

SWC#161 Third-Party Administrator Refuse/Waste Management 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 five-year contract term running from May 15, 2023, to May 14, 2026 with two (2) one-year renewals.

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
TN@rts.com
115 Broadway Suite 1400
New York, NY 10006

Emergency Call Procedures:

Emergencies such as overflowing trash, storm debris clean up, no dumpster on site etc. should be sent via email to TN@rts.com with the word **URGENT** and location address in the subject line (Ex. URGENT: Overflowing Dumpster at 123 President St.). Please keep in mind the **minimum** response time before escalation is **48 hours**. If you have not received a response within this period, please email Alyssa Turner at Alyssa.Turner@rts.com. If there is no response within **72 hours**, please contact the contract administrator. **Please DO NOT contact haulers directly under any circumstances.**

Usage Instructions:

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

1. Contact Recycle Track Systems Inc. at TN@rts.com and provide the following information:

- Site name, address, and county
- Business hours (if applicable)
- number of bin(s) required and size(s)
- Frequency of services
- Where container(s) should be placed on site
- On-site contact information

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

1. Submit a formal request via WinStream **or** contact Recycle Track Systems Inc. at TN@rts.com and provide the following information:

- Name of site
- Current sub-vendor servicing location
- Account number
- Detailed information for addition or change to service

Note:

- **All communication** and requests will filter through RTS going forward. Please utilize TN@rts.com for service requests, and TNBilling@rts.com for billing inquiries. Please contact the contract administrator for issues **with RTS only**.
- It is encouraged that day to day requests are made through the WinStream platform for tracking purposes, but you may still utilize the TN@rts.com email. (This excludes emergencies, escalations, and new site setup.)
- If you need access to WinStream, please complete [this form](#). All performance metrics in section A.8 of the Pro Forma are applicable to the WinStream platform.
- To access itemized pricing, pickup frequency, and current equipment information per site please utilize the WinStream platform as it is updated frequently.
- When requesting services, please ensure to provide accessibility and security requirements at the time of request. (i.e. dumpsters behind locked gates, security upon entry, notification prior to arrival etc.)

- RTS is to resolve any emergency service requests **within 48 hours** of notification.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please reference the CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

Billing and Payment Instructions:

FOB Destination; Net 30 Payments



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

Reach your dedicated customer care team by emailing:

TN@rts.com or use the **Winstream portal**

Customer Care Service Team Hours

Monday thru 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 your email, this will aid our team in servicing your requests promptly.

Site details to include:

- Site Name/Location ID
- Site Address
- Type of Waste & Container Size
- Picture(s)* or Map

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

For billing inquiries, please reach out to:

TNBilling@rts.com