

New Collection Franchise RFP
Services Requested

Single-Family Dwelling (SFD) Collection Services New or Modified Services in Red	
Service	
Recyclable Materials	<ul style="list-style-type: none"> • Each customer to receive one recyclable materials cart at no additional charge (bundled service), additional carts available for a fee • Weekly, curbside collection • Carts (32-, 64-, and 96-gallon) • Recyclable materials, including cardboard, that are not set out in the approved cart will not be collected • On-Call 4x/year extra recyclables and/or organics collection for no additional charge <p>Alternative Bid #1: Second Recycling Cart</p> <ul style="list-style-type: none"> • SFD customers may receive a second recycling cart at no additional charge upon request <p>Alternative Bid #2: Unlimited Recycling</p> <ul style="list-style-type: none"> • SFD customers may set out recyclables overages on their regular weekly collection day next to their full blue carts in paper bags, cardboard boxes, or resident-provided containers. Extra cardboard boxes that do not fit in the blue cart and are not used to set out other recyclables must be flattened. SFD customers do not need to notify contractor regarding overages. SFD recyclables overages collected at no additional charge. • SFD customers may receive a second recycling cart at no additional charge upon request • Replaces On-call 4x/year extra recyclables collection

Single-Family Dwelling (SFD) Collection Services

New or Modified Services in Red

Service	
Organic Materials	<ul style="list-style-type: none">• Each customer to receive one organic materials cart at no additional charge (bundled service), additional carts available for a fee• Weekly, curbside collection• Containers provided by contractor• Carts (20-, 32-, 64-, 96- gallon)• Organic materials that are not set out in the approved cart will not be collected• Contractor stores and distributes kitchen pails provided by the Authority• Kitchen pails provided upon request of resident or account holder, no Authority-wide mass distribution• On-call 4x/year extra recyclables and/or organics collection for no additional charge <p>Alternative Bid #1: Second Organics Cart SFD customers may receive a second organics cart at no additional charge upon request</p> <p>Alternative Bid #2: Unlimited SFD Organics</p> <ul style="list-style-type: none">• SFD customers may set out organics overages on their regular weekly collection day next to their full green carts in paper bags or resident- provided containers. Branches must be bundled and tied. SFD Customers do not need to notify contractor regarding overages. SFD organics overages collected at no additional charge.• SFD customers may receive a second organics cart at no additional charge upon request• Replaces On-Call 4x/year extra organics collection

Single-Family Dwelling (SFD) Collection Services

New or Modified Services in Red

Service	
Solid Waste	<ul style="list-style-type: none"> • Weekly, curbside collection • Carts (20-, 32-, 64-, or 96- gallon) • SFD customers may set out solid waste overages on their regular weekly collection day next to their full black carts in standard garbage bags. SFD customers do not need to notify contractor regarding overages, and do not need to purchase special bags or tags. Contractor may charge SFD customers a per-bag fee for collection of solid waste overages.
Backyard or Side yard	<ul style="list-style-type: none"> • On-property service for a fee • Disability on-property service for no additional charge
Household Hazardous Waste (HHW) and Used Motor Oil	<ul style="list-style-type: none"> • Curbside household batteries in resident-provided bags, placed on top of solid waste cart. • Cell phones and compact fluorescent and LED bulbs collected in resident-provided bags placed adjacent to solid waste cart. • Motor oil and motor oil filter recycling kit available from Contractor. Set out adjacent to recyclable materials cart. • Cooking oil collected in contractor- provided jugs. Set out adjacent to organics cart. • No need for customers to call to schedule a cooking oil or motor oil collection. Call to request containers, not pick-up

Note: Collection of reusable items, electronics, bulky items, clean-up day materials, illegally dumped materials, and holiday trees is not included in the collection services RFP and will be provided through a separate franchise agreement.

Multi-Family Dwelling (MFD) Collection Services
MFD = multiple residential units sharing containers
New or Modified Services in Red

Service	
Recyclable Materials	<ul style="list-style-type: none"> • “Bundled” rates, no direct charge for recyclable materials, unlimited service • Minimum weekly collection • Maximum six times per week • Carts (32-, 64-, and 96-gallons) • Bins (1-8 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • All recyclables must fit inside the container (no collection of overages) • At least one recycling container in every solid waste service location (enclosure, chute room, etc.) by rate year three • Contractor stores and distributes in-unit recycling tote bags provided by the Authority • In-unit recycling tote bags provided upon request of resident or property manager, no Authority-wide mass distribution

Multi-Family Dwelling (MFD) Collection Services
MFD = multiple residential units sharing containers
New or Modified Services in Red

Service	
Organic Materials	<ul style="list-style-type: none"> • “Bundled” rates, no direct charge for organic materials, unlimited service • Minimum weekly collection • Maximum six times per week • Carts (20-, 32-, 64-, and 96-gallons) • Bins (1-6 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • All organics must fit inside the container (no collection of overages) • At least one organics container in every solid waste service location (enclosure, chute room, etc.) by rate year Three • At least 3 gallons per unit per week of organics service for all complexes by rate year three • Contractor stores and distributes kitchen pails provided by the Authority • Kitchen pails provided upon request of resident or property manager, no Authority-wide mass distribution
Solid Waste	<ul style="list-style-type: none"> • Minimum weekly collection • Maximum six times per week • Carts (32-, 64-, and 96-gallons) • Bins (1-8 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • Overages in/on the container are automatically collected for an additional fee
Push/Pull Service	<ul style="list-style-type: none"> • Contractor to push MFD carts and bins up to 25 feet and back at no additional charge • Further distances for a fee • Push/Pull fee applies to recyclable materials and organic materials containers as well as solid waste containers

Multi-Family Dwelling (MFD) Collection Services
MFD = multiple residential units sharing containers
New or Modified Services in Red

Service	
Household Hazardous Waste (HHW) and Used Motor Oil	<ul style="list-style-type: none"> • Cooking oil collected in contractor- provided jugs. Set out location determined by property manager. <p>Alternative Bid #1: MFD Battery Collection</p> <ul style="list-style-type: none"> • Household battery collection bucket to be placed in the property management office for household battery collection at MFDs with 16 units or more.

Note: Collection of reusable items, electronics, bulky items, clean-up day materials, illegally dumped materials, and holiday trees is not included in the collection services RFP and will be provided through a separate franchise agreement.

Commercial Collection Services

New or Modified Services in Red

Service	
Recyclable Materials	<ul style="list-style-type: none"> • “Bundled” rates, no direct charge for recyclable materials, unlimited service • Minimum weekly collection • Maximum six times per week • Carts (32-, 64-, and 96-gallons) • Bins (1-8 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • All recyclables must fit inside the container (no collection of overages) • At least one recycling container in every solid waste service location (enclosure, trash room, etc.) by rate year three • Contractor stores and distributes indoor recycling containers (e.g. “Slim Jims”) provided by the Authority
Organic Materials	<ul style="list-style-type: none"> • “Bundled” rates, no direct charge for organic materials, unlimited service • Minimum weekly collection • Maximum six times per week • Carts (32, 64, and 96-gallons) • Bins (1-6 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • All organics must fit inside the container (no collection of overages) • At least one organics container in every solid waste service location (enclosure, trash room, etc.) by rate year three • Contractor stores and distributes indoor organics containers (e.g. “Slim Jims”) provided by the Authority

Commercial Collection Services

New or Modified Services in Red

Service	
Commercial Food Scraps	<ul style="list-style-type: none"> • Food Recycling Project - RecycleSmart • Separate collection of food scraps for anaerobic digestion. Food scraps only. Separate route from Organic Materials • “Bundled” rates, no direct charge for food scraps, unlimited service • Minimum weekly collection • Maximum six times per week • Carts (32- and 64-gallons) • Bins (1 and 2 cubic yards) • All food scraps must fit inside the container (no collection of overages) • Contractor stores and distributes indoor food scraps containers (e.g. “Slim Jims”) provided by the Authority
Solid Waste	<ul style="list-style-type: none"> • Minimum weekly collection • Maximum six times per week • Carts (32-, 64-, and 96-gallons) • Bins (1-8 cubic yards) • Compactor Bins (1.5- 6 cubic yards) • Drop boxes/Compactors (8-40 cubic yards) • Overages in/on the container are automatically collected for an additional fee
Push/Pull Service	<ul style="list-style-type: none"> • Contractor to push commercial carts and bins up to 25 feet and back at no additional charge • Further distances for a fee • Push/Pull fee applies to recyclable materials and organic materials containers as well as solid waste containers
Public Schools	<ul style="list-style-type: none"> • Not exclusive, but may obtain commercial services at the same rates as franchised commercial customers within the member agency that they are located • “Bundled” rates, no direct charge for recyclable materials, organic materials, or food scraps, unlimited service

General Requirements and Other Services

New or Modified Services in Red

Service	
Containers	<ul style="list-style-type: none"> • Continue to utilize existing containers provided under the previous franchise agreement • New replacement containers provided by contractor as needed (new accounts, broken or lost containers, etc.). Replacement containers will not have the contractor's logo and will be marked with a phone number specific to the Authority's service area that will remain with the Authority at the end of the agreement • Contractor to re-label all existing commercial and MFD bins by the end of rate year 1, and replace or repair/repaint any bins that are in poor condition • 20-gallon carts will be true 20-gallon carts, not 32-gallon carts with 20-gallon inserts. • Cart colors: <ul style="list-style-type: none"> ○ Recyclables: Blue body and lid ○ Organic Materials: Green body and lid ○ Commercial Food Scraps: Brown body and lid ○ Solid Waste: Black body and lid OR gray body and lid • Bin colors: <ul style="list-style-type: none"> ○ Recyclables: Blue body with black lid ○ Organic Materials: green body with black lid ○ Commercial Food Scraps: Brown body with black lid ○ Solid Waste: gray body with black lid • Authority has the option to maintain ownership of all carts and bins at the end of the Agreement. • Provide locked container service on request <p>Alternative Bid #1: Re-label Carts</p> <ul style="list-style-type: none"> • Contractor to re-label all existing carts (lid and sides) by the end of rate year 1 <p>Alternative Bid #2: Replace Carts</p> <ul style="list-style-type: none"> • Contractor to replace all existing carts by the end of rate year 1 • At each service location, the new carts must be delivered at the same time that the old carts are removed

General Requirements and Other Services

New or Modified Services in Red

Service	
Technical Assistance, Public Education and Outreach	<ul style="list-style-type: none"> • One full time municipal contract manager • Five full time Sustainability Advisors (recycling coordinators) • Annual technical assistance and outreach plan approved by the Authority • Contractor conducts annual site visits of every multi-family, commercial, and school service location, unless otherwise approved by the Authority through the annual outreach and technical assistance plan • Contractor must track technical assistance and SB 1383 customer compliance utilizing a third-party web-based reporting platform (e.g. Recyclist) selected and provided by the Authority. • Annual truck signs (up to three variations) with Authority-approved messaging • Contractor stores and distributes printed outreach materials provided by the Authority
Review of SB 1383 Service Waivers	<ul style="list-style-type: none"> • Contractor reviews de minimis and physical space constraint waivers for multi-family and commercial generators and provides recommendation to Authority • Contractor provides documentation to the Authority/applicable Member Agency demonstrating that the generator has met the waiver conditions
SB 1383 Route Audits	<p>Alternative Bid #1: SB 1383 Route Audits</p> <ul style="list-style-type: none"> • Audits to be performed by Contractor • Each (5-day) route must be audited at least once per year • Audited routes must be proportional by member agency • Could be on a continuous basis or an annual basis
Daily Contamination Monitoring	<ul style="list-style-type: none"> • Proposers to submit plan to detect and discourage contamination on a daily basis
Reporting	<ul style="list-style-type: none"> • Current report format (Excel) required and all future report formats and information approved by the Authority • Monthly, quarterly, and annual reports required • Reports must be compatible with Authority-designated web-based third-party reporting platform (e.g. Recyclist)

General Requirements and Other Services

New or Modified Services in Red

Service	
Public Litter Containers	<ul style="list-style-type: none"> • Containers provided by member agency. Service and maintenance provided by contractor. • Services provided at no charge to member agency <p>Alternative Bid #1: Weekend Collection</p> <ul style="list-style-type: none"> • Contractor to empty public litter containers on weekends in downtown areas
Services for Member Agency Facilities	<ul style="list-style-type: none"> • Containers are collected Monday through Friday, or on Saturdays following non-working holidays • Bin and drop box collection is scheduled at a time agreed upon by the Contractor and respective Member Agency • Solid waste, recyclable materials, and organic materials collected from all public facilities identified by Member Agency, as a result of routine and customary municipal operations and Member Agency-sponsored events • On-call services above regularly scheduled services at rates not to exceed the maximum rates for on-call services for Commercial Subscribers • Review of plans for land use or property development
Billing and Customer Service	<ul style="list-style-type: none"> • Contractor bills customers at rates approved by Authority • Different rates for each Member Agency • Current rates (for example): RY7 Rate Sheets Attachment A - Excel 12.31.2020 (002).xls (recyclesmart.org) • Residential – quarterly billing • Commercial – monthly billing • Maximize paperless billing and autopay • Vacation holds • Contractor conducts annual review of customer billings • Delinquent bills: Contractor may terminate collection after 60 days past due from the last day of the billing period and 30 days written notice • Local call center

General Requirements and Other Services

New or Modified Services in Red

Service	
Special Events	<ul style="list-style-type: none">• 18 community special events per year at no direct charge, contractor provides:<ul style="list-style-type: none">○ Collection of organics, recyclables, and solid waste○ Event 3-stream collection stations and monitors○ Staffed public education booth (may not be required at all events)○ Reporting of event diversion• Additional special events (same services as above) for a fee (\$/station)
Saturday Service	<ul style="list-style-type: none">• 6 x per week service available to all Multi-family and Commercial customers for all material and container types• Collections missed on Fridays to be picked up Saturdays, for all customers