
**List of Proposed,
Negotiated Solid Waste Collection Services
Scope of Services Framework Summary
From the Bloomington Haulers Final Proposal**

(All prices quoted are per Haulers' 4-6-15 Proposal, clarified on 4-14-15)

This *Negotiated Scope of Services Framework* summary itemizes all solid waste collection services included in negotiations and the Bloomington Haulers' proposal through their latest submittal. All prices quoted are from the latest *4-6-15 Proposal, clarified on 4-14-15* from the Haulers. The Haulers have proposed to form a consortium such that all seven (7) currently licensed residential haulers in Bloomington would continue to collect solid waste materials but under one (1) Contract.

◆ **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 primary level of trash service assumed for purposes of comparing the Haulers' proposed prices to other cities' contract prices.
- ▶ Option for every other week trash collection allowed and priced by the Haulers.
- ▶ 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 - specified facility – currently HERC. An alternative trash processing facility may be assigned by the County if the City elects to implement the "Blue Bag" organics proposal offered by the Haulers.
- ▶ Allowance for doorstep service for eligible residents via simple doorstep service application form.

◆ **Recycling Services**

- ▶ Single-stream recycling system required.
- ▶ Every other week recycling 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 for purposes of comparing the Haulers' proposed prices to other cities' contract prices.

- ▶ Optional weekly recycling service allowed and priced by the Haulers.
 - ▶ 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).
 - ▶ 95 gallon yard waste cart for full season service.
 - ▶ Pay-per-bag (compostable bags only) option allowed and priced by the Haulers..
 - ▶ Weekly yard waste service April 1 to November 30.
 - ▶ Partial season (e.g., just Spring or just Fall) not included
- ◆ **Bulky Items and Electronic Waste**
- ▶ Optional bulky item collection service proposed.
 - ▶ Pay per item price schedule proposed.
 - ▶ 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 other types of problem/special waste not handled by their assigned hauler (e.g., household hazardous waste, electronic waste, asbestos removal, etc.).
- ◆ **Organics**
- ▶ Optional “Blue Bag” organics service; Subscription service, but no additional charge to residents who subscribe and participate.
 - ▶ Organics program to be planned, designed and implemented within about one year of Contract start date, if Hennepin County has the ability to process organics.
 - ▶ Once the program is started Citywide, the Haulers have proposed that all Bloomington residents pay the organics fee. Haulers’ *4-14-2015 Proposal* confirms proposed organics fee at \$2.00 per household per month throughout the term of the Contract without limit on the number of subscribing households.
- ◆ **Cart Ownership**
- ▶ All carts purchased, owned, and maintained by Contractor.
 - ▶ All carts to be washed by the Haulers during the switch-out, “transition period” immediately prior to the organized collection implementation date.
 - ▶ All carts to be labelled with a City sticker and hang tag.
 - ▶ The Haulers’ *Proposal* includes a one-time cart washing and switch-out fee of \$17.50 per household.
- ◆ **Service Days**
- ▶ Service days (Monday through Friday “days districts”) to remain the same.
 - ▶ Six (6) major holidays will continue to be designated.
- ◆ **Billing and Customer Service**
- ▶ City responsible for billing the residents directly on the utility bill.
 - ▶ Customer service, including all complaints from the residents, will be provided solely by the Contractor.

- ▶ Customer service hours proposed by the Haulers 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 (various options for discussion)**
 - ▶ Contractor will be required to maintain Bloomington specific webpage.
 - ▶ Contractor will provide consistent cart hang tag to residents 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 requirements to residents.
- ◆ **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 staff for coupons, brochures, and flyers.
- ◆ **Contractor Reporting, Operations (Routes, Hours, etc.)**
 - ▶ Waste loads from Bloomington residents may be mixed with other non-Bloomington residential and multi-family and townhome material, but not commercial (e.g., front-end serviced dumpster) loads.
 - ▶ Requirements for monthly tonnage reporting of all items collected under Contract on City-designed forms.
 - ▶ Annual plan for continuous improvement required.
 - ▶ Routes (e.g., where trucks would start and stop within the designated collection day district) may be determined by the Contractors without City approval. But Contractors must submit detailed route plans, by day district and hauler zone, for City files. Contractors must notify the City of any permanent, significant route changes.
 - ▶ Contractors shall comply with the Bloomington noise ordinance. Thus, pickups will not start before 7 a.m. or occur after 10 p.m.
- ◆ **Citywide Curbside Cleanup Program**
 - ▶ The Curbside Cleanup program is to be maintained as a separate contract through 2016.
 - ▶ Citywide Spring Cleanup will continue "as is" with service occurring five (5) Saturday's in the spring with a fee charged to all residential households for collection services.
 - ▶ Disposal costs will be paid as a pass through and billed to the City.
 - ▶ Haulers proposed to provide Cleanup services for their RDU's as part of the new organized collection Contract starting in 2017; Subcontractors allowed. The citywide cost proposed by the Haulers in their *4-14-15 Proposal* is \$2.55 per household per month.
- ◆ **Collections from City Buildings and Parks**
 - ▶ This program is to be maintained as a separate contract.

◆ **Term of Contract**

- ▶ 7 years.
- ▶ Participating haulers must agree to cancel their existing agreements with eligible, individual residents on a prorated settlement basis.

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

- ▶ Uniform pricing among haulers, Citywide.
- ▶ Individual contract signed by a Consortium representing the participating haulers.
- ▶ City Administrative fee to be billed by the Contractor and remitted to the City.
- ▶ Continue to offer Variable Rate Pricing (VRP) for trash services to encourage recycling, organics, and waste reduction.

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

- ▶ Performance and payment bonds will be required. Haulers' *Proposal* includes a \$0.26 per household per month price reduction if bonding amounts are lowered.
- ▶ Licenses and bonding are required, even for subcontractors.
- ▶ Subcontractors are allowed, but must be first approved by the City and must show evidence they are adequately licensed, bonded and insured.

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