

TAG Recycling Collection Contract

Scope of work and standards of service

1.0 Introduction

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

2.0 Basic Collection Information

- 2.1 The Contractor will provide the appropriate resources to undertake TAG recycling collections from all household properties (at the curb side or communal collection points), public docks, all schools, Government Institutions including WEDCO and BLDC (excluding those in Corporation of Hamilton), Tynes Bay public drop off and all designated bus stop recycling bins.
- 2.2 Household collections will be divided into two collection zones (Thursday and Friday), and these zones will be serviced by the contractor on the days indicated in table 1 below. No alternative days of collection shall be utilized without the written consent of the Government.

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

- 2.3 All TAG recycling collections will be collected on a Fortnightly basis (every two weeks) as a minimum with weekly collections being undertaken from designated locations where necessary to ensure safe and efficient collections are being operated and maintained.
- 2.4 The contractor will ensure a TAG recycling collection from every domestic property (on public or private roadways) and collection point is completed on each of the designated collection days, to mirror the service provided by the Government's domestic waste collection service. The contractor will not assume non-participation from certain properties or collection points based on previous collections or experiences.
- 2.5 Domestic collections will only take place between the hours of 7:30am and 4:00pm on the designated days.

- 2.6 No TAG recycling collections are to take place on Public Holidays (please see a list of 2026/27 public holidays in table 3 below). In the event of a Public Holiday, the Government will instruct the public not to place out recyclables on the Public Holiday and instead place them out for collection on the next day. For example, on Bermuda Day, the public will be advised not to put their recyclables out for collection on Friday 24th May and to instead put it out the next day, Saturday 25th May. Any additional costs for providing alternate collection days, due to public holidays, will be incurred by the contractor.

Table 3 - Public Holidays FY 2026/27	
Bermuda Day	Friday, 22nd May
National Heroes Day	Monday, 15th June
Emancipation Day	Thursday, 30 th July
Mary Prince Day	Friday, 31 st July
Labour Day	Monday, 7th September
Remembrance Day	Wednesday, 11th November
Christmas Day	Friday, 25th December
Boxing Day	Saturday, 26th December
New Year's Day	Wednesday, 1st January

- 2.7 To assist the recycling Contractor and members of the public, the Waste Management section of the Ministry of Public Works publishes an annual Garbage and Recycling Calendar. The calendar details waste and recycling collection days and any changes to the regular schedule due to public holidays. These calendars are delivered to all households via the Bermuda Post Office, available for collection from the post offices, found on the Government Portal in PDF form and published annually in the BTC phonebook and monthly via social media.
- 2.8 In the event of extreme adverse weather (e.g. tropical storm, hurricane, etc) the Government will instruct the public not to place out TAG recyclable materials on affected days. Information will then be provided by the Government as to when alternate collection will occur (e.g. place back out the next day). Any additional costs for providing alternate collection days, due to adverse weather, will be incurred by the contractor.
- 2.9 The contractor shall not miss more than 10 domestic set-out locations per collection day. The Contractor shall notify the Government at the end of every collection day of any locations not serviced and the reason for the service not being rendered.
- 2.10 The response time to address any reported missed collections is 24 hours. Evidence will be required from the contractor should they wish to dispute any reported missed collection (e.g. the material was not set out at the correct time). Should the Government be required to undertake TAG recyclable material collections due to contractor failure the cost of any activity will be deducted from the following months contract payment (on a labour and vehicle time basis).

- 2.11 Where any dispute arises between a customer and the contractor, the Government shall investigate the circumstances and settle the matter. This includes, but is not limited to, location accessibility, personal injury, and damage to property or vehicles.
- 2.12 The Government will make every effort to educate the public to use blue transparent bags. However, the Contractor will collect recyclables in both blue and clear transparent bags.
- 2.13 In order to balance collection efficiency, the contractor may decide to collect TAG recyclable materials from domestic flats/condos, public docks, schools, Government Institutions including WEDCO and BLDC (excluding those in Corporation of Hamilton), Tynes Bay public drop off and bus stops on any weekday. The contractor must, however, produce accurate collection records and receive approval in writing from the Government to service these locations on alternative days.
- 2.14 The contractor is permitted to collect recyclable materials from commercial entities at no cost to the Government.
- 2.15 The contractor will collect TAG recyclable material from 72 dual purpose trash bins located at bus stops across the island, see Bus Stop Collection Locations table below. The contractor will provide a weekly collection for high-use bins. A full schedule noting all weekly collected bins is provided at the end of this document. The contractor will inform the government of any repairs and maintenance required to any bus stop recycling bins.

3.0 Estimated TAG Quantities

- 3.1 In 2024/25, 1,000 tonnes of TAG recycling material was collected from domestic properties with a further 400 tonnes collected from the public drop off at Tynes Bay.
- 3.2 Dividing 1,000 tonnes into 52 working days (26 x Thursday & Friday collections) gives a daily collection total of approximately 19 tonnes per working day.
- 3.3 The Government currently has no participation data to show which domestic properties are using or not using the service.
- 3.4 The quantity of recyclable materials set out will vary for several reasons, including households not participating on every collection day and seasonality.
- 3.5 The Government's intention is to increase the number of households participating in the TAG recycling collection and the amount of tonnage collected. There are various recycling improvement projects and programmes which could be implemented to achieve this. The Government may wish to implement changes by altering, adding to, or deducting from the scope of the recycling programme, the Contract sum being adjusted accordingly. All such changed services shall be executed under the conditions of the original contract and the value of any such change shall be determined by agreement between the Government and the contractor. These changes shall be in writing and signed by both parties.

4.0 TAG Disposal Information

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

5.0 Contamination

- 5.1 Recycling collection crews are expected to visually examine (without opening) the translucent blue bags to determine if they contain significant (more than 5% by volume) amounts of non-recyclable material. If an excess of non-recyclable material is in the bag, it should be left at the collection area, the location noted, and an explanatory sticker applied to the bag
- 5.2 The Government should be notified on the same day but no later than 9:30 a.m. on the next business day, of the locations of contaminated recyclables and reasons for stickers. The stickers will be supplied by the Government and their use will be discussed with the Contractor.
- 5.3 A 5% contamination limit will be placed on each delivered load to the MRF based on a visual inspection. Should any load be over this limit, the entire load will be rejected and sent for disposal at Tynes Bay. The cost of this rejection activity will be deducted from the Contractor's next monthly contract payment. The total costs including labour, vehicle time and Tynes Bay disposal costs (based on weight).

6.0 Communications

- 6.1 The Contractor shall arrange for a telephone and email enquiry service to receive questions and complaints from the public and the Government.
- 6.2 The enquiry service will be in operation from 7:30 a.m. to 5:00 p.m. Monday through Friday and any other alternate collection day.

- 6.3 The Contractor shall ensure that any telephone and email enquiry received (e.g. questions and complaints) from the public and the Government is responded to within 24 hours.
- 6.4 The telephone number and email address of the contracted recycling service shall be clearly displayed on the collection vehicles in a manner and size approved by the Government and will be provided in advertisements and promotional material run by the Government.
- 6.5 All enquiries received by the Contractor will be duly recorded and will be addressed as soon as possible by the Contractor. The Contractor will provide the Government with a data base log of any enquiries received and the Government will monitor the database.
- 6.6 The enquiry database shall be an excel spread sheet that contains the following details for each record: date, time, name and phone number, address and details of enquiry.
- 6.7 The enquiry database shall be submitted with each invoice and shall also be made available to the Government on demand.

7.0 Safety and Health

- 7.1 The Contractor shall comply with all current national Health and Safety Legislation.
- 7.2 The contractor shall ensure that all staff working on their behalf are appropriately trained and have access to any/all required PPE.
- 7.3 The Contractor shall report immediately to the Government any accident or incident that result In personal injury, vehicle and/or property damage. This will be followed with a written investigation report within 24 hours detailing the occurrence, root cause, actions taken and steps to avoid any repeat occurrence happening in future. The Contractor shall also report any accident or incident to the appropriate authority whenever such report is required by Law (e.g. the Police, TCD, etc).
- 7.4 The Contractor shall also record and investigate any near miss occurrence and produce a written investigation report within 24 hours detailing the occurrence, root cause, actions taken and steps to avoid any repeat occurrence happening in future.
- 7.5 The Contractor must ensure that vehicles used for the collection of recyclables be properly maintained both in appearance and roadworthiness as required by the Motor Car Act 1951.

8.0 Quality Inspections

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

9.0 Record Keeping

- 9.1 The Contractor shall maintain any records and reports required by law.
- 9.2 The Contractor shall develop and maintain records evidencing TAG recycling material disposal activity (time, date, vehicle, weight etc), route completion, safety and health occurrences, direct telephone and email enquiries (providing details, numbers and resolution information) and a summary of bus stop bin repairs or issues. These records will be submitted to the Government on a monthly basis. The Government also reserves the right to request additional records or reporting to improve performance and/or efficiency within the service.
- 9.3 The reports shall be submitted to the Service Manager each month and shall be used as a basis for payment when the contractor invoice is received.

10.0 Vehicles & Equipment

- 10.1 The contractor may employ any vehicle type or combination of light, intermediate and heavy trucks, as well as waste compactor trucks for the collection service.
- 10.2 The contractor must provide proof that they own or will be able to procure by other means (e.g. lease or rental) all vehicles proposed to adequately carry out the TAG recycling service.
- 10.3 The Government reserves the right to inspect the contractor's vehicles to verify the tare weight, check on the mechanical condition, and to ensure proper recycling signage is in place during the time of the contract.
- 10.4 The contractor will inform the Government before 9 a.m. if a new collection vehicle(s) will be operated any given collection day.
- 10.5 The contractor will ensure that all vehicles and equipment, used within the contract are clean, well maintained and are suitable for the safe transportation of TAG recycling materials.
- 10.6 The contractor will ensure that all vehicles and equipment used within the contract are approved, registered and licensed by the Transport Control Department and comply with any national regulations or legislation.
- 10.7 The contractor will be responsible for any vehicle or equipment maintenance and repair costs throughout the life of the contract. The contractor will also incur the rental cost of any substitute vehicle or equipment as may be required.
- 10.8 The contractor will ensure that all vehicles used within the contract display company identification, a visible telephone and email contact details.

12.0 Changes within Contract

- 12.1 The Government, without invalidating the Contract, may make changes, by altering, adding to, deducting from the scope of the services, the Contract sum being adjusted accordingly. All such changed services shall be executed under the conditions of the original contract and the value of any such change shall be determined by agreement at the time of ordering. These changes shall be in writing and signed by both parties.
- 12.2 The Government may consider changes to collection days and frequency during the contract period. Potential changes include aligning TAG recycling collections with the daily household waste collection zones (Monday to Friday) and splitting each daily zone into a week 1 and week 2 collection area. This would keep residents on a Fortnightly collection schedule but mean their TAG recycling would be placed out for collection alongside their household waste.
- 12.3 The Government may consider relaunching the TAG recycling service using a reusable bag/box/bin/container. The intention of a project of this nature being to boost resident participation in the service and the amount of TAG material being collected and ultimately recycled. This approach may include undertaking a trial on a designated area so that the necessary quantitative and qualitative data could be collected. The collection contractor would be expected to fully participate and provide input and new services to fully support this approach including assistance with any trial, the roll and future management of any new TAG bag/box/bin/containers (e.g. repair/replacement services), and the safe and efficient collection of any new TAG bag/box/bin/containers.
- 12.4 The Government may consider the implementation of a Global Positioning System (GPS) during the contract period.
- 12.5 The Government may consider implementing new educational and promotional campaigns designed to increase collected tonnages and participation rates during the contract period.

Bus Stop Collection Locations

No.	Description of Location	Road	Parish	Site Type	Bin Type	Location Type
1	Endsmeet Animal Hosp. - Opposite	Middle	Devonshire	Bus Shelter	Gemini	Grocer
2	Locust Hall Farm	Middle	Devonshire	Bus Shelter	Gemini	School
3	Palmetto Road/Dock Hill	Palmetto Road	Devonshire	Bus Shelter	Gemini	School
4	Sommersfield Academy	Middle	Devonshire	Bus Shelter	Gemini	School
5	Aquarium	North	Hamilton Parish	Bus Shelter	Gemini	Dock
6	Cottage Hill Road	North	Hamilton Parish	Bus Shelter	Gemini	Grocer
7	Cottage Hill Road	North	Hamilton Parish	Bus Shelter	Gemini	Grocer
8	Francis Patton	North	Hamilton Parish	Bus Shelter	Gemini	School
9	Francis Patton	North	Hamilton Parish	Bus Shelter	Gemini	School
10	Grotto Bay	North	Hamilton Parish	Bus Shelter	Gemini	Hotel
11	Grotto Bay	North	Hamilton Parish	Bus Shelter	Gemini	Hotel
12	Shelly Bay Market Place	North	Hamilton Parish	Bus Shelter	Gemini	Grocer
13	Swizzle Inn	North	Hamilton Parish	Bus Shelter	Gemini	Rest.
14	Swizzle Inn	North	Hamilton Parish	Bus Shelter	Gemini	Rest.
15	Tony's Fine Foods	North	Hamilton Parish	Bus Shelter	Gemini	Grocer
16	Bermuda College	South	Paget	Bus Shelter	Gemini	School
17	Bermuda College	South	Paget	Bus Shelter	Gemini	School
18	Elbow Beach	South	Paget	Bus Shelter	Gemini	Beach
19	Elbow Beach	South	Paget	Bus Shelter	Gemini	Beach
20	Paget Primary, Ord Road	Ord	Paget	Bus Shelter	Gemini	School
21	Salt Kettle Ferry Dock	Salt Kettle Rd.	Paget	Public Dock	Gemini	Dock
22	Government House - opposite	North	Pembroke	Bus Shelter	Gemini	Park
23	West Pembroke School	North	Pembroke	Bus Shelter	Gemini	School
24	Cavello Bay Dock	Cavello Lane	Sandys	Public Dock	Gemini	Dock
25	Ely's Harbour Public Dock	Somerset Road	Sandys	Public Dock	Gemini	Dock
26	Evans Bay	Evans Bay Road	Sandys	Public Dock	Gemini	Park
27	Sandy's Middle School	Scott's Hill Rd	Sandys	Bus Shelter	Gemini	School
28	Somerset Bridge: Ferry Dock	Somerset Road	Sandys	Public Dock	Gemini	Dock
29	Watford Bridge Ferry Dock	Somerset Road	Sandys	Public Dock	Gemini	Dock
30	White Hill	Middle	Sandys	Bus Shelter	Gemini	Grocer
31	White Hill/Arnolds	Middle	Sandys	Bus Shelter	Gemini	Grocer
32	Bottom of Collectors Hill	South	Smith's Parish	Bus Shelter	Gemini	Grocer
33	Harrington Sound Primary	Harr. 100s	Smith's Parish	Bus Shelter	Gemini	School
34	Harrington Sound Primary	H'Sound Rd	Smith's Parish	Bus Shelter	Gemini	School
35	Harrington Sound Primary Dock op.	H'Sound Rd	Smith's Parish	Bus Stop	Grampian	School
36	Jennings Road	North	Smith's Parish	Bus Stop	Gemini	Beach
37	John Smith's Bay	South	Smith's Parish	Bus Stop	Gemini	Beach
38	John Smith's Bay	South	Smith's Parish	Bus Shelter	Gemini	Beach
39	Spittal Pond, Op. Harrington 100s	South	Smith's Parish	Bus Shelter	Gemini	Park
40	Watch Hill Park	South	Smith's Parish	Bus Stop	Gemini	Park
41	Bermuda Institute	Middle	Southampton	Bus Shelter	Gemini	School

Bus Stop Collection Locations

42	Bermuda Institute	Middle	Southampton	Bus Shelter	Gemini	School
43	Dalton E. Tucker	Middle	Southampton	Bus Shelter	Gemini	School
44	Dalton E. Tucker	Middle	Southampton	Bus Shelter	Gemini	School
45	Granaway Lane	Middle	Southampton	Bus Shelter	Gemini	Park
46	Heron Bay School	Middle	Southampton	Bus Shelter	Gemini	School
47	Heron Bay School	Middle	Southampton	Bus Shelter	Gemini	School
48	Horseshoe Beach	South	Southampton	Bus Shelter	Grampian	Beach
49	Horseshoe Beach	South	Southampton	Bus Shelter	Grampian	Beach
50	Intersection South and Middle	Middle	Southampton	Pole Only	Gemini	Park
51	Jew's Bay	Middle	Southampton	Bus Shelter	Gemini	Dock
52	Jew's Bay Public Dock	Middle	Southampton	Public Dock	Gemini	Dock
53	Port Royal Gas Station	Middle	Southampton	Bus Shelter	Gemini	Grocer
54	Port Royal Gas Station	Middle	Southampton	Bus Shelter	Gemini	Grocer
55	Port Royal School	Middle	Southampton	Bus Shelter	Gemini	School
56	Port Royal School	Middle	Southampton	Bus Shelter	Gemini	School
57	Sea Swept Farm Rd	Middle	Southampton	Bus Stop	Gemini	Park
58	Southampton Princess	South	Southampton	Bus Shelter	Gemini	Hotel
59	Southampton Princess	South	Southampton	Bus Shelter	Gemini	Hotel
60	Southampton Princess	Middle	Southampton	Bus Shelter	Gemini	Hotel
61	The Reefs Hotel	South	Southampton	Bus Shelter	Gemini	Rest.
62	Clearwater Middle School	St. Davids	St. Georges	Bus Shelter	Gemini	School
63	No.1 Gate	Kindley Field Rd	St. Georges	Bus Shelter	Grampian	Bus Depot
64	St. David's Dock (Black Horse)	St. Davids	St. Georges	Public Dock	Grampian	Dock
65	St. David's Primary School	St. Davids	St. Georges	Bus Shelter	Gemini	School
66	Belmont - Keith Hall Road	Middle	Warwick	Bus Shelter	Gemini	School
67	Belmont - Keith Hall Road	Middle	Warwick	Bus Shelter	Gemini	School
68	Ord Road - Bus turn around.	Ord	Warwick	Bus Shelter	Gemini	Park
69	Sun Valley	South	Warwick	Bus Shelter	Gemini	Beach
70	Sun Valley	South	Warwick	Bus Shelter	Gemini	Beach
71	T. N. Tatum Middle School	Middle	Warwick	Bus Shelter	Gemini	School
72	T. N. Tatum Middle School	Middle	Warwick	Bus Shelter	Gemini	School

	Weekly collections from 1st June to 30th September
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