

**Town of Paradise Valley**  
6401 East Lincoln Drive  
Paradise Valley, Arizona 85253-4328  
[www.paradisevalleyaz.gov](http://www.paradisevalleyaz.gov)



**Request for Proposals (RFP)**  
**RFP – 17-XXX-TMG**  
for  
**Solid Waste, Recycling, Bulk Waste, and**  
**Green Waste Collection and Disposal Services**

**RFP ISSUED**

**RESPONSES DUE BY**

**TOWN PROJECT MANAGER**

Duncan Miller, Town Clerk  
Town of Paradise Valley  
6401 East Lincoln Drive  
Paradise Valley, AZ 85253

**Town of Paradise Valley  
Solid Waste, Recycling, Bulk Waste, and  
Green Waste Collection and Disposal Services**

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## **SECTION 1 – INTRODUCTION & BACKGROUND**

### **1.1 Introduction**

The Town of Paradise Valley (PV) issues this Request for Proposal (RFP) pertaining to solid waste, recycling, bulk waste and specialty waste collection and disposal services. The Town seeks to license a single service provider (“Provider”, “Contractor”, “Licensee,” “Proposer” or “Hauler”) for the aforementioned services to residential units in the Town of Paradise Valley. This RFP does not include services for commercial units, such as hotels, resorts, construction sites and offices.

Proposers must provide a proposal that meets all requirements of this RFP by the time and date noted on the cover.

### **1.2 Background**

The Town of Paradise Valley lies in central Maricopa County between Phoenix and Scottsdale. Paradise Valley was incorporated as a Town on May 24, 1961. Today, the Town is still a small residential community of 16 square miles, with a 2010 Census population of 12,820 and approximately 5,750 homes. Although the Town of Paradise Valley is conveniently located between two large municipalities – the City of Scottsdale to the east and the City of Phoenix to the west – it continues to maintain its unique residential character that strictly enforces the vision described in the Town's General Plan. Residents enjoy and appreciate the peaceful and quiet surroundings, the open space, the dark nighttime sky and the unobstructed views of prominent geographical features – the Phoenix Mountain Preserve, Camelback Mountain, Mummy Mountain and the Indian Bend Wash. Paradise Valley is also home to nine world class resorts that offer numerous recreational opportunities such as golf and tennis, as well as some of the finest dining in the area.

Currently the Town of Paradise Valley licenses five solid waste Providers. Any Contractor may seek licensure by meeting the provisions of Article 8-3-2 of the Town Code. PV residents may contract with any of the five Licensees to receive service of which the frequency, scope of services and associated fee are negotiated between the customer and the contractor. As a result, many Town residents are familiar with very customized services to meet their unique residential situation. The Town does allow for home owners associations (HOA's) to contract with a single licensee for collection of those residential units.

## **SECTION 2 – DESCRIPTION & GOALS**

The Town of Paradise Valley is requesting this proposal in an effort to achieve several goals associated with solid waste, recycling, and specialty waste collection and disposal. These include:

- 2.1 Reduction of Trash Trucks on Residential Streets** – The weight, size and frequency of trash trucks results in numerous negative impacts including wear and tear on Town

owned and private streets; daily noise issues associated with high idles and back-up alarms, and potential conflicts with pedestrian, bicyclists and smaller vehicles on tight residential streets. There are periodic conflicts as passenger vehicles become impatient and try to pass trash trucks on narrow residential streets. All of these impacts are mitigated by reducing trucks on residential streets but are individual goals as well.

- 2.2 Reduction of Collection Days – Currently Providers pick-up trash Monday through Saturday. This results in collection bins being on the street daily. Different days for different collection by different Contractors results in inefficiencies, noise and negative aesthetics for pristine neighborhoods. Further, Contractors may have significant distances between customers. Consolidation into two common days with a single hauler would address these goals.
- 2.3 Reduce Noise – Elevated idle speeds necessary to lift bins creates distinct unwanted noise. Including operation-at-idle technology has the opportunity to reduce said noise. Further, back-up alarms required for commercial vehicles are often activated when trucks negotiate PV’s narrow streets. This again creates unwanted noise. Use of “smart back-up alarm” technology that senses the ambient noise level and adjusts accordingly, can reduce noise.
- 2.4 Price Competitively – By licensing a single hauler for all residential pick-up, the Town seeks to achieve economies of scale that should significantly reduce individual prices.
- 2.5 Maintain a High Level of Customer Service – Because each collection service contract is currently negotiated individually, PV residents are able to achieve high customer service. If not, they may contract with a new provider. Town seeks to maintain this level of customer service in a Single Hauler environment.
- 2.6 Reduce Impacts on Streets – Research shows that each trip of a loaded trash truck is the equivalent of 1,000 to 1,300 light vehicles. The Town has witnessed and repaired real damage from trash trucks as they turn in cul de sacs and from operations during high temperatures. Reducing the impact of trucks is a key goal of licensing a single hauler.
- 2.7 Maximize Efficiency – With five licensed Haulers in Paradise Valley, there is great variation in the distance between customers. This leads to variable speeds between pick-ups; the purchase, maintenance and employment of drivers for multiple trucks to service the same area; and excess use of fuel and resulting emissions. A Single Licensee should provide better stewardship of precious resources for all parties.

## **SECTION 3 – SCOPE OF WORK**

### **3.1 Basic Service**

All Proposers shall offer and price (see 4.5) a “Basic Service” that consists of:

- A. Once-per-week curbside solid waste collection. Day of the week for collection to be negotiated between the Hauler and Town upon award;
- B. Once-per-week curbside recycling service that collects those materials listed in 4.3.5 below;
- C. Solid waste and recycle collection shall be on the same day;
- D. Licensee shall obtain the necessary waiver of twice-per-week collection from the Maricopa County Health Department;

- E. Provide quarterly bulk service collection as noted in section 3.4(A) below;
- F. Provide a single 90 gallon (or equivalent) solid waste receptacle/bin. The Licensee shall retain ownership of the bin. Licensee shall propose a program as part of this RFP for conditions that warrant a no-cost bin replacement.
- G. Provide a single 90 gallon (or equivalent) recycle receptacle/bin. The Licensee shall retain ownership of the bin. Licensee shall propose a program as part of this RFP for conditions that warrant a no-cost bin replacement.
- H. Subscribers to “Basic Service” shall have access to all Special Collection Services found in 3.4 below.

### **3.2 Standard Service**

All Proposers shall offer and price (see 4.5) a “Standard Service” that consists of:

- A. Twice-per-week curbside solid waste collection. Days of the week for collection to be negotiated between the Hauler and Town upon award;
- B. Once-per-week curbside recycling service that collects those materials listed in 4.3.5 below;
- C. Recycle collection shall be on the first pick-up day of the week;
- D. Provide quarterly bulk service collection as noted in section 3.4(A) below;
- E. Provide a single 90 gallon (or equivalent) solid waste receptacle/bin. The Licensee shall retain ownership of the bin. Licensee shall propose a program as part of this RFP for conditions that warrant a no-cost bin replacement.
- F. Provide a single 90 gallon (or equivalent) recycle receptacle/bin. The Licensee shall retain ownership of the bin. Licensee shall propose a program as part of this RFP for conditions that warrant a no-cost bin replacement.
- G. Subscribers to “Standard Service” shall have access to all Special Collection Services found in 3.4 below.

### **3.3 Additional Services**

All Proposers shall offer and price (see 4.5) all of the following additional services that would be available to any PV resident upon subscription:

- A. Additional 90 gallon receptacles;
- B. Dumpsters – Residential Only (not construction)
  - a. 2 yard
  - b. 4 yard
  - c. 6 yard
- C. Back Door Service – This service would require Hauler to retrieve all solid waste and/or recycle receptacles from the residence and bring to the collection vehicle. This could include the ability to drive the truck upon the driveway if approved by the subscriber. Pricing shall be by linear foot from the street to the receptacle per 90 gallon receptacle. Other pricing proposals welcome but must provide a way to demonstrate equity between subscribers.

- D. Additional Pick-up – Propose a price assuming an additional pick up of receptacles already part of the Basic or Standard subscription. Subscribers would only be allowed one additional pick-up per month, and/or one additional pick-up per week in the month of December, on a day of the week mutually agreed upon by the Town and Hauler upon award of the license. In order to achieve the goal of limited truck traffic on residential streets, this service is discouraged. Additional containers preferred.
- E. Compost Material - Collection of compost material in a frequency, size, and container proposed by the Hauler (Proposer describe and price).
- F. Recycle Bank or Diversion Discount – Propose a program such that subscribers to Basic or Standard Service could receive a Diversion Discount for reducing the amount of solid waste disposed each week or a credit for participating in Recycle Bank.
- G. Access to Landfill - All subscribers shall have access to drop-off service at any landfill or transfer station owned or operated (unless prohibited by the operation agreement) by the Proposer at the established rate-per-ton fee. Such service extends to a subscribers hired contractor provided the contractor shows a bill of the subscriber at the landfill or transfer station and is depositing those materials accepted by said landfill or transfer station.

### **3.4 Special Collection Services**

- A. Bulk Waste – Propose a quarterly curbside bulk waste program that would be included within the pricing of Basic and Standard Service.
- B. Household Special (Hazardous) Waste (HSW) – Propose a semi-annual HSW program to be hosted at the Town Municipal Campus that would be included within the pricing of Basic and Standard Service.
- C. Document Shredding Event – Propose a semi-annual Document Shredding event to be hosted at the Town Municipal Campus in cooperation with the PV Police Department that would be included in the pricing of Basic and Standard Service.
- D. Drug Disposal Event - Propose a semi-annual Drug Disposal event to be hosted at the Town Municipal Campus in cooperation with the PV Police Department that would be included in the cost of Basic or Standard Service.
- E. Green Waste – Propose a Green Waste program that WOULD NOT include curbside collection service and would have its own pricing structure.
- F. Provide annual Christmas Tree curbside pick-up as part of all Basic and Standard subscriptions.

### **3.5 Billing & Customer Services**

- A. All Proposers shall be responsible for coordinating enrollment of new subscribers and termination of subscribers ending long term rental arrangements or ownership of the residential unit.
- B. All Proposers shall be responsible for collecting subscription fees associated with services provided in accordance with this Proposal.

- C. All Proposers shall offer (see 4.5) a “suspension” status and associated pricing for subscribers wishing to suspend services for one month or greater.
- D. The Proposer shall describe their system for receiving, documenting and resolving customer complaints, problems or compliments. Said system shall include at least quarterly reporting of this information to the Town and a designated contact person for the Town staff.
- E. Annually, Proposer shall conduct a subscriber survey measuring satisfaction with the services provided. Said survey may be through billings, website, phone calls or other method approved by the Town and have a participation rate of at least 20%. Satisfaction shall be measured on a scale of 1-5 with 5 being the greatest satisfaction score.

### **3.6 Additional Conditions**

- A. All proposers shall agree to have their drivers meet semi-annually with the Paradise Valley Police Department to share and receive information and observations associated with Community Policing.
- B. Proposer shall provide a plan at time of proposal for missed collections due to Holidays, storms, or other events.
- C. Proposer shall meet not less than annually with the Town to discuss a plan of action for addressing customer service complaints and customer satisfaction survey results.

### **3.7 Contract Term**

- A. Initial Contract shall be for a term of five (5) years with the opportunity for three (3), one year extensions.
- B. Proposer shall provide pricing for each of the first five (5) years. Pricing for years 2-5 may be a percentage, linked to an index, or a specific dollar amount. See price sheet, Form 5, for more details.
- C. Pricing for each one year extension shall be negotiated by the Town and the successful Licensee any time after the commencement of the fifth year of the contract.
- D. Among other factors, contract extensions shall be based upon acceptable, as determined by solely by the Town, satisfactory survey scores.

### **3.8 Grandfathered Areas**

In order to minimize disruption to existing solid waste contracts between homeowner’s associations and their residents, some areas within the Town may be provided service at a later date. It would be the Town’s intention to phase out HOA contracts upon expiration of their contract term or 3 years, whichever comes first. The Town will provide the selected contractor with written notification of the areas affected not later than 60 days following the effective date of the contract.

## **SECTION 4 — SUBMITTAL FORM, CONTENT, AND EVALUATION CRITERIA**

The Town of Paradise Valley will select a consultant through a 1,000-point scale based on the criteria below. Firms interested in providing these services must submit a written proposal that addresses the following items:

#### **4.1 General Information (100 Points)**

##### **4.1.1. Letter of Intent**

The proposal shall be transmitted with a cover letter describing the firm's interest and commitment to provide the services requested in this RFP.

- A. The letter shall state that the proposal shall be binding for a 180-day period from the opening date as specified in this RFP.
- B. It shall include the name, title, address, telephone number, and email address of the individual to whom correspondence and other contacts should be directed during the selection process. The person authorized by the firm to negotiate a contract with the Town shall sign the cover letter.
- C. It shall include a statement as to the accuracy and completeness of the RFP: "The information contained in this Proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to the Town, are true, accurate and complete to the Proposer's knowledge. This Proposal includes all information necessary to ensure that the statements herein do not in whole or in part mislead the Town as to any materials facts."

Address the cover letter as follows:

Town of Paradise Valley  
Attn: Duncan Miller, Town Clerk  
6401 East Lincoln Drive  
Paradise Valley, AZ 85253

##### **4.1.2 Statement of Organization**

The Proposer shall complete Form 1. Proposers shall supply additional information that will assist the Town in understanding the legal organization of the Proposer. Include the legal name, address, identification number and legal form of the Proposer (e.g., partnership, corporation, joint venture, sole proprietorship). If a joint venture, identify the members of the joint venture and provide all of the information required under this section for each member. If the Proposer is a wholly owned subsidiary of another company, identify the parent company. State that the Proposer is authorized to do business in the State of Arizona.

##### **4.1.3 Disclosure of Preclusion from Participating in Public Procurement**

If the firm, business or person submitting this proposal has been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity,



including being disapproved as a subcontractor with any Federal, state or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Proposer shall fully explain the circumstances relating to the preclusion or proposed preclusion in the proposal. The Proposer shall include a letter with its proposal setting forth the name and address of the governmental entity, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating to the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided. Proposer shall disclose this information or state that such status is non-applicable on Form 1.

#### **4.1.4 Financial Statement**

Proposer shall furnish, as an attachment for Form 1, a copy of the Proposer's most recent audited financial statement. If In the event the Proposer does not have an audited financial statement, Proposer may substitute non-audited financial statement and complete federal tax return for the last two (2) years.

#### **4.1.5 Litigation, Regulatory Actions, and Payment of Liquidated Damages History**

Proposer shall describe, as an attachment to Form 1, all past and pending civil, legal, regulatory, and criminal actions now pending or which have occurred in the past ten (10) years against key personnel, Proposer, Proposer's subcontractor(s), and all subsidiaries owned by Proposer. List the amount of liquidated damages the paid, the name of the jurisdiction to which damages where paid, and the event(s) that triggered the damages.

#### **4.1.6 Compliance Records**

In addition to the compliance information provided in response to other sections of this RFP, Proposer shall submit, as an attachment to Form 1, copies of all notices of violations, corrective action notices, enforcement actions or orders, warning notices, or other forms of permit violation/non-compliance documentation that the Proposer and Proposer's subcontractor(s) received in the past five years (5) from public agencies for vehicles and other equipment, and vehicle staging, maintenance, processing, green waste processing, transfer, and disposal facilities in Arizona, which are owned or operated by the Proposer, Proposer's subcontractor(s), or Proposer's parent company and subsidiaries. In addition, provide a statement disclosing any and all fines, penalties, settlements, or damages of any kind paid by Proposer, Proposer's subcontractor(s), Proposer's parent company and subsidiaries, to public agencies in the past five (5) years.

#### **4.1.7 Certificate of Insurability**

Proposer shall complete Form 2. Failure to complete Form 2 may result in rejection of the proposal.

#### **4.1.8 Acknowledgement of Addendums**

Proposer must complete Form 3. Failure to acknowledge all addendums may result in rejection of the proposal.

## **4.2 Experience and Qualifications (200 Points)**

### **4.2.1 Experience**

Proposer must complete Form 4. Proposers are permitted to supply additional information that will assist the Town in understanding the Proposer's experience particularly with regard to serving as a municipality's exclusive provider. Also describe how the proposer has previously handled or would handle the procurement of personnel, training of personnel, transition of billing and fee collection services, determination of routes and operating procedures, delivery of containers, public education, and the preparation of procedures to ensure a smooth transition from one service provider to another and one type of service to another.

### **4.2.2 Key Personnel**

Proposer shall provide an organization chart, as an attachment to Form 4, for key personnel and job descriptions indicating the qualifications and experience of key personnel the Proposer would assign to the transition team and to the ongoing management of the services provided under agreement. For positions that are currently unfilled, identify minimum qualifications for that position. Specify the amount of time each individual will be dedicated to work on the contract. Provide résumés, names, and phone numbers of municipal references of the key proposed management team members. At a minimum, key personnel shall include general manager, operations manager, and maintenance manager or other personnel will have regular contact with the Town.

### **4.2.3 Statement of Independence**

The Proposer shall list and describe, as an attachment to Form 4, the Proposer's or the Proposer's subcontractor's professional relationships involving the Town or any of its agencies or component units for the past five (5) years, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the services sought in this RFP. Additionally, the Proposer shall give the Town written notice of any other professional relationships it enters into with the Town or any of its agencies or component units during the period of the Agreement.

## **4.3 Method of Approach (400 Points)**

Proposers shall provide the following information on Form 5, consistent with the goals and services listed in Sections 2 and 3:

### **4.3.1. Description of Vehicles and Collection Equipment (attach to Form 5)**

- A. Proposer shall demonstrate their ability to meet the vehicle and collection equipment requirements provided for in Town Code Section 8-3-6 Vehicle Requirements and subsection B below. Proposer shall describe the collection equipment that will be used to perform services and describe how the Proposer plans to access all properties in Town including hillside properties

with steep grades and narrow roads.

- B. Proposer shall specify the number of collection vehicles, make, model, age, description of equipment, and materials to be collected via the vehicle. If the Proposer is awarded the agreement, the maximum age of a collection vehicle shall be 2010 or seven (7) years, whichever is newer, and each vehicle shall be equipped with “operation-at-idle” and “smart back-up” technology. Proposer shall commit to meeting this requirement. Proposer shall identify if the collection service will be performed with one-person or two-person crews.

#### **4.3.2 Collection Route Schedules and Maps**

Proposer shall include, as an attachment to Form 5, a proposed route schedule and maps for collection of Basic Service and Standard Service assuming every other residential unit is a subscriber to Basic Service and the remainder are subscribers to Standard Service.

#### **4.3.3 Disposal and Processing Contracts:**

Proposer shall provide proof of disposal and processing contracts as an attachment to Form 5. If proposer owns the disposal and processing facilities, provide evidence in place of contracts.

#### **4.3.4 Container Damage and Replacement**

As an attachment to Form 5, Proposer shall describe (i.e. manufacturer, capacity, color, and other specifications) the Solid Waste Containers and Recycling Containers to be purchased and provided to Basic and Standard subscribers. If requested, Proposer shall provide a sample of the Solid Waste Containers and Recycling Containers.

Proposer shall describe procedures used to minimize damage to plastic refuse and recycling containers. Also describe the protocol for damaged container replacement and when such replacement will occur at no-cost to the subscriber.

#### **4.3.5 Collection of Recycling Materials**

- A. Proposer shall describe, on an attachment to Form 5, the method for performing residential recycling collection services. Identify recyclable materials to be collected. The Town recommends:

- Aluminum cans and foil.
- Steel/tin cans
- Glass food and beverage containers (flint, amber, and green)
- Newspaper, slick paper inserts
- Magazines, paperback books
- Residential mixed paper, junk mail inserts
- Telephone books and Yellow Pages

- Cardboard (corrugated, chipboard)
- Aerosol cans
- Plastic bottles and containers (Recycling logo #1 through #6)

B. Processing Site Information. Provide the following information:

- Name, location, and description of the processing facility where recyclable materials will be handled;
- Name of owner and operator of the facility(ies) identifying if the company that owns and/or operates the processing facility is the same as the Proposer, a related-party entity, or subcontractor;
- Contact name and phone number of the site manager;
- Term of the contract; and,
- Operating procedures particularly related to inspection and handling of hazardous materials inadvertently delivered to the facility and related to the sorting equipment used to segregate and consolidate recyclable materials.

C. Proposer shall identify all Recyclable Materials accepted by the Processing Facility. If there are Recyclable Materials not accepted by the Processing Facility that are to be collected by the Proposer, Proposer shall explain how such material will be handled. If there are Recyclable Material accepted by the processing Facility, but not collected by the Proposer, Proposer shall explain the reason for not collecting said recyclable.

D. Permitted and Available Processing Capacity: Proposer shall state the daily and annual permitted capacity of the facility. If the facility is not owned and operated by the Proposer, provide a letter from the facility owner and operator that documents their commitment to provide the processing services proposed and guaranteeing the capacity required over the term of the agreement. If the capacity guaranteed to the Town relies on development of a new facility or expansion of an existing facility, describe the development or expansion plans, additional capacity to be constructed, schedule for development/expansion, and permitting status of the development/expansion plan.

E. RecycleBank: Proposer shall incorporate the RecycleBank program into its Proposal to allow for recycling rewards to Town residents. Proposer shall separately contract with RecycleBank to ensure that the service is available on the first day recycling services are provided to the Town. The Proposer shall describe, in detail, the method of calculation of a per-ton payment for each ton of recyclable materials processed at the processing facility, which reflects revenues from the sale of recyclable materials less processing costs, profit and other expenses. This per-ton payment to the Town is to be presented by the Proposer on Forms 5 and 7. In the Proposal's response to this questionnaire, Proposal shall

propose a method to periodically adjust the per-ton payment and such method shall address changes to market prices for recyclable materials and processing costs over the term of the Agreement. The Town will consider an index pricing structure versus a flat rate per ton price. Provide the formula and the current index rates for any index price structure proposed.

- F. Import Restrictions or Fees: Proposer shall list any import restrictions, taxes, or fees that will be applicable to the receipt of the Town's recyclable materials, specifying for each tax or fee the per-ton dollar amount of such fee. Discuss the ability of the host jurisdiction or state to increase or levy taxes, host fees, or other fees. If there is an import restriction on accepting materials from outside of the local jurisdiction, describe the process to have the import restriction waived.

#### **4.3.6 Residential Waste Collection**

Proposer shall provide, and an attachment to Form 5, the following information:

- Name, location, and description of the receiving facility where the solid waste will be landfilled or otherwise disposed;
- Name of owner and operator of the facility(ies) identifying if the company that owns and/or operates the facility is the same as the Proposer, a related-party entity, or subcontractor;
- Contact name and phone number of the site manager;
- Term of the contract to dispose of the solid waste in this facility; and,
- Anticipated remaining life of the landfill, in years. If life expectancy is less than 10 years, describe the development or expansion plans, additional capacity to be constructed, schedule for development/expansion, and permitting status of the development/expansion plan.

#### **4.3.7 Collection of Residential Bulk Waste**

- A. Proposer shall describe, as an attachment to Form 5, the method for performing quarterly residential bulk waste collection services.
- B. Bulk Waste Processing Site Information: Provide the following information:
- Name, location, and description of the bulk waste processing facility where bulk waste will be handled;
  - Name of owner and operator of the facility identifying if the company that owns and/or operates the processing facility is the same as the Proposer, a related-party entity, or subcontractor;
  - Contact name and phone number of the site manager;
  - Term of the contract;

- Operating procedures particularly related to inspection and handling of hazardous materials inadvertently delivered to the facility

C. Permitted and Available Processing Capacity. State the daily and annual permitted capacity of the facility. If the facility is not owned and operated by the Proposer, provide evidence guaranteeing the capacity required over the term of the this Agreement. If the capacity guaranteed to the Town relies on development of a new facility or expansion of an existing facility, describe the development or expansion plans, additional capacity to be constructed, schedule for development/expansion, and permitting status of the development/expansion plan.

#### **4.3.8 Provision of Household Special (Hazardous) Waste, Document Shredding, and Drug Disposal Events**

The Proposer shall describe the method for performing the events listed in Section 3.4 (B-D) above directly or through a third-party contract.

#### **4.3.9 Green Waste?**

### **4.4 Billing, Customer Service, and Public Education (100 Points)**

Proposers shall provide the following:

#### **4.4.1 Billing**

The Proposer shall be responsible for billing all customers. To ensure that customers receive competent, professional, and courteous customer service, please provide, as an attachment to Form 5, the following:

- Describe how Proposer will provide for the smooth and accurate creation or transition of customer service and billing account data.
- Provide sample of customer bills and a listing of jurisdictions where proposer currently provides billing services, including a contact name and phone number.
- Describe all acceptable payment methods.
- Describe the approach, including frequency, for performing audits of service levels and billing to ensure that all customers are being billed properly.
- Describe procedures for dealing with customer service, with regards to customer billing demands, during the transition and throughout the term of the agreement.
- Describe Proposer's experience with collecting on unpaid accounts in other communities where proposer currently provides billing services.

#### **4.4.2 Customer Service Plan**

To ensure that customers receive competent, professional, and courteous customer service the Proposer shall, on an attachment to Form 5:

- Describe the location where customer service operation will be provided.
- Describe how calls will be handled and reported, how many calls are expected per Customer Service Representative, and if any changes will be made to the current operation to accommodate the Town.

- Describe procedures to satisfactorily respond to, record, and report common customer complaints. Said system shall include at least quarterly reporting of this information to the Town and a designated contact person for the Town staff.
- Describe how Proposer may conduct a statistically valid subscriber survey measuring satisfaction with the services provided. Said survey may be through billings, website, phone calls or other method approved by the Town and have a participation rate of at least 20%. Satisfaction shall be measured on a scale of 1-5 with 5 being the greatest satisfaction score.

#### **4.4.3 Public Education and Outreach Plan**

The Town places importance on effective public communication and education. Describe Proposer's method for providing public education programs regarding recycling and handling and disposing of other types of waste.

#### **4.5 Cost Information (200 Points)**

Proposer shall provide pricing for services listed in Section 3 on Form 5.

**SECTION 5 – RFP SCHEDULE AND FORMAT**

**Schedule**

The solicitation, receipt, evaluation of submittals, and the selection of the provider will conform to the following schedule. (Note: Dates are subject to change.)

Public Notice/Advertisement	
Pre-Submittal Conference-Mandatory	
Deadline for RFP Submittal*	

**\* RFP Proposal due no later than 3:00 PM (Arizona Time).** to the Town of Paradise Valley Town Clerk, 6401 East Lincoln Drive, Paradise Valley, AZ 85253. **Late submittals will not be accepted.**

**Format**

One (1) original, five (5) copies, and one (1) electronic copy of the submittal shall be enclosed in a sealed package and marked as follows:

Solid Waste and Recycling Collection Services RPF  
RFP-17-XXX-TMG  
Attn: Duncan Miller  
Proposing Firm’s Name

Proposals shall be delivered no later than 2016 to:

Town of Paradise Valley  
Office of the Town Clerk  
6401 E Lincoln Drive  
Paradise Valley, AZ 85253

Incomplete submittals, incorrect information, or late submittals shall be cause for disqualification. Copies received by FAX or Email shall not be accepted. There are no exceptions, even if delay was due to a third party such as a delivery service or adverse weather.

The RFP must not exceed 20 pages with a minimum 12 point font. Adherence to the maximum page criteria is essential. Each page side (maximum 8 ½” x 11”) which contains information will be counted towards the total page count. A cover, introduction letter, table of contents page, and/or tabbed divider pages will not be counted if they do not contain submittal information. Resumes and supplemental background information may be attached as an appendix and will not count toward the 20-page maximum.

Questions regarding this RFQ may be submitted via email only to the Town Project Manager.



## **SECTION 6 – PRE-SUBMITTAL CONFERENCE**

There will be a mandatory pre-submittal meeting for this RFP on \_\_\_\_\_ (Arizona Time) in the Town Hall Boardroom, 6401 E Lincoln Drive, Paradise Valley, AZ 85253. Arrangements to participate by phone conference can be made by contacting the Town’s project manager for this RFP. Staff will not be available to respond to individual inquiries regarding the project scope outside of this pre-submittal conference or published addendums. Please contact the Town’s Project Manager (information below) regarding clarification of this document only. Additional information beyond this document will not be provided through individual contact.

## **SECTION 7 - SELECTION PROCESS**

A Selection Committee will review the proposals and select the most responsible and responsive proposer whose proposal is determined to be the most advantageous to the Town, utilizing the evaluation criteria listed in Section 4 above. The top proposers may be invited to be interviewed by the Selection Committee, and/or asked to present their proposals in person. This will not be considered or scheduled until after the Selection Committee has evaluated and ranked all qualified written proposals. Scoring of the presenting proposers will be done on a similar 1,000-point scale as the written proposals, as outlined below:

- 1. General Information (100 Points):** The same criteria in “General Information” outlined in Section 4 above will apply. However, it may be possible that this score is higher or lower than the score given during the written evaluation. This difference in score may include, but is not limited to, such factors as clarification of points brought up in the consultant’s presentation.
- 2. Experience and Qualifications (200 Points):** The same criteria in “Experience and Qualifications” outlined in Section 4 above will apply, as well as consideration of the quality of the consultant’s presentation, ability to communicate information effectively, and enthusiasm to engage the audience. This score may be higher or lower than the score given during the written evaluation. This difference in score may include, but is not limited to, such factors as clarification of points brought up in the consultant’s presentation.
- 3. Method of Approach (400 Points):** The same criteria in “Method of Approach” outlined in Section 4 above will apply. However, it may be possible that this score is higher or lower than the score given during the written evaluation. This difference in score may include, but is not limited to, such factors as clarification of points brought up in the consultant’s presentation.
- 4. Billing, Customer Service, and Public Education (100 Points):** The same criteria in “Billing, Customer Service, and Public Education” outlined in Section 4 above will apply. However, it may be possible that this score is higher or lower than the score given during the written evaluation. This difference in score may include, but is not limited to, such factors as clarification of points brought up in the consultant’s presentation.
- 5. Cost Information (200 Points):** The Town will evaluate based upon the overall 5 year cost to the subscriber. Evaluators also looking for completeness (all requested services offered and priced) of the cost information.

## **SECTION 8 – TERMS AND DISCLOSURES**

### **8.1. Public Records:**

Subject to statutory limitations, all documents received by Town of Paradise Valley are considered public records and will be made available for public inspection and copying upon request after award and execution of a contract by the Town. If you consider any documents submitted with your response to be proprietary or otherwise confidential, please submit a written documentation explaining what specifically is confidential and why. This request for a determination of whether the documents can be withheld from public disclosure is due no later than the due date of your response. If you do not obtain a determination of confidentiality prior to the submittal deadline, any document(s) submitted will be subject to public disclosure.

### **8.2 Instructions:**

The Town of Paradise Valley will not be responsible for firms adjusting their RFP's based on oral instructions by any member of the Town Staff or the Town's contracted consultant(s) or agent(s). RFP's deviating from the specifics contained herein by any means other than an authorized addendum from the Town will be subject to rejection.

### **8.3 Proposal Amendment or Withdrawal:**

A proposal may be withdrawn and amended any time before the proposal due date. A proposal may not be amended or withdrawn after the proposal due date and time except as otherwise provided by applicable law.

### **8.4 Contact with Town Officials:**

Contact with Town of Paradise Valley staff, elected or appointed officials, or Selection Committee members concerning this RFP, at any time, in any venue, is strictly prohibited and will be grounds for disqualification. Contact prior to evaluation of all proposals is limited to clarification of this RFP through the project manager named above, or during the pre-submittal conference while it is in session. If a response to this RFP is selected as a finalist for interview, or invited to present to the Selection Committee, contact is restricted to the Selection Committee members only.

### **8.5 Costs of RFP:**

Town of Paradise Valley will not be responsible for any costs incurred by any firm submitting an RFP Response or responding to this notice.

### **8.6 Waiver and Rejection Rights:**

The Town reserves the right to waive any irregularities in any submittal and to reject all submittals and re-advertise or cancel the project in its entirety, at its sole discretion.

### **8.7 Addenda:**

Addenda to this RFP will be posted on the Town's website at [www.paradisevalleyaz.gov](http://www.paradisevalleyaz.gov). It shall be the responsibility of all prospective respondents to check the website for any possible addenda.

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## Price Sheet Form 5

Proposer shall provide pricing for each of the first five (5) years. Pricing for years 2-5 may be a percentage, linked to an index, or a specific dollar amount. See price sheet, Form 5, for more details.

Service	Unit	Fee	Notes
3.1 Basic Service	2017 price per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
3.2 Standard Service	2017 price per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
3.3 Additional Services			
A. 90 Gallon Solid Waste Bin	2017 price per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
B. 2 Yard Dumpster	Price Per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
C. 4 Yard Dumpster	Price per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
D. 6 Yard Dumpster	Price per month	\$	
	2018 price per month		
	2019 price per month		
	2020 price per month		
	2021 price per month		
E. Back Door Service	Price per linear ft.	\$	Other proposed pricing accepted
F. Additional Pick up	Price per pick-up	\$	Up to 1/mo, Dec 1/week
	2018 price per month		
	2019 price per month		
	2020 price per month		

	2021 price per month		
G. Compost Material	Price per month	\$	
H. Recycle Bank/Diversion Discount			
3.4 Green Waste Program	???		
3.5(C) Subscription Suspension Fee	Price per month	\$	Minimum 1 month suspension

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