



City of Bloomington, MN
Organized Solid Waste Collection
RFP Scope of Services Framework

◆ **Applicable Households**

- ▶ Generally: Single-family or two-family households included.
- ▶ Operationally: Any household that currently gets “curbside” solid waste collection services (e.g., with a cart). Not dumpsters.
- ▶ Multi-family (three-family and above) and commercial properties generally excluded.
- ▶ Contracted properties shall be defined as any residential dwelling unit that currently individually pays for solid waste services.
- ▶ Townhomes are included if they currently pay individually for solid waste services.
- ▶ “Opt-in” provision for other multi-family households not included.

◆ **Trash Services**

- ▶ Weekly trash collection is the standard.
- ▶ Option for every other week service to be priced by the Respondents, but not implemented until year two or later.
- ▶ Three trash cart sizes offered: “small”, “medium” and “large” (approximately 35, 65, or 95 gallon, respectively)
- ▶ All trash required to be processed at the Hennepin County designated facility—currently HERC.
- ▶ Doorstep service for eligible residents allowed. Residents would apply via simple doorstep service application form.

◆ **Recycling Services**

- ▶ Single-stream recycling system required.
- ▶ Every other week service in a 65 or 95 gallon cart with a 95 gallon cart as the standard. Every other week is the primary level of recycling service assumed.
- ▶ Additional recycling carts allowed at no additional charge.
- ▶ Optional weekly recycling service allowed and to be priced by the Respondents.
- ▶ Unlimited pick up of properly prepared items, including “occasional” recyclables overflow set in paper bags, etc., next to the cart (requiring driver to get out). If chronic recycling overflow, residents could be required to get a larger or extra recycling cart (at no additional charge).

◆ **Yard Waste**

- ▶ Optional additional service (if household subscribes).
- ▶ Large (95 gallon) cart for full season service as the standard.
- ▶ Pay-per-bag (compostable bags only) option allowed.
- ▶ Weekly service April 1 to November 30.
- ▶ Partial season (e.g., just Spring or just Fall) service allowed.

- ◆ **Bulky Items and Electronic Waste**
 - ▶ Optional bulky item collection service.
 - ▶ Year round curbside pick-up of bulky items for a set fee.
 - ▶ City may continue to license other haulers for one-time residential collections of large quantities (e.g., roll-off boxes).
 - ▶ Residents may order service from other licensed haulers for collection of bulky items and electronic waste.

- ◆ **Organics**
 - ▶ Pilot collection program in 2016 using “bagged organics with trash” method.
 - ▶ Citywide organics service to be provided in 2017; RFP respondents must provide detailed plans and may provide proposed sorting facility sites.

- ◆ **Cart Ownership**
 - ▶ All carts purchased, owned, and maintained by Contractor.
 - ▶ New or used carts allowed; RFP respondents must provide cart transition and implementation plan.
 - ▶ All carts to be cleaned and labelled with a City sticker and hang tag for new program.

- ◆ **Service Days**
 - ▶ Service days (Monday through Friday “hauling districts”) to remain the same.
 - ▶ Six (6) major holidays will continue to be designated.
 - ▶ 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**
 - ▶ Contractor responsible for billing the residents directly as “base” scenario. [To be discussed by OCOC on Mon Apr 6]
 - ▶ Customer service, including complaints from the residents, will be provided by the Contractor.
 - ▶ Customer service hours are Monday through Friday, from 8 a.m. until 5 p.m. except holidays. Each individual hauling company must have 24-hour, 365-day automatic phone answering system without extensive hold times or menus.

- ◆ **Contractor Public Education**
 - ▶ Contractor will be required to maintain Bloomington specific webpage.
 - ▶ Contractor will attach City-provided cart hang tag with roll out of recyclable cart.
 - ▶ All signage on carts will contain the Contractor’s phone number.
 - ▶ Contractor is required to notify residents annually of rates, regulations, and complaint procedures.
 - ▶ Contractor 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.
 - ▶ Continue to promote educational classroom sessions in Bloomington.
 - ▶ Continued partnership with Hennepin County Environmental Services staff for coupons, brochures, flyers, etc.

- ◆ **Contractor Reporting, Operations (Routes, Hours, etc.)**
 - ▶ Waste loads from Bloomington contracted residents may not be mixed with other materials.
 - ▶ Requirements for monthly tonnage reporting of all items collected under Contract on City-designed forms.
 - ▶ Annual plan for continuous improvement required.
 - ▶ Haulers must submit detailed route plans, by day district and hauler zone, for City files. Haulers must notify the City of any permanent, significant route changes.
 - ▶ Haulers shall comply with the Bloomington noise ordinance. Thus, pickups will not start before 7 a.m. or occur after 10 p.m.
- ◆ **City Wide Spring Clean Up**
 - ▶ This program is to be maintained as a separate contract through 2016.
 - ▶ Haulers must provide City Wide Spring Clean Up services for their RDU's as part of the Contract starting in 2017; Subcontractors allowed.
- ◆ **Collections from City Buildings and Parks**
 - ▶ This program is to be maintained as a separate contract.
- ◆ **Term of Contract**
 - ▶ Three (3) year Contract with an additional three (3) year extension option.
- ◆ **Price of Service, City Fee, and Variable Rate Pricing**
 - ▶ Uniform pricing among haulers, Citywide.
 - ▶ Contractor can be an individual organization, consortium, team, or Contractor/subcontractor.
 - ▶ Minimum Contract size allowed is 2,500 households and maximum Contract size is for all estimated 26,000 households.
 - ▶ City administrative fee to be billed by the Contractor and remitted to the City.
 - ▶ Continue to offer minimum variable rate pricing (VRP) for trash services to encourage recycling, organics, and waste reduction as established through RFP and Responses.
 - ▶ More progressive VRP may be initiated at the City's discretion after year two or later. If initiated, pricing and implementation to be established via negotiation with the Contractor.
- ◆ **Performance Bonds, Licenses Required, Subcontracting**
 - ▶ Performance and payment bonds will be required.
 - ▶ 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.