

ATTACHMENT A

SCRAP TIRE OPERATIONAL SERVICES

This Scope of Services sets forth the services the Proposer will provide as part of the contract for the Scrap Tire Recycling Facilities. These services are outlined and described in detail below.

1) Site Locations

- a) North Wake Scrap Tire Facility, 9033 Deponie Drive, Raleigh, NC 27614.
- b) South Wake Scrap Tire Facility, 6160 Old Smithfield Road, Apex, NC 27539.

2) Hours of Operation

- a) The North and South Wake MMRF are open Monday – Saturday, 8:00 am to 4:00 pm.
- b) These facilities are closed on New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve (at noon) and Christmas.
- c) The County may alter the hours of operation from time to time to provide for safe operations during inclement weather, unusual or emergency conditions or different holiday schedules.

3) Basic Services

- a) Provider shall furnish, maintain, and replace as needed all personnel, labor and equipment to collect, manage, and load scrap tires that are delivered to the Scrap Tire Recycling Facilities.
- b) Acceptable residential and commercial recyclable materials shall be accepted at all times during the hour of operation. Provider shall not turn away customers with acceptable materials during hours of operation.
- c) Provider shall ensure customers bringing a total of 5 or more tires during any business day completes section 1 and 2 of the NC Scrap Tire Certification form before unloading tires.
- d) Provider shall turn away any tires listed at as collected outside of Wake County on Section 1 of the NC Scrap Tire Certification form.
- e) Provider must complete Section 3 of the NC Scrap Tire Certification form.
- f) Provider shall switch out trailers as needed to ensure that there is capacity for scrap tires during hours of operation.
- g) Provider shall ensure that all Off the Road (OTR) scrap tires are directed to the South Wake Shredding Facility, located at 6160 Old Smithfield Road, Apex, NC 27539. Customers bringing OTR loads to the facility must have an approved OTR Attestation Form from the County and completed NC Scrap Tire Certification Form in order to drop off OTR scrap tires.
- h) Provider shall continuously monitor the available disposal capacity at each site and take appropriate action to notify the Hauling Provider (Central Carolina Tire) for pickups.

- i) Provider staff shall maintain a phone number onsite that can be used to communicate with Wake County and customers. This number shall be answered during regular business hours posted above.
- j) Provider shall maintain the areas where containers are placed for use and storage. All tires must be off the ground and in a trailer by close of business day.
- k) Provider shall keep ground and attendant hut clean and dispose of all waste at the end of business day.
- l) Provider shall unlock and lock gates when opening and closing sites.
- m) Provider shall be responsible for removing any items illegally dropped outside the facility gate when the facility is closed.
- n) Provider shall contact Central Carolina Tire when containers are full and ready for collection.
- o) Provider shall sign service logs for other vendors as needed.
- p) Provider shall be responsible for clearing snow and ice from the entrances, exits, customer unloading areas, and container storage areas of facilities to provide uninterrupted access. Provider shall maintain deicing salts on-site to be applied to the customer unloading areas, should conditions favor icing. If icing conditions are forecasted, provider shall preemptively apply de-icing salts so as to prevent ice formation.
- q) Provider shall comply with Emergency Response, Health and Safety and Equipment Maintenance Plans
- r) Services may be altered from time to time subject to the mutual agreement of the parties. Upon approval by the County, charges to Services may result in an increase or decrease in the rates charged by the Provider.
- s) Failure by the Provider to adhere to any of the services outlined in Attachment A may result in corrective action by the County, including but not limited to written warnings, deductions from compensation, suspension of services, or termination of the contract, at the County's sole discretion.

4) Staffing

- a) Provider shall provide necessary staffing during the hours of operation to ensure each site is run efficiently and effectively.
- b) Provider's staff shall be qualified to perform all the duties, functions and responsibilities required for the services outlined.
- c) Qualifications must include, but not limited to, adequate physical strength and capabilities to perform duties, a valid driver's license, good customer service skills, good written and verbal communication skills, understanding of waste screening procedures, and the ability to operate the equipment used to perform duties.

- d) Provider's staff shall be properly trained and licensed to operate equipment to switch out trailers.
- e) Provider shall designate a qualified manager to oversee all facilities and staff members working at the facilities. The manager shall be the point of contact for problems, concerns, questions, etc. for each site. It will be the manager's responsibility to resolve site issues and provide needed information to Wake County staff.
- f) Provider shall notify Wake County of any staff changes within 48 hours.
- g) Provider's staff shall maintain a visual presence to ensure that scrap tires delivered to the site are placed in the appropriate location and scrap tires are stored securely.
- h) Provider's staff shall wear uniforms provided by the Provider with name visible.
- i) Provider shall maintain documents that show each of its employees' background, qualifications, and training, and shall provide said documents to the County as requested.
- j) Provider shall furnish additional personnel upon request of the County and/or when needed to provide the services outlined in contract.
- k) The County retains the rights to request disciplinary action up to and including removal related to the level and quality of service provided at the facilities by the Provider's staff.

5) Customer Service

- a) Provider's staff shall maintain areas that are accessible by customers clean and free of debris at all times during hours of operation. All debris must be removed for site at the end of each business day.
- b) Provider's staff shall address customers in a professional and courteous manner.
- c) Provider's staff shall greet customers and direct them to the appropriate area to drop off scrap tires.
- d) Provider's staff shall be available to answer customer questions in a courteous, professional manner.
- e) Provider's staff shall manage vehicular traffic such that both customer safety and site efficiency are maximized.

6) Equipment Requirements

- a) Provider shall provide and maintain the equipment listed in the table below.

Equipment	Quantity	Location
Diesel Road Tractor	2	1 at North Wake Scrap Tire Facility 1 at South Wake Scrap Tire Facility

- b) Provider shall maintain all equipment in a clean and safe condition at all times.
- c) Provider equipment shall be in working condition at all times. In the event that equipment goes down, Provider shall take immediate action to fix equipment within 48 hours.

- d) Provider shall not utilize equipment that leaks fluids on site or that may lose material in transport.
- e) In the event that the Labor Provider or any other entity damages equipment or facilities at any of the facilities, the Provider shall notify the Wake County Solid Waste Management Division immediately.
 - (1) When the damage is caused by a customer or another vendor, the Provider shall notify the County immediately.
 - (2) When damage has been caused by the Provider, the Provider, at its sole expense, shall immediately repair any damage, including but not limited to buildings, fences, roads, trailers, containers, loading and staging or storage areas. If the Provider does not initiate repairs within ten (10) days of notification to the County, the Wake County Solid Waste Management Division will make repairs and bill the Provider. If such damage is likely to halt the waste and transfer operations, the Wake County Solid Waste Management Division shall have the right to immediately repair the damage and bill the Provider.
- f) Damage caused to the County or another vendor's equipment which results from Providers' use that is not according to manufacturer's recommendations and does not follow good industry practice will be the responsibility of the Providers to repair. If repair is not feasible, the Providers shall replace the irreparable equipment with equipment that is the same size, function, and condition as the irreparable equipment was prior to it being damaged.

7) Site Security

- a) Scavenging of any kind, by anyone is prohibited. Staff shall not scavenge or allow others to scavenge at any time and must immediately report all scavenging to their supervisor(s). Provider shall terminate employees that have been confirmed to have scavenged material from County Facilities.
- b) Provider shall maintain the site security at Scrap Tire Facilities and interconnecting structures and perimeter security up to and including fence lines surrounding all sites. Site security shall include, but not be limited to:
 - i) Keeping the perimeter security areas in neat order and maintaining structural integrity. Damage resulting from vandalism to the site fencing or other security features shall be reported to the County immediately.
 - ii) Closing and locking all gates, access points, and doors and windows to buildings and site during non-operation hours.
 - iii) Cooperating with the Wake County's Sheriff's Office, Wake County Fire Department and any other agency that may need access to the Scrap Tire Facilities. Issues involving coordination with these or other entities using the facility shall be referred to the Wake County Solid Waste Division.

8) Safety and Compliance

- a) Provider shall make its best effort to prevent spills and will contain and clean any spills that may occur.
- b) Provider shall prepare and submit a written report and/or documentation to Wake County of any incident or accident when requested to do so by the County and/or as required by law.
- c) Provider shall secure facility gates outside normal hours of operation.
- d) Provider shall ensure all Provider's staff are properly trained, licensed and maintain proper certifications to operate any equipment they operate in providing services under the contract.
- e) Provider shall maintain Spill Prevention, Control, and Countermeasure and Stormwater Pollution Prevention Plan records and reports as requested by the County.
- f) Provider shall comply with all local, state, and federal laws regarding the collection, processing, transportation, and disposal of materials collected at the sites.
- g) Provider shall comply with all applicable State of North Carolina permit requirements.
- h) Provider shall comply with all applicable OSHA regulations and requirements, and all applicable fire codes.

9) Meetings

- a) Provider shall meet with Wake County Solid Waste Management Division staff to discuss operations, or more frequently if operations change, customer complaints increase, or as other factors might dictate. Meetings will be scheduled by the County.

10) Pricing

- a) Labor Rates

Employee Hourly Pay	Billable Hourly Rate
\$16.00	\$27.02
\$17.00	\$28.03
\$18.00	\$29.15
\$19.00	\$30.29
\$20.00	\$31.26
\$21.00	\$32.26

- b) Employee Hourly Rate must match Billable Hourly Rate
- c) The Pricing to be assessed by the Provider for labor shall be valid for the period extending from July 1, 2025, through June 30, 2026.
- d) Consumer Price Index (CPI) Adjustment Factor applies to labor only and shall be applied after year one of the contract, on July 1, 2026, based on a comparison of the average of the monthly CPI for All Urban Consumers values reported for the previous 12-month period.
- e) The maximum increase in any one year is limited to 5 percent.
- f) CPI adjustments will be made in the same fashion in subsequent years of the contract.

g) Equipment Rental Rates

Equipment rental	Monthly Rate	Units
Diesel Road Trailer (2 units)	\$3,916.50	Per month

h) No cost adjustment factors shall be applied to unit charges related to equipment rental charges.

11) Supporting Documentation for Invoices

- a) Provider shall include all support documentation with monthly invoices by the 15th of each month. Wake County will provide an invoicing template for Provider use. Properly documented and substantiated invoices which are approved will be processed and paid by Wake County within 30 days of receipt.

12) Miscellaneous

- a) Pursuant to § 32.15 of the Wake County Code of Ordinances, “smoking” as defined by G.S. § 130A-492(16), the use of “tobacco products” as defined by G.S. § 14-313(a)(4), and the use of “vapor products” as defined by G.S. § 14-313(a)(5) are prohibited on all Wake County “grounds” as defined by G.S. § 130A-492(6), and within all buildings that are owned by Wake County, leased as lessor by Wake County, or the area leased as lessee by Wake County and occupied by Wake County located on Wake County grounds. The Provider, its agents, employees, and subcontractors shall not smoke or use tobacco products on Wake County Grounds.
- b) Pursuant to § 32.01 of the Wake County Code of Ordinances, all persons are prohibited from displaying any “deadly weapon” as defined by G.S. § 14-269 on all Wake County “grounds” as defined by G.S. § 130A-492(6), and within all buildings that are owned by Wake County, leased as lessor by Wake County, or the area leased as lessee by Wake County and occupied by Wake County located on Wake County Convenience Center grounds. The Provider, its agents, employees, and subcontractors shall not display deadly weapons on Wake County Grounds. The Provider shall contractually require these terms of any subcontractors.
- c) Providers’ personnel may be required to wear face coverings to prevent the spread of the COVID-19 coronavirus, per Federal, State, and local requirements, including requirements issued by Wake County Government for its Providers. Specific requirements may be placed on Attendants and other personnel who will interact with Convenience Center customers, weigh station operators, or others. Providers are expected to stay abreast of, and abide by all Federal, State, and local requirements pertaining to the COVID-19 pandemic (and future pandemics). The County may revise these requirements at any time during this contract.