

**SWC# 161 TPA Refuse/Waste Management
Contract Information and Usage Instructions**

*****The contact information and processes detailed in this document are subject to change at any time. Please go to <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for the most up-to-date version of statewide contract usage instructions.**

Contract Period:

This is a three-year contract term running from May 15, 2023, to May 14, 2026 with two (2) one-year renewal options.

Summary/Background Information:

SWC 161 TPA Refuse/Waste Management is a single award Contract with Recycle Track Systems Inc. who provides Third Party Administrator waste management services for the State of Tennessee. Waste management services include the rental of containers or compactors, retrieval of the waste, and transportation to the designated waste processing facility.

State Contact Information

Contract Administrator:

Lauryen Harris
Category Specialist
Central Procurement Office
615-361-4868
Lauryen.Harris@tn.gov

Vendor Contact Information:

Recycle Track Systems Inc. (RTS)

Edison Contract #: 78432
Vendor #: 0000269605
614-824-4985 x 630
TN@rts.com
115 Broadway Suite 1400
New York, NY 10006

Central Procurement Office • Tennessee Tower, 3rd
Floor 312 Rosa L. Parks Avenue, Nashville, TN 37243
Tel: 615-741-1035 • Fax: 615-741-0684 • tn.gov/generalservices/

Usage Instructions:

To set up **new services at a new location** please follow the directions below:

1. Gather the following information:
 - Site name, address, and county
 - Business hours (if applicable)
 - number of bin(s) required and size(s)
 - Frequency of services
 - On-site contact information
2. Contact Recycle Track Systems Inc. via phone or email to request services.

To **add/change services at an existing location** please follow the directions below:

1. Contact Recycle Track Systems Inc. via phone or email and provide the following information:
 - Name of site
 - Current sub-vendor servicing location
 - Account number
 - Detailed information for addition or change of service

Note:

- Unlike the previous structure of SWC 161, all communication will filter through RTS rather than directly to sub-vendors.
- When adding and/or changing services at sites, please ensure to provide any specific requirements RTS must communicate to sub-vendors prior to arrival. (i.e. dumpsters behind locked gates, security upon entry, notification prior to arrival etc.)
- RTS has five (5) calendar days to add, remove, and replace bins once notified by End User. For any missed pickups, RTS must have these bins serviced within three (3) calendar days.
- RTS is to resolve any **emergency** service requests **within 48 hours** of notification.
- RTS shall resolve site or billing issues within three (3) business days unless a lengthier timeline has been approved by End User.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please click on the “Agency Upgrade User Guide” link on the following page: <http://tn.gov/generalservices/article/agency-reference-material>.

Billing and Payment Instructions:

Net 45 payment terms.

Asset and Inventory Management: Not applicable.

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A Better Waste Company™

State of TN / RTS Waste Program

June 29, 2023

As of July 1, 2023 the State of TN Department of General Services has retained the third-party waste management Company, Recycle Track Systems (RTS) to manage the waste programs at State Facilities directly utilizing Statewide contract 161 Trash Pickup Services.

As of July 1, 2023 please direct all communication with regards to the waste program (extra service requests, service issues, general questions) to the dedicated statewide waste program email or phone number:

- TN@rts.com
- **1-614-824-4985 x 630**

RTS has confirmed that all incumbent waste services providers will continue services as per your current schedules, there will be no changes to equipment or on-site service provider until further notice.

Invoices for waste & recycling services will be issued by RTS, and payable through the Edison Portal and should be attributed to contract #78432.

The only exception to the above statement is Republic Services. Contract #55125 with Republic Services Inc. has been extended through 12/31/23. Republic will continue to work with the State directly through that period. To clarify, any State Facility currently serviced by Republic must continue to communicate and pay invoices directly to Republic until further notice.

If any invoices are received from service providers other than Republic Services directly after July 1, please forward to TN@rts.com for verification and payment.

RTS will be conducting a competitive bid process with an anticipated completion date of October 1, 2023. RTS Account Managers will be coordinating with each agency during this process to introduce the RTS Program, online resources available to you, and to answer any questions. Please reach out to:

Lauryen Harris, Category Specialist (Services), Central Procurement Office
lauryen.harris@tn.gov

Alyssa Turner, Director of Account Management, Recycle Track Systems
Alyssa.turner@rts.com



State of Tennessee

Waste and Recycling Program

All Statewide Waste & Recycling Contract Service Inquiries

- Changes to Service
- Equipment Repairs
- Extra/Temporary Service
- On-Call Requests



1-614-824-4985 x 630



TN@rts.com

Customer Care Service Team Hours

Monday - Friday 8:00 am to 5:00 pm EST

Saturday & Sunday 8:00 am to 4:00 pm EST

Operations leaders will monitor for after-hour emergencies that require immediate follow-up and resolution.

Please include site details in service requests, this will aid our team in servicing your requests promptly.

Site details to include:

- Site Name/Location ID
- Site Address
- Waste Stream & Container Size
- Picture(s)*

*Especially for damaged equipment & non-standard pick-up requests
(ex. Shredding, E-Waste, Site Map)

