7)
- Property Damage (3.2.8)
- Noise (3.2.9)
- Street Usage Rights (3.2.10)
- Compliance with Local Ordinances (3.2.11)
- Waste Placement (3.4.3)

Each specification and the corresponding proposed monitoring procedure are described below.

Public Disturbance, Nuisance and Safety Hazards (2.12)—

The Contractor shall take all reasonable steps to minimize off-site disturbances, nuisances, and public safety hazards during performance of all aspects of Medical Waste Management Services.

Monitors will observe the operation of Contractor Waste Collection Vehicles and personnel performing services to spot *disturbance or nuisance* activities such as blocking access to buildings or vehicular and pedestrian traffic. On any such occasion the Monitor will record

the vehicle identification number, the identification number of any personnel involved, the date, time and location, and a full description of the alleged occurrence.

Monitors will observe collection crews and vehicles to ascertain if adequate safety precautions are being taken. Any activity the Monitor deems to be a potential threat to the safety of HCF employees or the general public should be recorded on the Daily Inspection Form and reported. The Monitor will record the vehicle identification number, the date and time, and the exact location of the alleged incident.

Spillage (3.2.4)—

The Contractor shall not be responsible for cleaning up loose waste around any of the Medical Waste containers where such loose waste is caused by the Customer. However, the Contractor shall be responsible for removing any spillage that occurs due to the action of Contractor collection equipment and/or personnel. The Contractor shall clean up any such spillage in accordance with the Medical Waste Environmental Control Plan, and shall report the spillage and cleanup in accordance with the Environmental Control Record.

Waste spillage that a Monitor observes may be the result of (a) the Contractors' equipment and/or personnel, (b) inadequate collection frequency or Container capacity, or (c) carelessness of HCF personnel

Waste may be spilled at several places: at the point of collection in or outside the HCF, along the path that the collector travels between the Containers and the collection vehicle, and at the collection vehicle. When a Monitor observes spilled waste anywhere, he/she must make a fair judgment as to the source of the spill, since it may have been either an HCF employee or the Contractor. As Monitors increase their familiarity with HCF Medical Waste handling habits and the collection methods used by the Contractor, they will be able to make increasingly accurate determinations of the source of the waste spillage.

If the Monitor observes the Contractor causing spillage, he/she must ensure that the Contractor cleans it up in accordance with the Medical Waste Environmental Control Plan, and reports the spillage and cleanup in accordance with the Environmental Control Record.

Scavenging (3.2.7)—

The Contractor shall forbid all employees and sub-contractors, and shall prevent all others from scavenging any component of the Medical Waste.

Scavenging of materials from Medical Waste by crew members reduces collection productivity and endangers the health and safety of the collection crew. Therefore, a no tolerance performance standard and a large penalty have been established to discourage scavenging. Monitors will evaluate compliance with this specification by observing collection crew activities at HCFs and by looking for scavenged materials on the collection vehicle, both inside and out of the cab.

If scavenging or scavenged materials are observed, the Monitor will record the vehicle identification number, the identification of the crew member caught scavenging, the scavenged material, the time, and the location of the incident.

Property Damage (3.2.8)—

The Contractor shall be responsible for all costs associated with the repair and or replacement of damaged property of any kind resulting from actions of its equipment, employees, or agents. Collection crews shall report any incident causing damage to third party property to the Contractor's General Manager, who shall inform the GOQ within 12 hours of the occurrence.

While the no tolerance performance standard and associated penalty have been written to motivate self reporting, it will also be incumbent upon Monitors to closely observe HCF buildings, stairways, sidewalks and utility poles near the Medical Waste storage location that may have been damaged from collection crew activities. If the Monitor sees property damage occur he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the property damage.

Through the Public Information Campaign, HCFs will be encouraged to report alleged damage to the Contractor's Customer Service, the GOQ City Offices, or directly to Monitors.

Noise (3.2.9)—

The contractor shall minimize noise from collection equipment and the activities of collection personnel.

Monitors will observe collection crews and vehicles to ascertain if waste collection services are being performed in a manner that minimizes noise levels. This is especially important at hospitals. Monitors should record and report incidents of unnecessary noise caused in servicing Containers. If the Monitor observes excessive noise, he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the cause of the noise.

Street Usage Rights (3.2.10)—

The Contractor is granted the right to use the streets for the purpose of providing Medical Waste Collection services specified in the Contract, but is not granted exclusive use of such streets. When the Contractor's vehicle blocks the passage of other vehicles, the Contractor's vehicle shall pull aside at the first opportunity and allow waiting vehicles to pass.

When monitoring the work of the collection crews, the Monitor will observe if the collection vehicle is operated in a manner that does not unnecessarily impede or block traffic at or around HCFs. Upon observation of such an occurrence, the Monitor will record the vehicle identification number, the date and time, and the exact location of the alleged incident.

Compliance with Local Ordinances (3.2.11)—

The Contractor shall comply with GOQ ordinances relating to obstructing streets, keeping passageways open, and shall obey all other laws and GOQ ordinances.

When observing collection crews the Monitor will ascertain if all crew members perform activities in compliance with all GOQ decrees and ordinances, especially those related to Medical Waste Collection service provision. Monitors will record alleged violations, citing the GOQ decree or ordinance that is being violated.

Waste Placement (3.4.3)—

The Contractor shall forbid all waste collection crews from placing any Medical Wastes inside or on the outside of the collection vehicle except in the waste cargo area of the vehicle, and shall not permit anyone to scavenge/reclaim any portion of the waste.

Monitors will evaluate compliance with this specification by observing collection crews as they place collected waste from HCFs. If any waste is not placed in the cargo area of the collection vehicle, the Monitor will record the vehicle identification number, the identification of the crew member, the time, and the location of the incident.

Types of Waste to Be Included

To carry out their monitoring duties judiciously, Monitors must have complete knowledge of the types of waste that are considered to be Medical Wastes and acceptable for inclusion in the wastes that HCFs set out for collection. Medical Waste is defined as follows:

Any infectious or non-infectious medical waste generated in the diagnosis, treatment, or immunization of human beings or animals, or in research pertaining thereto, or in the production or testing of biological materials. Infectious Medical Waste includes cultures and stocks, human pathological wastes, human blood and blood products, sharps, animal wastes, isolation wastes, and unused sharps. This term does not include toxic, hazardous, or radiological wastes.

Addition of New Health Care Facilities (2.13)

The Contractor shall extend routes and services to any new HCFs within 48 hours of notification from the GOQ Project Administrator.

Monitors should be aware that any new facility that qualifies as an HCF is entitled to Medical Waste Collection service within 48 hours of notification to the Contractor by the GOQ. Monitors will be informed of the notification and should be vigilant for, and report cases where the Contractor fails to provide service as a Possible Violation of this specification.

Customer Service and Complaint Handling

Paragraph (3.14) requires the Contractor to offer a means for handling complaints from the GOQ and HCFs. To optimize its usage, the system will be widely publicized and easy to use.

To ensure the implementation of a system that meets GOQ objectives, service specifications have been included for each of the following related issues:

- Customer Service Office (3.14.1).
- Customer Service (3.14.2).
- Complaint Records (3.14.3).
- Complaint Reporting (3.14.4)
- Complaint Resolution (3.14.5).
- Unresolved Complaints (3.14.6).

Evaluation of Contractor compliance with specifications (3.14.1) through (3.14.4) will be the responsibility of the Compliance Analysts-Collection & Cleaning Division. Therefore, Monitors will not be directly involved in the evaluation of compliance with these specifications. However, when Monitors or Data Specialists call the Customer Service Office with complaints received directly from Customers, they will record as a Violation each instance when their call is not received within three minutes.

Complaint Resolution (3.14.5)—

The Contractor shall respond to all Customer complaints within 24 hours. If a complaint involves a failure to collect from any Customer as required in the Contract, Contractor shall collect the infectious Medical Waste in question within 12 hours of notification.

For each complaint received by the Contractor's Customer Service Office, or reported by Monitors and Data Specialists to the Contractor, the Monitors will follow up by visiting the source of the complaint 24 hours following notification of the Contractor. If the complaint has not been resolved, the Monitors will record it as a Violation.

Unresolved Complaints (3.14.6)—

In the event that any GOQ Project Monitor or Customer reports to the GOQ that a complaint has not been resolved to the Customer's satisfaction, the Contractor shall present a detailed report outlining the nature of the complaint and the proposed resolution or actions taken to resolve the complaint. If, in the opinion of the GOQ Project Administrator, the proposed resolution or actions taken are insufficient to satisfactorily resolve the claim, the GOQ at its reasonable discretion may require Contractor to carry out a process to satisfactorily resolve the complaint.

The Compliance Analysts may instruct the Monitors to perform spot checks to ensure that the Contractors are in fact resolving each and every complaint. Each month, the Compliance Analysts may randomly select from the Contractors' MOR up to five ostensibly resolved complaints in each Monitor's territory. The Monitors will investigate each resolved

complaint and determine if it was indeed resolved. If it was not resolved, the Monitor shall report it as a Violation of paragraph (3.14.5).

The GOQ may also require the Contractor to carry out a process to resolve the complaint. When the Finance and Administration Division, as the agent of the GOQ Project Administrator, prescribes a complaint resolution that differs from that proposed by the Contractor, the Monitor will follow up to evaluate compliance with the GOQ prescribed resolution.

Waste Collection Equipment

Specifications relating to equipment address Containers for storage and Waste Collection Vehicles for collection/transport of Medical Wastes.

Containers—

The RFT contains several specifications relating to the types of Containers that are acceptable for storage of Medical Wastes at HCFs:

- Supply and Delivery (3.3.1)
- Technical Specifications for Medical Waste Containers (3.3.2)
- Use of Containers (3.3.3)
- Handling of Sharps (3.3.4)
- Outer Storage Containers (3.3.5)

Each of these is discussed below.

Supply and Delivery (3.3.1) –

The Contractor is responsible for providing and delivering all Medical Waste storage and collection bags, boxes, and containers to all HCFs within the GOQ.

Monitors will evaluate compliance with this requirement by asking the person at each HCF responsible for managing Medical Wastes if they have received and have on hand an adequate supply of Containers.

Technical Specifications for Medical Waste Containers (3.3.2) –

All Medical Waste collection/storage bags, boxes, or other containers shall be obtained, distributed, serviced, and maintained by the Contractor. All such boxes, bags, or containers shall meet European Union (EU) standards for infectious Medical Waste storage, collection, and disposal. In accordance with international standards, the color for all Medical Waste bags shall be red. All Medical Waste boxes or other containers shall clearly state, in both Arabic and in English, that the contents of the box are infectious in nature.

Monitors will be supplied with European Union (EU) Standards in their basic training. The Contractor must specify in the Final Work Plan that the type of Container that he intends to use meet EU Standards. Monitors will inspect all Containers on hand and in use at each HCF and in the Contractor's collection vehicle to confirm conformance of the Containers with each of the above requirements

Container Use (3.3.3) –

HCF personnel shall place all Medical Waste, other than Sharps, in plastic bags with sufficient integrity to support a minimum weight of 5 Kilograms (Kg). If empty containers that previously held free liquids are placed into the bag, HCF personnel shall place 0.5 liter (l) of absorbent material for each 0.25 cubic meters (m³), or fraction thereof, of bag volume in the bottom of the bag. Full bags are to be placed by either HCF or Contractor personnel in a rigid outer container constructed of a material that meets or exceeds the strength of 100 Kg, C-Flute board. If the Medical Waste contains free liquids in containers, the plastic bag and/or the rigid container shall contain absorbent material sufficient to absorb 15% of the volume of free liquids placed in the bag. The Contractor shall provide the bags, rigid containers, and absorbent material.

Monitors will inspect the Containers used to store Medical Waste at each HCF that they visit to evaluate HCF and Contractor personnel compliance with each of the detailed steps specified for handling of free liquids and other Medical Wastes.

Sharps Handling (3.3.4) –

HCF personnel shall place all Sharps in puncture resistant containers designed specifically for Sharps. The Contractor shall provide the Sharps containers. Such containers shall not be subjected to compaction. The Contractor shall not collect any Sharps not placed in such containers.

Monitors will observe and evaluate the manner in which Sharps are handled to confirm that the Contractor is supplying specially designed containers and that HCF personnel are using them for all Sharps. Monitors will also inspect the Sharps collection process used in the HCF and by the Contractor to ensure that Sharps containers are being collected separately and that containers are not being compacted in any part of the collection process.

Outer Containers (3.3.5) –

The outer container shall be conspicuously marked with a warning legend in Arabic and English, along with the international symbol for bio-hazardous material. The warning must appear on the sides of the container, twice in Arabic and twice in English. The wording of the warning legend shall be as follows: "CAUTION, contains Infectious Medical Waste which may be bio-hazardous". The Contractor shall affix to each container a label that contains the name and address of the generator and either the date of shipment or an identification number for the shipment. The printing on labels shall be done in indelible ink with letters at least 1 cm in height.

Outer storage containers are the rigid containers used to store bags of Medical Waste at the HCF and in the collection vehicle during transport to the Treatment Facility. Monitors will inspect each container at each HCF and in each collection vehicle that they monitor for compliance with each of the labeling requirements contained in this specification.

Waste Collection/Transport Vehicles—

Paragraph (3.4) specifies Minimum Technical Requirements that ensure that the Contractor utilizes Waste Collection/Transport Vehicles that meet the GOQ's technical performance, health, safety, environmental, and aesthetic criteria. Minimum Technical Requirements relating to Waste Collection Vehicles include the following:

- General – Provision of Dedicated Fleet Inventory (3.4.1)
- Changes in the Collection/Transport Vehicle Fleet (3.4.2)
- Cargo Area of Waste Collection/Transport Vehicles (3.4.4)
- Collection/Transport Vehicle Sanitation (3.4.5)
- Collection/Transport Vehicle Maintenance (3.4.6)
- Daily Collection/Transport Vehicle Inspection (3.4.7)
- Collection/Transport Vehicle Operation (3.4.8)
- Collection/Transport Vehicle Marking and Identification (3.4.9)
- Collection/Transport Vehicle Licensing and Inspection (3.4.10)
- Collection/Transport Vehicle Appearance (3.4.11)
- Ancillary Equipment (3.4.12)
- Storage (3.4.13)
- Reserve Equipment (3.4.14)
- Collection/Transport Vehicle Loading (3.4.15)

Medical and Industrial Monitors are only responsible for evaluating Contractor compliance with Minimum Technical Requirements (3.4.4) and (3.4.14). However, Monitors should be completely familiar with each of the Waste Collection/Transport Vehicle requirements listed above. The Fixed Facility Monitor assigned to the location where collection vehicles are housed and maintained will evaluate compliance with each of the other Minimum Technical Requirements.

Cargo Area of Waste Collection Vehicles (3.4.4) –

The area of the collection body used for the collected Medical Waste and Treated Medical Waste Residue shall be watertight and designed to prevent spillage of any solids or leakage of any liquid waste materials onto the ground or exterior body of the vehicle. The waste cargo area shall be locked when the vehicle is in motion and waste is contained in the vehicle.

Monitors will observe operating collection vehicles as well as vehicle routes of travel to look for spillage or leakage occurring, or having taken place. Monitors should make a special effort to observe the cargo area during the waste loading and unloading processes, as these are where spillage or leakage is most likely to occur. For each observed occurrence of spillage or leakage the Monitor will record on the Daily Inspection Form the vehicle identification number, time and location of the spillage, and the cause of the spill. Use of a camera to document the source of the leakage may also be helpful.

When a Monitor encounters a Waste Collection Vehicle in transit, the Monitor should ask the driver to stop and then check to see if the cargo doors are locked.

Reserve Equipment (3.4.14) –

The Contractor shall have available at all times, reserve equipment that can be put in service within 2 hours of any breakdown, to prevent any prolonged interruption in regularly scheduled waste collection service. Such reserve equipment shall be equivalent in size and capacity to the equipment normally used by the Contractor to perform the Medical Waste collection/transport service.

Monitors will be responsible for identifying and recording any occasion where regularly scheduled collection is interrupted for more than two hours due to lack of reserve equipment. The Monitor will record the Contractor's designated route number, the cause of the service interruption, the estimated time that the service interruption started, when service was resumed, and the time that the route was finished.

Tracking Receipt, Transport, Transfer and Disposal

Monitoring of Medical Waste Collection Service includes oversight of the entire handling process including tracking from the point of generation to disposal. The Contractor must comply with several specifications relating to the handling of Medical Wastes between these points. Although the Monitors will not be responsible for evaluating compliance with the steps following collection and transport, it is important that they be intimately familiar with the tracking system and work closely with Fixed Facility Monitors to ensure its integrity.

Receipt Documentation (3.2.5)—

The Contractor shall furnish each HCF with a signed receipt for each shipment at the time of collection of the waste. The receipt shall identify the generator by name and address, and shall list the amount of waste collected, the shipment number, and the date of collection.

Monitors will inspect records in conjunction with the visit to each HCF to ascertain if the Contractor has left a receipt for all Medical Wastes collected.

Transfer of Shipments of Medical Waste (3.4.16)—

Medical Waste shall not be transferred between vehicles except as provided below:

Transport Vehicle Malfunction (3.4.16.1) –

In case of vehicle malfunction, the waste shipment may be transferred to an operational vehicle. The GOQ Project Administrator shall be notified of the incident in writing no later than the end of the next work-day. The incident report shall list all vehicles involved in transporting the Medical Waste and the cause, if known, of the vehicle malfunction.

Transport Vehicle Accident (3.4.16.2) –

In case of a traffic accident, the waste shipment may be transferred to an operating vehicle. Any spilled waste and any containers of waste that were damaged in the accident shall be repackaged as soon as possible, and the spill area cleaned. The GOQ Project Administrator shall be notified of the accident in writing no later than 24 hours following the accident. The accident report shall list all vehicles involved in transporting the Medical Waste.

Monitors must be vigilant to ensure that no Medical Waste is transferred except under the circumstances specified in (3.4.16.1) and (3.4.16.2). This requirement can be enforced with the cooperation of the Fixed Facility Monitor at the Medical Waste Treatment Facility who should inspect the tracking documentation to confirm that the same collection vehicle was used to both collect, transport and deliver Medical Wastes from any given HCF.

Waste Collection Personnel

To ensure that the Contractor trains and deploys waste collection personnel in a manner that meets the GOQ's technical performance, health, safety, environmental and aesthetic criteria, the RFT contains Minimum Technical Requirements that address each of the following personnel related concerns:

- Competence and Skills (3.11.1)
- Facility Management (3.11.2)
- Uniforms (3.11.3)
- Demeanor (3.11.4)
- Fees and Gratuities (3.11.5)
- Driving Licenses (3.11.6)
- Dismissal Authority (3.11.7)

Each of the requirements and the proposed monitoring procedure is described below.

Competence and Skills (3.11.1)—

All Contractor and subcontractor personnel shall be competent and careful workers, specifically trained and skilled in their respective trades.

The Compliance Analysts-Collection & Cleaning will be responsible for evaluating Contractor compliance with this Minimum Technical Requirement. Their evaluation will be based upon review of the list of management level personnel submitted with the Final Work Plan.

Facility Management (3.11.2)—

The Contractor shall assign a qualified facility manager for each facility and the collection fleet, and provide the name of this person in writing to the Project Administrator.

The Compliance Analysts-Collection & Cleaning will review the Final Work Plan for Medical Waste Collection Services to determine if qualified Field Supervisors have been assigned for each type of service.

The Monitors will evaluate compliance with the requirement on a daily basis by verifying that a Field Supervisor is on duty to supervise the collection crew(s) in their work area. The Monitors shall communicate directly with the Field Supervisor once per day either in person or via radio/mobile and verify that the Field Supervisor has radio contact with the crews and Customer Service Office.

Uniforms (3.11.3)—

The Contractor shall provide, and all employees shall wear, adequate uniforms, gloves, work boots, reflective vests and other protective clothing. Uniforms and safety gear must be approved by the GOQ.

Monitors will check to see if every Medical Waste Collection employee that they encounter is in uniform and is equipped with a hat, gloves, boots, reflective vest and other necessary protective clothing. If any of these items are missing the Monitor will record on the Daily Inspection Form the time and location of the observance and the identification number of the improperly dressed employee.

Demeanor (3.11.4)—

The Contractor shall require all employees to conduct themselves in a courteous and helpful manner and refrain from using any loud or profane language.

Monitors will evaluate compliance with this requirement by direct observation of crew conversation to detect any use of loud or profane language and also solicit feedback from HCF employees concerning their interaction with Contractor employees.

Fees and Gratuities (3.11.5)—

The Contractor shall not permit any employee, agent, or subcontractor to offer special service beyond the scope of this Contract, or to request, solicit, demand, or accept, either directly or indirectly, any compensation or gratuity for services that are included in the scope of this Contract.

Monitors will evaluate compliance with this requirement by direct observation of crew interaction with HCF personnel, and by occasionally asking HCF personnel if they are aware of any solicitation of fees or gratuities for services outside the Contract. If a Monitor finds an employee violating this requirement, he/she will record the time, location, nature of violation, and employee identification on the Daily Inspection Form.

Driving Licenses (3.11.6)—

Each driver of a collection/transport vehicle shall at all times carry a valid Egyptian driver's license and all other required permits as required by Egyptian Law.

Monitoring this requirement will not be the responsibility of Monitors. Fixed Facility Monitors will check for valid Egyptian driver's licenses when each Medical Waste Collection Vehicle leaves the Contractor's equipment storage facility.

Dismissal Authority (3.11.7)—

The GOQ Project Administrator may demand the dismissal of any person employed by the Contractor or its subcontractors who repeatedly misconducts, is incompetent, or negligent in the performance of his/her duties, or refuses to comply with the instructions given. Any person so dismissed shall not be re-employed by the Contractor without the written consent of the GOQ Project Administrator.

Monitors will observe waste collection personnel and solicit feedback from HCFs to identify extreme cases of unacceptable personnel behavior or performance that warrant GOQ use of its dismissal authority. Intervention should only be used in extreme cases when there is documented evidence of unacceptable behavior and all other remedies have failed.

Worker Health, Safety and Emergency Response (3.12.2)—

The Contractor shall develop a Health and Safety and Emergency Response Manual that contains instructions for protecting worker health and safety and responding to foreseeable emergencies including fire, medical emergency, vehicle accident, and environmental hazards. All Contractor and subcontractor personnel shall be provided with a Health and Safety and Emergency Response Manual. All Contractor and subcontractor personnel shall receive annual training in health, safety, and emergency response procedures.

While evaluation of compliance with the training requirement will be largely the responsibility of the Fixed Facility Monitors, nevertheless, Monitors should occasionally inspect collection/transport vehicles to see if an Emergency Response Manual is present.

General Compliance with Solid Waste Laws and Ordinances

Monitors will be responsible for evaluating compliance of the Contractor and HCF employees with service use regulations, GOQ Decrees and Egyptian Laws that relate to the handling and disposal of Medical Waste.

Existing Law Pertaining to Collection of Solid Waste—

While there are a number of National Laws pertaining to solid waste management, Public Cleaning Law No. 38/1967 and its implementing Law, Ministry of Housing Decree No. 134/1968, provide the best guidance for promulgation of Industrial Waste Collection systems that will be in compliance with all national regulations. Monitors should develop a complete understanding of these Laws and assist the EEAA in their promotion and enforcement.

Monitors should note, and be prepared to explain to Customers, that many of the Service Specifications and Minimum Technical Requirements included in the RFT are based upon the authority granted to the GOQ by these two laws and their implementing regulations.

GOQ Decrees—

New Governorate Decrees will likely be promulgated prior to the start of the Contract Period that may extensively amend or rescind some of the existing Decrees. The Decrees will be necessary to translate some of the contract terms specifying Customer responsibilities into law. For example, HCF employees will be required to place all Medical Wastes and Sharps in Containers as specified in paragraphs (3.2.3), (3.3.3) and (3.3.4) of the RFT.

Intimate knowledge of the content and interpretation of all Decrees relating to solid waste management will be a prerequisite for monitoring, and thus will be covered in detail in Monitor training.

MONITORING INDUSTRIAL WASTE COLLECTION SERVICES (ANNEX A APPENDIX 3)

The overall objective of monitoring Industrial Waste Collection Services will be to optimize the compliance of the Contractor with Contract terms and of Industrial Waste Generators (Generators) with National Environmental Laws and GOQ Decrees and ordinances related to Industrial Waste. To facilitate Monitor understanding and interpretation, the Service Specifications and Minimum Technical Requirements have been grouped and will be discussed in the following eleven categories:

- General Description of Service
- Types of Waste to be Included
- Ownership of Waste.
- Reporting.

- Waste Collection Frequency and Timing
- Waste Collection Practices
- Addition of New Customers
- Customer Service and Complaint Handling
- Waste Collection Equipment and Vehicles
- Waste Collection Personnel
- Compliance with National Laws and Local Ordinances

General Description of Service (2.2.1)

The Contractor shall procure, distribute, service (Empty Contents), and maintain Industrial Waste Bins (Bins) with volume sufficient to contain the total volume of solid waste generated by each Industrial Waste Generator in the time period between servicing (emptying).

The Contractor must meet Performance Standards for Effectiveness (4.3.1) and Reliability (4.3.2). Reliability is measured by the number of times that any Industrial Waste Bin is not serviced according to the agreed upon schedule. Thus, for evaluation of compliance with the Performance Standard for Industrial Waste Collection Service Reliability, Monitors will use the following procedures to determine compliance with Collection Frequency (2.2.3).

- While the Contractor may service a Generator at any time of day, he must do so in a time period specified to the GOQ (see Hours of Collection). The Monitor will inspect Generators on his/her daily route after the scheduled collection time to observe if the Bin(s) have been serviced.
- A Violation cannot be verified unless the Monitor inquires to determine the scheduled collection time and, if any waste observed in the Bin was set out before or after the scheduled time of collection.

Failure to dump the Entire Contents or failure to pick up any spillage is used to measure Industrial Waste Collection Service Quality. The Entire Contents is defined as follows:

All of the Acceptable Waste in a Rollout Cart or Industrial Waste Bin that is loose and will transfer by gravity into the hopper of a Waste Collection Vehicle when the Rollout Cart or Bin is raised to its full dumping position.

If a Generator does not comply with Bin usage specifications contained in paragraph (3.2.1), the Contractor must affix a Non-Collection Notice (see paragraph (3.2.2)) on the container explaining why collection service was not provided. Prior to the end of each workday, the Contractor must notify the GOC of the location and reason for each Non-Collection Notices left that day. The Contractor is subject to penalties for failure to leave Non-Collection Notices.

Thus, for evaluation of compliance with the Performance Standard for Quality, Monitors will seek to identify whenever service has been provided, but some Industrial Waste has been left in or around the Bin without a Non-Collection Notice stating why.

Types of Waste to Be Included

To carry out their monitoring duties judiciously, Monitors must have complete knowledge of the types of solid waste that are acceptable for inclusion in the Industrial Wastes that Generators set out for collection. The types of waste to be included are addressed in the definition of Industrial Waste:

Solid wastes generated from Industrial Waste Generators. It may include MSW, but does not include sludge, liquids, hazardous wastes, radioactive wastes, Medical Wastes, agricultural wastes, or Construction and Demolition wastes.

Ownership of Waste

It is important that Monitors and Industrial Waste Generators are aware of the GOQ policy regarding Industrial Waste ownership in order to help minimize disputes that are concerned with the issue of ownership. The policy is made clear in the following service specification:

Ownership of Waste (2.1.3) –

After the Industrial Waste has been set out for collection such waste shall become the property of the Contractor, except that only the Industrial Waste Generator may take back such wastes before such waste materials are collected by the Contractor.

The policy adopted through this specification precludes any person other than the Contractor from removing and taking ownership of the waste. This is meant to preclude scavenging by third parties, who might remove materials that the Contractor could use to meet the 20 percent Industrial Waste Diversion requirement, and thus it is extremely important for Monitors to enforce this policy. Moreover, once the waste is collected, ownership changes hands to the Contractor, and thus Generators are relieved of any potential liability that might result from improper handling and disposal.

Reporting

The Contractor is required to submit the following reports at various stages of the term of the Contract:

- Final Work Plan (2.1.2)
- Preparation Work Plan (2.1.2)
- Monthly Preparation Reports (2.6.1)
- Route Maps and Schedules (2.6.2)

- Monthly Operations Reports (2.6.3)
- Annual Operations Reports (2.6.4)

Although Monitors do not have primary responsibility for evaluating Contractor compliance with most reporting requirements, they may be called upon to provide valuable input to the Collection and Cleaning Division (the Division). Monitors should therefore be intimately familiar with each of the above specifications that address the required content of each report.

Waste Collection Frequency and Timing

Paragraphs (2.2) and (2.3) include service specifications relating to the frequency and timing of Industrial Waste Collection Services. These specifications address the following:

- Collection Frequency (2.2.3)
- Allowable Hours (2.3.1)
- Customer Notification of Collection Time (2.3.2)

Collection Frequency (2.2.3)—

The Contractor shall provide, at a minimum, once per week collection service. More frequent collection may be negotiated between the Contractor and any Industrial Waste Generator based on the following criteria:

- *Prevention of health and safety hazards*
- *Available space considerations*
- *Type and amount of waste generated*
- *Potential impediments to industrial production and procedures*

The GOQ maintains the right to approve final decisions concerning service frequency and scheduling, Bin size and placement.

Monitors will be evaluating compliance with collection frequency that has been negotiated between the Contractor and the Generator, and approved by the GOQ. The frequency must be enough to prevent the overflow of the Industrial Waste Bin (see paragraph (2.2.1)) provided to a Generator. Thus, Monitors will be required to compare actual service frequency with the agreed upon frequency (from lists that they will be supplied) and be continuously vigilant to ascertain if the frequency is enough to prevent overflow.

Allowable Hours (2.3.1)—

The Contractor may provide collection service at any hour of the day subject to the approval of the GOQ. The times that Industrial Waste Collection Services are to be provided on each collection route will be reported to the GOQ in the Final Work Plan.

Monitors will be provided with the scheduled collection times for each Generator. They will coordinate their monitoring schedule to determine if service is provided according to the scheduled time.

Customer Notification of Collection Time (2.3.2)—

Before the start of the Operations Period, the Contractor shall provide all Industrial Waste Generators with a written collection schedule including day(s) of the week and approximate collection time. The Contractor shall provide Industrial Waste Generators with an updated schedule no less than five (5) days prior to any change in collection day(s) or collection time.

During the Preparation Period Monitors should visit each Generator and confirm that they have been properly notified of collection time and schedule. Monitors should tell each Generator to inform the appropriate City Office if their service schedule is not met or is changed without proper notice.

Monitors will observe collection times at specific Generators and observe collection route itineraries to evaluate compliance with the information submitted by the Contractor. Monitors must use good judgment in assessing the impact of delays beyond the control of the Contractor that change collection time.

Waste Collection Practices

Paragraph (3.4) specifies collection practices to motivate the Contractor to conduct all activities not only in compliance with general service specifications, but also in a manner that does not negatively impact Generators, other Customers, or the general public. The following collection practice issues are addressed:

- Disturbance (3.4.1)
- Property Damage (3.4.2)
- Noise (3.4.3)
- Public Safety and Convenience (3.4.4)
- Spillage (3.4.5)
- Scavenging (3.4.6)
- Compliance with Local Ordinances (3.4.7)

Proposed monitoring procedures to evaluate contractor compliance with each requirement follow.

Disturbance (3.4.1)—

The Contractor shall take all reasonable steps to minimize disturbance to Customers when performing Industrial Waste Collection Services.

Monitors will observe the operation of Industrial Waste Collection Vehicles and activities of collection personnel to spot *disturbance* activities such as blocking access to buildings or vehicular and pedestrian traffic. On any such occasion the Monitor will record the vehicle identification number, the identification number of any personnel involved, the date, time and location, and a full description of the alleged occurrence.

Property Damage (3.4.2)—

The Contractor shall be responsible for all costs for the repair and/or replacement of any property damaged by the Contractor's equipment, employees, or agents. Collection crews shall report any incident that might have caused damage to Customer or other property to the Field Supervisor, who shall inform the GOQ within eight (8) hours of any such incident.

While the no tolerance performance standard and associated penalty have been written to motivate self reporting, it will still be incumbent upon Monitors to closely observe buildings, pavement and utility poles near the Industrial Waste Bins that could be damaged in the collection process. Monitors will solicit reports for any damage from Generator employees. If the Monitor happens to see property damage occur he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the property damage.

Through the Public Information Campaign, the Generators and the general public will be encouraged to report alleged damage to the Contractor's Customer Service, the GOQ City Offices, and directly to Monitors.

Noise (3.4.3)—

The Contractor shall minimize noise from Waste Collection Vehicles and the activities of collection personnel.

When observing collection crews and vehicles, Monitors will ascertain if waste collection services are being performed in a manner that attempts to minimize noise. Monitors should record and report incidents of unnecessary noise caused in servicing Industrial Waste Bins, and compacting waste. If the Monitor observes excessive noise, he/she will record the vehicle identification number, the identification numbers of the collection crew members, the date, time and location, and a full description of the cause of the noise.

Public Safety and Convenience (3.4.4)—

The Contractor shall perform his work in a manner that minimizes safety hazards, inconvenience, and annoyance to Industrial Waste Generators and the general public.

When observing collection crews and vehicles, Monitors will ascertain if adequate safety precautions are being taken. Any activity the Monitor deems to be a potential threat to the safety of Generator personnel or the general public should be recorded on the Daily Inspection Form and reported. The Monitor will record the vehicle identification number, the date and time, and the exact location of the alleged incident.

Spillage (3.4.5)—

The Contractor shall not be responsible for cleaning up loose waste around the Industrial Waste Bins where such loose waste is caused by the carelessness of the Industrial Waste Generator. The Contractor shall be responsible for removing any spillage that occurs due to insufficient service frequency or the actions of Contractor collection equipment and/or personnel.

Since the public may have access to Industrial Waste Bins twenty-four hours per day, there is potential for waste spillage. It is incumbent upon the Monitors to closely monitor Bin sites and work cooperatively with the Contractor and Generator to restrict public access to the Bins and ensure that service frequency is sufficient to prevent Bin overflow.

When observing an Industrial Waste Bin being serviced by a collection crew, Monitors will watch carefully for any spillage that may occur in the process. Monitors will document any incident where spillage is not picked up. Monitors should also solicit feedback from Generators concerning the Contractor's adherence to this requirement.

Scavenging (3.4.6)—

The Contractor shall not permit its employees and Sub-contractors to scavenge any waste from the Industrial Waste Bins or Collection Vehicles.

Due to its homogeneity and potential reuse value, some types of Industrial Waste may encourage scavenging by collection crews. Scavenging of any waste material by crew-members reduces collection productivity and presents a negative image of the Contractor to the public. Therefore, a no tolerance performance standard and a large penalty have been established to discourage scavenging. Monitors will evaluate compliance with this specification by closely scrutinizing collection crew activities and by looking for scavenged materials on the collection vehicle, both inside and out of the cab.

If scavenging or scavenged materials are observed, the Monitor will record the vehicle identification number, the identification of the crew member caught scavenging, the scavenged material, the time, and the location of the incident.

Compliance with Local Ordinances (3.4.7)—

The Contractor shall comply with all national laws and GOQ ordinances including, but not limited to, those relating to obstructing streets, keeping passageways open, and regulation of waste collection and transportation.

When observing collection crews, the Monitor will ascertain if all crew-members perform activities and operate vehicles in compliance with National Laws and GOQ decrees and ordinances relating to service provision. Monitors will record alleged violations, citing the National Law or GOQ decree or ordinance that is being violated.

Addition of New Customers

Paragraph (2.7) requires the Contractor to extend services to new Industrial Establishments.

The Contractor shall extend routes and services promptly upon addition of new Industrial Waste Generators in Qalyubiya, upon increase in service demand, or upon the request of the GOQ Project Administrator.

Monitors should be aware that new Industrial Establishments that employ more than ten persons are entitled to Industrial Waste Collection service upon the request of the GOQ Project Administrator. Monitors should be vigilant for new Industrial Establishments on their routes that are eligible.

Customer Service and Complaint Handling

Paragraph (2.8) requires the Contractor to offer a means for handling complaints from Industrial Waste Generators that will be user friendly and facilitate complaint resolution. To ensure the implementation of a system that meets these objectives, service specifications have been included in paragraph (3.5) for each of the following related issues:

- Office (2.8.1)
- Customer Service (2.8.2)
- Office Staffing and Hours of Operation (3.5.1)
- Telephone Lines (3.5.2)
- Complaint Records (3.5.3)
- Complaint Resolution (3.5.4)
- Unresolved Complaints (3.5.5).

Evaluation of Contractor compliance with specifications (2.8.1), (2.8.2) and (3.5.1) through (3.5.3), will be the responsibility of the Compliance Analysts-Collection and Cleaning. Monitors will not be directly involved in the evaluation of compliance with these specifications. However, when the Monitors and Data Specialists call the Customer Service

Office with complaints received directly from Customers, they will record as a Violation each instance when their call is not received within three minutes.

Complaint Resolution (3.5.4)—

The Contractor shall respond to all Customer complaints within twelve (12) hours, Fridays and holidays excluded. In particular, if a complaint involves a failure to collect from a Customer as required in the Contract, the Contractor shall collect the Industrial Waste in question within twelve (12) hours of notification, provided it has been prepared for collection in accordance with the requirements set forth in paragraph 3.2.1 herein.

For each complaint received by the Contractor's Customer Service Office, or reported by Monitors and Data Specialists to the Contractor, the Monitors will follow up by visiting the source of the complaint 12 hours following notification of the Contractor. If the complaint has not been resolved, the Monitors will record it as a Violation.

Unresolved Complaints (3.5.5)—

In the event that any GOQ Project Monitor or Customer reports to the GOQ that a complaint has not been resolved to the Customer's satisfaction, the Contractor shall submit a detailed report outlining the nature of the complaint and the proposed resolution or actions taken to resolve the complaint. If, in the opinion of the GOQ Project Administrator, the proposed resolution or actions taken are insufficient to satisfactorily resolve the claim, the GOQ may dictate procedures to satisfactorily resolve the complaint.

The Compliance Analysts may instruct Monitors to perform spot checks to ensure that the Contractors have indeed resolved the complaints. Each month, the Compliance Analysts may randomly select from the Contractors' MOR up to five resolved complaints in each Monitor's territory. The Monitors will investigate each ostensibly resolved complaint and determine if it was indeed resolved. If it was not resolved, the Monitor shall report it as a Violation of paragraph (3.5.4).

The GOQ may also require the Contractor to carry out a process to resolve the complaint. When the Finance and Administration Department, as the agent of the GOQ Project Administrator, prescribes a complaint resolution that differs from that proposed by the Contractor, the Monitor will follow up to evaluate compliance with the GOQ prescribed resolution.

Waste Collection Equipment and Vehicles

Specifications relating to equipment address Industrial Waste Bins for storage and Waste Collection Vehicles for collection of Industrial Wastes.

Industrial Waste Bin Requirements—

The specifications contain several requirements relating to the Bins that are acceptable for storage of Industrial Wastes at Industrial Waste Generators. These requirements address:

- Waste Containment (3.1.3)
- Placement and Usage (3.2.1)
- Non-Collection Notice (3.2.2)
- Technical Specifications (3.2.3)
- Warranty (3.2.4)
- Ownership (3.2.5)
- Distribution (3.2.6)
- Maintenance (3.2.7)
- Repair (3.2.8)
- Replacement of Damaged Bins(3.2.9)

Those requirements in the above list that are monitored by Monitors are listed below with the suggested monitoring procedure. Requirements not listed below are not the responsibility of Monitors, but they should nevertheless read and understand their purpose.

Waste Containment (3.1.3) –

Industrial Waste Storage Bins and the area of Waste Collection Vehicles used to hold Industrial Waste shall be watertight and prohibit spillage of any solids or liquid waste materials onto any exterior surface or the surrounding ground.

Monitors will inspect Industrial Waste Bins to look for spillage or leakage occurring, or having taken place. Monitors should make a special effort to observe the waste loading and compaction process, as this is when leakage from the bottom of the Bin will be most visible. For each observed occurrence of spillage or leakage the Monitor will record on the Daily Inspection Form the Industrial Waste Bin identification number, time and location of the spillage, and the type of material that was spilled. Use of a camera to document the type and size of leak in the Bin may also be helpful.

Placement and Usage (3.2.1) –

Industrial Waste Generators will be responsible for placing Industrial Waste and MSW into Bins provided by the Contractor. The Contractor shall not be required to collect any Industrial Waste or MSW that is not placed in a Bin, provided that the Contractor leaves a Non-Collection Notice.

Medical and Industrial Monitors will evaluate Industrial Waste Generator compliance with their responsibility to place their wastes in the Bin.

Non-Collection Notice (3.2.2) –

In the event of non-collection due to failure of a Customer to place waste per paragraph 3.2.1, the Contractor shall attach a Non-Collection Notice to the appropriate Bin explaining why collection service was not provided. The Contractor shall notify the GOQ Project Administrator of the location and nature of any non-collection occurrences within eight (8) hours.

Monitors will evaluate Contractor compliance with the requirement to leave a Non-Collection Notice whenever the collection crew leaves waste that is outside the Bin in conjunction with their monitoring of service Reliability and Effectiveness.

Distribution (3.2.6) –

The Contractor shall establish the location of Bins in cooperation with the Industrial Waste Establishment during the Preparation Period. The Contractor shall distribute Bins no later than ten (10) days before the start of the Operations Period.

Monitors will be provided with a copy of the Contractor's Bin distribution schedule. Monitors will evaluate Contractor compliance of the distribution schedule with the allowed distribution period during the Preparation Period. They will confirm that all Bins are delivered to Generators in their area prior to 10 days before the service start date. They will visit each Generator in their monitoring area no later than ten days before service starts to determine if each has been provided with the number, size and type of Bins agreed upon between the Contractor and the Generator. Monitors will record the number, type and size of Bin at each Generator on a Bin Distribution Form and submit it to their Data Specialist.

Maintenance (3.2.7) –

The Contractor shall be responsible for monitoring, controlling, washing, sterilizing and maintaining Bins. The Contractor's Final Work Plan shall include provisions for washing/sterilizing Bins at least once every three (3) months

Monitoring of Industrial Waste Bins will include evaluation of Contractor compliance with all aspects of this Bin maintenance requirement. Monitors will closely observe the condition of Bins on a routine basis to determine if maintenance is adequate to ensure their, appearance, functionality, and long useful life.

By concentrating field observations in areas where the Contractor is scheduling Bin washing/sterilizing, Monitors will verify if Bins are washed and sanitized at least four times annually and in accordance with the program described in the Final Work Plan.

Repair (3.2.8) –

Contractor shall be responsible for repair of Bins including lids and hinges, wheels and axles, and all parts essential for the safe and efficient dumping of Industrial Waste stored in the Bin. The Contractor shall repair or remove and deliver a replacement bin within five (5) workdays of notification by the Customer of the need for repair.

When inspecting the condition of Bins, Monitors should endeavor to detect any need for repair or replacement. If repair is needed, the Monitor will record the Bin identification number, location, and justification for repair on a special Bin Repair/Replacement Form. The Form will be turned in to the District Data Specialist and the Contractor will be notified via fax of the request for Bin repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then verify that appropriate action is taken within five days.

Replacement of Damaged Bins (3.2.9) –

The Contractor at its expense shall replace any Bin damaged beyond repair by the Contractor, within two (2) workdays at no cost or inconvenience to the Customer.

Monitors will observe Industrial Waste Collection service to witness how collection crews treat Bins when moving and emptying them into the collection vehicle, and will make note of any unnecessary rough treatment caused by the crew or by the dumping process. Monitors will also observe the condition of Bins to detect any need for replacement. If replacement is needed, the Monitor will record the Bin location, identification number, and condition on a special “Bin Repair/Replacement Form. The Form will be turned in to the City Office Data Specialist and the Contractor will be notified via fax of the request for Bin repair or replacement. The Contractor will notify the City office of the resolution of the request, and the Monitor will then be asked to verify the required action was taken.

Waste Collection Vehicle Requirements—

Section (3.1) specifies Minimum Technical Requirements to ensure that the Contractor utilizes Waste Collection Vehicles that meet the GOQ’s technical performance, health, safety, environmental and aesthetic criteria. Minimum Technical Requirements relating to Waste Collection Vehicles include the following:

- Industrial Waste Collection Vehicle Inventory (3.1.1)
- Changes in Equipment Inventory (3.1.2)
- Waste Containment (3.1.3)
- Use of Collection Vehicle without Hydraulic Compaction (3.1.4)
- Collection Vehicle Sanitation (3.1.5)
- Collection Vehicle Maintenance (3.1.6)
- Daily Collection Vehicle Inspection (3.1.7)
- Daily Collection Vehicle Inspection Reports (3.1.8)
- Collection Vehicle Operation (3.1.9)

- Collection Vehicle Markings and Identification (3.1.10)
- Vehicle Licensing and Inspection (3.1.11)
- Collection Vehicle Appearance (3.1.12)
- Ancillary Equipment (3.1.13)
- Collection Vehicle Maintenance and Parking Location (3.1.14)
- Reserve Equipment (3.1.15)
- Collection Vehicle Loading (3.1.16)

Monitors are only responsible for evaluating Contractor compliance with Minimum Technical Requirements (3.1.3), (3.1.4), and (3.1.15), but should be completely familiar with all of the Waste Collection Vehicle requirements listed above. Compliance with other collection vehicle specifications will be evaluated by the Fixed Facility Monitors assigned to the collection vehicle storage yard.

Waste Containment (3.1.3) –

Industrial Waste Storage Bins and the area of Waste Collection Vehicles used to hold Industrial Waste shall be watertight and prohibit spillage of any solids or liquid waste materials onto any exterior surface or the surrounding ground.

Monitors will observe Industrial Waste Bins and operating collection vehicles as well as vehicle routes of travel to look for spillage or leakage occurring, or having taken place. Monitors should make a special effort to observe the waste loading and compaction process, as this is where spillage or leakage is most likely to occur. For each observed occurrence of spillage or leakage the Monitor will record on the Daily Inspection Form the vehicle identification number, time and location of the spillage, and the type of material that was spilled. Use of a camera to document the type and size of spill may also be helpful.

Use of Collection Vehicle without Hydraulic Compaction (3.1.4) –

Industrial Wastes may be collected using vehicles without hydraulic compaction provided that:

- *All wastes must be enclosed and covered when the distance between collection points exceeds 100 meters or the speed of the vehicle exceeds 30 km/hr.*
- *Such vehicles are equipped with a mechanical dumping mechanism*

Monitors will observe collection of Roll-off Bins in order to assess compliance with this requirement. If the Contractor transports Industrial Waste in an un-covered Roll-off Bin, the Monitor will record on the Daily Inspection Form the vehicle identification number, time and

location of the spillage, and the type of material that was spilled. Use of a camera to document the type and size of spill may also be helpful.

Reserve Equipment (3.1.15) –

The Contractor shall have available at all times, reserve equipment which can be put in service within two (2) hours of any breakdown so that no interruption in regularly scheduled Industrial Waste Collection Service occurs. Such reserve equipment shall correspond in size and capacity to the equipment normally used by the Contractor to perform the Industrial Waste Collection Service.

Monitors will be responsible for identifying and documenting any occasion where regularly scheduled collection is interrupted for more than two hours due to lack of reserve equipment. The Monitor will record the Contractor's designated route number, the cause of the service interruption, the estimated time that the service interruption started, when service was resumed, and the time that the route was finished.

Waste Collection Personnel

To ensure that the Contractor trains and deploys Industrial Waste Collection personnel in a manner that meets the GOQ's technical performance, health, safety, environmental and aesthetic criteria, paragraph (3.3) of the RFT contains minimum technical requirements that address each of the following personnel related concerns:

- Competence and Skills (3.3.1)
- Driving Licenses (3.3.2)
- Field Supervision (3.3.3)
- Demeanor (3.3.4)
- Uniforms (3.3.5)
- Access to Private Property (3.3.6)
- Fees and Gratuities (3.3.7)

Competence and Skills (3.3.1)—

All employees and Subcontractors employed by the Contractor shall be competent and possess skills in their respective trades. Only personnel specifically trained in the safe and efficient operation of such vehicles shall operate industrial Waste Collection Vehicles.

The Compliance Analysts-Collection and Cleaning will be responsible for evaluating Contractor compliance with this Minimum Technical Requirement. Their evaluation will be based upon review of the list of personnel and proposed training program submitted with the Final Work Plan.

Driving Licenses (3.3.2)—

Drivers of Waste Collection Vehicles shall at all times carry a valid Egyptian driver's license and all other required permits for operating equipment or vehicles.

Monitoring this requirement will not be the responsibility of Medical and Industrial Monitors. Fixed Facility Monitors will check for valid Egyptian driver's licenses and other required permits when each Industrial Waste Collection Vehicle leaves the Contractor's equipment storage facility.

Field Supervision (3.3.3)—

The Contractor shall assign a qualified Field Supervisor for Industrial Waste Collection Service and shall provide the name of that person in writing to the GOQ Project Administrator. The Field Supervisor shall be on duty at all times the crews are working, and have radio communication with the Contractor's office and all Industrial Waste Collection Vehicles under his supervision.

The Compliance Analysts-Collection and Cleaning will review the Final Work Plan to determine if a qualified Field Supervisor has been assigned to oversee Industrial Waste Collection Services

The Monitors will evaluate compliance with the requirement on an on-going basis by verifying that a Field Supervisor is on duty to supervise the collection crew(s) in their work area. The Monitors shall communicate directly with the Field Supervisor once per day either in person or via radio/mobile and verify that the Field Supervisor has radio contact with the crews and Customer Service Office.

Demeanor (3.3.4)—

The Contractor shall require all employees to conduct themselves in a courteous and helpful manner and refrain from using loud or profane language.

Monitors will evaluate compliance with this requirement by direct observation of crew conversation to detect any use of loud or profane language and also solicit feedback from Generators concerning collection crew interaction with their employees.

Uniforms and Safety Equipment (3.3.5)—

The Contractor shall provide all employees with uniforms, hats, gloves, work boots, reflective vests and other protective clothing as necessary to maintain their appearance and safety. Uniforms and safety gear are subject to review and approval by the GOQ.

While observing any Industrial Waste Collection crew in their daily rounds, Monitors will evaluate compliance with this requirement by observing the dress of each crew member. The Monitor will verify if each crew-member is in uniform and is outfitted with a hat, gloves, boots, reflective vest and other necessary protective clothing. If any of these items are

missing the Monitor will record on the Daily Inspection Form the time and location of the observance and the identification number of the improperly dressed employee.

Access to Private Property (3.3.6)—

The Contractor's employees shall not enter upon private property without the written consent of the owner.

Monitors must be vigilant for evidence of personnel trespass on private property other than that of Industrial Waste Generators that they are servicing. This will occur through direct observation and communication with Generators and the general public.

Fees and Gratuities (3.3.7)—

The Contractor shall not permit any employee or Subcontractor to offer any service beyond the scope of this Contract, or to solicit or accept, either directly or indirectly, any compensation or gratuity for services that are included in the scope of this Contract.

Monitors will evaluate compliance with this requirement by direct observation of crew interaction with Generators, and by occasionally asking Generators if they are aware of any solicitation of fees or gratuities for services outside the Contract. If a Monitor finds an employee violating this requirement, he/she will record the time, location, nature of violation, and employee identification on the Daily Inspection Form.

Compliance with Solid Waste Laws and Ordinances

Monitors will be responsible for evaluating compliance of the Contractor and HCF employees with service use regulations, GOQ Decrees and Egyptian Laws that relate to the handling and disposal of Medical Waste.

Existing Law Pertaining to Collection of Solid Waste—

While there are a number of National Laws pertaining to solid waste management, Public Cleaning Law No. 38/1967 and its implementing Law, Ministry of Housing Decree No. 134/1968, provide the best guidance for promulgation of Industrial Waste Collection systems that will be in compliance with all national regulations. Monitors should develop a complete understanding of these Laws and assist the EEAA in their promotion and enforcement.

Monitors should note, and be prepared to explain to Customers, that many of the service specifications and minimum technical requirements included in the RFT are based upon the authority granted to the GOQ by these two laws and their implementing regulations.

GOQ Decrees—

New Governorate Decrees will likely be promulgated prior to the start of the Contract Period that may extensively amend or rescind some of the existing Decrees. The Decrees will be necessary to translate some of the contract terms specifying Customer responsibilities into

law. For example, Generator employees will be required to place all Industrial Waste in Industrial Waste Bins as specified in paragraphs (3.2.1) of the RFT.

All Monitors will be responsible for promoting (and possibly enforcing) general public compliance with the following GOQ Governor Decrees;

- Decree 188/1991 Licenses for Disposal of Construction Wastes
- Decree 206/1992 Construction and Demolition Debris Removal/Fee
- Decree 738/1993 Littering of Public Streets by Waste Collection Vehicles
- Decree 388/1994 Payment of Waste Collection Fees by Shops
- Decree 647/1997 Mandatory Waste Collection Service/Payment
- Decree 601/1998 Prohibition of Private Dump Sites
- Decree 4583/1999 Empowerment of CCBA personnel to Enforce environmental Laws

New Governor Decrees likely will be promulgated prior to the start of the Contract Period that may extensively amend or rescind some of the existing Decrees listed above. In any event, intimate knowledge of the content and interpretation of all Decrees relating to solid waste management will be a prerequisite for monitoring, and thus will be covered in detail in Monitor training.

APPENDIX C
PUBLIC AWARENESS AND COMMUNICATIONS COORDINATOR
PROCEDURES MANUAL

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INTRODUCTION

The Public Awareness and Communication (PAC) Coordinators will work to implement the GOQ's PAC Strategy in the nine urban centers. In addition to building public awareness through numerous PAC activities, the PAC Coordinators will be responsible for monitoring certain aspects of the Contractor's Public Information Program.

The PAC Coordinators will work out of the City offices in the GOQ. They will spend much of their time out of the office interacting with the public. They will also work outside of the office in order to assess Contractor compliance. Each PAC Coordinator will be assigned a specific territory within their urban center or District.

This Appendix presents the relevant Contract terms and describes procedures that the PAC Coordinators will follow in order to evaluate Contractor compliance with the Contract. The Contract terms are cited using the RFT reference in parentheses. For example, (3.1.6) refers to General Conditions Appendix 2, Article 1, Section 3.1.6. Text that is quoted directly from the RFT is in *Italics*.

GENERAL DESCRIPTION OF CONTRACTOR SERVICES

The Contractor and the GOQ will undertake a coordinated public information program. The Contractor's efforts will concentrate on providing Customer with detailed information about collection services. The Contractor's role is defined as follows:

Role of the Contractor (1.2)

The Contractor shall be responsible for:

- *Development of a plan defining roles and responsibilities of the Contractor and the Customers for each type of Solid Waste Management and Cleaning Service.*
- *Production of materials targeted for direct delivery to Customers for each type of Collection Service.*
- *Production of materials for broadcast media.*
- *Dissemination of information to each Customer designed to motivate their proper use of all Solid Waste Management and Cleaning Services.*

WORK PLANS

The Contractor must submit a Final Public Information Plan that details the design, implementation, and management of the public information program. The PAC Coordinators will not be responsible for evaluating whether the Plan conforms to the Contract provisions. However, they should have a detailed working knowledge of the Contractor's Plan.

The Final Plan will be a refinement of the Draft Plan submitted with the Contractor's Bid. The minimum requirements for the Plan are described below.

Promotion Activities (3.1.2)

The Contractor's Draft Public Information Plan shall describe the following items:

- *Strategy for the development of communications goals, objectives, implementation, and evaluation criteria designed to maximize Customer participation in the services.*
- *Strategy for the public promotion of the Contractor's image, presence, activities and engagement of Customers in the Solid Waste Management and Cleaning Services project.*
- *Specific informational message development.*
- *Means and methods for disseminating the message.*
- *Methods for evaluating success and revising the message.*

Public Information Activities (3.1.3)

The Contractor's Draft Public Information Plan shall describe the following:

- *Strategy for the development of the Public Information campaign.*
- *Public information messages and informational materials for Customers for each type of Collection Service.*
- *Proposed communication tools to be used in the Public Information program, such as:*
 - *Flyers*
 - *Radio and television*
 - *Brochures*
 - *Posters*
 - *Billboards*
 - *Signs on buses, trams, and bus stops, Litter Baskets, etc.*
 - *Leaflets*
- *Proposed methods for evaluating success and revising the message.*

News and Media Relations (3.1.4)

The Contractor's Draft Public Information Plan shall describe the following:

- *Proposed plan for the use of media for the dissemination of information to Customers about the Contractor and how to use the new services.*

- *Strategy for sustained delivery of messages to Customers using the media.*
- *Draft plan for communication with the press with updates on project status and new service requirements for individual Customers for each type of Collection Service.*

Staffing and Management (3.1.5)

The Draft Public Information Plan shall describe the proposed staffing and management structure for this service. The Contractor shall describe the education and experience of its in-house professionals (employees) assigned to implement this program or shall hire a professional communications firm if it does not have qualified and experienced staff capable of designing and implementing the plan.

The number and type of personnel involved in the public information services shall be included in the plan if the service is to be provided in-house. In addition the minimum qualifications of the personnel shall include prior experience and qualifications in undertaking public information campaigns. If this service will be provided by a professional communications firm, the Contractor shall present the qualifications of the proposed public relations firm selected.

Preparation Work Plan (3.2.2)

The Final Public Information Plan shall include a Preparation Work Plan (PWP) that describes in detail the Contractor activities and schedules during the Preparation Phase including, but not necessarily limited to, the following:

- *Recruitment of a professional communications firm or the CV of an in-house person qualified to head and manage the public information campaign.*
- *Staffing plan for Public Information Campaign and Customer Service Office.*
- *Training plan for staff in Customer Service Office.*
- *Organizational structure with name of Customer Service Office Manager.*
- *Strategy for the development of communications goals, objectives, strategies, and evaluation criteria to encourage public participation.*
- *Strategy for the public promotion of the Contractor's image, presence, activities and engagement of Customers in new Services.*
- *Specific message development.*
- *Means and methods for communicating the message.*
- *Methods for evaluating success and revising the message.*

- *Proposed schedule for implementation.*

MONITORING INITIAL PUBLIC INFORMATION ACTIVITIES

During the Preparation Period, the Contractor must provide all Customers with detailed information that explains when service will begin, the collection schedule, types of acceptable waste, and how to prepare waste for collection.

Initial Notification (3.3.1)

No more than fifteen (15) days before the start of the Operations Period the Contractor shall provide and distribute notices directly to each Customer regarding collection day and time, pick-up points, which wastes will be collected, and any other specific detailed instructions which will provide information to maximize proper Customer participation.

In the two weeks before the Operations Period, PAC Coordinators will circulate throughout their assigned territory. They will observe the Contractor's efforts to distribute notices to all Customers. They will talk with the public to assess whether the Contractor has provided notice to all Customers. In areas where they determine that initial notifications have not been provided, the Coordinators will record their observations on their PAC Daily Inspection Form and describe the area or address that did not receive notification.

In the first week of the Operations Period, the PAC Coordinators will again circulate throughout their assigned territory to evaluate if the Contractor met the requirement to notify each Customer directly. If they determine that Customers did not receive initial notification, the Coordinators will record on their PAC Daily Inspection Form the addresses that did not receive notification and the type of collection service they are to receive.

Waste Pooling Site Service Customers (3.3.2)

Service Sectors to be serviced by Waste Pooling Sites shall also be informed through radio and television public service announcements, local community development associations, and worship places through posters and flyers one week prior to the launch and simultaneously with the distribution of Bins and establishment of Waste Pooling Sites.

The Contractor is required to distribute Waste Pooling Site (WPS) bins between 10 and 2 days prior to the Operations Period (3.4.2). Because many of the areas designated for WPS collection service are very low income and informal settlements, it may not be practical for the Contractor to reach each Customer with a written notification. Instead, the Contractor will provide initial notification to WPS Customers through radio, television, and printed posters and flyers.

PAC Coordinators will evaluate compliance with the requirement by regularly walking through WPS service areas in their assigned territory during the period from 10 to 2 days prior to the Operations Period. They will monitor radio and television announcements and look for posters and flyers. They will contact community development associations. They will interview Customers to determine if they have received adequate information regarding the Contractor's collection service. If they determine that Customers did not receive initial

notification, the Coordinators will record on their PAC Daily Inspection Form the addresses that did not receive notifications.

Commercial Businesses and Markets (3.3.3)

Markets and commercial establishments shall be informed through radio and television public service announcements, local community development and worship places – one week prior to the start of service using brochures and flyers.

PAC Coordinators will use the procedures as described above for WPS Customers to evaluate Contractor compliance with this requirement for notifying markets and commercial businesses.

Large Commercial Generators (LCG) and Industrial Establishments (3.3.4)

The Contractor shall contact all LCGs and Industrial Establishments directly at their place of business no later than thirty (30) days prior to the start of the Operations Period.

During the month prior to the Operations Period, PAC Coordinators will contact each of the LCGs and Industrial Establishments in their assigned territory. They will evaluate Contractor compliance with this requirement by determining whether each location has been contacted by the Contractor. If Customers were not contacted by the Contractor, the Coordinators will record on their PAC Daily Inspection Form the names and addresses of the Customers that did not receive notification.

MONITORING FOLLOW-UP PUBLIC INFORMATION ACTIVITIES

Building-to-Building (BTB) Service Customers (3.4.2)

The Contractor's collection crews shall leave a follow-up notice on the first day of Operations at each Dwelling Unit in each Building where no MSW is set out for collection on the first day of service.

On the first day of the Operations Period, PAC Coordinators will enter randomly selected buildings in the BTB sectors of their assigned territory. They will conduct this work after the Contractor has performed collection services. In buildings where there are no follow-up notices, the Coordinators will inquire to determine if the building placed waste out for collection that day. If the building did not place out any waste, the Coordinator will record the address on their PAC Daily Inspection Form. In buildings where the Contractor did leave follow-up notices, the Coordinators will inquire to determine if the building has roll-out carts and if Customers are aware of the collection service and how to participate in it.

Waste Pooling Site (WPS) Service Customers (3.4.3)

The Contractor shall deliver follow-up notices to each Dwelling Unit located in Service Sectors designated for WPS Service no later than seven (7) days following the first day of the Operations Period.

During the week after the Operations Period begins, the Coordinators will survey the WPS areas within their assigned territory to evaluate Contractor compliance with this requirement. Coordinators will interview Customers and determine if they received follow-up notices from the Contractor. If Customers did not receive notices, the Coordinators will record their observations and the address or area on their PAC Daily Inspection Form.

Annual Follow-up Requirements (3.4.4)

The Contractor shall prepare and distribute public information flyers directly to Customers in the Contractor's Service Area a minimum of four (4) times during each Operations year of this Contract. The flyers shall be designed to address specific Customer service issues or problems. Contents of flyers to be distributed to the public shall include, but not necessarily be limited to the following:

- *What do Customers pay and what services do they get?*
- *Exact timing and placement of MSW and Bulky Wastes for collection.*
- *The rules for use of Rollout Carts and Waste Pooling Site Bins.*
- *Frequency of MSW and Bulky Waste collection.*
- *Description of the collection crew, their uniforms, their duties, Waste Collection Vehicles, etc.*
- *Descriptions of services provided (to justify fees paid) for:*
 - *MSW and Bulky Wastes collection from Buildings, institutions, Large Commercial Generators, markets and shops.*
 - *Providing and servicing Litter Baskets.*
 - *Cleaning streets, Commercial Markets, bridges, tunnels, light poles, traffic and advertising signs, squares, fountains, buses and metro stations.*
 - *Constructing a new Engineered Landfill.*
 - *Upgrading existing transfer stations and composting sites.*
 - *Recovering 40 percent of the MSW and Bulky Wastes.*
 - *Providing and maintaining Rollout Carts and Bins.*
- *Explaining and clarifying the role and responsibilities of Customers.*
- *Commitment to the timing of MSW and Bulky Wastes collection.*

- *Keeping the GOQ clean by using the Litter Baskets available in the Commercial Areas.*
- *Closing the lids of Waste Pooling Site Bins immediately after use.*
- *Ensuring the protection of Litter Baskets and Waste Pooling Site Bins from damage and vandalism.*

The Coordinators will not be responsible for evaluating if the contents of the flyers comply with this requirement, however, they should carefully read the flyers to be aware of their contents.

PAC Coordinators will evaluate Contractor compliance with the distribution provisions of this requirement. Coordinators will be provided with the Contractor's schedule for distribution of informational flyers during the Operations Period. During the week following flyer distribution, the Coordinators will canvas Customers in their assigned area to determine if they received flyers from the Contractor. If they determine, that Customers did not receive public information flyers, Coordinators will record the location on their PAC Daily Inspection Form.

REPORTING

The Contractor is required to submit regular reports to the GOQ that provide details on the Public Information Service. The Coordinators will not have primary responsibility for assessing Contractor compliance with the reporting requirements. The Contractor will submit reports to the Public Awareness and Communications Department where they will be reviewed by the Public Awareness Specialist. The Specialist may request input from the Coordinators to verify information reported by the Contractor compared against the field observations and Daily Inspection Forms.

PAC Coordinators should be familiar with the following Contract provisions that describe reporting requirements.

Monthly Preparation Reports (MPR) (3.7.2)

During the nine (9) month Preparation Period, the Contractor shall submit Monthly Preparation Reports (MPR) to the GOQ Project Administrator describing the progress made on the Preparation Work Plan during the preceding month. The MPR shall be submitted within the first ten days of each month.

Monthly Operations Report (MOR) (3.7.3)

During the Operations Period the Contractor shall submit Monthly Operations Reports to the GOQ Contract Administrator summarizing all of the Public Information Services provided to Customers for each type of Collection Service. MORs shall be submitted by the 15th day of the next month. The MOR shall identify which communication tools have been used in each respective activity. A sample of each printed item distributed shall be attached to each respective report. The report should include activities performed, public events attended,

changes in staff; description of problems encountered and suggested activities to overcome problems.

Annual Operations Report (AOR) (3.7.4)

The Contractor shall submit an Annual Operations Report to the GOQ Project Administrator summarizing the performance and results of the Public Information Program. All AORs must be submitted within 30 days of the end of each Contract year. The AORs shall include a summary of the monthly reports.

Mis-reporting (3.7.5)

The inclusion of any materially false or misleading statement or representation of such in any report submitted by the Contractor may result in the imposition of penalties.

APPENDIX D
FIXED FACILITY MONITOR PROCEDURES MANUAL

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INTRODUCTION

The Fixed Facility Monitors will be responsible for monitoring all fixed facilities utilized by the Contractor for providing services in the Governorate of Qalyubiya (GOQ). Fixed facilities are not confined to a single service, but include the following:

- Processing and transfer facilities.
- Landfill facility.
- Medical waste treatment facility.
- Equipment maintenance and storage facilities for the following:
 - Residential and commercial waste collection.
 - Streets and public facility cleaning.
 - Industrial waste collection.
 - Medical waste collection.

This Appendix describes the procedures that Fixed Facility Monitors (Monitors) will follow in order to evaluate Contractor compliance with the Service Specifications and Minimum Technical Requirements of the Request for Tenders, and to report Contract violations. Monitors will be stationed at all fixed facilities throughout the GOQ during all operating hours.

The Contract terms are cited using the RFT reference in parentheses. For example, (GC A2.1 3.1.6) refers to General Conditions Appendix 2, Article 1, and Section 3.1.6. Text that is quoted directly from the RFT is in *Italics*.

MONITORING DURING THE PREPARATION PERIOD

During the Preparation Period, Fixed Facility Monitors will be on-site at all fixed facilities. The Contractor will utilize the Preparation Period to complete a number of activities, such as:

- Finalize field data collection and analysis.
- Obtain permits for facilities.
- Complete facility design and engineering.
- Order, receive, and mobilize equipment.
- Construct new facilities and/or rehabilitate existing facilities.

The Monitors will work as directed by the Deputy Chief Engineer-Fixed Facilities. They may be called upon by the Deputy Chief Engineer to perform the following:

- Inspect site work, buildings, and equipment to determine if they comply with the contents of the Final Work Plan and/or other Contract terms.
- Monitor Contractor compliance with the time schedules for rehabilitation of existing facilities and construction of new facilities.
- Identify unacceptable construction techniques that may adversely affect facility operations.
- Monitor performance testing of equipment and systems to determine if they meet their design capacity.

In order to be prepared for this work, the Monitors must be familiar with those parts of the Contract and the Contractor's Final Work Plan that pertain to Preparation Period activities.

Separate sections listing the items that Monitors should know about each service follow.

Processing and Transfer Facilities

The Contract terms for Processing and Transfer services are located in Appendix 2, Article 2 of the Contract General Conditions (GC A2.2) of the RFT. Monitors should be familiar with the following items as they relate to Preparation Period activities and the features of processing and transfer facilities:

- Final Work Plan components (GC A2.2 3.1.2):
 - Site plans.
 - Facility design and operation descriptions.
 - Equipment specifications.
- Preparation Work Plan schedules for (GC A2.2 3.1.2):
 - Recruiting and training labor and supervisory personnel.
 - Procurement of supplies and equipment.
 - Rehabilitation of old facilities.
 - Construction of any new facilities.
- Facility design features:
 - Material weighing and classification system (GC A2.2 3.2.1).
 - On-site run-off and leachate (GC A2.2 3.8.1).
 - Facility access control (GC A2.2 3.8.2).
 - Fuel storage and distribution (GC A2.2 3.9.1).
 - Compost facility laboratory (GC A2.2 3.9.2).

Landfill

The Contract terms for landfill services are located in Appendix 2, Article 3 of the Contract General Conditions (GC A2.3) of the RFT. Monitors should be familiar with the following items as they relate to Preparation Period activities and features of the Engineered Landfill:

- Draft Work Plan components (GC A2.3.3.1):
 - Project schedule showing completion dates for acquiring permits, completion of design engineering, construction of all facilities, and start-up of commercial operations.
 - Plans and procedures to acquire all construction and environmental permits.
 - Site Plan
 - Preliminary Abu Zaabel Landfill and New Engineered Landfill Design, Construction and Operations Plans.
 - Equipment List.
 - Staffing Plan.
- Preparation Work Plan schedules for (GC A2.3 2.2):
 - Overall project schedule.
 - Abu Zaabal Landfill Operations and Closure Plan
 - Final engineering design schedule
 - Recruiting and training labor and supervisory personnel.
 - Procurement of supplies and equipment.
 - Construction of facilities.
- Landfill design requirements (GC A2.3 3.2.2):
 - Site access road.
 - Site fencing.
 - Site signage.
 - Scalehouse.
 - Office building.
 - On-site utilities.
 - On-site access road.
 - Separation barrier.
 - Bottom liner.
 - Sideslope liner.
 - Leachate management.
 - Construction phasing plan.
 - Landfill gas management.
 - Site life.
 - Final cover.

- Landfill construction requirements (GC A2.3 3.3):
 - Quality control
 - Cell construction

Medical Waste Treatment Facility

The Contract terms for the Medical Waste Treatment Facility are located in Appendix 4 of the General Conditions (GC A4) of the RFT. Monitors should be familiar with the following Contract terms that address the Contractor's Preparation Period activities and the features of the Treatment Facility:

- Final Work Plan components:
 - Site plans (GC A4 3.1.3).
 - Facility design and operations descriptions (GC A4 3.1.3).
 - Equipment specifications (GC A4 3.1.4).
- Preparation Work Plan schedules for (GC A4 2.2):
 - Recruiting and training labor and supervisory personnel.
 - Procurement of supplies and equipment.
 - Construction of facilities.
- Treatment facility design features:
 - Weighing and classification system (GC A4 3.6.2).
 - Fire control and suppression (GC A4 3.6.4).
 - Facility access control (GC A4 3.7.4).
 - Off-Site run-off (GC A4 3.9.5).
- Treatment facility components (GC A4 3.6.1):
 - Enclosed unloading area.
 - Waste inspection.
 - Radiation detection.
 - Enclosed pre-treatment staging area.
 - Treatment plant components.
 - Enclosed post-treatment holding area.
 - Emergency wash-down equipment.
 - Container and vehicles washing area.
 - Wash-down water holding tank(s).

Equipment Maintenance and Storage Facilities

There are no separate provisions for equipment maintenance and storage facilities. The facilities will need to comply with whichever of the requirements listed above are applicable for each service.

MONITORING PROCESSING AND TRANSFER FACILITY OPERATIONS

The Contract terms for processing and transfer facilities are located in Appendix 2, Article 2 of the Contract General Conditions (GC A2.2).

Fixed Facility Monitors will be on-site at all processing and transfer facilities during the Operations Period to monitor Contractor compliance. In order to clearly describe the Monitor's work activities, the service specifications and minimum technical requirements are grouped into the following categories:

- Weighing and Classification of Materials
- Waste Receiving
- Materials Processing and Transfer
- Compost Facility Operations
- Personnel
- Environmental Control and Emergency Response
- Reporting

Contract terms and suggested monitoring procedures for each category are provided in the separate sections below.

Weighing and Classification of Materials

The GOQ has established specific Contract provisions that require the Contractor to accurately and completely weigh and classify all waste and materials entering and exiting processing and transfer facilities. These requirements are needed to ensure reliable operations and to provide the GOQ with critical information regarding its waste stream. Contract provisions address the following:

- Weighing and materials classification system.
- Incoming materials record.
- Outgoing materials record.

Weighing and Materials Classification System (GC A2.2 2.2.3) –

The Contractor shall provide and operate a system for classifying, weighing, and recording all MSW, Bulky Waste, MSW-derived materials, and IW.

Weighing and Materials Classification System (GC A2.2 3.2.1) –

All Designated Facilities shall be equipped with a permanent vehicle weighing system. The vehicle weighing system shall be capable of weighing vehicles up to 20 tonne gross vehicle weight in increments no greater than 10 kilograms to an accuracy of plus or minus 10 kilograms.

Incoming Materials Record (GC A2.2 3.5.2) –

The Contractor shall maintain detailed records of MSW, MSW-derived materials, Bulky Waste, and IW received at all facilities except Consolidation Sites. For each incoming load, the Contractor shall record the category of materials, the source, the tare weight, date, and time.

Outgoing Materials Record (GC A2.2 3.5.3) –

The Contractor shall maintain detailed records of MSW, MSW-derived materials, and IW leaving all facilities except Consolidation Sites. For each outgoing load, the Contractor shall record the category of materials, the destination, the tare weight, date, and time. During the Preparation Period the Contractor will provide the GOQ with a list of products that will be produced and sold.

The Monitors will ensure that during the Operations Period the system is maintained and operated according to manufacturer requirements.

Monitors will spend a portion of each day in the scale house observing the Contractor's employees as they weigh and classify incoming and outgoing loads. Monitors will make certain that the Contractor properly weighs and records all incoming and outgoing loads. If Monitors witness a vehicle delivering or removing waste from a facility without being properly weighed and classified, they will inform the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Each day, Monitors will inspect the Contractor's records to determine if complete information was recorded for each load in the Incoming and Outgoing Materials Records. Information should include the following:

- Source of waste/material (for incoming loads).
- Destination of waste/material (for outgoing loads).
- Category of waste/material (e.g., residential/commercial waste, street sweepings, litter, industrial waste, processing residuals for disposal, putrescible waste for composting, and recycled materials).
- Date and time.
- Identification number of the vehicle.

- Gross vehicle weight.
- Tare weight.

The Monitor will randomly select entries from the Contractor's Incoming and Outgoing Materials Records and compare them against weight slips to verify that weight data is being properly recorded. If the Incoming Material Record or Outgoing Material Record it is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation.

Waste Receiving

Three separate Contract terms ensure that the Contractor will receive waste in a manner that conforms to the GOQ's goals to minimize negative impacts on the public and the environment, and to handle waste in an expeditious manner. Contract terms establish limits on the following:

- Source of waste.
- Hours of operation and access control.
- Residence time of waste.

Source of Waste (GC A2.2 2.2.1) --

All facilities shall receive and process only MSW, Bulky Waste, MSW-derived materials, and IW collected according to the requirements of Article 1.

Each day, Monitors will inspect the Contractor's Incoming Waste Records. They will inspect all entries for incoming loads to determine if all were categorized, and if any Unacceptable waste was received. Monitors will spend part of their shift each day observing Contractor work activities in the receiving area. They assess the type of waste in incoming loads. If the Monitor determines that the Contractor has received any waste that does not comply with this specification, he/she will inform the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Hours of Operation and Access Control (GC A2.2 2.2.2) --

Delivery of waste to Consolidation Sites and Transfer Facilities may occur at any time of the day, subject to approval by the GOQ. Consolidation Sites and Transfer Facilities must be closed and secured whenever un-staffed in a manner that prevents access of unauthorized people or vehicles.

Residence Time (GC A2.2 3.2.2) --

For Consolidation Sites and Transfer Stations, all MSW, MSW-derived materials, Bulky Waste, IW, and Residuals must be removed from the facility to a Designated Processing Facility or Designated Disposal Facility within 24 hours of being received. For all other

facilities, all MSW, putrescible MSW-derived materials, putrescible IW, and putrescible Residuals shall be removed from the receiving area to materials processing or composting activities by the end of operations each day. There shall be no overnight storage of MSW, putrescible MSW-derived materials, putrescible IW, or putrescible Residuals in the receiving area.

Each day, Monitors at Consolidation Sites and Transfer Stations will inspect the stockpile of waste at the beginning and end of their shift. If any of the waste is still present from the previous day when they complete their shift, Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Materials Processing and Transfer

The GOQ has established constraints on how the Contractor handles waste. This is necessary to ensure that processing and transfer activities are conducted in a professional manner, do not have an adverse impact on the public or the environment, and do not cause uncontrolled disposal of waste. Contract terms establish limits on the following:

- Handling of putrescible waste.
- Location of processing activities.
- Scavenging.
- Waste disposal.
- Waste transport.

Handling of Putrescible Waste (GC A2.2 3.3.1) --

All putrescible components of MSW and Industrial Waste that are diverted by the Contractor shall be processed at the Composting Facility(s) specified in the Contractor's Final Work Plan.

This specification will be monitored only if the Contractor elects to operate a composting facility as part of this service. Mixed waste from collection services may be processed to remove recyclable and/or contaminants, but any putrescible waste that is diverted from disposal must be delivered to a composting facility. Practices such as direct animal feeding are prohibited.

Each week, Monitors who are stationed at processing facilities will use the Outgoing Materials Record to prepare a report that details the date, time, and tare weight of all loads categorized a putrescible waste and destined for composting. The Monitors will provide this report to the Monitors stationed at compost facility(s), who will then crosscheck the report against the compost facility's Incoming Material Record. If they determine that a load of putrescible waste was not delivered intact to the composting facility, the compost facility Monitors will record each instance as a violation of this specification on their Processing and Transfer Facility Daily Inspection Form.

Location of Processing (GC A2.2 3.3.2) --

All materials processing activities performed under this Contract shall occur only at facilities designated in the Final Work Plan.

The Monitors will rely on the observations made by Collection and Cleaning Monitors to evaluate compliance with this specification. If they confirm that processing is taking place at other facilities, Monitors shall notify the Contractor and request suspension of such activity. The Monitors will also record the incident as a violation each day that the Contractor does not comply with the requirement.

Scavenging (GC A2.2 3.3.3) –

Scavenging by employees of the Contractor other than for the benefit of the Contractor shall not be permitted.

Monitors will spend a part of each day observing the Contractor's employees as they perform their work. If the Monitors observe any employee recovering any materials for his/her own personal benefit, they shall record each incident as a violation. The Monitors will also notify the Contractor regarding their observation.

Waste Disposal (GC A2.2 3.3.5) --

The Contractor shall deliver MSW, Bulky Waste, IW, and Residuals to the Designated Disposal Facility(ies).

Each week the Monitors will receive a report from the Monitors stationed at the Engineered Landfill. The report will list information regarding all loads received at the landfill that originated from their facility. The Monitors will then crosscheck the report against their own facility's records of outgoing loads. If they determine that a load was not delivered intact to the landfill, the Monitors will record each instance as a violation of this specification on their Processing and Transfer Facility Daily Inspection Form.

Waste Transport --

The RFT contains requirements to ensure that all materials from processing and transfer facilities are transported in a manner that conforms to the GOQ's standards for cleanliness, efficiency, and minimum impact on the public and environment. Transport of all materials and waste must conform to the following:

Transport of Materials (GC A2.2 3.3.4) -- *The Contractor shall comply with all applicable requirements of Article 1 when transporting MSW, Bulky Waste, MSW-derived materials, and IW between facilities or between facilities and the Designated Disposal Facility.*

Fixed Facility Monitors at Processing and Transfer facilities will be responsible for assessing Contractor compliance with the following provision contained in Article 1:

- Cargo area of waste collection vehicles (GC A2.1 3.1.3).

- Collection vehicles with hydraulic compaction (GC A2.1 3.1.5).
- Collection vehicle loading (GC A2.1 3.1.17).

Other collection vehicle requirements will be assessed by the Collection and Cleaning Monitors and the Fixed Facility Monitors stationed at equipment maintenance and storage facilities. If collection and transport vehicles are housed at any Processing and Transfer Facility, the Monitors stationed there will follow the procedures for monitoring equipment maintenance and storage facilities describe elsewhere in this Appendix.

Cargo Area of Waste Collection Vehicles (GC A2.1 3.1.3) --

The area of the Waste Collection Vehicle body used for the compaction and storage of MSW or Bulky Wastes shall be watertight and prohibit spillage of any solids or liquid waste materials, oil, grease or other substances onto the ground or exterior body of the vehicle. Should any such solid waste, oil, grease, or other substances be dropped or spilled during the Contractor's operations, it shall be immediately cleaned up.

Monitors will observe vehicles as they enter and exit the facility. If the Monitors observe spillage or leakage, they will record it as a violation on the Process and Transfer Facility Daily Inspection Form. They will include the vehicle identification number, time and location of the spillage, and the type of material that was spilled.

Collection Vehicles with Hydraulic Compaction (GC A2.1 3.1.5) --

Waste Collection Vehicles equipped with hydraulic compaction systems shall have the ability to compress all MSW collected to a density of at least 600 kg per cubic meter.

Using the Incoming Material Records, each day Monitors will record the truck capacity (cubic meters) and tare weigh for all loads of MSW delivered by a vehicle with hydraulic compaction. The Monitor will then calculate the theoretical density of each load (tare weight divided by truck capacity). Monitors will record on their Processing and Transfer Facility Daily Inspection Form the total number of loads and the number of loads that meet or exceed the required density.

Collection Vehicle Loading (GC A2.1 3.1.17) --

No vehicle used for collection shall be loaded in excess of the manufacturer's GVW rating or in excess of the maximum weight specified by the Egyptian Roads and Bridges Authority.

Each day, Monitors will inspect the Contractor's Incoming Materials Record and determine whether any vehicle has exceeded its Gross Vehicle Weight or the maximum road weight limits established by the Egyptian Roads and Bridges Authority. The Monitors will record all violations of this requirement on their Processing and Transfer Facility Daily Inspection Form.

Compost Facility Operations

Compost facilities are a type of processing and transfer facility. In addition to the procedures describe above, Monitors must evaluate compliance with Contract provisions that apply only to a compost facility. If the Contractor elects to develop and operate a compost facility(s), Fixed Facility Monitors will be required to evaluate compliance with the applicable Contract terms in the following categories:

- Pre-processing.
- Active composting.
- Curing.
- Post-processing.
- Compost laboratory.

The following paragraphs describe Contract terms and suggested monitoring procedures.

Pre-processing --

The GOQ has required that materials must meet minimum standards before they can be composted. The minimum standards are established so that compost feedstock will meet optimum conditions for rapid, aerobic, high temperature decomposition. Contract terms address the following issues:

- Physical parameters:
 - Particle size.
 - Moisture content.
 - Non-organic physical contaminants.
 - Homogeneity.
- Chemical parameters:
 - Carbon: Nitrogen ratio.
- Time limit prior to composting.

Compost Feedstock Preparation (GC A2.2 3.4.1) –

The compost feedstock preparation system shall be capable of: 1) removing inorganic contaminants and recyclable materials and 2) producing a Compost Feedstock with the following parameters:

- *Particle size: 100% passing an 8-cm screen.*
- *Moisture content: 40% to 60%.*
- *Carbon: Nitrogen (C:N) ratio: greater than 25:1 (weight basis).*
- *Non-organic physical contaminants: less than 5% (weight basis).*

Contaminants and recyclables may include, but not be limited to, plastic, glass, metal, paper, cardboard, textiles, batteries, brick, concrete, asphalt, stone, and other inorganic wastes.

Bulking Agents may be utilized to adjust the moisture content and Carbon:Nitrogen ratio of Compost Feedstock. Bulking Agents shall meet the following parameters:

- *Moisture content: less than or equal to 25%.*
- *Carbon: Nitrogen (C: N) ratio: greater than or equal to 60:1.*

Water may be utilized to adjust the moisture content of Compost Feedstock.

Compost Feedstock shall be thoroughly mixed and homogeneous prior to active composting.

All Compost Feedstock shall be placed into active composting within 12 hours after it is produced.

Only Compost Feedstock that has met the requirements of this section shall be acceptable for active composting.

Monitors will visually inspect compost feedstock and bulking agents every day. If any material appears to not comply with the requirements, the Monitor may gather a sample of material and provide it to the Contractor's compost laboratory for analysis. Monitors will receive the lab results and determine if the sample complies with the standards. If it does not, the Monitors will report it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Each day, compost facility Monitors will inspect the stockpile of compost feedstock at the end of their shift. If any of the stockpile is still present when they begin their shift the next day, Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Active Composting --

Active composting is the rapid, aerobic, high temperature decomposition of organic matter into a humus-like material. The GOQ has required that the Contractor utilize the turned windrow composting technology. This method requires frequent turning and careful management of moisture content to maintain aerobic conditions and to ensure uniform decomposition.

The GOQ has established specific requirements for active composting that address:

- Composting process:
 - Moisture content.
 - Residence time.
 - Pathogen reduction (temperature and number of turnings).
- Windrow identification.

- Temperature monitoring.
- Composting records.

Active Composting (GC A2.2 3.4.2) –

Composting material shall have moisture content of 40% to 60% throughout active composting. All composting materials must remain in the active composting area for a minimum of 28 days. The minimum 28-day residence time shall be measured starting on the last day that Compost Feedstock is added to an individual windrow.

All composting material must meet the following process to further reduce pathogens (PFRP) requirements before it can be removed from active composting:

- *The temperature of the composting material shall be maintained at 55 degrees or higher for a minimum of 15 days, during which time there shall be a minimum of five turnings of the composting material.*
- *Composting material meeting minimum residence time and pathogen reduction requirements shall be removed from the active composting area directly to the curing area.*

Materials removed from compost windrows that do not meet the minimum residence time and pathogen reduction standards shall be blended with fresh Compost Feedstock and re-introduced to the active composting area.

Only Raw Compost meeting the requirements of this Section shall be acceptable for curing.

Each day the Monitors will assess the moisture content of windrows. If they believe that any composting material does not have the required moisture content, they shall request that the Contractor correct the situation.

In order to evaluate compliance with the minimum retention time and pathogen reduction standards, the Monitors will inspect the Composting Record for each windrow when it is scheduled for de-construction and removal to curing. The Monitors will calculate the number of days in active composting, the average daily temperature, and the number of turnings. If a windrow does not meet the requirements, the Monitors will inform the Contractor and request that the windrow be blended with fresh compost feedstock and re-introduced to composting. If the Contractor does not take corrective action, the Monitor will estimate the amount of compost that did not meet the requirements and record it as a violation.

Windrow Identification (GC A2.2 3.4.5.1) –

Each composting windrow shall be assigned a unique identifying code number and clearly marked with this code number and the date(s) on which the windrow was constructed.

Each day the Monitors will inspect the active composting area of the compost facility to evaluate compliance with the requirement. If a windrow is not properly identified, the Monitors shall notify the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Compost Windrow Temperature Monitoring (GC A2.2 3.4.6.1) –

The Contractor shall measure the temperature of all windrows in active composting daily. Temperatures shall be taken at 15 and 60 centimeters below the pile surface at no greater than 10-meter intervals along the windrows.

The Monitors will observe temperature monitoring activities to ensure the Contractor is following proper procedures. If they witness improper procedures, they shall notify the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Active Composting Record (GC A2.2 3.5.4) –

The Contractor shall keep an active composting record. The Contractor shall maintain the active composting record in manner that clearly identifies each windrow by a unique identification code and record the following information for each windrow:

- *Date(s) of construction.*
- *Temperature measurements by date.*
- *Turning events by date.*
- *Date(s) of consolidation with other windrows.*
- *Date of removal to curing.*

If the Composting Record it is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation.

Curing --

After active composting, the raw compost is not yet ready for beneficial use. Raw compost must be cured for an extended period to allow complete decomposition and stabilization. Once curing is completed, compost has reached ambient temperatures and does not produce offensive odors. The GOQ has established specific minimum requirements for curing to ensure that the Contractor meets the GOQ's goals for producing high quality compost and limiting adverse impacts on compost users. Curing requirements address the following:

- Curing process:
 - Residence time.
 - Number of turnings.
 - Stability standards (temperature and odor potential).
- Curing pile identification.

- Temperature monitoring.
- Curing records.

Curing (GC A2.2 3.4.3) –

Raw Compost must be cured for a minimum of 45 days. The minimum 45-day residence time shall be measured starting on the last day that compost from active composting is added to the curing pile. During that time the curing pile must be turned and thoroughly mixed a minimum of six times.

All Cured Compost must meet the following two stability standards:

- *The curing pile temperature has fallen to ambient temperature.*
- *A composite sample from a curing pile shall be moistened to approximately 50% moisture content, enclosed in a double sealed, air tight bag and held between 15 and 25 degrees for 48 hours. The bag shall then be opened and the presence of offensive odor shall be ascertained. Cured Compost will not generate offensive odors.*

All Cured Compost shall be removed from the curing area directly to the compost refinement area or compost storage area.

Compost that does not meet the stability requirement shall be blended with Raw Compost and re-introduced to the curing area.

Only Cured Compost that meets the requirements of this Section shall be acceptable for compost refinement or Beneficial Use.

In order to evaluate compliance with the minimum retention time and turning standards, the Monitors will inspect the Curing Record for each curing pile when it is scheduled for deconstruction and removal to refinement and storage. The Monitors will calculate the number of days in curing and the number of turnings. They will determine whether the pile temperature as fallen to ambient temperature. They will assess the odor of the composite sample collected and treated according to the requirements by the Contractor.

If a curing pile does not meet the requirements, the Monitors will inform the Contractor and request that the windrow be blended with fresh raw compost and re-introduced to curing. If the Contractor does not take corrective action, the Monitor will estimate the amount of compost that did not meet the requirements and record it as a violation.

Curing Pile Identification (GC A2.2 3.4.5.2) –

Each curing pile shall be assigned a unique identifying code number and clearly marked with this code number and the date(s) on which the pile was constructed.

Each day the Monitors will inspect the curing area of the compost facility to evaluate compliance with the requirement. If a curing pile is not properly identified, the Monitors shall notify the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Curing Pile Temperature Monitoring (GC A2.2 3.4.6.2) –

The Contractor shall measure the temperature of all curing piles a minimum of three times weekly. Temperatures shall be taken at 15 and 60 cm below the pile surface at 10-meter intervals along the pile.

The Monitors will observe temperature monitoring activities to ensure the Contractor is following proper procedures. If they witness improper procedures, they shall notify the Contractor and request corrective action. If no corrective action is taken, the Monitors will record it as a violation.

Compost Curing Record (GC A2.2 3.5.5) –

The Contractor shall keep a compost curing record. The Contractor shall maintain the curing record in a manner that clearly identified each curing pile by a unique identification code and records the following information for each curing pile:

- *Date(s) of construction.*
- *Temperature measurements by date.*
- *Turning events by date.*
- *Date(s) of consolidation with other piles.*
- *Date of de-construction and removal from curing.*

If the Curing Record it is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Post-processing --

The GOQ has established minimum requirements for treatment of compost after curing. The GOQ's goal is that the Contractor produce high quality compost that can be readily marketed and for which strong demand and value can be created. Contract terms that specifically define the provisions for post-processing address the following:

- Compost refinement.
- Compost storage limit.
- Compost refinement records.
- Compost storage and distribution records.
- Compost quality analysis.

Compost Refinement (GC A2.2 3.4.4.1) –

The compost refinement operation shall be capable of producing Refined Compost with less than one-percent visible non-organic contaminant (dry weight basis).

The Monitors will inspect refined compost produced each day and visually assess if it meets the quality standard (less than 1 percent visible non-organic contamination). If it does not appear to meet the standard, the Monitors shall notify the Contractor and request that the compost be re-introduced to the refinement system. The Monitors will record their observations as well as the actions taken by the Contractor on their Processing and Transfer Facility Daily Inspection Form.

GOQ Contract Monitors shall gather a composite sample of each day's production of Refined Compost. Each week, a composite of the daily samples shall be analyzed to determine compliance with the Refined Compost parameters. Compliance with the inorganic physical contamination requirement shall be determined as follows: an oven-dried sample of the compost shall be sieved through a 6-mm screen. The material remaining on the screen shall be visually examined and inorganic physical contaminants that can be clearly identified shall be separated and weighed. The weight of the separated contaminants divided by the total sample weight multiplied by 100 is the percentage dry weight of contaminants.

Monitors will not be responsible for evaluating Contractor compliance with the performance standard for converting at least 80 percent of cured compost into refined compost. This will be determined by the Compliance Analysts-Fixed Facilities during review of the MORs.

Compost Storage Limit (GC A2.2 3.4.4.2) –

Cured Compost and Refined Compost must be removed from Designated Composting Facilities to Beneficial Use within eight months of the date it was removed from curing.

To evaluate compliance with the maximum storage limit of 8 months, the Monitors will analyze the Compost Storage and Distribution Record at the end of each month. They will also rely on their own visual observations of the compost storage area over time. Monitors will evaluate compliance with the standard by tabulating the running total of compost stored at the facility. The running total is equal to the tons entering storage plus tons leftover from the previous month minus tons leaving storage for market. If the running total of stored compost ever exceeds the total tons entering storage during the past 8 months, the Contractor is deemed to have violated the standard. The Monitors will record the event as a violation on their Processing and Transfer Facility Daily Inspection Form and record the number of tons by which the Contractor exceeded the storage limit.

Compost Refinement Record (GC A2.2 3.5.6) –

The Contractor shall maintain a compost refinement record that records the daily quantities of compost processed and the daily quantity of contaminants removed and disposed.

Compost Storage and Distribution Record (GC A2.2 3.5.7) –

The facility operator shall maintain a compost storage and distribution record that records the following information:

- *The date, volume, and type (i.e., Cured Compost and Refined Compost) of compost entering storage.*
- *The date, volume, weight, and type of each load of compost removed from the facility for Beneficial Use.*

The Monitors will inspect the Compost Refinement Record and Compost Storage and Distribution Record each week. If either one is not properly maintained, or if it is not readily available for inspection, the Monitor shall report it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Laboratory --

Through all stages of operations at the compost facility, the Contractor must evaluate the physical and chemical properties of materials. Therefore, the GOQ has established minimum requirements for the Contractor regarding laboratory analysis. Contract terms that specifically define the provisions for the laboratory address the following:

- Laboratory capabilities.
- Laboratory records.

Compost Facility Laboratory (GC A2.2 3.9.2) –

The Contractor shall provide a laboratory or contract with an independent laboratory for materials testing and analysis. The lab shall be capable of completing the following quantitative analyses:

- *Bulk density.*
- *Moisture content.*
- *Sieve analysis.*
- *Volatile solid content.*
- *Cress test.*
- *PH.*
- *Conductivity (salinity).*

The Contractor shall maintain a laboratory reference manual that contains specific descriptions of sample collection procedures, general laboratory procedures, detailed analytical testing procedures, data recording procedures, and health and safety procedures. Sampling and analysis procedures are subject to approval by the GOQ Project Administrator.

Laboratory Records (GC A2.2 3.5.11) –

The laboratory facility shall maintain comprehensive records of all materials testing and analysis performed at the laboratory or by offsite analytical services. The lab records shall include the following information:

- *Date and time of sample collection.*
- *Type of sample (i.e., grab versus composite).*
- *Type and source of sample material.*
- *Type of test(s) performed.*
- *Results of tests performed.*
- *Person responsible for performing test.*

The Monitors will inspect the laboratory reference manual and laboratory records once each week to evaluate compliance with the requirements. If the reference manual or records are not properly maintained or if they are not readily available for inspection, the Monitor shall inform the Contractor and report it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Personnel

The RFT contains specific terms to ensure that the Contractor's personnel meet the GOQ's goals for health, safety, and professional behavior. Contract terms address the following issues:

- Safety equipment.
- Fees and Gratuities.

Safety Equipment (GC A2.2 3.7.2) --

The Contractor shall provide and require all employees to use adequate gloves, work boots, eye protection, ear protection, and other protective clothing as necessary to maintain their safety.

The Monitors will observe Contractor employees each day to assess compliance with the requirement. If employees are not using safety equipment as specified, the Monitors will notify the Contractor and request corrective action. If the Contractor does not take corrective action, the Monitor will record it as a violation each day until the issue is corrected.

Fees and Gratuities (GC A2.2 3.7.3) --

The Contractor shall not permit any employee, agent or subcontractor to offer special service beyond the scope of this Contract, or to request, solicit, demand, or accept, either directly or indirectly, any compensation or gratuity for services that fall within the scope of this Contract.

The Monitors will observe Contractor employees each day to assess compliance with the requirement. If they witness improper behavior, they shall notify the Contractor and request

corrective action. If the Contractor does not take corrective action, the Monitor will record it as a violation each day until the issue is corrected.

Environmental Control and Emergency Response

The RFT contains certain terms to ensure that the Contractor meets the GOQ's goals for minimizing public nuisances, adverse environmental impacts, and burden on GOQ's emergency services. Contract terms address the following issues:

- On-site run-off and leachate control.
- Facility access control.
- Litter control.
- Fire.
- Odor complaint record.
- Spill record.
- Emergency event record.

On-site Run-off and Leachate (GC A2.2 3.8.1) --

For all facilities, all surface run-off from precipitation falling within any area where MSW, putrescible MSW-derived materials, or putrescible IW may come in contact with the ground shall be separated from all other run-off. Collected on-site run-off and leachate may be utilized for moisture addition in compost feedstock preparation or active composting. Alternately it shall be disposed of at a treatment facility subject to GOQ approval.

The Monitors will periodically inspect surface slopes and drainage structures to ensure that they are properly maintained and functioning as intended. The Monitors must pay special attention to drainage structures that may become clogged with waste or other material. After rainstorms, the Monitors will inspect their facilities to determine if run-off and leachate control systems are functioning properly. If on-site run-off is not being collected and contained, the Monitors will notify the Contractor and request corrective action. The Monitors will also record each incident as a violation.

Facility Access Control (GC A2.2 3.8.2) --

All facilities must be surrounded by a combination of fencing (or other structural barrier) and gate(s) that prevent uncontrolled access and vandalism to the facility. All fencing, barriers, and gates shall be maintained in proper working order at all times.

Once each week the Monitors will inspect the site fence/barrier and gates to determine if there are any holes or breaks. If they find any damage or breaks, they will inform the Contractor and request corrective action. The Monitors will also record each incident as a violation on their Processing and Transfer Facility Daily Inspection Form.

Litter Control (GC A2.2 3.8.3) --

The Contractor shall operate the facility in a manner that does not allow litter to escape the boundaries of the site.

The Monitors will observe the Contractor's litter control practices each day. If they observe off-site litter caused by the facility, the Monitors will inform the Contractor and request corrective action. If the Contractor does not take corrective action, the Monitor shall record the event as a violation each until the incident is corrected.

Fire (GC A2.2 3.8.4) --

The Contractor shall operate facilities in a manner that prevents fire.

By being present on-site during all operating hours, the Monitors will be able to determine if a fire occurs in any materials handled at the facility. They will record a violation each time a fire occurs.

Odor Complaint Record (GC A2.2 3.5.8) -- *The Contractor shall maintain an odor complaint record that records the following information for each odor complaint received by the Contractor:*

- *Date and time of complaint.*
- *Person or entity filing the complaint.*
- *Person recording the complaint.*
- *Description of the complaint.*

The Contractor shall record the results of odor assessments that are conducted in response to odor complaints, including the following information:

- *Date and time of assessment.*
- *Person performing the assessment.*
- *Location of assessment.*
- *Relative odor intensity.*
- *Relative odor character.*

All Processing and Transfer facilities are required to maintain an Odor Complaint Record. The Monitors will inspect the Odor Complaint Record each week and determine if the required information has been recorded. If the Record is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation.

Monitors will also be aware of when some odor complaints are received at the facility. In such cases, the Monitors will work to verify the odor problem themselves. Monitors will record information regarding odor complaint that they have verified on their Processing and Transfer Facility Daily Inspection Form.

Spill Record (GC A2.2 3.5.9) --

The Contractor shall maintain a record of all spills that records the following information for each spill:

- *Date and time of the spill.*

- *Person recording the spill event.*
- *Location of the spill.*
- *Type and quantity of liquid spilled.*
- *Description of containment and clean-up measures taken.*

Monitors should closely observe Contractor activities so that they may observe any spills that may occur. When they witness a spill, Monitors will record relevant information on their Processing and Transfer Facility Daily Inspection Form. Each week, the Monitors will inspect the Spill Record and determine if the required information has been recorded. If the Record is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation.

Emergency Event Record (GC A2.2 3.5.10) --

The Contractor shall maintain an emergency event record that records the following information for every occurrence of fire or accident causing personal injury:

- *Date and time of the emergency event.*
- *Person recording the emergency event.*
- *Location of the event.*
- *Type of emergency event.*
- *Description of actions taken.*

Monitors will be aware of emergency events when they occur due to their presence on-site. The Monitors will inspect the Contractor's Emergency Event Record each week to evaluate compliance with the requirements. If the Record is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation on their Processing and Transfer Facility Daily Inspection Form.

Reporting

The Contractor is required to submit regular reports to the GOQ that provide details on the service provided. The Monitors will not have primary responsibility for assessing Contractor compliance with the reporting requirements. The Contractor will submit reports to the Fixed Facilities Department where they will be reviewed by the Compliance Analysts-Fixed Facilities. The Compliance Analysts may request input from the Monitors to verify information reported by the Contractor compared against the field observations and Processing and Transfer Facility Daily Inspection Forms filed by the Monitors.

Monitor should be familiar with the following Contract provisions that describe reporting requirements.

Monthly Operations Reports (GC A2.2 3.6.3) –

The Contractor shall submit Monthly Operations Reports to the GOQ Project Administrator that include information concerning the performance of the Processing and Transfer Service. The reports shall be in a form acceptable to the GOQ. The MORs shall provide for each Designated Facility, at a minimum, the following information:

- *Monthly tonnage of incoming materials.*
- *Monthly tonnage of outgoing materials.*
- *Monthly tonnage of materials and/or products shipped by the Contractor to Beneficial Use.*
- *Record of individual complaints for each facility.*
- *Summary of all test results.*
- *Resolution of each complaint.*
- *Description of any violations of law or regulations and their resolution.*

Each MOR shall be submitted to the GOQ Project Administrator by the 10th day of the following month.

Annual Operations Reports GC A2.2 3.6.4) –

The Contractor shall submit Annual Operations Reports (AORs) to the GOQ Project Administrator. The AORs shall include, but not be limited to, annual summaries of the results provided in the MORs. If possible all monthly data shall be displayed graphically by month, and monthly data shall be summarized in annual totals. Each ASR shall be submitted to the GOQ Project Administrator within 30 days following the end of the preceding Contract year.

MONITORING LANDFILL FACILITY OPERATIONS

The Contract terms for landfill service are located in Appendix 2, Article 3 of the Contract General Conditions in the RFT (GC A2.3). The Abu Zaabal Landfill site is described in the RFT. The Engineered Landfill will be designed, constructed, and operated by the Contractor and will serve as the Designated Disposal Facility for the GOQ.

Fixed Facility Monitors will be on-site at the landfill during the Operations Period to monitor Contractor compliance with service specifications and minimum technical requirements. The Monitor's work activities can be grouped into the following categories:

- Waste receiving.
- Filling operations.
- Closure.
- Personnel.
- Facility and equipment maintenance and repair.
- Site control and safety.
- Environmental monitoring.
- Records and reporting.

Monitors will be stationed at the scale house and landfill face during all operating hours. Contract provisions and suggested monitoring procedures for each category are provided in the separate sections below.

Waste Receiving

The landfill serves as the final disposal site for all waste collected and treated by the Contractor in the GOQ. The Contractor must receive (1) only Acceptable Waste, and (2) all Acceptable Waste from Contractor operations in the GOQ that is not diverted to Beneficial Use. The GOQ has established specific Contract terms to control waste receiving procedures. These requirements fall into the following categories:

- Acceptable Waste
- Hours and Days of Operation
- Weighing and Classification System
- Landfill Entrance
- Scale-house
- Waste Received from Collection Services
- Waste Received from Other Fixed Facilities

A Monitor will be stationed at the landfill scale house during all operating hours to assess Contractor compliance with the requirements.

Acceptable Waste --

The GOQ has established Contract provisions that limit source and type of waste that may enter the Engineered Landfill. It has also set minimum requirements for how the Contractor shall ensure that it only accepts intended waste.

Source of Waste (GC A2.3 3.4.5) –

The Engineered Landfill shall accept only wastes generated in the GOQ.

Acceptable and Unacceptable Waste (GC A2.3 3.4.6) –

The Contractor shall dispose only Acceptable Waste at the Engineered Landfill, and shall not dispose any Unacceptable waste at the Engineered Landfill. Acceptable Waste may include MSW, IW, Treated Medical Waste Residue, Construction & Demolition Waste, Accumulated Waste, and residues from waste composting and/or recycling facilities, as well as any other waste type designated by the GOQ. Unacceptable waste shall be all other wastes including, and not be limited to, hazardous waste, chemical liquid wastes, and radioactive wastes.

The Contractor shall implement a Waste Monitoring Plan approved by the GOQ to inspect loads to detect and prevent the disposal of Unacceptable Waste. The Plan shall include:

- *Inspection frequency.*
- *Inspection personnel.*

- *Identification of an inspection area located away from the tipping area.*
- *A training program for the facility employees in the identification of Unacceptable Waste.*

The Monitor will observe Contractor handling of incoming loads to ensure that only acceptable waste from the GOQ is allowed into the landfill. If the Monitor observes that the Contractor receives waste of any other kind, he/she will inform the Contractor and request corrective action. The Contractor may need to prevent a vehicle from entering the Site or requiring that prohibited waste tipped at the landfill face is re-loaded and removed from the Site. If the Monitor determines that any waste that is prohibited is disposed in the Engineered Landfill, the Monitor will record the event as a violation on the Landfill Daily Inspection Form.

Hours and Days of Operation (GC A2.3 3.4.7) --

The Engineered Landfill shall be open for operation 7 days per week from 0700 to 1800 throughout the year. With GOQ approval, the Contractor may operate the Engineered Landfill 24 hours per day.

If the Contractor does not operate the landfill in accordance with the agreed upon landfill operation schedule, the Monitors will report it as a violation on their Landfill Daily Inspection Form.

Weighing and Materials Classification System (GC A2.3 3.4.8) --

The Contractor shall maintain a system for classifying, weighing, and recording all incoming waste and specific vehicle information. Records will be classified by the following categories:

- *Residential and Commercial Waste*
- *Industrial Waste*
- *Medical Waste*
- *Residue from Composting Facility*
- *Residue from Recycling Facility*
- *Construction & Demolition Debris*
- *Accumulated Waste*
- *Sludge or Other Special Waste*
- *Vehicle Type*
- *Vehicle Gross and Tare Weight*
- *Vehicle License Number or Truck Number and Contractor*

Each day, the Monitor will inspect the Contractor's records. He/she will inspect all entries for incoming loads to determine if complete information was recorded. If the Monitor determines that the Contractor has not maintained detailed information for each incoming load, he/she will report it as a violation on the Landfill Daily Inspection Form.

Each day, the Monitor stationed at the landfill face will randomly select several incoming loads, assess the waste as it is discharged, and determine the source of waste. He/she will then compare his/her records against those of the Contractor to determine if the Contractor is properly classifying incoming waste. If the Monitor determines that the Contractor has improperly classified waste, he/she will inform the Contractor and request corrective action. The Monitor will record his/her observations as well as the actions taken by the Contractor on the Landfill Daily Inspection Form.

Landfill Entrance (GC A2.3 3.4.3) --

Only one vehicle entrance shall be provided. All vehicles shall enter and leave the Engineered Landfill Site from this entrance.

The Engineered Landfill design and construction will provide only one entrance to the Site; fencing will prevent any other access. Nevertheless, the Monitors will need to be attuned to Contractor activities and determine if access to the Site is being provided through any other means. If the Monitors documents such an incident, they will immediately inform the Contractor, request corrective measures, and record the event as a violation.

Scalehouse --

(GC A2.3 3.2.2.4) –

The Engineered Landfill design shall include a scalehouse located at the entrance to the Site. The scalehouse shall be equipped with a minimum of two platform truck scales and a computerized system for billing and tracking incoming waste. The platform scales shall have the capability of accurately measuring tare and net weights of a range of vehicles from pick-up trucks to transfer trailers. The scales shall have a minimum accuracy of +/- 20 kilograms (Kg). The scalehouse shall be a permanent structure furnished with appropriate space to maintain and operate the computerized weight recording system, store historical records, and have sufficient room for two scalehouse operators.

(GC A2.3 3.4.4) –

All incoming waste collection vehicles shall be weighed prior to dumping their waste load. Vehicles also shall be weighed after emptying their loads if a previous certified empty weight has not been established for that vehicle. At the scalehouse, vehicles shall be directed utilizing a manual flagging system or an automated traffic signal. The Contractor shall ensure that vehicle queuing time at the scalehouse is kept to a minimum, especially during peak delivery times.

The Contractor shall be responsible for timely scheduled maintenance and calibration of the platform scales throughout the term of the Contract. All maintenance and calibration procedures shall conform to manufacturer specifications.

The Monitors will randomly select entries from the Contractor's scale house records and compare them against weight slips to verify that weight data is being properly recorded.

By being present at the scale house during operating hours, Monitors can determine if the computerized scales and record keeping systems are properly functioning. If systems are not functioning during operating hours, the Monitor will report it as a violation on the Landfill Daily Inspection Form.

By being present at the scale house during all operating hours, the Monitor can determine if vehicles are being managed efficiently and if the flagging system or traffic signal is operating properly. If vehicles are not being managed effectively, the Monitor will inform the Contractor and request corrective action. The Monitor will record his/her observations and the actions taken by the Contractor on the Landfill Daily Inspection Form.

Waste Received from Collection Services --

The GOQ must obtain accurate data on all waste that is collected, treated, diverted, and disposed. This data will assist the GOQ to plan effective and efficient waste management services. The Monitors will play an essential role to ensure that accurate and complete records are maintained by the Contractor. Contract terms for collection and cleaning services require that all loads be transported to and weighed at designated facilities.

Transfer, Processing and Disposal of Collected Wastes (GC A2.1 2.11) –

All MSW and Bulky Wastes collected as a result of performing Residential and Commercial Waste Collection Services shall be transported to Designated Transfer, Processing or Disposal Facilities, where the weight shall be measured and recorded using certified automated scales.

Designated Processing and Disposal Facilities (GC A2.4 2.6.3) –

All Street Sweepings and Litter shall be transported to Designated Transfer, Processing or Disposal Facilities, where the weight shall be measured and recorded using certified automated scales operated by GOQ personnel.

Designated Facilities (GC A4 2.5.2) –

All Industrial Wastes collected as a result of performing Industrial Waste Collection Services shall be transported to Designated Transfer or Disposal Facilities, where the weight shall be measured and recorded using certified automated scales.

The Monitors will ensure that all loads received at the Engineered Landfill directly from collection and cleaning services are properly weighed and categorized. Monitors will use the procedures described above for monitoring the weighing and materials classification system to determine if the Contractor is properly categorizing loads of waste delivered by collection and cleaning vehicles.

Waste Received from Other Fixed Facilities --

Contract provisions for processing and transfer and infectious medical waste services establish the Engineered Landfill as the final and sole disposal site for waste in the GOQ.

Waste Disposal (GC A2.2 3.3.5) –

The Contractor shall deliver MSW, Bulky Waste, IW, and Residuals to the Designated Disposal Facility(s).

Treated Medical Waste Residue Disposal (GC A4 2.5) –

The Contractor shall be responsible for the design and operation of the routes, systems, and equipment for the collection of Medical Waste and its delivery to the Treatment Facility(s), and the transport of the Treated Medical Waste Residue to the Designated Disposal Facility(s).

Each week the Monitors will utilize the scale house records to generate a report for each facility that shipped waste to the landfill. The report will list the date, time, and tare weight of all loads shipped to the landfill from that facility. The Monitors stationed at the landfill will provide the report to the Monitors stationed at the other fixed facilities.

Filling Operations

The Contract contains specific provisions to establish minimum standards for how the Contractor operates the active landfill face. Good landfilling practices are necessary to control negative environmental impact such as fire, litter, odor, and vectors. Contract provisions address the following:

- Waste Compaction
- Waste Unloading
- Landfill Cover and Cover Material Management

Waste Compaction (GC A2.3 3.4.9) --

The waste disposed at the landfill shall be compacted to an average in-place waste compaction density of 700 kg/m³, or greater. In no event shall the in-place compaction density be less than 600 Kg/ m³.

The Compliance Analysts-Fixed Facilities will receive the plans and reports that are required to evaluate this requirement. Although the Monitors are not responsible for evaluating Contractor compliance with this requirement, they may be called upon to provide field assessments of Contractor activities.

Waste Unloading (GC A.2.3 4.6.6) --

All incoming waste shall be unloaded only at the landfill face. An exception is incoming vehicles that may contain a large quantity of bulky recyclables material. Another exception will be if the Contractor designates a separate disposal area for the general public and smaller vehicles. Such an area, if designated, shall consist of a roll-off or other suitable container that will be hauled to the working face by the Contractor whenever it is full, but in every case, the container shall be emptied at the end of each working day.

A Monitor will be present at the landfill face and, if applicable, other designated disposal are during operating hours. If the Monitor observes unloading practices contradicting this requirement, he/she will inform the Contractor and request corrective action. The Monitor will record each occurrence as a violation on the Landfill Daily Inspection Form.

Landfill Cover and Cover Material Management --

The Contract contains general provisions for landfill cover operations:

(GC A2.3 3.4.10) –

The Contractor shall be required to place daily, intermediate, and final covers on the Engineered Landfill as specified in this Article. The Contractor shall be responsible for developing a Cover Management Plan and calculating that sufficient cover material is available on site for continued landfill operation, as well as closure. The Cover Management Plan shall provide details on quantity, storage, and management of cover material, including a total site soil balance and plan for soil storage. It shall be the Contractor's responsibility to ensure that sufficient cover material is available at the Site. If not, it is the Contractor's responsibility to procure and transport to the Site the cover material from another source at the Contractor's expense. The Cover Management Plan also shall describe what will be done with excess soil, if there is an excess of soil at the site.

The Monitors will not be responsible for evaluating the Cover Management Plan. There are additional requirements in the Contract to address the three specific types of cover operations that the Contractor must perform:

- Daily cover.
- Intermediate cover.
- Final cover.

Contract terms and suggested monitoring procedures follow.

Daily Cover (GC A2.3 3.4.10.1) –

The Contractor shall be required to cover the active face of the landfill at the end of each working day to suppress fires at the landfill face, control litter and odors, and discourage the presence of animal vectors. The daily cover material shall consist of 10 cm of soil or a GOQ approved alternative material. The Contractor shall maintain a daily cover stockpile management area containing sufficient cover material. A minimum of a 10-day supply of daily cover material shall be continuously available on site.

Monitors will inspect the landfill face at the end of each working day. If they observe daily cover practices that contradict this requirement, Monitors will inform the Contractor and request corrective action. If the Contractor fails to comply with the requirement, the Monitor will record a violation on the Landfill Daily Inspection Form.

A Monitor will be present at the landfill face during operating hours. Each day the Monitor will estimate the volume of cover material utilized. Each week the Monitor will calculate the average daily cover material use and determine if the cover material stockpile provides at least 10 days of supply. If the Monitor determines that there is insufficient cover material on site, he/she will inform the Contractor and request corrective action. The Monitor will record each occurrence as a violation on the Landfill Daily Inspection Form.

Intermediate Cover (GC A2.3 3.4.10.2) –

If the Contractor does not intend to place additional waste material over an area of the landfill that already has received wastes for a time of 6 months or more, then the Contractor shall place an Intermediate Cover over this area. The Intermediate Cover shall consist of 20 cm of soil.

The Monitors will note all areas of the landfill that have received waste and record the date when waste was last placed in each area. If they determine that any previously active area has not be re-activated within 6 months, the Monitors will inform the Contractor. The Monitors will record a violation for each day that the Contractor does not bring the Site into compliance with the intermediate cover requirement.

Final Cover (GC A2.3 3.4.10.3) –

After any area of the Engineered Landfill has reached its final elevation, and no more waste will be placed on the area, the Contractor shall place a Final Cover as specified in this Article.

The Compliance Analysts-Fixed Facilities will receive information in the Contractor's reports that identify which areas of the landfill have reached final elevation. The Compliance Analysts may request that the Monitors conduct field observations and measurements to evaluate Contractor compliance.

Closure

Closure monitoring procedures cannot be specified at this time because they will depend to a large degree on the Closure Plan submitted by the Contractor. Monitors should be familiar with the following Contract provisions that address landfill closure.

Landfill Closure (GC A2.3 2.9) –

The Contractor shall be responsible for Closure of the Engineered Landfill. The Contractor shall prepare a Closure Plan describing in detail the Closure activities that will take place. The Closure Plan shall include the following considerations:

- *Final cover contours and type of material.*
- *Settlement of solid waste layers.*
- *Leachate management.*
- *Final cover design.*
- *Surface water management.*

- *Landfill gas management.*
- *Environmental Monitoring Plan.*
- *On-going post-closure Site maintenance and security activities.*
- *Removal of unnecessary equipment, materials, buildings and structures.*

The closure design should result in a closed site as a useful parcel of land.

Closure (GC A2.3 3.10) –

The Contractor shall be responsible for Closure of the Engineered Landfil and the Abu Zaabal landfill. The Contractor shall conduct all closure activities in accordance with the GOQ-approved Closure Plan.

Personnel

The Contract terms include provisions regarding personnel that are intended to ensure adequate staffing and professional behavior. The Contract addresses the following personnel related concerns:

- Staffing and management.
- Scavenging.

Staffing and Management (GC A2.3 3.4.1) --

Staff at a minimum shall include the following:

- *Landfill Manager*
- *Shift Supervisors*
- *Scale-house Operators*
- *Equipment Operators*
- *Mechanics*
- *Laborers*

Each day the Monitors will review which employees have reported for work that day. If personnel are not present in conformance with the staffing plan contained in the Final Work Plan, the Monitors will record a separate violation for each position on their Landfill Daily Inspection Form.

Scavenging (GC A2.3 3.4.20) --

The Contractor shall forbid all employees, Sub-Contractors, or the general public from informally scavenging any waste delivered to the Engineered Landfill. The Contractor has right to isolate and sort out bulky items for recycling from the delivered waste. Bulky items include large appliances, furniture, and large metal objects.

Any Contractor activity associated with on-site sorting or recycling shall be confined to a dedicated area of the Site located away from the landfill face. Salvaged and sorted items

shall be removed, sold, or disposed within 2 months of recovery. The Contractor shall not permanently store any waste or recovered waste items at the Site.

The Monitors will inspect landfill operations each day to evaluate compliance with this requirement. If the Monitors observe personnel scavenging, they will record a separate violation for each person on their Landfill Daily Inspection Form. They will notify the Contractor and request that such activity cease immediately.

Facility and Equipment Maintenance and Repair

Landfill facilities and equipment must be properly maintained and repaired in order to ensure reliable and efficient operations. The GOQ has established Contract terms that are intended to guarantee that the Contractor meets minimum requirements for maintaining and repairing facilities and equipment. Provisions address the following items:

- Equipment.
- Facility and equipment maintenance.
- Fencing and signage.

Equipment (GC A2.3 3.4.12) --

The Contractor shall be responsible for procurement and maintenance of equipment sufficient to effectively operate the landfill, including back-up equipment. Such equipment shall include, but not be limited to, the following:

- *Earth moving equipment.*
- *Graders.*
- *Compactors.*
- *Front end loaders.*
- *Pick-up trucks.*
- *Water trucks.*
- *Sweepers.*
- *Communications equipment.*

Each day, the Monitors will determine if the specified equipment is available and capable of operating at the landfill. The Contractor may utilize back-up equipment. The Monitors will record a violation on their Landfill Daily Inspection Form for each piece of equipment that is not available in accordance with the equipment list in the Final Work Plan.

Facility and Equipment Maintenance (GC A2.3 3.4.12.1) --

The Contractor shall be responsible for establishing a scheduled equipment maintenance program and conducting routine maintenance on all equipment throughout the duration of the contract.

The Contractor shall maintain all facilities in a manner that does not negatively impact daily operations, site security, or worker health and safety. The Contractor shall maintain the following items in good working condition capable of performing their intended function:

- *Buildings and other structures including, but not limited to, perimeter fencing, gates, scalehouse, paved surfaces, un-paved surfaces, drainage structures and yard piping, leachate collection and storage facilities, utilities, and truck scales.*
- *Mobile equipment including, not limited to: earth moving equipment, graders, front-end loaders, sweepers, dump trucks, water transport trucks, and fire fighting equipment.*

The Contractor will make the maintenance schedules available to the Monitors. Each week, the Monitors will inspect the Contractor's maintenance records to determine if facilities and equipment are being maintained according to schedules. If the Monitors determine that any building, structure, or equipment is not being maintained according to schedule, they will inform the Contractor. They shall also record each instance as a violation on their Landfill Daily Inspection Form.

Fencing and Signage --

Site Fencing (GC A2.3 3.2.2.2) -- *The entire boundary of the Site shall be fenced. The fencing shall consist of chain link fencing topped with barbed wire, or a similar material and shall be a minimum of 2 m high.*

Site Signage (GC A2.3 3.2.2.3) -- *The Contractor shall post a sign(s) at the Site Entrance identifying the Site name, address, telephone number, and the Contractor's name. The sign(s) also shall list Acceptable and Unacceptable Wastes, hours and days of operation, and the 24-hour telephone number of the Customer Service Office.*

The Contractor shall post a sign every 500 m along the Site fencing stating the Site name, that entry to the Site is through the front gate only, that dumping outside the Site is illegal, and providing the 24-hour telephone number of the Customer Service Office.

All lettering on all signs shall be in both Arabic and English. All lettering shall be a minimum of 8 centimeters (cm) in height.

Once each week the Monitors will inspect the site fence and determine if there are any holes or breaks in the fence. Each week, they will inspect the signs and determine if any are missing or not in compliance with the requirements. If they find that fencing or signage does not comply with the requirements, they will inform the Contractor and request corrective action. Each day afterwards and until the Contractor has fixed the violation, they will inspect the fence and/or signs and record it as a violation if it has not been fixed.

Site Control and Safety

The RFT contains certain terms to ensure that the Contractor meets the GOQ's goals for minimizing worker accidents, public nuisances, adverse environmental impacts, and burden on GOQ's emergency services. Contract terms address the following issues:

- Security.

- Safety and communications plan.
- Litter control.
- Fire suppression.
- On-site fuel storage.
- Dust control.
- Animal vector control.

Security (GC A2.3 3.4.2) --

Whenever the Engineered Landfill is closed for holidays or for any other reason, the entrance gate shall be closed and locked to prevent vandalism and uncontrolled dumping of waste at the landfill. Security shall be provided 24 hours per day at the landfill entrance gate. Contractor security personnel shall be responsible for preventing unauthorized entry to the Site.

The Monitors will perform periodic checks on the landfill security system during hours when the landfill is closed. They will inspect the gate and ensure that the 24-hour security personnel are present. If they determine that security systems do not meet the requirement, they will inform the Contractor and request corrective action. If the Monitors determine that security personnel allowed unauthorized persons access to the landfill, they will record it as a violation on their Landfill Daily Inspection Form.

Safety and Communications (GC A2.3 3.4.13) --

The Contractor shall develop a site-specific Safety and Communications Plan. All Contractor staff shall receive training in health and safety and emergency response procedures. The Site shall be equipped with telephone service to call for emergency medical assistance in the event of a serious worker injury.

The Contractor shall stock and provide emergency first aid kits for use in an event of an injury. The Contractor's employees shall be required to wear, personal protective equipment including, but not limited to, steel toe shoes, hard hats, visual safety vests, and dust masks. The Contractor also shall provide hard hats and dust masks for site visitors.

The Contractor shall conduct a monthly safety inspection of the entire facility and inspect the condition and upkeep of all required personal protective equipment in use and in storage.

The Contractor will make available to the Monitors all documentation regarding health, safety, and emergency response training provided to personnel. Each month, Monitors will review records to determine if all personnel have received training according to the requirements and if the Contractor has performed a monthly safety inspection. Each day Monitors will observe landfill personnel to determine if they are utilizing required protective equipment. Monitors will inform the Contractor of any deviations from the safety and communications plan. They will record each instance as a violation on their Landfill Daily Inspection Form each day until the Contractor has corrected the problem.

Litter Control (GC A2.3 3.4.14) --

The Contractor shall be responsible for collecting and properly disposing of litter inside the Site and along the access road to the landfill and any wind blown litter originating from the landfill. The Site shall have appropriate fencing to prevent wind blown litter from leaving the Site. On a daily basis, designated Contractor personnel shall inspect the entire perimeter of the facility and collect all litter within the first 50 m outside the Site boundary and along the access road. The Contractor shall keep the access road, entrance area, office area, and the scalehouse area free from litter at all times.

Once each week, the Monitors will accompany landfill personnel when they collect litter along the landfill boundary. If the Monitors observe that litter has not been collected and disposed in compliance with the requirement, they will record it as a violation on their Landfill Daily Inspection Form.

Fire Suppression System (GC A2.3 3.4.15) --

The Site shall be equipped with appropriate fire fighting and fire retardant equipment to suppress any fires on the Site. All buildings located on the Site shall be constructed of fire resistant/retardant materials and maintain fire extinguishers.

Once each month, the Monitors will inspect the fire suppression system including fire fighting equipment, fire extinguishers, and other materials designated for fire protection. If the Monitors observe any deviation from the facilities and equipment designated in the Final Work Plan, they will inform the Contractor and request corrective action. The Monitors will report non-compliance with requirements as a violation on their Landfill Daily Inspection Form each day until the Contractor corrects the problem.

On-Site Fuel Storage (GC A2.3 3.4.17) --

The Site's fuel storage and distribution system shall meet either U.S. Environmental Protection Agency (USEPA) or European Union (EU) environmental and engineering standards.

Once each month, the Monitors will inspect the Contractor's fuel storage and distribution system, as well as any pertinent records maintained by the Contractor, to determine that any required permits are current and valid. If the Monitors determine that the fuel facilities do not comply with the requirement, they will inform the Contractor and request corrective action. They will record a violation on their Landfill Daily Inspection Form.

Dust Management (GC A2.3 3.4.18) --

The Contractor shall incorporate measures to mitigate dust generation during landfill operation. At any time dust is observed at 1 m or more above the ground surface, the Contractor shall proceed with dust control measures. At a minimum, the Contractor shall water any unpaved access road in use at least four times a day. Other dust control measures may include paving of access roads, use of additional water on access roads, and minimizing excavation on windy days.

Throughout the course of their work, the Monitors will observe whether airborne dust is being generated by activities at the landfill. Typical sources of airborne dust include vehicles and moving equipment, excavation, materials handling, and daily cover operations. If the Monitors observe visible plumes of airborne dust greater than 1 meter above the ground, they will notify the Contractor and request corrective action. The Monitors will record a violation on their Landfill Daily Inspection Form.

Monitors will observe the Contractor daily dust control practices. If they determine that unpaved roadways have not been watered according to the requirement, the Monitors will notify the Contractor. If no corrective actions are taken by the Contractor, the Monitors will report a violation.

Animal and Vector Control (GC A2.3 3.4.19) --

The Contractor shall not allow the presence of livestock or other domestic animals on the Site, and shall take measures to discourage and minimize the presence of rodents, birds, insects, feral animals, and any other potential disease vectors.

The Monitors will determine whether any livestock, domestic animals, or animal vectors are present on the site. The Monitors will also observe the Contractor's implementation of the Animal Vector Control Plan. If they observe the presence of any livestock or pet on the Site, they shall inform the Contractor and report the incident as a violation. If Monitors observe the Contractor not complying with the Animal Vector Control Plan, they will inform the Contractor and request corrective action. If no corrective actions are taken by the Contractor, the Monitors will report a violation.

Environmental Monitoring

The Contract includes provisions requiring the Contractor to comply with environmental regulations and monitor the environmental impacts that may be caused by the landfill.

Provisions include the following:

- Regulatory compliance.
- Groundwater monitoring.
- Landfill gas monitoring.

Contractor provisions and suggested monitoring procedures are provided here.

Regulatory Compliance (GC A2.3 3.4.16) --

The Contractor shall construct, operate, and close the Abu Zabeel Landfill and the new Engineered Landfill in compliance with all permitting and environmental regulations and health and safety regulations at all times throughout the duration of the Contract. In case of non-compliance, the Contractor shall notify the GOQ and the appropriate regulatory authority within 24 hours.

Since the Monitors are not employees of a regulatory agency, they cannot issue citations for violation of regulations. The Monitors will be trained to be familiar with EEAA landfill

regulations and other health and safety regulations so that they can identify possible violations at the landfill. If they observe possible violations, the Monitors will inform the Contractor about their observations. The Monitors will also notify the appropriate regulatory authority and report it on their Landfill Daily Inspection Form.

Groundwater Monitoring (New Engineered Landfill Only)(GC A2.3 3.9.1) --

The Contractor shall be responsible for construction of a minimum of three groundwater monitoring wells. One well shall be located approximately 500 m up gradient of the Engineered Landfill Site and two shall be located approximately 100 m down gradient of the Site. The Contractor shall prepare, and provide to the GOQ, boring logs and well construction details for each of the monitoring wells.

The Contractor shall obtain groundwater samples from these wells quarterly. During sampling the groundwater shall be analyzed in the field for:

- *Temperature.*
- *pH.*
- *Conductivity.*

The collected groundwater samples shall be sent to an independent, GOQ approved laboratory for analysis of the following parameters:

- *pH.*
- *Conductivity.*
- *Volatile Organic Compounds (VOCs).*
- *Hydrocarbons.*
- *Lead (Pb), Cadmium (Cd), Mercury (Hg), and Zinc (Zn).*

The Contractor shall report the results of the field and laboratory analyses to the GOQ Project Administrator. All groundwater collection and analytical procedures shall be conducted in accordance the GOQ-approved Groundwater Management Plan.

The Contractor shall be responsible for all installation, sampling and laboratory costs throughout the duration of the Contract.

The Monitors will be informed of the sampling schedule and will be present when groundwater samples are taken. They will determine if field analysis is conducted as required for temperature, pH, and conductivity. If any sample not properly analyzed in the field, the Monitors will report a violation.

Monitors will not be responsible for assessing compliance with other aspects of this requirement. Results of analytical tests will be sent to the Fixed Facilities Department and reviewed for compliance with the report requirements by the Compliance Analysts-Fixed Facilities. The Compliance Analysts may direct the Monitors to observe collection of groundwater samples.

Landfill Gas Monitoring (GC A2.3 3.9.2) --

The Contractor shall install a landfill gas migration monitoring system. The system shall be used to monitor for the migration of landfill gas into on-site structures as well as for off-site subsurface migration. The Contractor shall monitor on-site structures daily and shall monitor the off-site migration system monthly. All monitoring data shall be reported to the GOQ Project Administrator.

All landfill gas monitoring device installation and monitoring sample collection and analytical procedures shall be conducted in accordance the GOQ-approved Landfill Gas Management Plan.

The Compliance Analysts-Fixed Facilities will review the Landfill Gas Monitoring Plan in order to assess compliance with this requirement. They may direct the Monitors to conduct field observations to assess compliance.

Records and Reporting

The Contractor is required to maintain records and submit regular reports to the GOQ that provide details on the service provided. Monitors will review Contractor records on a regular basis in order to evaluate compliance with the Contract provisions.

Monitors will not have responsibility for assessing Contractor compliance with the reporting requirements. The Contractor will submit reports to the Fixed Facilities Department where they will be reviewed by the Compliance Analysts-Fixed Facilities. The Compliance Analysts may request input from the Monitors to verify information reported by the Contractor compared against the field observations and Landfill Daily Inspection Forms filed by the Monitors.

Monitors should be familiar with the following Contract provision that describes requirements for records and reporting.

Availability of Records (GC A2.3 3.7) –

All records specified in this Article shall be available for inspection by the GOQ Project Administrator or designated representative during all Site operating hours, and copies shall be submitted with the MORs.

Form of Records (GC A2.3 3.7.1) –

The form of all records specified in this Article shall be subject to approval by the GOQ.

Monthly Operations Report Content (GC A2.3 3.5.1) –

Each MOR shall include, and not be limited to, the following information:

- *Total quantity of solid waste landfilled during the month based on scalehouse records by type and tonnage.*

- *Volume of landfill used.*
- *Average in-place waste density.*
- *Percent of total airspace used.*
- *Areas of the landfill receiving waste.*
- *Areas of the landfill receiving intermediate or final cover.*
- *Groundwater and landfill gas monitoring results, and remedial actions taken, if any.*
- *Quantities of leachate collected and treated.*
- *Storm events, if any and an assessment of the surface water management system's performance.*
- *Specific equipment problems during that month.*
- *An updated list of equipment and vehicles bought or disposed by the Contractor.*
- *Staffing issues or changes.*
- *An updated list of supervisory personnel at the Engineered Landfill.*
- *Injuries or other labor problems during that month.*
- *Description of any non-compliance or violations of law or regulations and their resolution.*
- *List of complaints during the month and their resolution.*

Annual Operations Report Content (GC A2.3 3.6) –

Each AOR shall include, and not be limited to, the following information:

- *Total quantity of solid waste landfilled during the year based on scalehouse records by type and tonnage.*
- *Volume of landfill used.*
- *Average in-place waste density.*
- *Percent of total airspace used.*
- *Areas of the landfill receiving waste.*

- *Areas of the landfill receiving intermediate or final cover.*
- *A summary of annual groundwater and landfill gas monitoring results, and remedial actions taken, if any.*
- *Quantities of leachate collected and treated during the year.*
- *An updated list of equipment and vehicles bought or disposed by the Contractor during the year.*
- *An updated list of staffing changes and labor problems or issues during the year.*
- *A summary of any non-compliance or violations of law or regulations during the year and their resolution.*
- *A summary of complaints during the year and their resolution.*
- *Proposals for Contract changes that will increase operating efficiency.*

MONITORING MEDICAL WASTE TREATMENT FACILITY OPERATIONS

The Contract terms for the medical waste treatment facility are located in Appendix 4 of the Contract General Conditions in the RFT (GC A4). The facility will be designed, constructed, and operated by the Contractor and will treat all infectious medical waste collected by the Contractor in the GOQ.

Fixed Facility Monitors will be on-site at the treatment facility during the Operations Period to monitor Contractor compliance with the service specifications and minimum technical requirements. In order to assist the Monitors to understand their job activities, the Contract terms have been grouped into the following categories:

- Weighing and Classification of Materials
- Waste Receiving
- Waste Treatment
- Waste Disposal
- Personnel
- Worker Health and Safety and Emergency Response
- Environmental Control
- Facility and Equipment Maintenance
- Reporting

Contract terms and suggested monitoring procedures for each category are provided in the separate sections below.

Weighing and Classification of Materials

The GOQ has established specific Contract provisions that require the Contractor to accurately and completely weigh and classify all Medical Waste entering and Treated

Medical Waste Residue exiting the Treatment Facility. These requirements are needed to ensure reliable operations and to provide the GOQ with critical information regarding its waste stream. Contract provisions address the following:

- Weighing and materials classification system.
- Incoming materials record.
- Outgoing materials record.

Weighing and Materials Classification System (3.6.2) –

Treatment Facility(s) shall be equipped with a permanent vehicle weighing system where all incoming Medical Waste and outgoing Treated Medical Waste Residue shall be weighed and recorded. The vehicle weighing system shall be capable of weighing vehicles up to 125% of the highest GVW proposed by the Contractor and in increments no greater than 5 Kg.

Incoming Materials Record (GC A4 3.7.3.1) –

The Contractor shall maintain a record of all incoming Medical Waste received at all Treatment Facility(s). For each incoming load, the Contractor shall record in the incoming materials record the category of materials, the source, the tare weight, date, and time. The record shall be in a form acceptable to the GOQ.

Outgoing Materials Record (GC A4 3.7.3.2) –

The Contractor shall maintain a detailed record of all Treated Medical Waste Residue leaving a Treatment Facility. For each outgoing load, the Contractor shall record in the outgoing materials record, the destination, the tare weight, date, and time.

The Monitors will ensure that during the Operations Period the system is maintained and operated according to manufacturer requirements.

Monitors will spend a portion of each day in the scale house observing the Contractor's employees as they weigh and classify incoming Medical Waste and outgoing Treated Medical Waste Residue.

Each day, Monitors will inspect the Contractor's records to determine if complete information was recorded regarding loads entering and exiting the facility. Information should include:

- Source of waste/material (for incoming Medical Waste).
- Receipt documentation numbers for collections contained in each load.
- Destination of waste/material (for outgoing Treated Medical Waste Residue).
- Date and time.
- Identification number of the vehicle.
- Gross vehicle weight.
- Tare weight.

If the Monitors identify any instance where the Contractor has not complied with the requirements, they shall record it as a violation on their Medical Waste Treatment Facility Daily Monitoring Form. They will also inform the Contractor of their observations.

Waste Receiving

The GOQ has established Contract provisions to ensure that the Contractor will receive Medical Waste in a manner that conforms to the GOQ's goals to minimize negative impacts on the public and the environment, and to handle Medical Waste in an expeditious manner. Contract terms establish limits on the following:

- Access control.
- Hours and days of operation.
- Waste delivery.
- Scavenging.

Access Control (GC A4 3.7.4) --

All facilities shall be surrounded by a combination of fencing (or other structural barrier) and gate(s) that prevent uncontrolled access and vandalism to the facility. All fencing, barriers, and gates shall be maintained in proper working order at all times.

The Contractor shall restrict admission to the Treatment Facility to its employees, subcontractors, and designated GOQ staff or their consultants. All other individuals or parties visiting the Treatment Facility(s) shall have prior permission from the Contractor's Treatment Facility Manager.

Once each week the Monitors will inspect the site fences, barriers, and gates to determine if there are any holes or breaks. If they find any damage or breaks, they will inform the Contractor and request corrective action.

Monitors will need to determine if any individual are allowed unrestricted access to the Site. If the Monitors witness any unauthorized person on the Site, they will immediately inform the Contractor and record a violation for each person and occurrence.

Hours and Days of Operation (GC A4 3.7.2) --

Delivery of waste to the Treatment Facility may occur at any time of the day, subject to approval by the GOQ. The Treatment facility shall be open to receive waste a minimum of 6 days per week.

If the Contractor does not operate the Treatment Facility in accordance with the agreed upon schedule, the Monitors will report it as a violation.

Waste Delivery (GC A4 3.2.6) --

All collected Medical Wastes shall be delivered to the Medical Waste Treatment Facility(s) within 8 hours after collection.

Each day the Monitors will inspect the Contractor's records for incoming loads of Medical Waste. This work will entail comparing copies of the receipts provided to HCFs (see paragraph 3.2.5) against the scale house record for each incoming load. If they determine that the Contractor received any waste that does not comply with this provision, they will inform the Contractor of the incident and record it as a violation on the Medical Waste Treatment Facility Daily Inspection Form.

Scavenging (GC A4 3.2.7) --

The Contractor shall forbid all employees and sub-contractors, and shall prevent all others from scavenging any component of the Medical Waste.

Monitors will spend a part of each day observing the Contractor's employees as they perform their work. If the Monitors observe any employee recovering any materials for his/her own personal benefit, they shall record each event as a violation on their Medical Waste Treatment Facility Daily Monitoring Report. They will inform the Contractor and request an immediate halt to the activity.

Waste Treatment

The GOQ has established very specific constraints on how the Contractor handles Medical Waste. This is necessary to ensure that treatment activities do not have an adverse impact on the public or the environment. Contract terms establish limits on the following:

- Waste storage.
- Process controls and record keeping.
- Treatment standards.
- Residue storage.

Contract terms and suggested monitoring procedures for each item follow.

Waste Storage (GC A4 3.7.6) --

All Medical Wastes shall be treated within 24 hours of delivery to the Treatment Facility. All Medical Wastes stored on site shall be treated by the end of each operations day. Medical Waste shall be stored in a secure manner and location that provides protection from theft, vandalism, inadvertent human or animal exposure, rain, water, and wind. Medical Wastes shall be managed in a way not to provide a breeding place or food for insects or rodents, and not generate noxious odors. There shall be no overnight storage of untreated Medical Wastes in the receiving area.

The Contractor shall not allow more than 3-days of untreated Medical Waste to accumulate, either at the HCFs, within the collection system, or at the Treatment Facility(s). In the event of malfunction of the Treatment Facility, the maximum downtime of the Treatment Facility shall not exceed 72 hours. Medical Wastes held for more than 24 hours before treatment shall be stored at a temperature of 5 degrees Celsius or less.

Each day, Monitors will inspect the receiving area of the Treatment Facility at the beginning and end of their shift. They may also inspect Contractor records to help them determine if any waste has been kept in the receiving area longer than 24 hours.

Each day, Monitors will inspect the cold storage area and monitor any waste that is stored there to ensure it is maintained at the required temperature and is not held for more than 72 hours.

If the Contractor does not comply with any of the storage requirement and time limits, Monitors will inform the Contractor and record each incident as a separate violation on their Medical Waste Treatment Facility Daily Inspection Form. Monitors will also record the quantity of material that is in violation.

Process Controls and Record Keeping (GC A4 3.6.3) --

The Medical Waste Treatment Facility shall have the appropriate processes controllable via a computerized system. A print-out shall be available for each and every process cycle undertaken and shall include the following minimum data:

- *Date and time.*
- *Duration of cycle.*
- *Temperature or other treatment standard achieved.*
- *Quantity of waste processed.*
- *Quantity of Treated Medical Waste Residue produced.*
- *Air emission data.*

Each day, the Monitors will inspect the reports printed-out for each cycle of the treatment system to determine if complete information was recorded. Information must include all the items listed in the requirement. If the Monitors identify any instance where the Contractor has not complied with the requirements, they shall inform the Contractor and record it as a violation on their Medical Waste Treatment Facility Daily Monitoring Form.

Treatment Standards (GC A4 3.5.3) --

The treatment technology shall be effective to fully reduce, render, or combust the Medical Waste to a non-infectious residue. The technology shall achieve at least a 6 log₁₀ reduction or greater inactivation of vegetative bacteria, mycobacteria, lipophilic/ hydrophilic viruses, fungi, and parasites. The technology shall achieve at least a 4 log₁₀ reduction or greater inactivation of Bacillus stearothermophilus endospores or Bacillus subtilis endospores. The actual disinfection process should not be reliant on chemical processes.

The technology shall be effective for all waste defined by the World Health Organization (WHO) as being potentially infectious, and include sharp containers and bulk body fluids such as blood bags.

The Treatment Facility shall have fail-safe built-in technology to stop the cycle and alert the operator should disinfection criteria not be achieved at any time.

The Contractor shall provide specific laboratory evidence that demonstrates the technology's ability to provide treatment meeting the above standards, and shall provide the protocols for efficacy testing. The protocols for efficacy testing shall incorporate, as applicable, recognized, standard methodologies. The protocols shall be congruent with the proposed treatment method.

While the ability of the technology to meet this provision will be evaluated during the Preparation Period, it will be the job of the Monitors to determine if any individual loads are not treated properly. As noted above the Monitors will inspect the daily records regarding treatment of each process cycle. In addition, the Monitors will be present on-site whenever the treatment technology is operating and, thus, will be able determine if the fail-safe warning system is ever activated. When this occurs, the Monitors will observe the Contractor's actions to ensure that waste is re-introduced to the treatment technology and properly treated. If the Monitors observe any breakdown in the process that threatens the ability to meet the treatment standards, they will immediately inform the Contractor and request that remedial actions be undertaken in accordance with the Medical Waste Quality Control Plan. They also shall record each event as a violation on their Medical Waste Treatment Facility Daily Monitoring Report.

Residue Storage (GC A4 3.7.7) --

Treated Medical Waste Residue shall be removed from the Treatment Facility to a GOQ-Designated Disposal Facility within 24 hours of treatment.

Each day, Monitors will inspect the shipping area of the Treatment Facility at the beginning and end of their shift. They may also inspect Contractor records to help them determine if any waste has been kept in the shipping area longer than 24 hours.

If the Contractor does not comply with the storage time limits, Monitors will inform the Contractor and record each incident as a separate violation on their Medical Waste Treatment Facility Daily Inspection Form. Monitors will also record the quantity of material that is in violation.

Waste Disposal

All Treated Medical Waste Residue must be disposed at the new Engineered Landfill within 10 km of the existing Abu Zaabal Landfill. The GOQ has established Contract terms to ensure that the Contractor disposes of residue properly. Monitors will play a central role in assessing Contractor compliance.

Residue Disposal (GC A4 3.7.8) --

The Contractor is responsible for transporting Treated Medical Waste Residue resulting from the Medical Waste treatment to a GOQ-Designated Disposal Facility.

Each week the Monitors will receive a report from the Monitors stationed at the Engineered Landfill. The report will list information regarding all loads of Treated Medical Waste

Residue received at the landfill. The Monitors will then crosscheck the report against their own facility's records of outgoing loads. If they determine that a load was not delivered intact to the landfill, the Monitors will record each instance as a violation of this specification.

Residue Disposal Hours (GC A4 3.7.9) --

Delivery of Treated Medical Waste Residue to the Designated Disposal Facility will be restricted to the hours between 0700 and 1800. Landfill will be open 7 days a week.

Based on daily presence at the facility, Monitors should be able to determine if waste is being shipped at other times. If a Monitor observes waste being shipped outside of the allowable hours, he/she will notify the Contractor and record it as a violation on the Medical Waste Facility Daily Inspection Form.

Personnel

The RFT contains specific terms to ensure that the Contractor's personnel meet the GOQ's goals for professional behavior. Contract terms address the following issues:

- Uniforms.
- Demeanor.
- Fees and gratuities.

Uniforms (GC A4 3.11.3) --

The Contractor shall provide, and all employees shall wear, adequate uniforms, gloves, work boots, reflective vests and other protective clothing. Uniforms and safety gear must be approved by the GOQ.

Each day, Monitors will check to see if every Contractor employee is in uniform and is equipped with the required protective gear. If any of these items are missing the Monitor will record a violation on the Medical Waste Treatment Facility Daily Inspection Form, noting the time and location of the observance and the identification number of the employee. They will also notify the Contractor and request corrective actions.

Demeanor (GC A4 3.11.4) --

The Contractor shall require all employees to conduct themselves in a courteous and helpful manner and refrain from using any loud or profane language.

The Monitors will observe Contractor employees each day to assess compliance with the requirement. If employees are not complying with the requirement, the Monitors will notify the Contractor of the incident and record it as a violation.

Fees and Gratuities (GC A4 3.11.5) --

The Contractor shall not permit any employee, agent or subcontractor to offer special service beyond the scope of this Contract, or to request, solicit, demand, or accept, either directly or indirectly, any compensation or gratuity for services that are include in the scope of this Contract.

The Monitors will observe Contractor employees each day to assess compliance with the requirement. If they witness improper behavior, they shall record a violation on their Medical Waste Treatment Facility Daily Inspection Form. They will also notify the Contractor and request corrective actions.

Worker Health and Safety and Emergency Response

The GOQ has included specific requirements to ensure that the Contractor provides adequate protection for all personnel engaged with Medical Waste Treatment Facility Operations. Contract requirement address the following issues:

- Fire control plan.
- Health and safety and emergency response manual.
- First aid kits.
- Vaccinations.
- Monthly safety inspections.
- Emergency event record.

Fire Control Plan (GC A4 3.12.1) --

The Contractor shall develop a Fire Control Plan. The plan shall include instructions for workers on fire suppression and evacuation plans, and inspection schedules for the fire suppression system and fire extinguishers. All scheduled inspections, or the failure to conduct a scheduled inspection, shall be reported in the MORs. All Contractor and subcontractor personnel shall receive annual training in fire suppression and evacuation procedures.

Monitors will need to have a working knowledge of the Fire Control Plan. Once each month, the Monitors will inspect the fire suppression system including fire fighting equipment, fire extinguishers, and other materials designated for fire protection. If the Monitors observe any deviation from the facilities, equipment, and maintenance schedules designated in the Fire Control Plan, they will inform the Contractor and request corrective action. The Monitors will report each non-compliance with the requirements as a violation.

Monitors will also record any occurrences of fire at the Treatment Facility.

Health and Safety and Emergency Response Manual (GC A4 3.12.2) --

The Contractor shall develop a Health and Safety and Emergency Response Manual that contains instructions for protecting worker health and safety and responding to foreseeable emergencies including fire, medical emergency, vehicle accident, and environmental

hazards. All Contractor and subcontractor personnel shall be provided with a Health and Safety and Emergency Response Manual. All Contractor and subcontractor personnel shall receive annual training in health, safety, and emergency response procedures.

The Monitors will need to have a working knowledge of the Health and Safety and Emergency Response Manual. The Monitors will periodically inspect Health and Safety and Emergency Response Manuals to ensure that they are complete and readily available to all employees. They will also attend an annual health, safety, and emergency response training course in order to be properly trained in procedures. They will review the Contractor's employee records to ensure that all employees receive the annual training.

If the Monitors observe any violations of the requirement, they will immediately inform the Contractor and record it as a violation on their Medical Waste Treatment Facility Daily Inspection Form.

First Aid Kits (GC A4 3.12.3) --

The facility operator shall provide emergency first aids kits at all workstations. Site workers shall be provided and wear personal protective equipment including, and not limited to, steel toe shoes, hard hats, safety glasses and/or facemasks as appropriate, and ventilation masks. Personal protective equipment requirements shall be defined in the Health and Safety and Emergency Response Manual for each worker activity.

Monitors will conduct a monthly inspection of first aid kits at all workstations to ensure they are present and contain adequate supplies. If the Monitors observe any violations of the requirement, they will immediately inform the Contractor and record it as a violation on their Medical Waste Treatment Facility Daily Inspection Form.

Vaccinations (GC A4 3.12.4) --

All employees involved in the collection, treatment, and transport operations shall be receive and maintain all commonly available vaccinations for any disease that may be contained within the infectious Medical Waste. A vaccination log shall be maintained for all such employees, and the log shall be available for GOQ inspection.

Monitors will conduct an annual review the Contractor's employee records to ensure that all employees receive the required vaccinations. If the Monitors note any violations of the requirement, they will immediately inform the Contractor and record a separate violation for each vaccination for each employee that was not administered.

Monthly Safety Inspections (GC A4 3.12.5) --

The facility operator shall conduct a monthly safety inspection of the entire facility and inspect the condition and upkeep of all required personal protective equipment in use.

The Monitors will review the results of monthly safety inspection carried out by the Contractor to identify any inadequacies and determine if the Contractor carries out corrective actions. If the Contractor fails to complete an inspection, or any part thereof, the Monitors

will immediately inform the Contractor and record it as a violation on their Medical Waste Treatment Facility Daily Inspection Form.

Emergency Event Record (GC A4 3.12.6) --

The Contractor shall maintain an emergency event record that contains the following information for each occurrence of fire or accident causing personal injury:

- *Date and time of the emergency event.*
- *Person recording the emergency event.*
- *Location of the event.*
- *Type of emergency event.*
- *Description of actions taken.*
- *Person who authorized the actions.*
- *Person(s) who performed the actions.*
- *Remedial measures to prevent further occurrences.*

Monitors will be aware of emergency events when they occur due to their presence on-site. The Monitors will inspect the Contractor's Emergency Event Record each week to evaluate compliance with the requirements. If the Record is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation on their Medical Waste Treatment Facility Daily Inspection Form.

Environmental Control

The RFT contains certain terms to ensure that the Contractor meets the GOQ's goals for minimizing public nuisances, adverse environmental impacts, and burden on GOQ's emergency services. Contract terms address the following issues:

- Environmental standards.
- Medical waste environmental control plan.
- Off-site run-off.
- Wash-down water.
- Litter control.
- Environmental control record.
- Leakage and spill control.

Contract provisions and suggested monitoring procedures for each item are provided here.

Environmental Standards (GC A4 3.9.1) --

The Medical Waste Treatment Facility shall meet all local and national air emission requirements, and all other local and national public health and safety standards.

The Medical Waste Treatment Facility shall not present any environmental pollution or electromagnetic radiation problems. It shall operate within noise and electromagnetic radiation levels consistent with EU regulations for such an environment.

The Monitors will not be directly responsible for evaluating compliance with this requirement. The Compliance Analysts-Fixed Facilities will review Contractor reports and records regarding regulatory compliance. In addition, the Monitors will be trained so that they are familiar with environmental, public health, and safety standards. If they observe any activities or incidents that may be violations of such standards, the Monitors will report it to the Compliance Analysts-Fixed Facilities, who may in turn notify the appropriate regulatory authorities.

Medical Waste Environmental Control Plan (GC A4 3.9.2) --

The Contractor shall prepare a Medical Waste Environmental Control Plan defining the appropriate environmental control testing procedures and standards for process air emissions, vented air, effluent, wash-down water, odors, noise, etc. The Medical Waste Environmental Control Plan shall describe the remedial actions to be taken whenever environmental control standards are not met.

The Environmental Control Plan must be approved by the GOQ and the EEAA. The Contractor shall conduct all testing activities specified in the Environmental Control Plan. The environmental testing results, and remedial activities conducted, if any, shall be included in the MORs.

The Monitors will not be directly responsible for evaluating compliance with this requirement. The Compliance Analysts-Fixed Facilities will review Contractor reports and records regarding regulatory compliance.

Monitors will need to have a working knowledge of the Environmental Control Plan so that they can assess Contractor compliance with required testing activities and any remedial actions that may be undertaken. If they observe any possible violations of the Control Plan, the Monitors will report it to the Compliance Analysts-Fixed Facilities.

Off-Site Run-off (GC A4 3.9.5) --

Surface run-off from precipitation falling outside of the Medical Waste receiving, holding, and treatment areas and the Treated Medical Waste Residue holding and loading areas, shall be diverted by drainage ditches and swales to off-site drainage features.

The Monitors will periodically inspect surface slopes and drainage structures to ensure that they are properly maintained and functioning as intended. After rainstorms, the Monitors will inspect the facility to determine if off-site run-off structures are functioning properly. If off-site run-off is not being diverted, the Monitors will notify the Contractor and request corrective action. The Monitors will record a violation for each day the structures are not repaired.

Wash-down Water (GC A4 3.9.6) --

Wash-down water from any area where Medical Waste or Treated Medical Waste Residue is handled shall be separated from all other run-off, collected, and contained in a holding tank(s). The holding tank and any water therein must be disinfected at least once a day.

Collected wash-down water may be treated/used in the Medical Waste treatment system, if technically feasible, and approved by the GOQ. Alternately, it may be disposed at a wastewater treatment facility subject to GOQ approval.

The Monitors will periodically inspect wash-down water collection and treatment structures to ensure that they are properly maintained and functioning as intended. The Monitors must pay special attention to drainage structures that may become clogged with waste or other material. If wash-down water is not being collected, contained, and treated daily, the Monitors will immediately notify the Contractor and request corrective action. The Monitors will record a violation for each day the structures are not repaired.

Litter Control (GC A4 3.9.7) --

The Contractor shall inspect the entire perimeter of the facility daily and collect all litter. Collected litter shall be disposed along with all other MSW generated at the facility(s) on a daily basis at all facilities.

Once each week, the Monitors will accompany Contractor personnel when they collect litter along the Treatment Facility boundary. If the Monitors observe that litter has not been collected and disposed in compliance with the requirement, they will record it as a violation on their Medical Waste Treatment Facility Daily Inspection Form. They will also inform the Contractor and request immediate corrective actions.

Environmental Control Record (GC A4 3.9.8) --

The Contractor shall maintain an Environmental Control Record for each treatment facility documenting the control procedures (from the Medical Waste Environmental Control Plan) taken to avoid releases, including waste spills, air emissions, effluent, wash-down water, vented air, odors, and noise levels. The record shall contain the following information for each action:

- *Scheduled time and date of procedure.*
- *Date and time of procedure.*
- *Person performing the procedure.*
- *Location of procedure.*
- *Results of procedure.*

Monitors should closely observe Contractor activities so that they may observe any potentially damaging environmental incidents that may occur. When they witness an incident, Monitors will record relevant information on their Medical Waste Treatment Facility Daily Inspection Form. Each week, the Monitors will inspect the Environmental Control Record and determine if the required information has been recorded. If the Record is not properly maintained, or if it is not readily available for inspection, the Monitor shall report it as a violation.

Leakage and Spill Control (GC A4 3.9.9) --

The GOQ is particularly concerned that the Contractor minimizes the potential negative impacts that can be caused by spill at the Treatment Facility. Contract provisions establish minimum requirements for the following:

- Fuel leak.
- Medical waste spillage.
- Treated medical waste spillage.
- Contaminated water spillage.
- Spill control records.

Following are contract terms and suggested monitoring procedures.

Fuel Leak (GC A4 3.9.9.1) -- *In the event of a fuel leak from a collection/transport vehicle or from facility equipment, the spill area shall be isolated and a commercial absorbent product applied to the spill. This material shall be collected, containerized, and disposed in accordance with applicable environmental regulations.*

By being present on-site during all hours when the Treatment Facility is operating, the Monitors should be aware of instances when fuel is accidentally spilled. The Monitors will observe the Contractor's actions, and if they do not comply with the requirements, the Monitors will immediately inform the Contractor and request remedial action. They will also record each incident as a violation regardless of the Contractor's actions.

Medical Waste Spillage (GC A4 3.9.9.2) -- *Spilled Medical Waste shall be sprayed with a chemical disinfectant, collected, containerized, and treated in the treatment system. Equipment used to collect the spilled waste, and the area where the spill occurred, shall immediately be sprayed with a chemical disinfectant. After disinfection, the area and the equipment shall immediately be washed down with clean water.*

Monitors will carefully observe Treatment Facility operations and should be aware of any times when Medical Waste is spilled. When a spill occurs, Monitors will observe Contractor response and procedures. They will be especially careful to determine whether spilled Medical Waste is properly containerized and queued up for treatment. If any of the Contractor's procedures deviate from the Contract provisions, the Monitors will immediately inform the Contractor and request remedial action. They will also record each incident as a violation regardless of the Contractor's actions.

Treated Medical Waste Residue Spillage (GC A4 3.9.9.3) -- *Spilled Treated Medical Waste Residue shall be collected and put back into the residue holding area. All equipment used to pick up the spilled Treated Medical Waste Residue, and the area where the spill occurred, shall immediately be washed down with clean water.*

The Monitors should be aware of instances when Treated Medical Waste Residue is accidentally spilled. The Monitors will observe the Contractor's actions, and if they do not comply with the requirements, the Monitors will immediately inform the Contractor and

request remedial action. They will also record each incident as a violation regardless of the Contractor's actions.

Contaminated Water Spillage (GC A4 3.9.9.4) -- *In the event water comes in contact with Medical Waste or Treated Medical Waste Residue and does not readily flow back into the wash-down water holding tank, a commercial absorbent product shall be applied to the spill. This material shall be collected, containerized, and disposed in accordance with applicable environmental regulations.*

The Treatment Facility design and operations should ensure that any contact water would drain to the holding tank where it will be disinfected. Nevertheless, the Monitors must be diligent in their daily inspection activities to notice any incidents where wash-down water or other contaminated water remains free-standing. If the Contractor has not already initiated remedial actions, the Monitors will immediately notify the Contractor and observe the Contractor's actions. The Monitors will also record each incident as a violation regardless of the Contractor's actions.

Spillage Control Records (GC A4 3.9.9.5) -- *All spills shall be recorded in the Environmental Control Record Book. The cleanup shall be documented and the spill and cleanup reported in the MOR.*

For each control action taken in response to an exceedence or release, the Contractor shall record the following information in the record book:

- *Type and quantity of exceedence/release.*
- *Location of exceedence/release.*
- *Date and time of exceedence/release.*
- *Description of remedial measures.*
- *Date and time of remedial measures.*
- *Person authorizing the remedial measures.*
- *Person(s) performing the remedial measures.*

Monitors should closely observe Contractor activities so that they may observe any spills that occur. When they witness a spill, Monitors will record relevant information on their Medical Waste Treatment Facility Daily Inspection Form. Each week, the Monitors will inspect the Spill Record and determine if the required information has been recorded. If the Record is not properly maintained or if it is not readily available for inspection, the Monitor shall report it as a violation.

Facility and Equipment Maintenance (GC A4 3.8)

The Contractor shall maintain all facilities in a way that does not negatively impact daily operations, site security, worker health and safety, or public health. The Contractor shall maintain the following items in good working condition capable of performing their intended function:

- *Buildings and other structures including, and not limited to, perimeter fencing, gates, paved surfaces, unpaved surfaces, drainage structures and yard piping, wash-down water collection and storage facilities, utilities, and truck scales.*
- *Stationary equipment including, and not limited to, waste treatment equipment and waste and residue moving equipment.*
- *Mobile equipment including, and not limited to, skid steers, collection vehicles, transport trucks, etc.*
- *Medical Waste and Treated Medical Waste Residue storage and transport containers.*

The Contractor is required to maintain all mobile and stationary equipment in accordance with manufacturer instructions. Monitors will conduct a weekly review of the Contractor's maintenance records. If the Monitors determine that any building, structure, or piece of equipment has not been maintained in accordance with their Final Work Plan, they shall record each instance as a violation on their Medical Waste Treatment Facility Daily Inspection Form. They will also inform the Contractor of their observations and request corrective action.

Reporting

The Contractor is required to submit regular reports to the GOQ that provide details on the medical waste treatment service. The Monitors will not have primary responsibility for assessing Contractor compliance with the reporting requirements. The Contractor will submit reports to the Fixed Facilities Department where they will be reviewed by the Compliance Analysts-Fixed Facilities. The Compliance Analysts may request input from the Monitors to verify information reported by the Contractor compared against the field observations and Medical Waste Treatment Facility Daily Inspection Forms filed by the Monitors.

Monitors should be familiar with the following Contract provisions that describe reporting requirements.

Monthly Operations Reports (GC A4 3.15.2) –

During the Operation Period the Contractor shall submit MORs to the GOQ Project Administrator that shall include detailed information about the performance of Medical Waste Management Services. The reports shall be in a form acceptable to the GOQ. The MORs shall include, but not be limited to, the following information:

- *Monthly totals of information maintained in each incoming Medical Waste log, including quantities collected (by weight).*
- *Monthly totals of information maintained in each outgoing Treated Medical Waste Residue log, including quantities of Medical Waste treated, and quantities of Treated Medical Waste Residue transported and disposed, (by weight).*

- *All air emission, air venting, wash-down water, Treated Medical Waste Residue, effluent, odor, noise, and any other testing or sampling results.*
- *Actions taken for testing/sampling results that indicate the Treated Medical Waste Residue does not meet the specified criteria.*
- *Total number of collection/transport vehicles put in service and personnel deployed each day.*
- *Total number of man-hours and truck-hours worked each day.*
- *Number of HCFs Medical Waste was collected from each day.*
- *Service time for each HCF.*
- *List of containers being replaced or receiving maintenance or sanitation service.*
- *Number of Notices of Non-Collection left daily, with addresses and descriptions of the problems.*
- *Individual description and total number of complaints.*
- *Resolution of each complaint.*
- *An updated list of equipment and vehicles used for Medical Waste Management Services.*
- *Summary of Preventative Maintenance performed, with dates and vehicle identification numbers.*
- *Summary of Daily Vehicle Inspections.*
- *An updated list of supervisory personnel.*
- *Description of any violations of law or regulations and their resolution.*
- *A description of all cases of public and private property damage and personal injury that have occurred while providing Medical Waste Management Services, including a copy of the accident or incident report filed with the company or with the appropriate authorities.*
- *Description of problems encountered and proposals for increasing services efficiency and achievement of service objectives.*

Annual Operations Reports (GC A4 3.15.3) –

During the Operation Period the Contractor shall submit Annual Operations Reports (AORs) to the GOQ Project Administrator. The AORs shall include, but not be limited to, annual

summaries of the results provided in the MORs, and proposals for Contract changes that will increase operating efficiency. Each AOR shall be submitted to the GOQ Project Administrator within 30 days following the end of the preceding Contract year.

Misreporting (GC A4 3.15.4) –

No materially false or misleading statement or representation shall be included in any report.

MONITORING EQUIPMENT MAINTENANCE AND STORAGE FACILITY OPERATIONS

The Fixed Facility Monitors will be responsible for evaluating Contractor compliance with certain Minimum Technical Requirements for vehicles and equipment and the personnel who operate them.

The Contractor is required to house all collection and transport vehicles and equipment on private property within a building or fenced yard when not in use. This may include vehicles and equipment used for the following services:

- Residential and commercial waste collection (Appendix 2, Article 1).
- Streets and public facility cleaning services (Appendix 2, Article 4).
- Industrial waste collection services (Appendix 3).
- Medical waste collection services (Appendix 4).

The Contractor may choose to house vehicles and equipment at a dedicated equipment maintenance and storage facility or at the facilities used to provide processing, transfer, treatment, or disposal services. The Contractor will likely use these same locations to maintain and repair vehicles and equipment.

There are similar requirements for vehicles and equipment for each of the services included in the Contract. Accordingly, the Monitors will follow the same procedure regardless of the service to which the vehicle and equipment are assigned, and regardless of the location where they are stored. The Minimum Technical Requirements that will be handled by the Monitors can be grouped into the follow categories:

- Sanitation
- Maintenance
- Inspection
- Operator Licenses
- Marking and Identification
- Licensing and Inspection
- Appearance
- Ancillary Equipment
- Storage Location

Procedures for the requirements in each category are presented in the following sub-sections. Contract terms for the various services are listed first and then followed by a description of the suggested monitoring procedures for all services.

Sanitation

Residential and Commercial Waste Collection Vehicle Sanitation (GC A2.1 3.1.6) –

The interior of the waste carrying area of all vehicles used for the purpose of collecting and transporting any MSW or Bulky Wastes shall be washed with water and a disinfecting/deodorizing cleaning agent according to the schedule submitted as part of the Final Work Plan, and a minimum of twice weekly. All exterior surfaces of the Waste Collection Vehicle chassis and body must be washed with water and a degreasing cleaning agent a minimum of one (1) time per week.

Street Cleaning Equipment Sanitation (GC A2.4 3.1.4) –

The interior of the Mechanical Street Sweeper Sweepings storage area shall be washed with water and a disinfecting/deodorizing cleaning agent according to the schedule presented in the Final Work Plan, and a minimum of two (2) times weekly. All exterior surfaces of Street Cleaning Equipment must be washed with water and a degreasing cleaning agent a minimum of one (1) time per week.

Industrial Waste Collection Vehicle Sanitation (GC A3 3.1.5) –

The interior of the waste carrying area of all vehicles used for the purpose of collecting and transporting Industrial Wastes shall be washed with water and a disinfecting/deodorizing cleaning agent according to the schedule submitted as part of the Final Work Plan, and a minimum of twice weekly. All exterior surfaces of the Waste Collection Vehicle chassis and body must be washed with water and a degreasing cleaning agent a minimum of one (1) time per week.

Medical Waste Collection/Transport Vehicle Sanitation (GC A4 3.4.5) –

The interior of the waste cargo area of all vehicles used for the purpose of collecting and transporting Medical Wastes and Treated Medical Waste Residue shall be washed with water and a disinfecting/deodorizing-cleaning agent a minimum of once every service day. All exterior surfaces of the waste collection/transport vehicle chassis and body shall be washed with water and disinfecting and degreasing cleaning agents a minimum of once per week. The wash-down water from these cleaning operations is to be handled in accordance with paragraph 3.9.6 of this Appendix.

Monitors will be provided with copies of the vehicle sanitation schedules submitted by the Contractor in the Final Work Plan. Each week, the Monitor will review the Contractor's records and determine if the records indicate compliance with the schedule for vehicles based at the equipment yard. Each week, the Monitor will randomly select up to five vehicles for each service based at the equipment yard. He/she will observe and record actual washing practices for the selected vehicles and will compare that against the schedule specified in the Final Work Plan. If the Monitor determines that a vehicle was not washed according to the schedule, he/she will record each occurrence as a violation. If the Monitor determines, that the Contractor misreported, he/she will record a violation of that requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Maintenance

Residential and Commercial Waste Collection Vehicle Maintenance (GC A2.1 3.1.7) –

The Contractor shall maintain all Waste Collection Vehicles in a safe and operable condition, to minimize the threat to worker and public health and safety, and to reduce their impact on the surrounding environment. The Contractor shall submit accurate records of repair in the Monthly Operations Report.

Street Cleaning Equipment Maintenance (GC A2.4 3.1.5) –

The Contractor shall maintain all Street Cleaning Equipment in a safe and operable condition to minimize the threat to worker and public health and safety, and to reduce equipment impact on the surrounding environment. All cleaning, greasing and washing shall be done at the equipment storage and maintenance location. The Contractor shall maintain maintenance records for each mobile piece of equipment and submit copies with the Monthly Operations Report, which shall include the equipment identification number, the repair date/mileage, nature of repair, and the signature of the maintenance supervisor that the repair has been properly performed.

Industrial Waste Collection Vehicle Maintenance (GC A3 3.1.6) –

The Contractor shall maintain all Waste Collection Vehicles in a safe and operable condition, to minimize the threat to worker and public health and safety, and to reduce their impact on the surrounding environment. The Contractor shall submit accurate records of repair in the Monthly Operations Report, which shall include, the vehicle identification number, the repair date and mileage reading, nature of repair, compliance with preventative maintenance schedules submitted as part of the Contractor's Final Work Plan and the signature of the maintenance supervisor that the repair has been properly performed.

Medical Waste Collection/Transport Vehicle Maintenance (GC A4 3.4.6) –

The Contractor shall maintain all collection/transport vehicles in a safe and operable condition to minimize the threat to worker and public health and safety and to reduce their impact on the surrounding environment. The Contractor shall submit accurate records of repair in the MOR, which shall include:

- *The vehicle identification number.*
- *The date/mileage.*
- *Nature of repair.*
- *Compliance with preventative maintenance schedules submitted as part of the Contractor's FWP.*
- *Signature of the maintenance supervisor that the repair has been properly performed.*

Monitors will be provided with a copy of the preventative maintenance schedule submitted by the Contractor in the Final Work Plan. Each month, the Monitor will review the Contractor's records and determine if the records indicate compliance with the schedule for vehicles based at the equipment yard. Each month, the Monitor will randomly select up to five vehicles for each service based at the equipment yard. He/she will independently record actual preventative maintenance activities and compare that against the schedule specified in the Final Work Plan. If the Monitor determines that a vehicle was not maintained according to the schedule, he/she will record each occurrence as a violation. If the Monitor determines that the Contractor mis-reported, he/she will record a violation of that requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Inspection

Residential and Commercial Waste Collection Vehicle Inspection (GC A2.1 3.1.8) –

The Contractor shall inspect each collection vehicle daily to ensure that all equipment is operating properly. Vehicles that do not pass inspection shall be taken out of service until they can pass inspection and operate properly.

Street Cleaning Equipment Inspection (GC A2.4 3.1.6) –

The Contractor shall inspect each Mechanical Sweeper daily to ensure that all equipment is operating properly. Sweepers that do not pass inspection shall be taken out of service until they can pass inspection and operate properly. The Contractor shall maintain accurate Daily Mechanical Street Sweeper Inspection reports that shall be made available to GOQ Project Monitors immediately upon request.

Industrial Waste Collection Vehicle Inspection (GC A3 3.1.7) –

The Contractor shall inspect each collection vehicle daily to ensure that all equipment is operating properly. Vehicles that do not pass inspection shall be taken out of service until they can pass inspection and operate properly.

Medical Waste Collection/Transport Vehicle Inspection (GC A4 3.4.7) –

The Contractor shall inspect each collection/transport vehicle daily to ensure that all equipment is operating properly. Vehicles that do not pass inspection shall be taken out of service until they pass inspection and operate properly. The Contractor shall maintain accurate Daily Collection/Transport Vehicle Inspection reports that shall be made available to GOQ Project Monitors immediately upon request for review and approval of collection vehicle usage.

The Contractor will be required to provide each vehicle operator with a copy of the Daily Collection Vehicle Inspection Report for his/her vehicle. The Monitor will be stationed at the exit gate of the equipment yard when necessary to inspect every report as the vehicle leaves the yard. Each day, the Monitor will record a violation on the Equipment Yard Daily Inspection Form for each vehicle that exited the yard without an acceptable inspection report.

The Monitor will include the vehicle identification number and service to which it is assigned.

Operator Licenses

Residential and Commercial Waste Collection Vehicle Operator Driving Licenses (GC A2.1 3.6.5) –

Each driver of a collection vehicle shall at all times carry a valid Egyptian commercial driver's license and all other required permits.

Street Cleaning Equipment Operator Driving Licenses (GC A2.4 3.6.7) –

Drivers of motorized Street Cleaning Equipment shall at all times carry a valid Egyptian commercial driver's license and all other required permits.

Industrial Waste Collection Vehicle Operator Driving Licenses (GC A3 3.3.2) –

Drivers of Waste Collection Vehicle shall at all times carry a valid Egyptian driver's license and all other required permits for operating equipment or vehicles.

Medical Waste Collection/Transport Vehicle Operator Driving Licenses (GC A4 3.11.6) –

Each driver of a collection/transport vehicle shall at all times carry a valid Egyptian driver's license and all other required permits.

The Monitor will be stationed at the exit gate of the equipment yard when necessary to inspect each vehicle driver's license as he/she leaves the yard. Each day, the Monitor will report a violation on the Equipment Yard Daily Inspection Form for each driver that exited the yard without a valid license. He/she will also record the employee's identification number and the service to which he/she is assigned.

Marking and Identification

Residential and Commercial Waste Collection Vehicle Marking and Identification (GC A2.1 3.1.11) –

All vehicles used in either the supervision or provision of any type of Waste Collection Service shall have highly visible (greater than 10 cm) lettering on each side of the vehicle body indicating the name and Customer Service telephone number of the Contractor, identification of the GOQ as the contracting agent, and vehicle identification numbers (numbered consecutively). The Contractor shall not use a name containing the words "Governorate of Qalyubiya" or other words implying Governorate ownership. All waste carrying vehicles shall also have the carrying capacity, in cubic meters and Gross Vehicle Weight (GVW), of the vehicle identified in numbers at least twelve (12) centimeters in height displayed in the upper front corner of the left and right sides of the body.

Street Cleaning Equipment Markings and Identification (GC A2.4 3.1.8) –

All vehicles used in supervision and provision of Street Cleaning Services shall have highly visible lettering greater than 10 (ten) centimeters high on each side of the vehicle body indicating the name and Customer Service telephone number of the Contractor, identification of the GOQ as the contracting agent, and vehicle identification numbers (numbered consecutively). The Contractor shall not use a name containing the words “Governorate of Qalyubiya” or other words implying Governorate ownership. All Mechanical Street Sweepers shall also have the carrying capacity (cubic meters and GVW) of the vehicle identified in numbers at least twelve (12) centimeters in height displayed in the upper front corner of the left and right sides of the body.

Street Cleaning Equipment Safety Markings (GC A2.4 3.1.16) –

Street Cleaning equipment used by the Contractor shall have appropriate safety markings including, but not limited to, highway lighting, flashing and warning lights, clearance lights, and warning flags.

Industrial Waste Collection Vehicle Markings and Identification (GC A2.6 3.1.10) –

All vehicles used in either the supervision or provision of any type of Waste Collection Service shall have highly visible (greater than 10 cm) lettering on each side of the vehicle body indicating the name and Customer Service telephone number of the Contractor, identification of the GOQ as the contracting agent, and vehicle identification numbers (numbered consecutively). The Contractor shall not use a name containing the words “Governorate of Qalyubiya” or other words implying Governorate ownership. All waste carrying vehicles shall also have the carrying capacity, in cubic meters and Gross Vehicle Weight (GVW), of the vehicle identified in numbers at least twelve (12) centimeters in height displayed in the upper front corner of the left and right sides of the body.

Medical Waste Collection/Transport Vehicle Markings and Identification (GC A4 3.4.9) –

All vehicles shall have highly visible (greater than 10 cm) lettering on each side of the vehicle body indicating the name and telephone number of the Contractor. Vehicle identification numbers that are a minimum of 8 cm in height shall also be included.

The Monitor will be stationed at the exit gate of the equipment yard when necessary to inspect each vehicle as it leaves the yard. Each day, the Monitor will report a violation on the Equipment Yard Daily Inspection Form for each vehicle that exited the yard without a marking and identification in compliance with the requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Vehicle Licensing

Residential and Commercial Waste Collection Vehicle Licensing and Inspection (GC A2.1 3.1.12) –

All collection vehicles operated by the Contractor shall be registered, inspected, insured and comply with all local ordinances and national laws pertaining to motor vehicle ownership and operation.

Street Cleaning Equipment Licensing and Inspection (GC A2.4 3.1.9) –

All motorized Street Cleaning Equipment shall be registered, inspected, insured and comply with all GOQ ordinances and Egyptian laws pertaining to motor vehicle ownership and operation.

Industrial Waste Collection Vehicle Licensing and Inspection (GC A2.6 3.1.11) –

All collection vehicles operated by the Contractor shall be registered, inspected, insured and comply with all local ordinances and national laws pertaining to motor vehicle ownership and operation.

Medical Waste Collection/Transport Vehicle Licensing and Inspection (GC A4 3.4.10) –

All collection/transport vehicles operated by the Contractor shall be registered, inspected, insured, and shall be in compliance with all local ordinances and national laws pertaining to motor vehicle ownership and operation.

The Monitor will be stationed at the exit gate of the equipment yard when necessary to inspect each vehicle as it leaves the yard. Each day, the Monitor will report a violation on the Equipment Yard Daily Inspection Form for each vehicle that exited the yard without a proper license and inspection in compliance with the requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Appearance

Residential and Commercial Waste Collection Vehicle Appearance (GC A2.1 3.1.13) –

Collection vehicles shall be repainted at least once every two (2) years.

Street Cleaning Equipment Appearance (GC A2.4 3.1.10) –

Sweeping and washing equipment shall be cleaned as specified in paragraph 3.1.4 and shall be repainted at least once every two (2) years.

Industrial Waste Collection Vehicle Appearance (GC A2.6 3.1.12) –

Collection vehicles shall be repainted at least once every three (3) years.

Medical Waste Collection/Transport Vehicle Appearance (GC A4 3.4.11) –

Collection/transport vehicles shall be repainted at least once every 2 years.

The Monitor will review the Contractor's records for repainting. They will also visually inspect vehicles. The Monitor will report a violation on the Equipment Yard Daily Inspection Form for each vehicle that is not repainted in compliance with the requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Ancillary Equipment

Residential and Commercial Waste Ancillary Equipment (GC A2.1 3.1.14) –

Each Waste Collection Vehicle shall be equipped with the following:

- *A fire extinguisher.*
- *A shovel and broom for the collection of any spillage of waste.*
- *An audible backup warning device that is activated when the vehicle is backing up.*
- *Two-way communication with Contractor's collection supervisor and Contractor's dispatch/maintenance office.*
- *Flares, flags and wheel chock blocks for use when breakdowns occur on public streets.*

Street Cleaning Ancillary Equipment (GC A2.4 3.1.11) –

Each Mechanical Street Sweeper shall be equipped with the following:

- *A fire extinguisher*
- *A shovel and broom for the collection of any spillage of Street Sweepings*
- *An audible backup warning device that is activated when the vehicle is backing up*
- *Two-way communication with the Street Cleaning supervisor and dispatch office*
- *Flags, flares and wheel chocks for use when breakdowns occur on public streets*

Industrial Waste Ancillary Equipment (GC A2.6 3.1.13) –

Each waste collection vehicle shall be equipped with:

- *A fire extinguisher.*
- *A shovel and broom for the collection of any spillage of waste.*
- *An audible backup warning device that is activated when the vehicle is backing up.*

- *Two-way communication with the Field Supervisor and Contractor's dispatch/maintenance office.*
- *Flares, flags and wheel chock blocks for use when breakdowns occur on public streets.*

Medical Waste Ancillary Equipment (GC A4 3.3.12) –

Each waste collection/transport vehicle shall be equipped with:

- *A fire extinguisher.*
- *A shovel and broom for the collection of any spilled waste.*
- *Chemical disinfectant to use in the clean up of small localized waste spills.*
- *Absorbent materials to use in the clean up of small localized waste spills.*
- *Personal protective equipment such as gloves, face masks, coveralls, and eye protection.*
- *Leak proof containers and packaging materials.*
- *An audible backup warning device that is activated when the vehicle is backing up.*
- *Two-way communication with Contractor's collection supervisor and Contractor's dispatch/maintenance office.*

The Monitor will be stationed at the exit gate of the equipment yard when necessary to inspect each vehicle as it leaves the yard. Each day, the Monitor will record a violation on the Equipment Yard Daily Inspection Form information for each vehicle that exited the yard without ancillary equipment in compliance with the requirement. The Monitor will include the vehicle identification number and service to which it is assigned.

Storage Location

Residential and Commercial Waste Collection Vehicle Storage Location (GC A2.1 3.1.15) –

No Contractor vehicle shall be stored on any public street or other public property (with the exception of Existing Facilities that are being used by to the Contractor) in the GOQ. All waste collection vehicles, if kept within the boundaries of the GOQ, shall at all times be parked and maintained on private property with the proper zoning either within a building or fenced yard when not in use. The Contractor shall provide written notification to the GOQ Project Administrator as to the parking location of all Waste Collection Vehicles used in the provision of Waste Collection Services thirty (30) days prior to the first day of service and annually thereafter.

Street Cleaning Equipment Storage Location (GC A2.4 3.1.12) –

Street Cleaning Service Equipment shall not be stored on any public street or other public property (other than Existing Facilities being handed over to the Contractor) in the GOQ. All equipment, if parked within the boundaries of the GOQ, shall at all times be kept on a GOQ approved site with the proper zoning either within a building or fenced yard when not in use. The Contractor shall provide written notification to the GOQ Project Administrator as to the parking and maintenance location of all vehicles thirty (30) days prior to the start of Operations and annually thereafter.

Industrial Waste Collection Vehicle Storage Location (GC A2.6 3.1.14) –

Industrial Waste Collection Vehicles shall not be stored on any public street or other public property (with the exception of Existing Facilities that are being turned over to the Contractor) in the GOQ. All Waste Collection Vehicles, if kept within the boundaries of the GOQ, shall at all times be parked and maintained on private property with the proper zoning either within a building or fenced yard when not in use. The Contractor shall provide written notification to the GOQ Project Administrator as to the parking location of all Waste Collection Vehicles used in the provision of Waste Collection Services thirty (30) days prior to the first day of service and annually thereafter.

Medical Waste Collection/Transport Vehicle Storage Location (GC A4 3.4.13) –

No Contractor vehicle shall be stored on any public street or other public property in the GOQ. All Medical Waste collection/transport vehicles, if kept within the boundaries of the GOQ, shall at all times be kept on private property having the proper zoning and, either within a building or fenced yard when not in use. The Contractor shall provide written notification to the GOQ Project Administrator describing the storage location of all waste collection/transport vehicles used in the provision of Medical Waste collection/transport services. Notification shall be provided 30 days prior to the first day of service and annually thereafter.

The Monitors will be provided with the Contractor's equipment list that includes a description of where every vehicle and piece of equipment is to be stored. Each week the Monitor will determine whether equipment and vehicles are being stored at the location indicated by the Contractor. The Monitor will report a violation on the Equipment Yard Daily Inspection Form for each vehicle that stored in the place indicated by the Contractor. The Monitor will include the vehicle identification number and service to which it is assigned.

APPENDIX E

EXAMPLES OF MONITORING FORMS AND REPORTS

LIST OF FORMS

District Collection and Cleaning Monitor Forms:

- Collection and Cleaning Daily Inspection Form
- Waste Collection Service Notice
- Container Distribution Form
- Container Repair/Replacement Form

District Data Specialist Forms:

- Residential and Commercial Collection Daily Monitoring Report – Part 1: Service Violations
- Residential and Commercial Collection Daily Monitoring Report – Part 2: Complaints
- Streets and Public Facility Cleaning Daily Monitoring Report – Part 1: Service Violations
- Streets and Public Facilities Cleaning Daily Monitoring Report – Part 2: Complaints
- Container Distribution Report: Residential and Commercial Waste Collection Service
- Container Repair/Replacement Report: Residential and Commercial Waste Collection Service
- Container Distribution Report: Streets and Public Facility Cleaning Service
- Container Repair/Replacement Report: Streets and Public Facility Cleaning Service
- Monthly Accumulated Waste Report

Collection and Cleaning Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Description:			

Waste Collection Service Notice

Date: _____

Time: _____

Reference Number: _____ *[each notice should be assigned a unique number]*

Dear Customer:

We observed that this waste was not collected by the Contractor according to the schedule. We have notified the Contractor's Customer Service Office and requested that this waste be collected before 8:00 PM today.

If this waste is not collected by 8:00 PM today, please:

1. Call the District office at *[telephone number for the appropriate District office]*
2. Mention the Reference Number listed above and your address.

Thank you very much for your help to make Cairo a cleaner City.

District *[Name]*

Contract Monitoring Unit

Governorate of Qalyubiya

Container Distribution Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Description of Violation:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Description of Violation:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Description of Violation:			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Description of Violation:			

Container Repair/Replacement Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Collection <input type="checkbox"/> Streets/Facilities	Reference:	Time:	Location:
Type of Service/Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG <input type="checkbox"/> Litter Basket Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			

Residential and Commercial Collection Daily Monitoring Report – Part 1 Service Violations

Date: _____

District: _____

On this date, the following violations of the Service Specifications and/or Minimum Technical Requirements for Residential and Commercial Waste Collection Service (Annex A, Appendix 2, Article 1) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time & date of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		

Residential and Commercial Collection Daily Monitoring Report – Part 2 Complaints

Date: _____

District: _____

On this date, the following Residential and Commercial Waste Collection Service complaints were reported to the Contractor’s Customer Service Office by the District Data Specialists:

Time: <i>[time when complaint was reported to Contractor]</i>	Location: <i>[street address/location of complaint]</i>
Description: <i>[description of the complaint]</i>	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	

Streets and Public Facility Cleaning Daily Monitoring Report – Part 1 Service Violations

Date: _____

District: _____

On this date, the following violations of the Service Specifications and/or Minimum Technical Requirements for Streets and Public Facility Cleaning Service (Annex A, Appendix 2, Article 4) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time & date of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		

Streets and Public Facility Cleaning Daily Monitoring Report – Part 2 Complaints

Date: _____

District: _____

On this date, the following Streets and Public Facility Cleaning Service complaints were reported to the Contractor’s Customer Service Office by the District Data Specialists:

Time: <i>[time when complaint was reported to Contractor]</i>	Location: <i>[street address/location of complaint]</i>
Description: <i>[description of the complaint]</i>	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	

**Container Distribution Report:
Residential and Commercial Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for distribution of Residential and Commercial Waste Collection containers (Annex A, Appendix 2, Article 1) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Type of Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Description of Violation:		
Reference:	Time:	Location:
Type of Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Description of Violation:		
Reference:	Time:	Location:
Type of Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Description of Violation:		
Reference:	Time:	Location:
Type of Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Description of Violation:		
Reference:	Time:	Location:
Type of Container: <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Description of Violation:		

**Container Repair/Replacement Report:
Residential and Commercial Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for repair/replacement of Residential and Commercial Waste Collection containers (Annex A, Appendix 2, Article 1) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Type of Container <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Type of Container <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Type of Container <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Type of Container <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Type of Container <input type="checkbox"/> BTB <input type="checkbox"/> WPS <input type="checkbox"/> LCG Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		

**Container Distribution Report:
Streets and Public Facility Cleaning Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for distribution of Litter Baskets (Annex A, Appendix 2, Article 4) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		

**Container Repair/Replacement Report:
Streets and Public Facility Cleaning Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for repair/replacement of Litter Baskets (Annex A, Appendix 2, Article 4) were recorded by the District Collection and Cleaning Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/location of the violation]</i>
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		

Monthly Accumulated Waste Report

Date: _____

District: _____

Reporting Month: _____

Date: <i>[date when waste was reported by Monitor]</i>	Location: <i>[street address/location of waste]</i>
Description: <i>[description of the accumulated waste, e.g., estimated quantity and type of waste]</i>	
Date:	Location:
Description:	
Date:	Location:
Description:	
Date:	Location:
Description:	
Date:	Location:
Description:	
Date:	Location:
Description:	
Date:	Location:
Description:	
Date:	Location:
Description:	

EXAMPLES OF MEDICAL AND INDUSTRIAL FORMS AND REPORTS

District Medical and Industrial Monitor Forms:

- Medical and Industrial Waste Collection Daily Inspection Form
- Container Distribution Form
- Container Repair/Replacement Form

District Data Specialist Forms:

- Medical Waste Collection Daily Monitoring Report – Part 1: Service Violations
- Medical Waste Collection Daily Monitoring Report – Part 2: Complaints
- Industrial Waste Collection Daily Monitoring Report – Part 1: Service Violations
- Industrial Waste Collection Daily Monitoring Report – Part 2: Complaints
- Container Distribution Report: Medical Waste Collection Service
- Container Repair/Replacement Report: Medical Waste Collection Service
- Container Distribution Report: Industrial Waste Collection Service
- Container Repair/Replacement Report: Industrial Waste Collection Service

Medical and Industrial Waste Collection Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description:			

Container Distribution Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where the violation occurred]</i>
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Description of Violation:			

Container Repair/Replacement Form

Date: _____ **Monitor Name:** _____

District: _____ **Route:** _____

Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where the violation occurred]</i>
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			
Service: <input type="checkbox"/> Medical <input type="checkbox"/> Industrial	Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement			

Medical Waste Collection Daily Monitoring Report – Part 1 Service Violations

Date: _____

District: _____

On this date, the following violations of the Service Specifications and/or Minimum Technical Requirements for Infectious Medical Waste Management Service (Annex A, Appendix 3) were recorded by the District Medical and Industrial Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time & date of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		

**Medical Waste Collection Daily Monitoring Report – Part 2
Complaints**

Date: _____

District: _____

On this date, the following Infectious Medical Waste Management Service complaints were reported to the Contractor’s Customer Service Office by the District Data Specialists:

Time: <i>[time when complaint was reported to Contractor]</i>	Location: <i>[street address/facility of complaint]</i>
Description: <i>[description of the complaint]</i>	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	

Industrial Waste Collection Daily Monitoring Report – Part 1 Service Violations

Date: _____

District: _____

On this date, the following violations of the Service Specifications and/or Minimum Technical Requirements for Industrial Waste Collection Service (Annex A, Appendix 2, Article 6) were recorded by the District Medical and Industrial Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time & date of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		
Reference:	Time:	Location:
Description:		

Industrial Waste Collection Daily Monitoring Report – Part 2 Complaints

Date: _____

District: _____

On this date, the following Industrial Waste Collection Service complaints were reported to the Contractor’s Customer Service Office by the District Data Specialists:

Time: <i>[time when complaint was reported to Contractor]</i>	Location: <i>[street address/facility of complaint]</i>
Description: <i>[description of the complaint]</i>	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	
Time:	Location:
Description:	

**Container Distribution Report:
Medical Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for distribution of Infectious Medical Waste Collection containers (Annex A, Appendix 3) were recorded by the District Medical and Industrial Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		

**Container Repair/Replacement Report:
Medical Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for repair/replacement of Infectious Medical Waste Collection containers (Annex A, Appendix 3) were recorded by the District Industrial and Medical Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		

**Container Distribution Report:
Industrial Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for distribution of Industrial Waste Collection containers (Annex A, Appendix 2, Article 6) were recorded by the District Medical and Industrial Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		
Reference:	Time:	Location:
Description of Violation:		

**Container Repair/Replacement Report:
Industrial Waste Collection Service**

Date: _____

District: _____

On this date, the following violations of the Minimum Technical Requirements for repair/replacement of Industrial Waste Collection containers (Annex A, Appendix 2, Article 6) were recorded by the District Medical and Industrial Waste Collection Monitors:

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>	Location: <i>[Street address/facility where violation occurred]</i>
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		
Reference:	Time:	Location:
Contractor Action Required: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement		

EXAMPLES OF FIXED FACILITY FORMS

Fixed Facility Monitor Forms:

- Processing and Transfer Facility Daily Inspection Form
- Landfill Daily Inspection Form
- Medical Waste Treatment Facility Daily Inspection Form
- Equipment Yard Daily Inspection Form

Processing Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Facility Name:** _____

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	

Landfill Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Facility Name:** _____

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	

Medical Waste Treatment Facility Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Facility Name:** _____

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	

Equipment Yard Daily Inspection Form

Date: _____ **Monitor Name:** _____

District: _____ **Facility Name:** _____

Reference: <i>[Article & Section]</i>	Time: <i>[Time of the violation]</i>
Description: <i>[all information as described in the Procedures Manual for the particular type of Violation, e.g., vehicle number, employee number, description of incident, etc.]</i>	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	
Reference:	Time:
Description:	