

RFP Scope of Services Framework ***Residential Solid Waste Collection Services***

This *Scope of Services Framework* provides options for a city to consider when it puts out an RFP (Request for Proposals) for solid waste 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” solid waste collection services (e.g., with a cart). Properties with dumpster service (commercial service) are not included.
- ▶ Townhomes are included if they pay individually for solid waste 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

◆ **Trash Services**

- ▶ Weekly trash collection is the standard.
- ▶ Option for every other week trash service to be priced by the RFP respondents if City wishes this option.
- ▶ Three trash cart sizes offered: “small”, “medium” and “large” (approximately 35, 65, or 95 gallon, respectively).
- ▶ Doorstep service for eligible residents allowed. Residents would apply via simple doorstep service application form with City.
- ▶ All trash required to be processed at a county-approved facility.

◆ **Recycling Services**

- ▶ 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.

◆ **Yard Waste**

- ▶ Optional service (if household subscribes) or City may determine that this is an included service for all customers.
- ▶ Large (95 gallon) cart for full season service as the standard. Additional bags allowed outside the cart.
- ▶ Bundled brush (typically 4 ft. long, less than 35 pounds) allowed.
- ▶ Weekly service April 1 to November 30.
- ▶ Pay-per-bag (compostable bags only) may be an option.

- ▶ Partial season (e.g., just Spring or just Fall) service may be an option selected by customers if this is an optional service.
- ▶ Material to be taken to City-approved composting Contractor with proper State and local permits.

◆ **Bulky Items and Electronic Waste**

- ▶ Optional bulky item collection service. The City may determine that this is an included service in the RFP for all customers with either the cost wrapped into the basic service cost or as an additional fee to residents that use the service.
- ▶ Per item or per-category price schedule to be established in the proposals.
- ▶ Year round curbside pick-up of bulky items for a set fee may be an option.
- ▶ Residents may order service from other licensed haulers for collection of bulky items and electronic waste.

◆ **Organics**

- ▶ “Plan to plan” for organics is the minimum for an RFP. Alternatively, a City may wish to require phase-in of an organics recycling services (e.g., first through an “opt-in” type of subscription system).
- ▶ Weekly service is the standard.
- ▶ May consider comingling yard waste and organics.
- ▶ Specify a base organics collection system and have the respondents include a price for the base and/or an alternate system.
- ▶ Price should be expected to decrease in increments as the number of subscriptions increase.

◆ **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 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 labeled with a sticker and City approved 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 be designated (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day)..
- ▶ Residents that take extended vacations of three (3) weeks or more and provide adequate notice will be allowed to suspend service and receive a credit of the pro-rated amount of the solid waste rate during their vacation period.

◆ **Billing and Customer Service**

- ▶ City responsible for billing the residents directly (e.g. on the utility bill) or Contractor to bill for services. Options for customer service, including complaints from the residents, to be provided by the City or the Contractor(s).
- ▶ Customer service, including complaints from the residents, will be provided by the Contractor(s) unless otherwise directed by the City.

- Customer service hours designated as Monday through Friday, from 7 a.m. until 6 p.m. except major holidays. Each individual hauling company, if more than one, 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 approved cart hang tag with roll out of carts.
- 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, regulations, and complaint procedures, if Contractor bills.
- Contractor(s) will provide additional annual education and outreach tools.

◆ **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.)**

- Waste loads from City-contracted residents may not be mixed with other materials from other cities.
- Requirements for specific monthly (or no less than quarterly) tonnage reporting of all items collected under Contract on City-designated forms, participation in recycling programs, participation or other measure of bulky waste and yard waste program effectiveness.
- Annual or semi-annual meeting with City and plans for continuous improvement required.
- Contractors must submit detailed route plans, by day district and zone (if more than one hauler), for City files. Contractors must notify the City 30 days prior to any permanent, significant route changes.
- Haulers shall comply with the City noise ordinance.

◆ **Collections from City Buildings and Parks**

- This program can 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) Contract with up to two, one-year extension options which can be exercised at the sole discretion of the City.

◆ **Contractor Structure**

- Contractor(s) can be an individual organization, consortium, team, or Contractor/Subcontractor, as approved by the City.
- City may add administrative fee to be billed by the Contractor(s) and remitted to the City (if Contractor does billing)

◆ **Price of Service, City Fee, and Variable Rate Pricing**

- Uniform pricing Citywide, if hauler-billed service and more than one hauler.
- If Contractor bills, a City administrative fee can be billed by the Contractor(s) and remitted to the City.
- 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.
- Required to offer minimum variable rate pricing (VRP) for trash services to encourage recycling, organics, and waste reduction as established through RFP and Responses.

- ♦ **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. If not approved by City, subContractor not allowed.
- Licenses and license-related bonding are required, even for subContractors.

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