

ATTACHMENT 13

HILLSBOROUGH SCOPE OF SERVICES

This Attachment summarizes the Town of Hillsborough's (Town's) objectives for its future collection agreement; describes the Town's required scope of services; and identifies proposal submittal requirements unique to the Town.

Hillsborough's Objectives

The Town of Hillsborough is committed to providing its residents with excellent customer service. To this end the Town is seeking a contractor that will provide superior service in the field, work with the Town to address resident issues, and meet the Town's diversion goals. It should be noted that the Town will be dedicating more of its staff resources to assist the new contractor with the management of issues related to customer service.

The Town appreciates that higher levels of service demand the use of more labor and equipment, and the Town will provide the proposer with broad discretion to determine the best methods of collection. Currently, a majority of Hillsborough residents (60%) prefer to have solid waste collected in the back/side yard, and with the new franchise that service level will be extended to the collection of organics and recyclable materials in the back/side yard, which are currently collected at the curb. Proposers are encouraged to consider non-traditional route schedules that allow the use of automated collection vehicles where practical. For example, a proposer could propose overlapping routes that use automated collection vehicles for materials collected curbside (approximately 40% of residences) and semi-automated collection vehicles for materials collected from back/side yards.

The Town is committed to sustainable solid waste management practices, and as such is seeking to maximize residential diversion rates. Currently 54% of the residential waste stream is diverted from landfills, and the Town is seeking to raise this residential rate of diversion to at least 70%. The introduction of weekly collection of recyclable materials and a requirement to compost food waste should make this goal attainable for any contractor.

Summary of Program Requirements

The table below summarizes the Town's preferences regarding programs and identifies where a description of their requested services can be reviewed (e.g., in the RFP or in this Attachment 13).

Summary of Hillsborough Program Requirements

Unique Hillsborough Services Based on SBWMA Programs Described in Section 3 of the RFP	Hillsborough's Service Requirements	Location for Description of Hillsborough Requirement
Optional Services for Single-Family Customers		
Drop-off community collection event	Required (not optional) service - Two community drop-off collection events for electronic waste, select universal waste, select HHW, and other usable materials for recycling, reuse and donation to be coordinated with Town	RFP Section 3.1.2.1 and Section 7 of this Attachment
Services for Multi-Family Customers		
	Not required because Hillsborough does not have any multi-family customers	Not applicable
Core Services for Commercial		
1. Technical assistance	Same as SBWMA program but required for all sixteen (16) of Hillsborough's commercial accounts, the majority of which are schools.	Section 6 of this Attachment
Core Services for Member Agency Facilities		
1. Public street litter/recycling receptacles collection	Required at two parks and Town Hall	RFP Section 3.4.1.4 and Section 9 of this Attachment

Special Proposal Submittal Assumptions and Instructions

This section presents program and proposals assumptions that proposers must comply with and specifies unique proposal instructions for presenting the Hillsborough service proposal.

- 1. Residential Solid Waste, Recyclable Materials, and Organic Materials. Proposers provide cost proposal for weekly collection of solid waste, organic and recyclable materials based on use of semi-automated and/or automated collection vehicles.**

In 2008, the Town intends to adopt a new rate structure that will require consumers of back/side yard service to pay a premium rate in addition to the standard rate for curbside service. The Town anticipates back/side yard premiums will be set according to the distance from the curb to the collection location in increments of 50 feet. Following the introduction of premiums for back/side yard service the Town anticipates that some residents will migrate to curbside service. It should be noted, that current contractor uses "pup" trucks for one collection route, and a separate premium rate may be introduced for those customers that require this level of specialized collection service.

For the purpose of estimating costs proposers should assume approximately 60% of residents will select back/side yard collection option (currently 64% of residents use this service). The majority of back/side yard collection points are within 50 feet of the curb.

The design of routes and equipment used for collection is at the proposer's discretion. Proposers are encouraged to consider using automated routes where possible.

The Town would prefer collection activities be limited to as few days per week as possible (i.e., ideally the Town would prefer all materials collected from all residences in one day; instead of portions of the Town serviced over 5 days per week as currently occurs). However, the Town does not wish to incur higher costs due to limited days of collection schedule. Proposers who can limit collections to the fewest number of days will be given preference over proposers who propose collection over five days per week.

Special Proposal Submittal Instructions:

- The proposer should provide an estimate of the cost per residence for curbside collection on a weekly basis.
- Proposers should estimate the cost per residence for back/side yard collection of solid waste, organic materials and recyclable materials based on distance in increments of 50 feet; and if appropriate, and estimate the cost per residence for the use of specialty collection vehicles.

2. Residential Collection Containers. Contractor must use a cart-based collection system.

The Town prefers a three cart system that would provide residents with the greatest capacity to recycle materials, but will consider proposals with fewer carts responsive if substantial costs savings or efficiencies can be identified. New carts should be labeled with "Town of Hillsborough" either with a sticker or imprint. Such carts will become the property of the Town at the end of the franchise.

Special Proposal Submittal Instructions:

- Proposers should specify the size of carts that will be offered, with an approximate minimum size of 20 gallons and maximum size of 100 gallons.
- Proposers should state a preference for collecting either 2 or 3 carts, and estimate the difference in rate impact for the selection of 2 or 3 carts.

3. Use of Shoreway Facility. Collected materials should be delivered to the SBWMA's Shoreway Facility.

The Town of Hillsborough is and will remain a member of the SBWMA joint powers authority, and receives the same preferred rates as other SBWMA members at the Shoreway Facility.

Proposers may propose delivering materials to alternate facilities if the following can be demonstrated:

- The alternate processing facility has significantly lower tipping fee structure, and/or
- The alternate processing facility can achieve substantially higher diversion rate.

Special Proposal Submittal Instructions:

- If a proposer wants to present an alternative processing or disposal facility, the proposer must describe the alternative arrangements and demonstrate how it complies with the two requirements above.

- Proposer shall present a revised cost proposal forms that reflect use of the alternative processing or disposal sites (in addition to cost proposal forms that are based on deliver of all collected materials to the Shoreway Facility)

4. Customer Service Arrangements. Contractor must designate customer service contacts that will act as a partner with the Town to resolve service issues. (This requirement is different than that presented in the Collection Agreement.)

The Town will designate staff members to receive customer calls, and will use its citizen response management software to track calls, email the contractor, and flag the need for follow-up by the Town or contractor. In practice, the Town will be the primary contact for its residents, which should reduce the amount of time the contractor spends responding to complaints. The contractor must agree to designate personnel to respond to Town personnel during business hours 8 a.m. to 5 p.m. Monday thru Friday. Similarly, the Town will have staff available to assist the contractor. A standard of 24 hour response to inquiries is required.

The Town will assist with the distribution of outreach materials and customer education.

The contractor will be responsible for billing customers and collecting revenues.

Special Proposal Submittal Instructions:

- Proposer shall describe what role the proposer would prefer related to outreach and customer education.

5. Failure to Deliver High Quality Customer Service. Contractor must agree to higher liquidated damage amounts, which are being established to emphasize the importance of customer service. (This requirement is different than that presented in the Collection Agreement.)

The Town does not anticipate the need to impose liquidated damages except in the most extreme circumstances. Town staff will work with the contractor and residents to resolve issues as promptly as possible. Contractor will not be subject to liquidated damages during the first 12 months of the franchise agreement.

The contractor must agree to liquidated damages of \$200 per incident if an issue cannot be resolved satisfactorily within 48 hours of receiving notice from the Town that an issue exists. (Saturdays, Sundays and holidays shall not be included in the calculation of the 48 hours.)

If a similar problem that warranted liquidated damages occurs at the same address within a three-month period, the contractor must agree to liquidated damages of \$400 per incident.

Special Proposal Submittal Instructions:

- Proposer shall agree to the liquidated damages described above or present alternative.

6. Commercial Technical Assistance. Contractor must provide 2 technical assistance visits per year to the 16 commercial accounts to promote diversion.

The scheduling of the visits will be at the contractor's discretion.

The contractor shall provide the Town with an annual report describing the waste diversion activities at the commercial account sites.

Special Proposal Submittal Instructions:

- Proposer shall describe what will be accomplished during each technical assistance visit.

7. Community Recycling Events. The contractor shall provide 2 community recycling collection events where residents can bring select electronic waste, select universal waste and select household hazardous waste and other usable materials for recycling, reuse and donation (e.g. clothes, shoes, etc).

The community recycling events will be staffed by the contractor for the entire duration of the event (4-6 hours depending on the design of the event) to ensure materials are collected properly and placed in the appropriate collection containers. At least one Town staff member shall assist for the duration of the event. The Town will assist with the coordination and outreach for such events, and supply a location for the event. The events will be scheduled around April and October of each year to coincide with Earth Day April 22 and America Recycle's Day in the 3rd week of October. The contractor is required to complete a summary report with all diversion and disposal data. The Town is modeling its program request based on similar collection events in the Town of Woodside, CA. The first event should be scheduled within the first 18 months of the franchise.

Special Proposal Submittal Instructions:

- Proposer shall provide list of materials that will be accepted and identify what materials will be segregated for reuse and recycling.
- Proposer shall provide a lump sum price for conducting each event plus a per-ton cost or reimbursement for materials received.

8. Mulch or Compost Giveaway. Contractor will provide materials for mulch or compost giveaway events at least two times per year.

This event can be coordinated with the community recycling events described above. Past giveaway events have required 30-60 cubic yards of compost.

Special Proposal Submittal Instructions:

- Proposal shall describe how give-away will be conducted.
- Proposal shall provide a lump sum price for conducting each event.

9. Services for Town Facilities. Contractor will provide collection services to Town as currently provided under current franchise.

Collection services provided in the current franchise include:

- Collection of solid waste at municipal facilities including:
 - Two parks (9 cans with solid waste and recyclables)
 - Town Hall (bins for solid waste and, paper recycling, and cans for recyclable material)
 - Two Fire Stations (residential can service)
 - Municipal Service Center (which requires collection of bins of paper/cardboard, trash, green waste and inert materials on regular basis).
- Supply of mulch and compost for municipal projects.

All services shall be provided to the Town at no cost to the Town but shall be included in the contractor's compensation as an allowable expense.

Special Proposal Submittal Instructions:

None; requested service is consistent with that describe for other SBWMA member agencies.

10. Option 1 - Cameras for Collection Vehicles. The proposer shall present a plan for use of cameras to provide evidence of the effectiveness of collection services and is to be used solely for training purposes by the proposer.

Special Proposal Submittal Instructions:

- Proposer shall describe its plan to place cameras directed at the point of collection on vehicles that can record time and date, and that can be integrated with geographical information system information to identify location. Proposers shall describe how they will use the cameras and the benefits of such use.
- Proposers shall estimate the cost per vehicle and the timeframe for implementing such a system.

11. Cost Proposal Forms. Proposers shall complete cost proposal forms pursuant to instructions provided in Section 5.8 of the RFP.