

# **TOWN OF PARADISE VALLEY**

## **Solid Waste, Recycling, and Specialty Waste Collection Request for Proposal**

**June 8, 2017**



# Purpose and Direction

1. Does the proposed RFP include the desired scope of services?
2. Should the RFP be issued?



# Quality of Life Initiative

- Goals the Town is Trying to Achieve
  - Reduce Cost to Residents
  - Reduce Frequency of Trucks (improve safety)
  - Reduce Wear & Tear on Streets (reduce cost to Town)
  - Reduce Days of the Week Bins on the Street
  - Reduce Noise
  - Maintain or Improve Service Level
  - Improve Environmental Sustainability



# Strategy

- Tier One
  - Legislative improvements to existing service
- Tier Two
  - Single hauler RFP
    - “Concierge service”
    - Possible reduction in cost



# Background

- May 2000 – Sanitation Code Adopted
- April 2016 – Community Conversation
- September 2016 – Study Session Tier 1 Ordinance
- October 2016 – Tier 1 Ordinance Adopted
- May 2017 – Discussed Tier 2 & Amended Ordinance



# Tier 2 – Single Hauler RFP

- Residential Solid Waste, Recycling, Specialty Waste Collection and Disposal
  - Excludes commercial including resorts, construction, and offices
  - Excludes manure/large animal waste



# Tier 2-Single Hauler RFP

- Basic Service
  - One per week solid waste- 96G receptacle
  - Once per week recyclable (same day)- 96G
  - Access to Specialty Waste Programs



# Tier 2 – Single Hauler RFP

- Standard Service
  - Twice per week solid waste- 96G receptacle
  - Once per week recyclable (first day)- 96G bin
  - Access to specialty waste programs



# Tier 2 – Single Hauler RFP

- Additional Services (buy-up)
  - Containers
    - Additional 96G Receptacles
    - Dumpsters (2, 4, 6 yard)
  - Back Door Service
  - Additional Pick up
  - Access to Local Disposal Facility



# Tier 2 – Single Hauler RFP

- Specialty Collection Services
  - Household Hazardous Waste
  - Document Shredding
  - Drug Disposal
  - Christmas Tree Curbside Pick-up



# Tier 2 – Single Hauler RFP

- Billing & Customer Services
  - Subscriptions & Billing Done by Hauler
    - 30-day payment period
    - Suspension of service (3 month minimum)
  - Annual Customer Service Survey
  - Semi Annual Meeting with PVPD



# Tier 2 – Single Hauler RFP

- Contract Term
  - 5 years
  - 3, 1 year extensions upon (among other things)
    - Satisfactory survey scores
    - Record of resolving complaints
- HOA Contracts
  - 3 year run-out period; OR
  - Adequate notice to terminate contracts early



# Tier 2 – Single Hauler RFP

- Other Requirements
  - Customer Service Plan
    - Customer satisfaction survey
    - Complaint resolution reports
  - Billing Services & Audit Plan
  - Public Education and Outreach Plan
  - Solid Waste Diversion Incentive Plan



# Tier 2 – Single Hauler RFP

- Timeline
  - June 30, 2017 - RFP Issued
  - Mid July - Pre-submittal Conference
  - August 31 - Responses Due
  - Sept. 21 - Scores & Ranking Presented to Council
    - Decision Point – Reject all or request best & final?
  - October - Negotiate License Agreement
  - December – Award License Agreement



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2. Should the RFP be issued?



# Questions?

