1. **SYNOPSIS OF SERVICES**

Contractor shall provide monitoring services for debris collection and debris management sites, coordinate and manage all storm debris management activities, and furnish potential solutions to Lake County with regard to its debris management plan in accordance with applicable regulations of the Federal Emergency Management Agency (FEMA), Federal Highway Administration (FHWA), Florida Department of Transportation (FDOT), Florida Department of Health (FDH), Natural Resources Conservation Services (NRCS), Lake County Water Authority (LCWA), and the Florida Department of Environmental Protection (FDEP) in conjunction with the County’s needs.

There is no guaranteed minimum or maximum dollar amount to be expended under the contract.

1. **TERMS AND DEFINITIONS**

The following terms and related pronouns will have the following meanings:

* 1. Authorized Representative – County employees or contracted individuals designated by County or County Debris Manager.
	2. Chipping or Mulching – The process of reducing wood material, such as lumber and vegetative debris, by mechanical means into small pieces to be used as mulch or fuel.
	3. Cleanup Crew – A group of individuals or an individual employed by the disaster debris collection Contractor to collect disaster debris.
	4. Construction and Demolition Debris (C&D) – FEMA Publication 325 defines eligible construction and demolition (C&D) debris as damaged components of buildings and structures such as: lumber/wood, gypsum wallboard, glass, metal, roofing material, tile, carpeting and floor coverings, window coverings, plastic pipe, concrete, fully cured asphalt, heating, ventilation and air conditioning systems and their components, light fixtures, small consumer appliances, equipment, furnishings and other residential contents that are a result of a disaster event. (Note: This definition of C&D is for disaster recovery purposes and is not the same definition commonly used in other solid waste documents, such as FDEP Chapter 62-701.) Current eligibility criteria include:
		1. Debris must be located within a designated area and be removed from an eligible applicant’s improved property or right-of-way.
		2. Debris removal must be the legal responsibility of the applicant.
		3. Debris must be a result of the major disaster event.
	5. County – Lake County, Florida
	6. County Approved Final Disposal Site – a final disposal location approved in writing by County.
	7. County Debris Manager – County will designate a County Debris Manager, who will lead the debris removal process and provide general oversight for all phases of debris removal operations within County. County Debris Manager shall also include a designee to act as County Debris Manager in their absence. Also referenced as the County’s Project Manager.
	8. County Project Manager-County will designate a County Project Manager, who will lead the debris removal process and provide general oversight for all phases of debris removal operations within County. County Project Manager shall also include a designee to act as County Project Manager in their absence. Also referenced as the County’s Debris Manager.
	9. Debris – Items and materials broken, destroyed, or displaced by a natural or man-made federally declared disaster. Examples of debris include, but are not limited to: trees, construction and demolition debris and personal property.
	10. Debris Clearance – Clearing roads by pushing debris to the roadside in order to accommodate emergency traffic.
	11. Disaster Debris Management Site (DDMS) – A location to temporarily store, reduce, segregate or process debris before it is hauled to a final disposal site. May also be referred to as a Temporary Debris Storage and Reduction Site (TDSR Site) or Temporary Debris Staging and Processing Facility (TDSPF).
	12. Debris Monitoring – Actions taken by applicants in order to document eligible quantities and reasonable expenses during debris activities to ensure that the work complies with the contract scope-of-work or is eligible for Federal or State grant reimbursement.
	13. Debris Removal – Picking up debris and taking it to a debris management site, composting facility, recycling facility, permanent landfill or other reuse or end-use facility.
	14. Debris Removal Contractor – Conducts debris removal operations per the terms of the contract. Term includes primary Contractors, sub-contractors, and individual crews.
	15. Demobilization – Following the completion of services provided under the resulting contract, Contractor will remove all equipment, supplies and other associated materials involved in the services provided to County. Contractor will leave all utilized sites clean and restored to the original state as approved by County and verified through soil and groundwater samples.
	16. Demolition – The act or process of reducing a structure, as defined by the State of Florida or local code, to a collapsed state. It contrasts with deconstruction, which is the taking down of a building while carefully preserving valuable elements for reuse.
	17. Designated Area – Generally bounded by County line and includes public property and rights-of-way within the unincorporated areas of County that was directly affected by a debris-generating event.
	18. ​Disaster Specific Guidance – Disaster Specific Guidance (DSG) is a policy statement issued in response to a specific post-event situation or need in a state or region. Each DSG is issued a number and is generally referred to, along with their numerical identification.
	19. Eligible – Eligible means qualifying for and meeting the most current stipulated requirements (at the time written Notice to Proceed is issued and executed by County to Contractor) of the Public Assistance grant program, FEMA Publication 321, FEMA Publication 322, FEMA Publication 323, FEMA Publication 325 and all current FEMA fact sheets, guidance documents and disaster-specific documents. Eligible also includes meeting any changes in definition, rules or requirements regarding debris removal reimbursement as stipulated by the Federal Emergency Management Agency during the course of a debris removal project.
	20. Emergency Debris Clearance – The initial debris clearance activity necessary to eliminate life and safety threats (i.e., clearing roads) as defined by FEMA 325 – “Public Assistance Debris Management Guide”.
	21. Emergency Relief Program – Provides for the funding of emergency roadway clearing and first pass disaster debris removal on federal aid highways.
	22. E-Waste – End of life electronics, typically televisions, computers and related components.
	23. FEMA Publication 325 Debris Management Guide – This publication is specifically dedicated to the rules, regulations and policies associated with the debris cleanup process.
		1. Familiarity with this publication and any revisions, can aid a local government to limit the amount of non-reimbursable expenses. The Debris Management Guide provides the framework for the debris removal process authorized by the Stafford Act including:
		2. Eliminating immediate threats to lives, public health and safety.
		3. Eliminating immediate threats of significant damage to improved public or private property.
		4. Ensuring the economic recovery of the affected community to the benefit of the community-at-large.
	24. Field Inspector – Monitor
	25. Force Account Labor – Labor performed by the applicant’s permanent, full time or temporary employees.
	26. Garbage – Waste that is regularly collected through County’s normal waste collection methods. Includes all putrescible or non-putrescible wastes such as but not limited to, plastics, paper, cardboard, kitchen and table food waste, and animal, vegetative, food or any organic waste that is a result or residential or commercial activities.
	27. Grinding – Reduction of disaster-related vegetative debris through mechanical means into small pieces to be used as mulch or fuel. Grinding may also be referred to as chipping or mulching.
	28. Hangers – A hanger is a hazardous limb that poses significant threat to the public. The current eligibility requirements for hazardous hangers according to FEMA Publication 325 are:
		1. The limb must be greater than two inches in diameter;
		2. The limb must be suspended in a tree and threatening a public-use area; and
		3. The limb must be located on improved public property.
	29. Hazardous Stump – A stump is defined as hazardous and eligible for reimbursement if all of the following criteria are met. The current eligibility requirements for hazardous stumps according to FEMA Publication 325 are:
		1. The stump has fifty percent (50%) or more of the root-ball exposed.
		2. The stump is greater than twenty-four (24) inches in diameter when measured twenty- four (24) inches from the ground.
		3. The stump is located on a public right-of-way.
		4. The stump poses an immediate threat to public health and safety.
	30. Hazardous Tree - A tree is considered hazardous and defined as an eligible leaner when the tree’s present state is caused by a disaster, the tree poses a significant threat to the public and the tree is six (6) inches in diameter or greater as measured four and one-half (4 ½) feet from the ground. The current eligibility requirements for leaning trees according to FEMA Publication 325 include:
		1. Tree has more than fifty percent (50%) of the crown damaged or destroyed (requires written documentation from an arborist).
		2. Tree has a split trunk or broken branches that expose the heartwood.
		3. Tree has fallen or been uprooted within a public use area.
		4. Tree is leaning at an angle greater than thirty (30) degrees.
	31. Hazardous Waste – Waste with properties that make it potentially harmful to human health or the environment. Hazardous waste is regulated under the Resource Conservation and Recovery Act (RCRA). In regulatory terms, a RCRA hazardous waste is a waste that appears on one of the four hazardous wastes lists or exhibits at least one of the following four characteristics: ignitability, corrosively, reactivity or toxicity.
	32. Hold Harmless – Generally, a contractual arrangement whereby one party agrees to hold the other party without responsibility for damage or other liability incurred as a result of a particular action or transaction.
	33. Household Hazardous Waste (HHW) – The Resource Conservation and Recovery Act (RCRA) defines hazardous waste as materials that are ignitable, reactive, toxic, corrosive or meet other listed criteria. Examples of eligible HHW include items such as paints, cleaners, pesticides, etc. The eligibility criteria for HHW are as follows:
		1. HHW must be located within a designated area and be removed from an eligible applicant’s improved property or right-of-way.
		2. HHW removal must be the legal responsibility of the applicant.
		3. HHW must be a result of the major disaster event.

The collection of commercial disaster related hazardous waste is generally not eligible for reimbursement. Commercial hazardous waste shall only be collected in County with written authorization by County Debris Manager. The disposal of all hazardous waste must be in accordance with all rules and regulations of local, state and federal regulatory agencies.

* 1. Monitor – Person that observes day-to-day operations of debris removal crews to ensure they are performing eligible work, meeting County’s expectations and contractual requirements and are in compliance with all applicable Federal, State and local regulations. May also be referred to as a “Field Inspector”.
	2. Mulching or Chipping – See Chipping or Mulching
	3. Mutual Aid Agreement – A written understanding between communities and States obligating assistance during a disaster. See FEMA RP9523.6, Mutual Aid Agreements for Public Assistance and Fire Management Assistance.
	4. National Response Plan (NRP) – A plan developed to facilitate the delivery of all types of Federal assistance to States following a disaster. It outlines the planning assumptions, policies, concept of operations, organizational structures and specific assignments and agencies involved in Federal assistance to supplement State, tribal and local efforts.
	5. Outbuilding – Any structure secondary to a house such as a barn, shed or outhouse separated from the main structure.
	6. PPE – Personal Protective Equipment. May also be referred to as “Safety Gear.”
	7. Recycling – The recovery or use of wastes as a raw material for making products of the same or different nature as the original product.
	8. Refrigerant – Ozone depleting compound that must be removed from white goods or other refrigerant containing items prior to recycling or disposal.
	9. Regulated Waste – Any waste regulated by the USEPA, FDEP or local rules/ordinance.
	10. Right of Entry – As used by FEMA, the document by which a property owner confers to an eligible applicant or its Contractor or the United States Army Corps of Engineers the right to enter onto private property for a specific purpose without committing trespass.
	11. Right-of-Way – The portions of land over which facilities such as highways, railroads or power lines are built including land on both sides of facility up to private property line.
	12. Scale/Weigh Station – A scale used to weigh trucks as they enter and leave a landfill. The difference in weight determines the tonnage dumped and a tipping fee is charged accordingly. It also may be used to determine the quantity of debris picked up and hauled.
	13. TDSPF – Temporary Debris Staging and Processing Facility. Site where collected debris is taken by the debris removal Contractor for staging and processing prior to final disposal. May also be referred to as a Disaster Debris Management Site (DDMS).
	14. Temporary Debris Storage and Reduction Site – Temporary Debris Storage and Reduction (TDSR) sites are locations designated by County for the storage and reduction of disaster related debris.
	15. Tipping Fee – A fee charged by landfills or other waste management facilities based on the weight or volume of debris dumped.
	16. United States Army Corps of Engineers (USACE) – A component of the United States Army responsible for constructing and maintaining military installations and other government- owned and controlled facilities. The USACE may be used by FEMA when direct Federal assistance, issued through a mission assignment, is needed.
	17. Vegetative Debris – As outlined in FEMA Publication 325, eligible Vegetative Debris consists of whole trees, tree stumps, tree branches, tree trunks and other leafy material. Vegetative debris will largely consist of mounds of tree limbs and branches piled along the public ROW by residents and volunteers. Current eligibility criteria include:
		1. Debris must be located within a designated area and be removed from an eligible applicant’s improved property or right-of-way.
		2. Debris removal must be the legal responsibility of the applicant.
		3. Debris must be a result of the major disaster event.
	18. Volatile Organic Compounds (VOCs) – VOCs are hydrocarbon compounds that have a low boiling point which allows them to evaporate quickly. Many VOCs are toxic and ground- water contaminants of concern because they may persist in and migrate with groundwater to a drinking water supply.
	19. White Goods – As outlined in FEMA Publication 325, eligible White Goods are defined as discarded disaster related household appliances such as refrigerators, freezers, air conditioners, heat pumps, ovens, ranges, washing machines, clothes dryers, and water heaters. White goods can contain ozone-depleting refrigerants, mercury, or compressor oils that the federal Clean Air Act prohibits from being released into the atmosphere. The Clean Air Act specifies that only qualified technicians can extract refrigerants from white goods before they can be recycled. The eligibility criteria for white goods are as follows:
		1. White goods must be located within a designated area and be removed from an eligible applicant’s improved property or ROW.
		2. White goods removal must be the legal responsibility of the applicant.
		3. White goods must be a result of the major disaster event.
1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Be responsible for the overall monitoring of debris removal and collection.
		1. This includes advocating in the County’s interest and adhering to the agreed upon collection routing plan.
		2. This may include using measures designed to get compliance from debris Contractors/subcontractors who do not adhere to the collection plan.
		3. Contractor is to act as the “eyes and ears” of the County regarding monitoring services and associated disaster debris events. Contractor shall advise the County in matters where the County has a vested interest in the outcome.
	2. Employ the most current federal, state, and local regulations and requirements in the performance of work under the contract.
	3. Monitor the progress of debris removal Contractor(s) and recovery Contractor(s) and suggesting/implementing recommendations to improve efficiency and to speed up recovery work.
	4. Be responsible for coordinating with the disaster debris Contractor(s) to devise a collection routing plan that insures a well-managed, organized, and methodical approach to debris collection, with County approval, and to ensure that plan is followed.
	5. Only the most current County township maps shall be used for all debris planning and logistics.
	6. Be responsible for providing aid, materials, and guidance for County press releases and electronic updates.
	7. Provide trained and qualified individuals for Planning, Logistics, Recovery and Operations Sections in the County Emergency Operations Center and select Emergency Support Function staff.
	8. Be ready to deploy trained and competent project manager, field supervisor, and debris monitors within twenty-four (24) hours from the date of the notice to proceed issued by the County.
	9. Be prepared to increase the number of debris monitors for the County to use as needed, while not exceeding any FEMA ratio restrictions for excessive monitors.
	10. Acknowledge that the County may request non-industry standards be followed from time to time and may want a different approach to the collection process. The most typical example is a “hot list” that may require deviating slightly from the methodical process.
	11. Contractor must provide trained monitors.
		1. County will not be paying for the training of monitors.
		2. Contractor shall bring forth any reported or witnessed cases of malfeasance by their employees, temp labor, subcontractors, or from debris removal Contractor; this includes allegations.
	12. Pre-Event Requirements.
		1. Provide assistance in preparation for disasters through participation in meetings and workshops, and the establishment of data management and other integrated systems.
		2. Provide full-time County personnel with a half-day debris management training session. The training program must, at a minimum, meet the training requirement for debris monitors as outlined by current FEMA debris management guidance.
		3. Participate in annual workshops or planning meetings with County representative(s) and debris hauling and disposal Contractor(s) to establish/review applicable policies and procedures.
	13. Post-Event Requirements
		1. Conduct load inspections for storm debris cleanup being performed by one or more debris hauling and disposal Contractors or County agencies.
		2. Supply sufficient coverage of trained debris monitors and trained field supervisors to accommodate the volume of debris to be removed at loading sites and debris management sites or final disposal sites.
		3. Supply one field supervisor to oversee no more than ten (10) loading and tower/site debris monitors.
		4. Remove and replace employees immediately upon notice from the County Project Manager for conduct or actions not in keeping with this contract.
		5. An independent temporary field office for the monitoring staff shall be provided by the Contractor. The office shall include telephone, computer, copier, fax, and restrooms. Designated parking spaces at the office location for the monitoring staff shall be required. County parking spaces are reserved for County personnel only and are marked as such. County buildings will not be provided to Contractor.
1. **STAFFING REQUIREMENTS**
	1. **On-Site Project Manager**

Contractor shall appoint a specific project manager for the overall coordination and communication with the County. If the assigned project manager cannot always be located on-site, the Contractor will assign a competent on-site operations manager who shall always remain on the jobsite during the progress of the work. The term “competent” includes the ability to clearly communicate, orally and in writing, in English. The on-site manager shall be the primary representative under this contract for the Contractor. All authorized communications given to the on-site manager by the County, and all contract-related decisions made by the on-site manager, shall be binding to the Contractor. The on-site manager shall be, always, an employee of the Contractor under its sole direction and not an employee or agent of the County. Project manager shall not be constantly interchanged. If a change occurs, it is up to the Contractor to make sure the project manager is up to date on the history of the project.

Examples of project management/process oversight tasks to be provided under this contract include but are not limited to:

* + 1. Assist the County with permit applications and coordination with environmental agencies, including the environmental permitting of the Disaster Debris Management Sites and/or the Temporary Debris Management Sites.
		2. Shall have a clear understanding of this contract’s responsibilities as well as that of the contract of the debris haulers and their responsibilities.
		3. Assist the County with any required pre- or post- groundwater sampling.
		4. Monitor Contractors’ compliance to permit requirements and address any noncompliance issues.
		5. Review and validate debris removal Contractor invoices prior to submission to the County.
		6. Coordinate and conduct daily briefings, work progress, staff, and other key items with the County.
		7. Assisting with scheduling, dispatching, and logistical operations of the field inspectors assigned to work areas of storm debris clean-up.
		8. Hiring, training, deploying and supervising inspectors.
		9. Establishing daily schedules for the inspectors.
		10. Monitoring and recording the measurement (cubic yards) of each vehicle in service.
		11. Determining vehicle monitoring assignments and providing the necessary vehicle decals for debris collection vehicles for identification and tracking purposes. Decals shall be large enough to accommodate a minimum of four inch (4”) high letters and shall be placed in a visible location for tower monitoring. Any truck not in compliance with decals or other identifying requirements shall be reported to the County.
		12. Tracking, coordinating, and ensuring resolution with County personnel to respond to problems in the field, including citizen complaints, related to commercial and/or residential property damage claims as a result of debris removal.
		13. Responsible for opening/closing DDMS(s), not allowing early access and verifying all vehicles have left the disposal site at the specified time established by the County. Pre-loads will only be allowed in emergency situations, and only when authorized individually by the County.
		14. Record the streets and locations where debris was collected. Maps shall be posted daily in a central location at the County and updated by 10:00 a.m. each business day of the progress from the previous day(s) worked.
		15. Schedule work for all team members and Contractors on a daily basis.
		16. Scheduling and managing field staff. This includes scouting streets for material(s) in areas that have been worked to provide information vital to planning subsequent passes. Conduct all safety inspections on a regular, predetermined and random basis. Ensure the appropriate frequency of oversight is performed for all work crews, vehicles, and locations.
		17. Scheduling and conducting periodic meetings with field staff and Contractors.
		18. Monitor contract(s) for compliance by the debris removal Contractor(s).
		19. Respond to and document issues concerning complaints, damages, accidents or incidents involving debris Contractors as a result of debris removal operations on both public and private property. Inform County within 24 hours if these occur. Document and inform the County of resolutions.
		20. Address any environmental concerns, including any violations of the FDEP’s debris site conditions guidelines; oversee operations to correct to the satisfaction of FDEP.
		21. Have read and have thorough understanding of the County’s Emergency Debris Removal contract.
	1. **Debris Monitoring Field Supervisor**

Contractor will provide one (1) Debris Monitoring Field Supervisor for no more than ten (10) debris loading site debris monitors.

Services to be performed by the Debris Monitoring Field Supervisor(s) include, but are not limited to:

* + 1. Overseeing and supervising loading site and disposal site debris monitoring activities.
		2. Scheduling debris monitoring resources and deployment timing.
		3. Communicating and coordinating with County personnel.
		4. Providing suggestions to improve the efficiency of collection and removal of debris.
		5. Coordinating daily activities and future planning.
		6. Remaining in contact with debris management/dispatch center or supervisor.
		7. Identifying, addressing, and troubleshooting any questions or problems that could affect work area safety and eligibility.
		8. Supervising the accurate measurement of load hauling compartments and accurately computing volume capacity in cubic yards (CY).
		9. Documenting and recording measurements and computations
		10. Documenting truck hauling compartment condition using digital photographs
		11. Preparing a master logbook of all hauling equipment used by the County’s debris removal Contractor(s)
		12. Compiling, reconciling, and documenting daily, in an electronic spreadsheet format, all eligible debris hauled by the debris removal Contractor(s)
	1. **Debris Monitors**

Contractor will provide trained debris monitoring personnel to oversee the loading of eligible debris at collection sites and verification of load capacity and documentation at designated temporary debris management or final disposal sites. These monitors shall inform supervisor if there are any irregularities with the process. These monitors shall be in a position to record any property damage due to the collection of debris and report promptly to a supervisor. Debris monitors specific services for each type of Debris Monitors include, but are not limited to the following:

* + 1. Debris Loading Site Monitors will perform on-site, street-level debris monitoring at all Contractor loading sites to verify debris eligibility based on the monitoring contract’s requirements and initiate debris removal documentation using load tickets. These monitors shall inform supervisor if there are any irregularities with the process. These monitors shall be in a position to record any property damage due to the collection of debris and report promptly to a supervisor.
	1. **Debris Tower/Site Monitors**
		1. Debris Tower/Site Monitors will verify estimated quantities of eligible debris hauled by Contractor trucks and documented on load tickets.

Services include, but are not limited to:

* + 1. Providing trained debris monitoring personnel to accurately measure load hauling compartments and accurately compute volume capacity in CY for all Contractor trucks and trailers prior to commencement of debris hauling operations.
		2. Documenting measurements and computations.
		3. Completing record of contract haulers’ cubic yardage and other recordkeeping as needed on the load ticket.
		4. Initialing each load ticket before permitting trucks to proceed from the check-in area to the tipping area.
		5. Remaining in regular contact with debris management/dispatch center or field supervisor.
		6. Performing other duties as directed by the dispatch/staging operation, debris management project manager, or other designated personnel.
		7. Verifying Contractor trucks are empty prior to leaving DDMS.
	1. **Clerical/Data Entry Supervisor**

Contractor will provide a clerical/data entry supervisor to coordinate data entry and information management system.

Services include, but are not limited to:

* + 1. Supervising the preparation of detailed estimates and submitting them to the County debris manager.
		2. Implementing and maintaining a disaster debris management system linking the load ticket and debris management site information, including reconciliation and photographic documentation processes.
		3. Providing daily, weekly, or other periodic reports for the County Project Manager noting work progress and efficiency, current/revised estimates, project completion, and other schedule forecasts/updates.
	1. **Clerical Staff/Data Entry Clerk**

Contractor will provide clerical staff/data entry clerk(s) as required to enter load ticket information into the Contractor’s information management systems and to respond to specific directions from the data entry supervisor.

* + 1. Obtain licenses, permits, and fees (including inspection fees) as required to comply with all laws, ordinances, regulations, and code requirements applicable to complete projects.
		2. Be responsible for inspections, penalties, fees, or fines for projects.
		3. Be responsible for damages caused as the result of completing projects.
		4. Furnish all tools and equipment required (possibly cranes, lift trucks, boom trucks, cherry pickers, etc.) to complete projects timely.
1. **COLLECTION MONITORING**
	1. In order to obtain FEMA or FHWA reimbursement, all loads must be monitored in the field by collection monitors. The Contractor shall establish an accurate and complete load ticket process and provide collection monitors-staff to record required FEMA or FHWA data. The Contractor shall train collection monitors to assure proper FEMA or FHWA documentation protocol requirements are instituted and followed. Contractor will adhere to remaining consistent in their interpretations of the protocols throughout the project.
	2. Contractor shall provide a field quality control team consisting of one monitor per recovery crew and at least one field supervisor for every seven monitors unless otherwise approved by the County. Should the Contractor wish to utilize less than the specified field staffing, a detailed plan should be submitted to the County for review. This plan should outline areas for such a reduction of staff as well as a description of how recovery crews shall be monitored to meet FEMA or FHWA guidelines and provide adequate fraud protection for the County. Upon submission of this plan, the County will review the plan with FEMA or FHWA and provide an approval or denial of this request. This team will monitor the recovery contracts for contract compliance, efficiency and regulatory compliance. The team shall provide daily feedback to the County through their management team. All field team members shall be equipped with the state-of-the-art technology, which shall include cameras, computers, communication devices, and other equipment as deemed necessary and/or appropriate.
	3. Examples of collection monitoring tasks include but are not limited to:
		1. Verification that all debris picked up is a direct result of the disaster.
		2. Verification that the Contractor is working in their assigned contract areas.
		3. Stopping work in progress that is not being performed or documented in the appropriate manner. Such work should be noted for non-payment.
		4. Inspecting work in progress to ensure that removal efforts include debris of the proper type in the proper areas. To include all piles within the proper area.
		5. Ensuring compliance with contracts by all Contractors/subcontractors.
		6. Maintain all photo documentation of recovery work on a daily basis. All photos presented shall show the description in detail of hanger, stumps and leaner removal. The team shall photograph every stump and leaner removed as well as a random sample of hanger removal activities. Take photos of start and end points, with GPS coordinates.
		7. Ensure that Contractor is working in compliance with all federal, state, local safety regulations appropriate for the task being performed.
		8. Document all incidents that occur for each collection ticket that is generated.
		9. Non-collected debris must be tagged by monitor with an index size card or bigger, identifying the Contractors, reason for non-collection, date and time, and County information to call with questions. Card shall be fluorescent to be easily seen and will be secured via a twist tie type of wire.
2. **LOAD TICKETS PROCESS DEVELOPMENT**
	1. Contractor shall establish a load ticket process and forms to be provided to collection monitor staff for recording of FEMA or FHWA data. Load tickets should consist of multiple copied pages. The Contractor shall retain original completed tickets on behalf of the County. Additionally, the Contractor, vehicle driver, subcontractor, and the Contractor shall also receive copies of completed load tickets. Original tickets retained by the Contractor on behalf of the County shall be turned over to the County upon completion of the project.
	2. If Contractor desires to use an automated load ticket or automated reporting system, the Contractor shall be responsible for verifying the system is acceptable by all Federal agencies involved in the reimbursements, and for supplying all hardware and software needed for the system. Contractor is responsible for supplying the County’s Project manager access to reporting system.
	3. Load tickets shall include the following information, at a minimum:
		1. Date
		2. Time
		3. Designation of “Push”, first pass, second pass and subsequent passes.
		4. Township Book map Page (Debris Zone) Section Number.
		5. Complete Street Address of Closest Property.
		6. Nearest Cross Streets Type of Debris Vehicle number Percent of volume full.
		7. Driver name (printed) and signature.
		8. Field monitor’s name (printed) and signature.
		9. Name of sub-Contractor.
		10. Tower monitor’s name (printed) and signature.
	4. **Disposal Site Monitoring**
		1. All debris collected and disposed of and certification of collection vehicles must be monitored and documented by the disposal site monitors.
		2. Contractor shall provide disposal site monitors and spotters to observe unloading operation at the County’s designated disposal sites. A minimum of two disposal site monitors are required per debris site. These staff members in conjunction with the project management team shall coordinate the logistics of the disposal site to ensure efficient traffic flow and proper handling of load tickets that record FEMA or FHWA data (such as vehicle fullness, type of waste, etc.). Contractor shall observe all vehicles entering and exiting the disposal site, ensuring all vehicles are in good repair and safe with secure side boards and have a tailgate. No vehicles will be allowed to enter the disposal site without a tailgate. Disposal site monitors shall also provide verification that all debris reduction and disposal sites have access control and security. Any household hazardous waste and e-waste items shall be collected at the curbside by the County’s Household Hazardous Waste Contractor through the FEMA/FHWA certification process and tracking system.
		3. Contractor shall, through the disposal site monitoring effort, measure each vehicle that will be picking up debris for volume and certify its capacity. This vehicle shall be monitored to determine fullness, type of waste, and point of origin. This certification process includes developing certification forms and documents to accurately measure the cubic yard volume to the nearest cubic yard of each vehicle. These forms shall show at a minimum the following:
			1. Length
			2. Width
			3. Depth
			4. Gross volume in cubic yards
			5. Reduction areas such as wheel wells to reduce volume areas in cubic yards
			6. Net volume in cubic yards
			7. Tag number of vehicles
			8. Company vehicle number
			9. Driver of vehicle name (printed) and signature
			10. Disposal site monitor name (printed) and signature certifying vehicle
			11. Date
	5. All debris hauling vehicles shall be certified prior to performing debris removal. The disposal monitor shall complete a certification on each vehicle. In addition to certifying the vehicle with the forms, photographs shall be taken of each vehicle showing the vehicle number and type of vehicle. These photographs shall be attached with the certification. Original copies of these certifications including photographs shall be retained by the Contractor on behalf of the County (to be returned to the County upon project completion). Additional copies shall be provided to the debris removal Contractor, the vehicle driver, and the Contractor. Once these vehicles are certified, all volumes shall be electronically verified by the Contractor within one (1) business day of the physical certification. Subsequent random verifications shall be performed once every two weeks on all vehicles, both electronically and manually by the Contractor.
	6. When a debris site monitor signs a vehicle certification or load ticket, he or she is certifying that **ALL** information on the document is completed and the volumes/measurements are correct. The debris site monitor should not sign or accept any partially completed information. Only completed tickets signed by a debris monitor will be paid by the County. Debris site monitor (s) shall verify, or calibrate, his or her debris removal vehicle load determinations with the FEMA tower monitors on a daily basis. Disposal site monitors are expected to provide volume determination consistent with FEMA requirements.
	7. Examples of disposal site monitoring tasks include but are not limited to:
		1. Monitoring type of waste prior to entering disposal site.
		2. Ensure type of waste is disposed in proper location.
		3. Estimate the volume of loads on percentage basis of debris collection vehicles.
		4. Performing vehicle certifications.
		5. Ensuring the safety and security of the disposal site.
		6. Certifying the completeness of all load tickets that enter into the disposal site.
		7. Ensure only empty vehicles leave the disposal site.
3. **PUBLIC INFORMATION ASSISTANCE**
	1. Contractor shall provide regular status updates to the County for public information use.
	2. Contractor shall provide a public facing map to track the progress of the project. The map should include the following:
		1. Clearly identified instructions/intent of the map
		2. Clearly identified legend
		3. Shall be updated daily
	3. Contractor shall provide a minimum of two qualified staff members to assist with a large volume of public telephone inquiries and complaints, as needed. These staff members shall log all customer calls and maintain a status log toward the resolution of each call. These members may be staged at Contractor’s office or call center. This decision will be made by the County at the time required.
	4. Contractor shall provide the County and the debris Contractor with daily updates on the quantities of debris collected. Each daily report shall contain the following:
		1. Contractor name
		2. Contract number
		3. FEMA/FHWA qualification
		4. Reports and graphs to delineate production rates of crews and their equipment, progress by area and estimations of total quantities remaining, estimated time to completion, and daily cumulative cubic yards of debris removed, processed, and hauled.
		5. This report is due no later than 10:00 a.m. the following business day or as requested by the County.
	5. Contractor shall provide, weekly, a colored collection status map, electronically prepared. This map shall show areas currently collected as well as areas to be collected for the upcoming week. The map is due to the County by 12:00 p.m. noon every Monday. Maps shall be provided in various sizes and quantities as determined by the County.
4. **DATABASE REPORTING**
	1. The Contractor shall be responsible for collecting, auditing for completeness and accuracy, tabulating and organizing disposal data into required electronic FEMA formats.
	2. A single Microsoft Access database shall be created by the Contractor or a web portal and cloud-based database be available. The system must have the ability to have GIS based tracking with coordinates and all details. This database shall include all information on debris removal including but not limited to: load ticket information, vehicle certification information, stump removal information, hanger removal data, and leaner removal information and determination of pass status (i.e. push, first pass, second pass and subsequent passes. This database shall record all information to a County facility or road listed within the Lake County Master Street Addressing Guide. Any electronic reporting from this database must be provided in either Adobe or Microsoft Excel. The database created by the Contractor shall be given to the County at the conclusion of the event. Access to the database created by the Contractor will be given to the County.
5. **PAYMENT MONITORING**
	1. The Contractor shall review and validate debris removal Contractor(s) invoices prior to submission to the County for processing and separating of FEMA requirements.
	2. All invoices from the debris removal Contractor(s) shall be submitted to the monitoring Contractor. Within seven (7) calendar days of receipt, the invoices shall be reviewed by the monitoring Contractor to be accepted or rejected. The Contractor shall issue in writing to the County and the debris Contractor, the acceptance or rejection of the invoices. If the invoice is rejected, the letter shall state a detailed reason for the rejection. Only 100 percent accurate and completed invoices along with all supporting documentation will be forwarded to the County for payment.
6. **OTHER RELATED SERVICES**
	1. Event Closure

Contractor shall assist the County in preparing final reports necessary for reimbursement by FEMA, FHWA, and other applicable agencies for disaster recovery efforts by County staff and designated debris removal Contractors. The Contractor shall assist in reviewing and processing requests for payment by the disaster debris removal Contractors.

* 1. Federal Funding

To ensure that processing of Federal funding is done as quickly as possible, the following information and its accuracy is the responsibility of the Contractor: invoices, monitoring information, reports, load tickets, payroll, equipment hours, certification and date of completion of first pass.

* 1. Compliance

The Contractor shall provide professional oversight to ensure compliance with FDEP regulations, FDOT, FHWA, LCWA, NRCS, FDOH, and FEMA reporting requirements, and any other Federal, State, or Local regulation(s). The Contractor shall stay current with FEMA, FDOT, FDEP, LCWA, NRCS, FDOH, and FHWA policies and procedures and notify the County immediately as changes occur.

* 1. Contractor shall ensure specific compliance when required by regulation or statute with all Federal or State regulatory requirements, specifically including but not limited to, the Buy America Act, the National Environmental Act (NEPA) of 1969, 49 CFR Part 26 regarding utilization of Disadvantaged Business Enterprises (DBEs), American with Disabilities Act (ADA) of 1990, the Equal Opportunity Act, 23 USC 114 regarding prohibited use of convict labor, and all applicable regulation regarding prohibition of use of Contractors which have been suspended or debarred.
	2. Contractor shall check work in process to make sure that the proper work authorizations, permits and other prerequisites have been received.
	3. Contractor Reporting to the County’s Project Manager

Contractor shall contact Lake County’s Project Manager, at a minimum, 24 hours prior to a hurricane event or immediately upon the occurrence of a major disaster event within Lake County in which there is no advance notification/warning. The Contractor shall report to the designated County Project Manager within 8 hours of being given Notice to Proceed.

Note: The County shall appoint a Project Manager for each/any event and the Project Manager shall be the lead County representative during each/any event. The County Project Manager will be responsible for the management/process oversight tasks including but are not limited to the similar requirements of the Contractors Project Manager. Contractor shall get in writing permission from the County’s Project Manager or designee prior to any tasks being started that shall not be eligible for reimbursement.

* 1. Debris Sites

The Contractor shall ensure that site field monitors are deployed and operational commensurate with the beginning of debris collection and the establishment of debris sites.

* 1. Staffing

The Contractor shall include in the response to this RFP a management plan that will outline how the Contractor proposes to handle the services, staffing, and equipment necessary to meet the County’s requirements as identified in this RFP. The Contractor shall submit a list of personnel to be used in this contract, which will include names, addresses, phone numbers, cell numbers, and driver’s license numbers. Changes to the list will be pre-approved by the County. The supervising staff must speak English and be able to effectively communicate with the drivers.

* + 1. The management staff plan shall consist of the minimum following positions:
			1. Project Manager
			2. Operations Manager
			3. GIS Analyst
			4. Field Supervisors
			5. Debris Site/Tower Monitors
			6. Data Entry Clerks (Load Ticket)
			7. Billing and Invoice Analysts
			8. Administrative Assistant
			9. Field Coordinators (Crew Monitors)
		2. Contractor may use other positions as necessary. All such positions and applicable hourly rates shall be listed in the cost proposal form.
		3. Contractor’s hourly rate must include all travel related expenses, meal allowances, hotel rooms, and any other relevant out of pocket expenses, including office space. The County shall only reimburse at the Contractor at the actual cost for office related expenses. Office related expenses shall be limited to copying and printing. A log detailing both copying and printing activities shall be submitted with each invoice. The County shall not be responsible for travel for holiday shutdowns, or other similar types of events, or for any mobilization/demobilization operations.
		4. In submitting a proposal, the Proposer is representing that each person listed or referenced in the proposal shall be available to perform the services described for the Lake County Board of County Commissioners, barring illness, accident, or other unforeseeable events of a similar nature in which case the Proposer must be able to promptly provide a qualified replacement. In the event the Proposer wishes to substitute personnel, the Proposer shall propose a person with equal or higher qualifications and each replacement person is subject to prior written County approval. In the event the requested substitute person is not satisfactory to the County and the matter cannot be resolved to the satisfaction of the County, the County reserves the right to cancel the contract for cause.
		5. Shutdown
			1. The County will be shutdown for the following holidays:
				1. New Year’s Day
				2. Memorial Day
				3. Independence Day
				4. Labor Day
				5. Thanksgiving Day
				6. Christmas Day
			2. County may require early or partial shutdowns due to the Renaissance Fair
	1. Liquidated Damages

Should Contractor fail to complete requirements set forth in this scope of work, County will suffer damage. The amount of damage suffered by County is difficult, if not impossible to determine at this time. Therefore, Contractor shall pay County, as liquidated damages, the following:

* + 1. Contractor shall pay County, as liquidated damages, $1000.00 per calendar day of delay to mobilize in County with the resources required to begin debris monitoring operations, within seventy-two (72) hours of being issued Notice to Proceed.
		2. Contractor shall pay County, as liquidated damages, $200.00 per offense of any section contained in this agreement, per day. Application of liquidated damaged does not release Contractor of responsibility for adhering to this agreement.
		3. Contractor shall acknowledge that while some processes may be considered industry standards in debris collection, the County may want to use their discretion and ask for tasks to be completed a certain way that may or may not be industry standard.
		4. County has an interlocal agreement with several cities. Cities have the option to piggyback the County’s contract and will deal exclusively through the Contractor/Contractor(s) or the cities may choose and have the County act as its agent where the County oversees their activation. In the acting as the city’s agent, the Contractor and Contractor(s) will need to keep the projects separated.

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