

RFP Scope of Services Framework Residential Recycling

This *Scope of Services Framework* provides options for a city to consider when it puts out an RFP (Request for Proposals) for recycling collection services from private contractors. It assumes the procurement process could result in one Contractor or multiple Contractors.

◆ **Applicable Customers**

- ▶ Generally: Single-dwelling-unit through four-dwelling-unit residential buildings included.
- ▶ Operationally: Any household with “curbside” recycling collection services (e.g., with a cart). Properties with dumpster service (commercial service) are not included.
- ▶ Townhomes are included if they pay individually for recycling services.
- ▶ “Opt-in” provision for other multi-family households may be included at discretion of City.
- ▶ May allow small business to “opt-in” with cart-type services

◆ **Recycling Services**

- ▶ Single-stream recycling system assumed.
- ▶ Every other week recycling service in a 65 or 95 gallon cart with a 95 gallon cart as the standard cart size. If every week service is desired, a smaller cart (65 gallon) is standard.
- ▶ Additional recycling carts allowed at no additional charge.
- ▶ Very small generators (e.g., single persons or elderly) may use smaller (e.g., 35 gallon) carts.
- ▶ Optional weekly recycling service allowed with an alternate price in the RFP. Both weekly and every other week recycling to be priced by the RFP respondents with the City making the final choice Citywide.
- ▶ Unlimited pick up of properly prepared items, including “occasional” recyclables overflow set in paper bags, etc., next to the cart. If recycling overflow is chronic, residents could be required to get a larger or extra recycling cart (at no additional charge).
- ▶ Doorstep service for eligible residents allowed. Residents would apply via simple doorstep service application form to the City.
- ▶ Standard list of recyclables to be collected.

◆ **Cart Ownership**

- ▶ City can purchase carts, use carts they own, or carts can be purchased, owned, and maintained by Contractor(s). If the City owns the carts, the maintenance can be contracted via the RFP. [RFP to specify which, or provide price alternates for both options.]
- ▶ RFP respondents must provide a cart transition and implementation plan in their proposals if they are to purchase and maintain, or merely maintain carts. A detailed cart transition plan should be specified within 30 days of contract execution and not less than 90 days before the start of cart delivery.
- ▶ All carts to be labelled with a City approved sticker and hang tag for new program.

◆ **Service Days**

- ▶ Service days (Monday through Friday) to be specified by the City. All services will be the same day garbage is collected.
- ▶ Six (6) major holidays will continue to be designated (New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day).

- ◆ **Billing and Customer Service**
 - ▶ City responsible for billing the residents (e.g., directly on the utility bill) or Contractor(s) to bill for services.
 - ▶ Customer service, including complaints from the residents, will be provided by the Contractor(s) unless otherwise directed by the City.
 - ▶ Customer service hours are Monday through Friday, from 7 a.m. until 6 p.m. except major holidays. Each individual hauling company must have 24-hour, 365-day automatic phone answering system without extensive hold times or menus. Contractor(s) must have an after-hours method to receive messages, with a commitment to return the call on the next business day.

- ◆ **Contractor(s) Public Education**
 - ▶ Contractor(s) will be required to maintain City-specific webpage.
 - ▶ Contractor(s) will attach City-provided cart hang tag with roll-out of recycling cart.
 - ▶ All signage on carts will contain the Contractor's phone number unless the City owns the carts.
 - ▶ Contractor(s) is required to notify residents annually of rates (if Contractor bills), regulations, and complaint procedures.
 - ▶ Contractor(s) will provide additional education and outreach tools, which must be approved in writing by City before distribution.

- ◆ **City - Enhanced Public Education Commitments**
 - ▶ City will approve education components prior to sending or posting by Contractor(s).
 - ▶ Contractor to provide event and/or educational classroom sessions in City.
 - ▶ Partnership with local county, RAM, etc., for coupons, brochures, flyers, etc.

- ◆ **Contractor(s) Reporting, Operations (Routes, Hours, etc.)**
 - ▶ City should determine whether to require "straight loads" (only one City's materials per load) or allow mixing with other cities' recyclable loads.
 - ▶ Requirements for specific monthly (or no less than quarterly) tonnage reporting of all items collected under Contract on City-designated forms. Forms should include participation in recycling programs and program effectiveness.
 - ▶ Requirements to notify the City of chronic non-recyclers.
 - ▶ Annual plan for continuous service and education improvement required.
 - ▶ Contractors must submit detailed route plans, by day district, for City files. Contractors must notify the City 30 days prior to any permanent, significant route changes.
 - ▶ Contractors shall comply with the City noise ordinance.

- ◆ **Collections from City Buildings and Parks**
 - ▶ This program can to be maintained as a separate contract. OR
 - ▶ This program can be included in the Contract. If so, specify buildings, dumpster/cart sizes, and service levels and price.

- ◆ **Term of Contract**
 - ▶ Three (3) or five (5) year Contract with two, one (1) year extension options at sole discretion of City.

- ◆ **Contractor Structure**
 - ▶ Contractor(s) can be an individual organization, consortium, team, or Contractor/Subcontractor.

- ▶ City may add administrative fee to be billed by the Contractor(s) and remitted to the City (if Contractor does billing).

◆ **Pricing**

- ▶ Dollars per household per month for collection and processing.
- ▶ Proposed pricing should be held for a minimum of one (1) year. CPI and other annual adjustments to be negotiated.
- ▶ Additional fees such as “fuel surcharge,” “environmental surcharge,” “market variation surcharge,” not allowed.

◆ **Revenue Sharing**

- ▶ Revenue sharing to be clearly specified in the RFP. Formula should be clearly defined, with two example calculations to demonstrate how it works.
- ▶ Revenue share gross value of recyclables based on published end market indices (not actual prices received).
- ▶ Floor is zero (e.g. no negative “revenue share”).

◆ **Performance Bonds, Licenses Required, Subcontracting**

- ▶ Performance and payment bonds will be required, in accordance with State Statute.
- ▶ Subcontractors are allowed, but must be first approved by the City and must show evidence they are adequately licensed, bonded and insured.
- ▶ Licenses and bonding are required, even for Subcontractors.