



**SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH BRANCH**

49 S Van Ness Avenue Suite 600, San Francisco, CA 94103

[https://www.sfdph.org/dph/EH/SolidWaste/Refuse\\_Collection\\_Vehicles.asp](https://www.sfdph.org/dph/EH/SolidWaste/Refuse_Collection_Vehicles.asp)

Phone: (415) 252-3800

## Notice of Refuse Collection Route Permit Application Opportunity for the Treasure Island

### INTRODUCTION

The San Francisco Department of Public Health ("Department"), is announcing opportunity to apply for Refuse Collection Route Permit, which would authorize a Collector to provide Services in a designated route on the Treasure Island (hereinafter referred as designated route "97-TI"). 97-TI excludes Federal Facilities and City Facilities governed by the 1999 Federal Facilities Refuse Collection Permit Regulation and the Office of Contract Administration's solicitation contracts, respectively. Each application package must be Complete and Correct and meet the required minimum qualifications set forth in this Notice of Refuse Collection Permit Application Opportunity (hereinafter "Notice"). The Department will determine if submitted application packages meet qualifications and service requirements through the application evaluation process. All interested Applicants shall refer to the San Francisco [Initiative Ordinance](#), now codified in San Francisco Health Code, Article 6, and the [2022 Refuse Collection Regulations](#) ("Regulation") for compliance of all regulatory requirements.

### DEFINITIONS

"Applicant" means a person, firm, or corporation applying for a permit, as applicable, issued by the Department to collect, transport, or dispose Refuse in the City.

"City" means the City and County of San Francisco.

"Collector" means a person, firm, or corporation duly licensed to collect, transport, or dispose of Refuse pursuant to the provisions of the Initiative Ordinance and the Regulation.

"Complete" means all documentation required as part of the application for a Refuse collection permit as applicable, pursuant to the Regulation, have been provided to the Department.

"Correct" means all information provided as part of the application for a Refuse collection permit pursuant to the Regulation, is accurate, exact, and fully describes the applicable filing requirement information.

"Department" means the San Francisco Department of Public Health.

"Director" means the Director of the San Francisco Department of Public Health or the Director's designee.

"Inadequate Service" has the meaning set forth in Section 4 of the Initiative Ordinance. "Initiative Ordinance" means the Refuse Collection and Disposal Ordinance of 1932 adopted on November 8, 1932, and as amended from time to time.

"Rate Board" means the San Francisco Refuse Rate Board.

"Refuse" has the meaning set forth in Section 1 of the Initiative Ordinance.

"Regulation" means the Department's Regulation for the Issuance of Refuse Collection Licenses and Permits Within the City and County of San Francisco, adopted by the San Francisco Health Commission on February 15, 2022.

"Route" has the meaning set forth in Section 4 of the Initiative Ordinance.

"Service" means the act of proper collection, transport, dispose, and/or charge of Refuse.



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## OPEN PERMIT APPLICATION PERIOD

All interested Applicants are encouraged to apply during the period of May 1, 2023 through June 30, 2023 by 5 p.m. Pacific Time ("PT") to be eligible for evaluation and consideration. Application packages must be submitted electronically in searchable PDF to [dph-sfsolidwaste@sfdph.org](mailto:dph-sfsolidwaste@sfdph.org).

## SCOPE OF WORK

According to Treasure Island Development Authority, the Treasure Island will continue to be developed over the proposed ten-year term of the 97-TI Route Permit to include up to 8,000 residential housing units, commercial and retail spaces, and 300 acres of parks and open space.

The Collector who is issued the 97-TI Route Permit shall provide Services on Treasure Island for residential units and commercial operations; the service levels are expected to increase as developments complete throughout Treasure Island. As additional units or commercial operations become occupied, the Collector will need to increase the Services correspondingly to fulfill the additional needs. This permit is inclusive of the current developed properties as well as future developments on Treasure Island. This permit does not apply to those facilities that are managed and controlled by Treasure Island Development Authority or by the federal agencies, or facilities that are governed by Office of Contract Administrator's contract.

The Collector who is issued with the 97-TI Route Permit shall provide and maintain refuse collection containers for landfill, compostable, and recyclable materials, and routine refuse collection services, in accordance with all applicable local, state, and federal rules and regulations related to waste collection.

## REFUSE RATE & ATTESTATION

The Rate Board, in coordination with the Refuse Rate Administrator, establishes all Refuse rates, currently available at <https://sf.gov/departments/office-refuse-rates-administrator>, for Collectors permitted to operate in the City, pursuant to the Initiative Ordinance. The selected Collector may not charge a greater rate for Refuse Services than the rates set by the Rate Board. As part of the application, any Applicant must attest that the Applicant will abide by all provisions of the Initiative Ordinance and will not charge a greater rate for the collection and disposition of Refuse than that set by the Rate Board pursuant to the Initiative Ordinance.

## PERMIT TERM

Pursuant to Section 1(g) of Chapter 5 of the Regulation, the Director intends to issue the 97-TI Route Permit for a term of ten (10) years.

Permits may be terminated due to license revocation pursuant to the Regulation or conviction for any violation of the Initiative Ordinance.



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## PRE-APPLICATION QUESTIONS/ANSWERS (“E-QUESTION SESSION”)

Applicants may email questions to [dph-sfsolidwaste@sfdph.org](mailto:dph-sfsolidwaste@sfdph.org) concerning the route and permit application process during May 1, 2023 through May 11, 2023 by 5 p.m. PT. The Department will post the questions received and responses provided on the Department’s website at <https://www.sfdph.org/dph/EH/SolidWaste/default.asp> by May 18, 2023 at 5 p.m. PT.

### E-Question Session Instructions

1. Email questions to [dph-sfsolidwaste@sfdph.org](mailto:dph-sfsolidwaste@sfdph.org) concerning the route and permit application process.
2. Applicants are required to note the following subject matter in their e-mail subject line “**E-QUESTION SESSION FOR REFUSE ROUTE PERMIT 97-TI**”
3. Applicants are required to provide the following in the body of the e-mail: first name, last name, business entity, phone number, e-mail address, and question(s) concerning the route and/or permit application process.
4. Upon submittal, Applicants will receive an e-mail response from the Department confirming receipt.

### E-Question Session Disclaimer Statements

The following are disclaimer statements for Applicants who choose to participate in the E-question session:

1. Applicants are not required to participate in the E-Question session. However, Applicants are responsible for reviewing the Department’s website for any changes or other pertinent information resulting from the E-Question session.
2. Applicants shall send succinct questions directly related to the route permit and/or permit application process.
3. Comments not in a question form or any questions that are deemed irrelevant to the route permit and/or permit application process may not be answered and will be excluded from posting on the Department’s website.
4. All relevant questions and answers will be publicly disclosed on the Department’s website. The Department will withhold Applicants’ personal contact information (e.g., Name, Phone Number, and E-mail) when publicly disclosing the questions and answers on its website.
5. Any e-mail(s) sent directly to program staff and NOT to the designated e-mail address, [DPH-sfsolidwaste@sfdph.org](mailto:DPH-sfsolidwaste@sfdph.org), will not be answered and will be excluded from posting on the Department’s website.
6. Once the timeframe to submit E-Question expires, any questions received via e-mail after the deadline may not be answered and will be excluded from posting on the Department’s website.
7. Any change or addition to the Application requirements resulting from the E-Question session will be posted on the Department’s website.

## APPLICATION MATERIALS

Please read the following information carefully. Applicants must submit the following items in the specified order, manner, and format to be eligible for evaluation and consideration for the 97-TI Route Permit:



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Form and Manner of Submission

All submissions must be in one searchable PDF format file with a table of contents. The application package must be labeled as per the instructions provided herewith. If the Applicant would like the Department to evaluate a document within the PDF file for multiple sections, the Applicant must include another copy of the document and label it respectively. The Department will not evaluate the document except for the section labeled. Bullet points with *italicized wordings* are designed to guide an Applicant to understand what elements may be considered to evaluate the criteria during the evaluation process.

Required Submission

General Requirements	Label As
<p>A non-refundable <a href="#">application filing fee</a> of \$380 payable to “San Francisco Department of Public Health “. Mail or deliver check or money order to:            San Francisco Department of Public Health            Environmental Health Branch, Solid Waste Program            49 South Van Ness Ave, Ste 600            San Francisco, CA 94103</p> <p>No cash is accepted, and credit card payment is only accepted in-person.</p>	N/A
<p>A signed and dated Application for Refuse Collection Route Permit, all applicable fields must be completed.</p>	Item 1
<p>A copy of the current business registration certificate or copy of a receipt confirming registration with a temporary business account number.</p>	Item 2
<p>Refuse Collector license information or evidence of submission of a refuse collector license application to the Department. Pursuant to the Regulation Chapter 5, Section 1(a), any person, firm, or corporation who desires to collect, transport, or dispose of refuse in the City shall obtain and maintain a valid license as a refuse Collector and, if applicable, a route permit from the Department for each route at which the Service is proposed to be provided. <b>The Applicant must have a valid <a href="#">refuse collector license</a> by the third stage of the evaluation process.</b></p>	Item 3
<p>Evidence of submission of a project application to San Francisco Planning Department to initiate Environmental Review pursuant to California Environmental Quality Act. <b>The Applicant must have an approval from SF Planning Department by the third stage of the evaluation process.</b></p>	Item 4
<p>An attestation declaring to abide by all provisions of the Initiative Ordinance and Applicant will not charge a greater rate for the refuse Services than the rate set by the Rate Board.</p>	Item 5
<p>A signed and dated Declaration of Healthy and Safe Working Conditions.</p>	Item 6
<p>A signed and dated Worker’s Compensation Declaration for Regulated Businesses.</p>	Item 7



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Minimum Qualifications	Label As
<p>A showing of need statement describing the nature of need for this Refuse collection route permit.</p> <ul style="list-style-type: none"> <li><i>The statement shall not exceed one page</i></li> <li><i>The statement shall include an introduction describing the purpose, the applicant's background, interest, and commitment to successful Refuse Services. The statement shall conclude with why the Applicant is the most qualified candidate to provide Refuse Services</i></li> </ul>	Item 8
<p><b>Documents of financial responsibility, which include all the following:</b></p>	
<p>Records of audited financial statements, including Profit &amp; Loss Statements, Balance Sheets, and all required notes to the financial statements for the past five (5) years. Such financial statements shall be certified by a Certified Public Accountant.</p> <ul style="list-style-type: none"> <li><i>Financial statements must show year and types of documents</i></li> <li><i>The CPA license must be provided and verifiable through the National Association of State Boards of Accountancy</i></li> </ul>	Item 9A
<p>Evidence of ability to secure a performance bond or equivalent security equal to the amount for up to six (6) months of services or in an amount of \$25,000 (see Performance Bond form).</p> <ul style="list-style-type: none"> <li><i>The evidence provided shall list the type of bond and demonstrate bond amount will cover six (6) months of services</i></li> </ul>	Item 9B
<p>Certificate of liability insurance in the amount of \$1 million per occurrence/\$2 million aggregate, whichever is greater.</p> <ul style="list-style-type: none"> <li><i>The certificate of liability insurance must be current and demonstrate the amount as indicated above</i></li> </ul>	Item 9C
<p>Description of any previous bankruptcies and other significant existing financial obligations (e.g., lease, pending lawsuits) within the past five (5) years.</p> <ul style="list-style-type: none"> <li><i>If the Applicant did not file bankruptcies or have other existing financial obligations within the past five (5) years, the Applicant must provide a statement confirming such facts.</i></li> </ul>	Item 9D
<p><b>Records of operational competency, which include the following:</b></p>	
<p>Worker's compensation experience modification factor for the past five (5) years or provide a proposed computation that is comparable to the experience modification factor.</p> <ul style="list-style-type: none"> <li><i>Five years of experience modification factor must be submitted, OR</i></li> <li><i>Data supporting injury rate and computation demonstrating the company's injury rate per full time equivalent</i></li> </ul>	Item 10A



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Scoring Criteria	Label As
<b>Records of operational competency, which include all the following:</b>	
<p>Statement of Refuse industry experience that is comparable to the level required at the proposed route(s) served. Demonstrate the capacity to successfully operate reliable Refuse collection Services in San Francisco by providing a descriptive statement of the manner in which Refuse Services are provided in service areas outside of the City, if any. Information such as size, number, and topography of markets the Applicant serves and capability to operate and deliver Services in comparably large and dense cities will be used as determining factors during the evaluation. The statement shall include:</p> <ul style="list-style-type: none"> <li>• <i>A detailed industry experience description including information on size of geographic area served, number of service accounts, and topography of the markets</i></li> <li>• <i>Experiences demonstrating comparably unique and innovative refuse services needed in San Francisco</i></li> <li>• <i>Demonstration of high commitment and capacity to operate an efficient and reliable refuse collection service</i></li> <li>• <i>Demonstration of ability to avoid disruptions in refuse collection services; a certification that the applicant has appointed one or more employee representatives to its governing board may suffice to make this showing</i></li> </ul>	Item 10B
<p>List of equipment used to collect and transport Refuse, trucks, and equipment lease agreements.</p> <ul style="list-style-type: none"> <li>• <i>Identification of the vehicle count, make/model, types of vehicles, and vehicle spec sheets for the vehicles to be used on this route</i></li> <li>• <i>Demonstration of performance capacities – how different types of vehicles (including back-up vehicles) operate and collect different types of waste streams</i></li> <li>• <i>Statement that explains routine and back-up equipment is in good condition, is accessible and readily available to avoid disruptions in refuse collection services</i></li> <li>• <i>Demonstration of ability to scale up refuse collection services during expansion, a state of emergency, or as needed</i></li> </ul>	Item 10C
<p>Description of maintenance procedures. <i>The procedures shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Include maintenance personnel information, training plan and records</i></li> <li>• <i>Provide information regarding frequency and method of routine equipment maintenance</i></li> <li>• <i>Include detailed steps on maintenance performance</i></li> <li>• <i>Describe documentation and record keeping of the maintenance types, day, and time, and precaution measures</i></li> </ul>	Item 10D
<p>Location and description of offices and maintenance shops. <i>Information shall include:</i></p> <ul style="list-style-type: none"> <li>• <i>A detailed site map labeling various buildings</i></li> <li>• <i>Description of each office and maintenance shops to include functions of each location, operating hours, tools, equipment, and records stored in the listed locations</i></li> <li>• <i>Location of maintenance shops that are accessible to performance maintenance as needed</i></li> </ul>	Item 10E
<p>Refuse collection method and proposed collection schedules. <i>Information shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Address compliance of federal, state, and local solid waste management laws</i></li> <li>• <i>Demonstrate the ability to provide 3 waste streams refuse collection</i></li> <li>• <i>Provide a detailed schedule of effective refuse services collection which includes service days of week for the respective service areas and the type of refuse to be collected</i></li> <li>• <i>Demonstrate flexibility to change method and schedules as needed to meet the refuse collection services based on demands</i></li> </ul>	Item 10F



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<p>DMV Records of all Refuse collection vehicle drivers employed by the Applicant and years of commercial driving experience.</p> <ul style="list-style-type: none"> <li>• <i>DMV records of the drivers (routine and backup) with the commercial driving experience who would be servicing on the proposed route</i></li> <li>• <i>12-months of DMV records of all the designated drivers who would be servicing on the proposed route</i></li> <li>• <i>Record dates on all DMV records must be within one year</i></li> </ul>	<p>Item 10G</p>
<p>Description of major vehicle accidents, causing any injury or death to a person or damage to vehicle(s) or property(ies) over \$1,000, in the past five (5) years. <i>The Description shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Describe 5 years history of major vehicle accidents</i></li> <li>• <i>Include number of accidents and number of drivers involved</i></li> <li>• <i>Include any pending results and outcomes of these major vehicle accidents</i></li> <li>• <i>Include measures instituted to prevent the reported accidents from occurring in the future</i></li> </ul>	<p>Item 10H</p>
<p>Description of safety procedures. <i>Description shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Include a copy of the company's current Health &amp; Safety Plan (HSP)</i></li> <li>• <i>The HSP includes all seven core elements: (1) Management Leadership (2) Worker Participation (3) Hazard Identification &amp; Assessment (4) Hazard Prevention &amp; Control (5) Education &amp; Training Program (6) Evaluation &amp; Improvement (7) Management of Contractors/Staffed Employees</i></li> <li>• <i>Demonstrate company's commitment to ensure safety of employees, equipment, environment, and the community being served.</i></li> <li>• <i>Include a written procedure detailing risk management and safety measures to prevent an accident or emergency disaster</i></li> <li>• <i>Include an incident response plan with associated documents (e.g., incident reports).</i></li> </ul>	<p>Item 10I</p>
<p><b>Records demonstrating the following program compliances:</b></p>	
<p>Procedures of waste acceptance control program to exclude hazardous and designated wastes. <i>Procedures shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Address compliance of federal, state, and local hazardous and designated waste laws</i></li> <li>• <i>Describe protocols for managing and handling of hazardous/restricted waste, which outlines prevention and response protocols during refuse collection services</i></li> <li>• <i>Address training and training records maintenance for staff who are involved in refuse collection services (i.e., route supervisors, route and back up drivers, operations supervisors)</i></li> </ul>	<p>Item 11A</p>
<p>Customers' complaint resolution procedures. <i>Procedures shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Provide key performance indicator on complaint response (i.e., response timeline)</i></li> <li>• <i>Provide standard operational procedure describing how staff manage and process complaints</i></li> <li>• <i>Describe methodology used to monitor process and implement process based on complaint's data.</i></li> <li>• <i>Provide new employee training protocols</i></li> </ul>	<p>Item 11B</p>
<p>Copy of customer complaint log from a comparable refuse collection operation for the previous five (5) years. <i>The records shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Provide 5 years of records or all records from the time of starting the operation</i></li> <li>• <i>Include complainant information, date, and nature of the complaints (provide key directory to reason codes if used).</i></li> <li>• <i>Specify actions taken to resolve the complaints</i></li> <li>• <i>Provide key performance indicators (e.g., date of resolving complaint)</i></li> </ul>	<p>Item 11C</p>



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<p>Planned method for final disposition of Refuse collected, including but not limited to materials being transferred to other facilities or operations for further processing, recycled materials, and solid waste. <i>The description of method shall:</i></p> <ul style="list-style-type: none"> <li>• Address compliance with the <a href="#">City's Landfill Disposal Agreement approved on July 2015</a> ("2015 Agreement"). In accordance with 2015 Agreement, the description shall confirm that all landfill materials will be taken to Hay Road during this evaluation period</li> <li>• Provide description of process to collect, transport, and separate recyclable and compostable materials from points of collection to end markets, including the locations of transfer and other processing stations</li> <li>• Provide a description of waste source separation recovery efforts</li> <li>• Confirm facilities identified in this section are permitted facilities (SWIS #, permit status, active/inactive landfills)</li> </ul>	<p>Item 11D</p>
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Definitions Applicable to the Evaluation

"3 waste streams refuse collection method" means three-container collection system collecting source separated different types of refuse including landfill, organics, and recyclables.

"Designated Waste" means hazardous waste that has been granted a variance from hazardous waste management requirements pursuant to Section 25143 of the Health and Safety Code; or Nonhazardous waste that consists of, or contains, pollutants that, under ambient environmental conditions at a waste management unit, could be released in concentrations exceeding applicable water quality objectives or that could reasonably be expected to affect beneficial uses of the waters of the state as contained in the appropriate state water quality control plan.

"Experience Modification Factor" is a numerical representation of claim history by comparing the ratio of the cost of a company's actual workers compensation claims to companies of similar size in the same industry.

"Hazardous Waste" include any waste material or mixture of wastes which is toxic, corrosive, flammable, an irritant, a strong sensitizer, which generates pressure through decomposition, heat or other means, if such a waste or mixture of wastes may cause substantial personal injury, serious illness or harm to humans, domestic animals, or wildlife, during, or as an approximate result of any disposal of such wastes or mixture of wastes as defined in Article 2, Chapter 6.5, Section 25117 of the Health and Safety Code. The terms "toxic," "corrosive," "flammable," "irritant," and "strong sensitizer" shall be given the same meaning as in the California Hazardous Substances Act (Chapter 13 commencing with Section 28740 of Division 21 of the Health and Safety Code)

"Key Performance Indicator" means a quantifiable measure used to evaluate the success of a process.

"Modification Factor" is a multiplication factor used to calculate worker's compensation premium based on an organization's workers' compensation claims experience compares to other businesses similar in size and type.

"Performance Bond" is a bond issued by a bank or other financial institution, guaranteeing against the failure of the other party to meet obligations specified in the contract or permit conditions. Acceptable types of bonds include surety bond and performance bond.

"Restricted Waste" includes agricultural wastes, inert solids, white-coated major appliances, and scrap metals.





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## APPLICATION EVALUATION PROCESS

The application evaluation process will be conducted in three stages:

Stage	Evaluation Process
First	Determination of Completeness
Second	Criteria Evaluation
Third	Final Evaluation

### First Stage. Determination of Completeness

During this stage, the Department will review each application package for completeness. The Department will identify all deficiencies and allow the Applicant up to five (5) days to cure all deficiencies cited. The first stage is a pass/fail determination as to whether the Applicant meets all minimum requirements. The application packages are not given numeric scores during this stage. Application packages that pass the first stage will proceed to the second stage of application evaluation. The Department will notify the Applicant via email within fifteen (15) days from the submission deadline date as to whether the application package is accepted as complete.

### Second Stage. Criteria Evaluation

Criteria Evaluation will be conducted by a panel (“Evaluation Panel”), on behalf of the Director, and may include staff from various City Departments and/or members from outside of the City Departments. Evaluation Panel will review the details of the application packages for compliance demonstration. The operational competency (weighed 50%) and program compliance (weighed 50%) sections will be scored according to the evaluation scoresheet created by the Department. The scored criteria will be summed and calculated based on the weighted percentages.

### Notice of Completed Application and Intent to Permit

Upon completion of the second stage, the Department will provide the notice of completed application to interested parties, including but not limited to all existing refuse collection permittees, and other permit applicants. The Department will publish a notice of completed application along with a notice of intent to issue the Route permit to a selected Applicant on the Department’s website for fifteen (15) days. The notice of completed application will specify information regarding hearing request for the public and final conditions the selected Applicant must comply with prior to the issuance of the 97-TI Route Permit.

### Public Hearing

The Department will hold a public hearing only if requested by an interested party or the public within fifteen (15) days of the first publication of the notice of completed application. A Permit or a Conditional Permit may be issued without a public hearing unless a timely request for a hearing is made. If the Department receives a request for hearing within the timeframe set forth on the notice of completed application or Director’s discretion deems that a public hearing is in the public interest, the Department will hold a public hearing within thirty (30) days from the date at which the time period to request a hearing expires. A notice of a public hearing will be posted on the Department’s website not less than fifteen (15) days prior to the date of such hearing. Where multiple applicants are seeking a refuse collection permit for



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the same route(s), a public hearing shall be held on all pending completed applications if a request for a hearing is made for any of the pending completed applications.

#### Third Stage. Final Evaluation

The selected Applicant will proceed to the third stage of the evaluation process, Final Evaluation. Within thirty (30) days of the public hearing, if any, or the notice of completed application, the Department will conduct a final review of the selected Applicant's application package to ensure that the Applicant meets the final conditions. Final evaluation will include verification that the Applicant receives an approval from San Francisco Planning Department, obtains a valid refuse collector license from the Department, secures notarized surety or performance bond securing the amount for up to six months of services, and submits a refuse collection truck permit application to the Department.

#### **DIRECTOR'S FINAL ACTION**

Based on result of the complete evaluation process, the Director will take final action on the permit application package within thirty (30) days of the public hearing, if any, or the notice of completed application. At the discretion of the Director, the Director may extend the time period for taking final action by providing written notice to the Applicant of the additional time. A written decision will be sent to all Applicants, and any person requesting a copy, and to all persons who presented testimony at the public hearing (if any) within five (5) days from rendering a final decision. The Director reserves the right to issue more than one permit if deemed appropriate to ensure the adequacy of Services are provided on the route.

#### **FEES**

In addition to the license and permit application fees, Applicant shall pay additional fees to reimburse the City for costs relating to the application review processes. These costs may include, but are not limited to, additional consultation review hours.



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## STANDARD TERMS AND CONDITIONS FOR RECEIPT OF APPLICATION PACKAGES

### Errors and Omissions in Notice

Applicants are responsible for reviewing all portions of this Notice. Applicants are to promptly notify the Department, in writing, if the Applicant discovers any ambiguity, discrepancy, omission, or other error in the Notice. Any such notification should be directed to the Department promptly after discovery, not more than ten calendar days after the Notice is issued. Modifications and clarifications will be made by addenda as provided below.

Lack of response from the Department will in no way modify the solicitation or excuse the Applicants from full compliance with the specifications of the Notice or the Route Permit issued pursuant to the solicitation.

### Inquiries Regarding Notice

Technical or procedural inquiries regarding this Notice, other than programmatic questions addressed through the E-Question procedure described above, must be directed to:

SFDPH – Environmental Health, Refuse Collection Unit

Email: [dph-sfsolidwaste@sfdph.org](mailto:dph-sfsolidwaste@sfdph.org)

### Change Notices

The Department may modify the Notice, prior to the application package due date, by issuing change notices, which will be posted on the Department's website. The Applicant shall be responsible for ensuring that its application package reflects any and all Change Notices issued by the Department prior to the application package due date regardless of when the application package is submitted. Therefore, the City recommends that the Applicant consult the Department's website frequently, including shortly before the application package due date, to determine if the Applicant has downloaded all Change Notices. In the event that modifications are posted to the Department's website, the Department will send a courtesy notice by email to the Applicants that have submitted the Application Packages. This notice will advise the Applicant that changes have been posted. Notwithstanding this provision, the Applicant shall be responsible for ensuring that its proposal reflects any and all modifications or addenda issued by the Department prior to the application package due date.

### Financial Responsibility

The City accepts no financial responsibility for any costs incurred by an Applicant in responding to this solicitation. Submissions of the solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

### Sunshine Ordinance and Public Record Act

In accordance with S.F. Administrative Code Section 67.24(e), all records of communications between the Department and persons or firms seeking a permit shall be open to inspection immediately after the permit has been issued. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a permit until and unless that person or organization is issued the permit. Information provided by Applicant which is covered by this paragraph will be made available to the public upon request. If the Applicant requests that any part of the application remain confidential, Applicant must include a statement of legal justification regarding the Department's right to uphold the request.



**SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH BRANCH**

49 S Van Ness Avenue Suite 600, San Francisco, CA 94103

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Pursuant to the California Public Records Act, the Department does not disclose personal contact information to members of the public. The Department will redact home addresses, personal phone numbers, and personal email addresses of members of public because such personal contact information implicates the privacy rights of individuals and typically sheds no light on the Department's operations. (Cal. Gov. Code § 6254(c).)

### Reservations of Rights by the Department

The issuance of this Notice does not constitute an agreement by the Department that a route permit will be awarded by the Department. The Department expressly reserves the right at any time to:

1. Waive or correct any defect or informality in the Notice, any response, application package, or application package procedure.
2. Reject any or all application packages.
3. Reissue a Notice of Refuse Collection Route Permit Application Package Opportunity.
4. Prior to submission deadline for application packages, modify all or any portion of the review or selection procedures, including deadlines for accepting application packages, the specifications or requirements for any materials, equipment, or services to be provided under this Notice, or the requirements for contents or format of the application packages.
5. Determine that no route permit will be issued.

### Waiver

No waiver by the Department of any provision of this Notice shall be implied from any failure by the Department to recognize or take action on account of any failure by an Applicant to observe any provision of this Notice.

### Appeal to Board of Appeals

Any person who has been denied a permit, or whose permit has been suspended, revoked or withdrawn, or who believes that his or her interest or the public interest will be adversely affected by the grant, denial, suspension or revocation of a permit may appeal or request for a review of Director's decision with the Board of Appeals in a manner prescribed in Article I of the San Francisco Business and Tax Regulations Code.