

# **ATTACHMENT 14**

## **ATHERTON SCOPE OF SERVICES AND PROPOSAL REQUIREMENTS**

This Attachment presents an overview of the Town of Atherton'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.

### **Atherton's Objectives**

The Town of Atherton 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.

The Town appreciates that higher levels of service (e.g., backyard vs. curbside service) demand the use of more labor and equipment, and the Town will provide the contractor with broad discretion to determine the best methods of collection. Currently, a large proportion of Atherton residents (approximately 44%) prefer to have solid waste collected in the back yard/side yard. Proposers are encouraged to consider non-traditional route schedules that allow the use of automated trucks where practical. For example, a company could propose overlapping routes that use automated trucks for materials placed at the curb (currently approximately 56% of residences) and semi-automated trucks for materials in back yard/side yards. Proposers will also have to provide a fleet of trucks that are of an appropriate size for the tree-lined, narrow streets of the Town. This fleet of trucks does not have to be different than other trucks used in the Service District provided that the trucks can safely service Atherton's streets and do not damage the trees along the streets.

In Atherton, single-family premises were offered unlimited plant materials collection several years ago and many residents participated in the unlimited program. As a result, many single-family premises have multiple plant material collection carts and pay an extra fee for each additional cart. Attachment 4.6 of the RFP lists the Atherton accounts and the number of customers with extra yard trimmings carts. Some customers have as many as eleven (11) plant materials carts. The contractor shall continue to provide the same level of service to residents.

The Town is committed to sustainable solid waste management practices, and as such is seeking to maximize residential diversion rates. In 2004, the Town's diversion rate was 69% (pending approval of the CIWMB), and the Town is seeking to maintain or increase this rate of diversion.

### **Summary of Program Requirements**

The table on the following page summarizes the Town's preferences regarding programs and identifies where a description of their requested services can be reviewed (e.g., either elsewhere in the RFP or in this Attachment 14).

## Summary of Atherton Program Requirements

Unique Atherton Services Based on SBWMA Programs Described in Section 3 of the RFP	Atherton's Service Requirements	Location for Description of Atherton Requirement
<b>Core Services for Single-Family Customers</b>		
1. Weekly solid waste collection	Same as SBWMA program with the exception that back yard/side yard shall be standard service and a rate discount will be provided for curbside collection.	RFP Section 3.1.1.1 and Sections 1 and 2 of this Attachment
2. Weekly organic materials collection	Same as SBWMA program, with the exception that proposer must provide a cost and description of service to provide unlimited organics collection service.	RFP Section 3.1.1.3 and Sections 1 and 2 of this Attachment
<b>Services for Multi-family Customers</b>		
	Provide multi-family services that are available to single-family and commercial customers (less than 10 multi-family units; therefore, separate MFD requirements are specified).	Not applicable
<b>Core Services for Commercial</b>		
1. Technical assistance	Same as SBWMA program but required for <u>all</u> commercial accounts (i.e., businesses and schools) in Atherton (including Menlo College).	Section 6 of this Attachment
<b>Core Services for Member Agency Facilities</b>		
1. Shared recycling bins downtown	Not required	Not applicable

### 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 Atherton service proposal.

1. **Single-Family Solid Waste, Recyclable Materials, and Organic Materials.** Proposers shall provide a cost proposal for weekly collection of solid waste, organic and recyclable materials with semi-automated or automated solid waste vehicles.

In 2011, the Town intends to adopt a new rate structure that will provide a discounted rate to customers who opt for curbside solid waste collection service instead of the back yard/side yard service. Following the introduction of a discount for curbside solid waste collection service the Town anticipates that some residents will migrate from backyard/side yard service solid waste to curbside solid waste collection service. Recyclable materials and organic materials shall be collected curbside (consistent with the current practice). Residents shall have the right to unlimited organic materials

collection service using multiple carts, provided that they pay an additional fee for each additional organic materials cart they obtain from the contractor. Currently, many single-family premises have multiple plant materials collection carts (as many as 11 carts) as listed in Attachment 4.6 of the RFP.

For the purpose of estimating costs, proposers shall assume that approximately 60% of residents will select the curbside solid waste collection option (currently 44% of residents use this service), assuming a discounted rate for such service. Approximately 50% of back yard/side yard collection points are within 50 feet of the curb.

**Special Proposal Submittal Instructions:**

- The proposer shall estimate of the cost per residence for curbside solid waste collection on a weekly basis.
- Proposers shall estimate the cost per residence for back yard/side yard collection of solid waste based on distance in increments of 50 feet; and if appropriate, estimate the cost per resident for the use of specialty collection vehicles.
- Proposers shall provide a cost for residents to subscribe to unlimited levels of organics collection service.

**2. Single-Family Collection Containers. Contractor must provide a cart-based collection system.**

The Town prefers a 3 cart system that would provide residents with the greatest capacity to recycle materials.

- Solid waste: 20-, 35, 65, and 95-gallon carts (or similar sizes) to be distributed at customers' request.
- Recyclable materials and organic materials: 95-gallon standard cart with 35- and 65 gallon carts (or similar sizes) available upon customers' request.

**Special Proposal Submittal Instructions:**

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

**3. Failure to Deliver High Quality Customer Service. The future collection contractor must agree to higher liquidated damage amounts, which are being established to emphasize the importance of customer service.**

The customer service requirements will be stricter in regards to hold times, the duration of each call, and the definition of a missed pick-up. 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 customers to resolve issues as promptly as possible.

The contractor must agree to liquidated damages of \$200 per incident if an issue cannot be resolved satisfactorily within 24 hours of receiving notice from the Town or customer that an issue exists. (Saturdays and Sundays shall not be included in the calculation of the 24 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:**

- Proposers shall agree to the liquidated damages described above or present an alternative

**4. Commercial Technical Assistance. The future collection contractor must provide site visits/assistance for the few commercial accounts in the Town.**

The technical assistance will involve examining and proposing methods for reducing solid waste, right-sizing collection containers, and offering additional recycling service.

**Special Proposal Submittal Instructions:**

- Proposers shall describe what will be accomplished during each technical assistance visit if different than that proposed for the other SBWMA member agencies pursuant to RFP Section 3.2.1.6.

**5. Services for Town Facilities. The future collection contractor will provide collection services to Town facilities as described below.**

Collection services to be provided to the Town:

- a. Collection of solid waste, recyclable materials, and organic materials.
- b. Collection of food scraps, upon request.
- c. Contractor-provided carts, bins, and/or drop boxes in a variety of sizes.
- d. Collection a minimum of once per week and up to six days per week.
- e. Collection of solid waste and recyclable materials from public litter and public recycling containers in parks and business districts on a frequency specified by the Town.
- f. Collection at no charge to the Town with costs for service recovered through the contractor's compensation.

Proposer shall provide plan review technical assistance.

**Special Proposal Submittal Instructions:**

None; requested service is consistent with that describe for other SBWMA member agencies pursuant to RFP Section 3.4.

**6. Cameras for Collection Vehicles. The future contractor's collection vehicles shall have cameras to monitor driving and loading activities including, at a minimum: (i) back-up cameras mounted at the back yard and side of the vehicle; and, (ii) a hopper camera clearly displaying the contents of the hopper prior to compaction.**

**Special Proposal Submittal Instructions:**

None; requested service is consistent with that describe for other SBWMA member agencies pursuant to Section 8.04.B.4 of the Collection Agreement.

**7. Cost Proposal Forms. Proposers are not required to prepare additional cost forms for Atherton. Costs for servicing Atherton pursuant to the scope described in this Attachment shall be included in the South District cost proposals forms as required by Section 5.8.1.**

Proposers do not need to submit a separate cost for Atherton's drop-off community clean-up event. The costs proposed by proposer for an optional drop-off community clean-up event (pursuant to instructions in Section 5.8 of the RFP) will be used.

The level of commercial technical assistance required for Atherton (e.g., site visits of all commercial accounts) shall be reflected in the South District cost proposal forms and is not requested separately because the Atherton level of effort is consistent to that required for the other member agencies (which are requesting site visits for only 10% of their commercial accounts but have many more accounts than Atherton).

**Special Proposal Submittal Instructions:**

None.