RFP # 13040

City of Bellevue

SOLID WASTE COLLECTION

Released: April 15, 2013

ADDENDUM #2

Submittal Due Date: Thursday, June 13, 2013 by 2:00 pm

Notices:

1. Please remember to acknowledge receipt of this Addendum on the appropriate place on your Form 5 – Certification of Proposal – Declaration and Understanding.

2. Follow-up questions raised as a result of this addendum may be submitted to Elaine Borjeson at eborjeson@bellevuewa.gov by **8:00 am local time May 22, 2013**.

Changes to the RFP Documents:

1. Section 1.2 (page 4) of the RFP, second paragraph:

   Which currently reads – *"The City of Bellevue has a residential population of approximately 124,600 with 29,000 single-family residential customers and approximately 2,082 multifamily, commercial, and drop-box accounts. The existing collection system is operated under contract with total contractor billings of approximately $21.7 million in 2012. Garbage collection is voluntary for generators within the City."*

   Will be revised to read – *"The City of Bellevue has a residential population of approximately 124,600 with 29,000 single-family residential customers and approximately 2,082 multifamily, commercial, and drop-box accounts. The existing collection is operated under contract with total contract revenues of approximately $21.7 million in 2012, based on "Allied Waste Services of Bellevue, City of Bellevue Annual Report 2012." This amount has not been independently verified by the City."*

2. Section 1.2.1 (page 4) of the RFP, first paragraph:

   Which currently reads – *"Single-family residences are provided weekly garbage collection under a variable rate structure. Residents may provide their own garbage containers or obtain a contractor-provided garbage cart. There are 662 of the approximately 29,000 single-family residential customers who currently use their own container."*

   Will be revised to read – *"Single-family residences are provided weekly garbage collection under a variable rate structure. Residents may provide their own garbage containers or obtain a contractor-provided garbage cart. Less than 1,000 of the approximately 29,000 single-family residential customers currently use their own container."*

3. Section 1.3.2 (page 9) of the RFP:

   Which currently reads – *"New or Enhanced Services*

   The City is considering adding the following new or enhanced services:

(1) Enhanced in-City customer service opportunities as described in Section 3.3.2.1 of the Contract.

(2) Single-family Residential Customer Saturday collection for Friday misses.

(3) Additional recyclables collection at the curb for Single-family Residential Customers, where feasible (e.g., fluorescent lights bulbs).

(4) On-call small electronics, small appliances, and textiles collection services for Multifamily Complex Customers, similar to the program for Single-family Residential Customers.

(5) Unlimited Recyclables collection for Commercial Customer, similar to the program for both Single-family Residential and Multifamily Complex Customers, expanding beyond the current base recycling capacity of one-hundred and fifty percent (150%) of garbage capacity embedded in the base Commercial Customer Garbage rate.

(6) Weekly 96-gallons of Organics collection service embedded into the base Multifamily Complex and Commercial Customer Garbage rate.

Each of these services shall be separately priced out as required on Proposal Form 2A. Proponents shall include the incremental impact each of these proposed services will have on the base Customer service rates, and shall be ready to provide each of these services if the City opts to include any or all of them in the final Contract. The City reserves the right to negotiate these rates with the Selected Proponent. The Contract includes "Notes to Proponents" that highlight sections of the Contract that may require revisions if one or more of the services described above are selected for inclusion in the Contract. However, there may be other sections not highlighted that will require revision if one of or more of these services are selected for inclusion in the Contract in order to ensure consistency."

<u>Will be revised to read</u> – *"Key Service Enhancements and New Services Options*

The City is considering adding the following key service enhancements and new services options:

<u>Key Service Enhancements</u> -

(1) Single-family Residential Customer Saturday collection for Friday misses.

(2) Additional recyclables collection at the curb for Single-family Residential Customers, where feasible (e.g., fluorescent lights bulbs).

(3) On-call small electronics, small appliances, and textiles collection services for Multifamily Complex Customers, similar to the program for Single-family Residential Customers.

(4) On-line account management and electronic billing for all requesting customers.

(5) 6-days a week staffed call center, with expanded call center hours, open from 7:00 a.m. to 7:00 p.m. weekdays, and 10:00 a.m. to 6:00 p.m. on Saturday.

<u>New Service Options</u> –

(1) Unlimited Recyclables collection for Commercial Customer, similar to the program for both Single-family Residential and Multifamily Complex Customers, expanding beyond

the current base recycling capacity of one-hundred and fifty percent (150%) of garbage capacity embedded in the base Commercial Customer Garbage rate.

(2) Weekly 96-gallons of Organics collection service embedded into the base Multifamily Complex and Commercial Customer Garbage rate.

(3) Enhanced in-City customer service opportunities as described in Section 3.3.2.1 of the Contract.

Each of these key service enhancements and new service options shall be separately priced out as required on Proposal Form 2A. Proponents shall include the incremental impact each of these proposed key service enhancements or new service options will have on the base Customer service rates, and shall be ready to provide each of these services if the City opts to include any or all of them in the final Contract. The City reserves the right to negotiate these rates with the Selected Proponent. The Contract includes "Notes to Proponents" that highlight sections of the Contract that may require revisions if one or more of the services described above are selected for inclusion in the Contract. However, there may be other sections not highlighted that will require revision if one of or more of these services are selected for inclusion in the Contract in order to ensure consistency."

4. Section 2.19 (3) (page 19) of the RFP:

   Which currently reads – *"(3) Rate Evaluation (80 points)*

   Proposals will be scored according to the following formula:

   Proponent's Proposal Score = (Lowest Proposal Total/Proponent's Proposal Total) x 80 points."

   Will be revised to read – *"(3) Rate Evaluation (80 points)*

   Proponent's Proposal Total will be calculated by adding the Base Proposal Totals and Key Enhancements Totals for Single-family Residential - Cost of Service Rates, Commercial/ Multifamily, and Drop-box Worksheets, as demonstrated on the City-provided Excel spreadsheet used to submit Proponent rates.

   Proposals will be scored according to the following formula:

   Proponent's Proposal Score = (Lowest Proposal Total/Proponent's Proposal Total) x 80 points."

5. Section 2.19 (4) (page 19) of the RFP:

   Which currently reads – *"(4) Customer Service, Operations, and Diversion Approach; Demonstrated Ability, Sustainability, and References (20 points)*

   Proponents must have recently demonstrated knowledge, skills, experience, creativity, corporate citizenship, and capacity to design, deliver, manage, and improve all aspects of customer service, operations, maintenance, outreach and education, marketing, procurement, financial management, contingency planning, sustainability performance, and other aspects associated with the provision of services under the Draft Contract.

Proponents may be evaluated on the basis of Proposals submitted as well as references, interviews with Proponent staff, and site visits. The evaluation will include a review the Proponent's:

a. *Customer Service – Approach and recently demonstrated experience in serving similar sized jurisdictions.*
b. *Contract Implementation and Compliance – Procedures, protocols, and approach to ensure contract compliance.*
c. *System Design and Operations – Recently demonstrated procedures and policies to ensure effective, efficient, and reliable day to day operations.*
d. *Sustainability – Environmental and sustainable improvements in management and operations."*

<u>Will be revised to read</u> – *"(4) Customer Service, Contract Implementation and Compliance, System Design and Operations, and Sustainability (20 points)*

Proponents must have proven and recently demonstrated knowledge, skills, experience, creativity, corporate citizenship, and capacity to design, implement, deliver, manage, and improve all aspects of customer service, operations, maintenance, outreach and education, marketing, procurement, financial management, contingency planning, sustainability performance, and other aspects associated with the provision of services under the draft Contract.

Proponents may be evaluated on the basis of Proposals submitted as well as references, interviews with Proponent's staff, and site visits. The evaluation will include a review of the following four (4) factors:

A) *Customer Service*
Customer service proposal elements may be reviewed and evaluated with respect to the following items:

- *Proven and recently demonstrated customer service capacity, abilities, quantitative and qualitative evaluation measures (e.g., the number of representatives designated for the City, call ring/hold time data, speed to answer calls by representative), training (e.g., of staff transitioned into service, handling of customers from multiple jurisdictions with differing service), responsiveness and expeditious resolution of customer and city complaints, the existence of formal quality assurance procedures, and ability to shift workloads between service locations to create redundancy and ensure continuous service.*

- *Proven strategies and recently demonstrated experience with minimizing customer and city complaints related to "misses," damaged or misplaced containers, billing issues, and other common customer and city complaints (e.g., average number of customer complaints per 1,000 collections, average number of repeat customer complaints per 1,000 collections, ability to address service disruptions and inclement weather events).*

- *Ability to establish and maintain a customer service-oriented web site that allows for customer management of their services on-line, receive an electronic bill, pay their bill on-line, and to change approach to customer service as technology changes.*

B) *Contract Implementation and Compliance*
Contract implementation and compliance elements may be reviewed and evaluated with respect to the following items:

- *Proposed transition and implementation plan, including completeness, rationale, and schedule of customer information, promotion and notification, customer service, procurement and delivery of vehicles, containers and other equipment, contingency plans and other considerations that will ensure a successful transition and implementation consistent with the start of collection services.*

- *Procedures, protocols, and approach for verifying compliance with terms and conditions of the Contract, and description of past performance on municipal contracts, including any violations or performance fees, examples of meeting or exceeding customer and city expectations, demonstrating the ability to work with customers, cities, agencies, and others to effectively deliver and implement services, and demonstrating the ability to respond to and address customer service, operations, or other issues or requests in a timely and effective manner.*

- *Policies and procedures for tracking and documenting services, including customer account information, reporting, allocating costs, tonnages, etc.*

C) *System Design and Operations*
System design and operations elements may be evaluated with respect to the following items:

Operations

- *Proven and recently demonstrated ability and established procedures and/or policies to maintain and operate a fleet of municipal garbage, recycling, and organics collection vehicles, including back-up vehicles, and maintain, deliver, exchange, remove, and track containers that are kept in a clean, safe, sanitary, and proper working condition.*

- *Proven and recently demonstrated use of technology to improve customer and collection services, including the ability to effectively and reliably communicate between fleet vehicles and customer service staff in order to address service and other on-route issues.*

- *Proven and recently demonstrated plans for and ability to provide contingency services and minimize service disruptions and customer issues in the event of equipment failure, loss of recycling processing, composting, or municipal solid waste disposal capabilities or capacity, inclement weather, strike, or other unexpected circumstances reasonably possible during the term of the Contract.*

Recycling and Organics collection, processing, and education

- *Type of processing facility used for Recyclables and the processing efficiency and/or residue rate achieved by that facility when processing fully-commingled materials, including the proposed approach for monitoring and reducing contamination levels at the point of collection, monitoring inbound recyclable loads, sorting out residuals during processing, and preventing contamination prohibited in outbound processed loads, and the range of materials accepted at the curb and/or at in-City dedicated locations beyond the minimum specified in the Contract.*

- *Type of processing facility used for Organics and the processing efficiency and/or residue rate achieved by that facility when processing Organic materials, including the proposed approach for monitoring and reducing contamination levels at the point of collection, monitoring inbound loads, sorting out residuals during processing, and preventing contaminants in the finished products.*

- *Quality of recycling education and promotional materials developed solely by the Proponent, and the Proponent's ability to clearly explain how customers can participate in the various diversion programs (e.g., recently demonstrated approach to working with Single-family Residential Customers, and Multifamily Complex and Commercial Customers and their tenants, providing assistance, troubleshooting issues, and supporting implementation and improvement of recycling and organics collection programs and services).*

D) Sustainability
Sustainability may be evaluated with respect to the following items:

- *Creativity in the development of proven strategies to implement cost-effective programs and services that improve customer services, increase diversion and recycled product quality, and reduce fuel consumption and emissions, including the ability to provide environmental and sustainability improvements in the management and operation of vehicle fleets beyond the minimum specified in the Contract.*

- *Community benefits of contracting with Proponent's company, including additional solid waste services provided to the community."*

6. Section 3.1.15.1 (page 16) of the RFP Appendix C – Draft Contract, second paragraph:

<u>Which currently reads</u> – *"The Contractor shall provide 10-gallon Micro-cans or 20-, 32-, 45-, 64-, and 96-gallon Garbage Carts for the respective level of Garbage collection, and 32-, 64-, and 96-gallon Recyclables and Organics Carts for the respective level of Recyclables or Organics collection. All Carts shall be manufactured from a minimum of fifteen percent (15%) post-consumer recycled plastic, with a lid that will accommodate a Contractor affixed screening or label. Carts shall be provided to requesting Customers within seven (7) days of the Customer's initial request. All Cart colors shall be approved in writing by the City prior to the Contractor ordering a cart inventory, and shall be a color consistent with the program it is used for and subject to the requirements of Section 3.1.15.4. All Carts must have materials preparation instructions and telephone and website contact information either screened or printed on a sticker on the lid."*

<u>Will be revised to read</u> – *"The Contractor shall provide 10-gallon Micro-cans or 20-, 32-, 45-, 64-, and 96-gallon Garbage Carts for the respective level of Garbage collection; except that the 10-gallon Micro-cans and 20-gallon Garbage Carts shall be offered only to Single-family Residential Customers. The Contractor shall provide 32-, 64-, and 96-gallon Recyclables and Organics Carts for the respective level of Recyclables or Organics collection. All Carts shall be manufactured from a minimum of fifteen percent (15%) post-consumer recycled plastic, with a lid that will accommodate a Contractor affixed screening or label. Carts shall be provided to requesting Customers within seven (7) days of the Customer's initial request. All Cart colors shall be approved in writing by the City prior to the Contractor ordering a cart inventory, and shall be a color consistent with the program it is used for and subject to the requirements of Section 3.1.15.4. All Carts must have materials preparation instructions and telephone and website contact information either screened or printed on a sticker on the lid."*

7. Section 3.1.15.2 (page 18) of the RFP Appendix C – Draft Contract, second paragraph:

   Which currently reads – *"In the event that the Contractor elects to purchase the existing stock of in-place Containers, the City shall assign its interest in the previous contractor's in-place Detachable and Drop-Box Container inventory and the Contractor shall pay the previous contractor in accordance with the valuation language contained in the previous contract with that contractor. The City shall coordinate the assignment and payment terms and effective dates between the Contractor and the previous contractor. For the purposes of this Contract, these in-place Containers distributed by the previous contractor shall be considered Contractor-provided Containers and shall be managed and maintained as are the Contractor's other new Containers purchased specifically for this Contract."*

   Will be revised to read – *"In the event that the Contractor elects to purchase the existing stock of in-place Containers, the City shall assign its interest in the previous contractor's in-place Detachable and Drop-Box Container inventory and the Contractor shall pay the previous contractor in accordance with the valuation language contained in the previous contract with that contractor. The City shall coordinate the assignment and payment terms and effective dates between the Contractor and the previous contractor. Existing Containers used under the City's 2004 contract shall be considered in compliance with this Contract's Container size standards regardless of the possibility that some Detachable and Drop-Box Containers may be of a non-standard size. This provision does not otherwise relieve the Contractor from complying with the Container requirements included in this Contract."*

8. Section 3.3.2.2 (page 51) of the RFP Appendix C – Draft Contract, first paragraph:

   Which currently reads – "*The Contractor shall maintain a service base in King County within fifteen (15) miles of the City corporate limits. Operations, management staff, and extended customer service support shall be located at that site, provided that call center operations may be remotely provided. The Contractor's customer service office and call center shall be accessible by a local area code (currently "425") and prefix phone number. The Contractor shall maintain a minimum of two (2) Customer service numbers specifically set up to handle calls from Bellevue Customers only. One phone line shall handle calls from Single-family Residences and the other shall handle calls from Multifamily Complex and Commercial Customers. The Contractor's call center shall be open at a minimum from 7:00 a.m. to 7:00 p.m. weekdays, and 10:00 a.m. to 6:00 p.m. Saturdays. Holiday schedule is as described in Section 3.1.7. Customer service representatives shall be available through the Contractor's call center during office hours for communication with the public and City representatives. Customer calls shall be taken during office hours by a person, not by voice mail. During all non-office hours for the call center, the Contractor shall have an answering or voice mail service available to record messages from all incoming telephone calls, and include in the message an emergency telephone number for Customers to call during outside normal office hours in case of an emergency. The Contractor shall have a representative, or an answering service to contact such representative, available at the Customer emergency telephone number during all hours other than normal office hours.*"

   Will be revised to read – *"The Contractor shall maintain a service base in King County within fifteen (15) miles of the City corporate limits. Operations, management staff, and extended customer service support shall be located at that site, provided that call center operations may be remotely provided. The Contractor's customer service office and call center shall be accessible by a local area code (currently "425") and prefix phone number. The Contractor shall maintain a minimum of two (2) Customer service numbers specifically set up to handle calls from Bellevue Customers only. One phone line shall handle calls from Single-family*

Residences and the other shall handle calls from Multifamily Complex and Commercial Customers. The Contractor's call center office hours will be open from 7:00 a.m. to 6:00 p.m. daily except Saturdays, Sundays, and designated holidays. Holiday schedule is as described in Section 3.1.7. Customer service representatives shall be available through the Contractor's call center during office hours for communication with the public and City representatives. Customer calls shall be taken during office hours by a person, not by voice mail. During all non-office hours for the call center, the Contractor shall have an answering or voice mail service available to record messages from all incoming telephone calls, and include in the message an emergency telephone number for Customers to call outside normal office hours in case of an emergency. The Contractor shall have a representative, or an answering service to contact such representative, available at the Customer emergency telephone number during all hours other than normal office hours."

9. Section 3.3.2.2.6 (pages 53-54) of the RFP Appendix C – Draft Contract, first paragraph:

   Which currently reads – *"The Contractor shall provide a user-friendly Internet website accessible twenty-four (24) hours a day, seven (7) days a week, containing information specific to the City's collection programs, including at a minimum contact information, collection schedules, day of collection map that is dated as of the last change and always current, material preparation requirements, available services and options, rates and fees, inclement weather service changes, and other relevant service information for its Customers. The website shall include an e-mail function for Customer communication with the Contractor, and the ability for Customers to submit service requests and manage their services on-line. E-mailed Customer service requests shall be answered within twenty-four (24) hours of receipt. The website shall offer Customers the option to receive and pay their service bills on-line through a secured bill payment system that enables Customers to make one-time or ongoing payments via credit card or checking/savings account at no extra charge."*

   Will be revised to read – *"The Contractor shall provide a user-friendly Internet website accessible twenty-four (24) hours a day, seven (7) days a week, containing information specific to the City's collection programs, including at a minimum contact information, collection schedules, day of collection map that is dated as of the last change and always current, material preparation requirements, available services and options, rates and fees, inclement weather service changes, and other relevant service information for its Customers. The website shall include an e-mail function for Customer communication with the Contractor. E-mailed Customer service requests and inquiries shall be answered within twenty-four (24) hours of receipt. The website shall offer Customers the option to pay their service bills on-line through a secured bill payment system that enables Customers to make one-time or ongoing payments via credit card or checking/savings account at no extra charge."*

10. New Form 2A with new Form 2A Instructions, which incorporate the changes mentioned above, are included on the City's website at http://www.bellevuewa.gov/BidInfo/.

11. New Form 2B with new Form 2B Instructions, which incorporate the changes mentioned above, are included on the City's website at http://www.bellevuewa.gov/BidInfo/.

End Addendum #2