

## Organics Program – Procurement of Collections and Carts

### Combining Collections with Carts

The Administration has become aware of recent lawsuits in other Canadian cities where it is evident that numerous potential conflicts that could arise if the collector and the owner of the carts are different entities. If the City of Saskatoon (City) is not the collector then the Administration recommends that the collector also own, deploy and manage the carts. In this scenario, maintenance of the carts would become the responsibility of the collector, which simplifies the City's interaction with the program and ensures the collector is mindful of interacting with the carts during collections (i.e. how they are grabbed, tipped, and placed back on the ground). The collector also becomes responsible for management of the cart asset/location database, route sequencing, ensuring every customer receives the correct cart, responding to cart-based complaints, etc. The solicitation document could require that at the end of the contract the carts be turned over to the City.

### Budget/Upset Limit

After review of benchmarking data and the organics request for information, it is recommended that collections be performed by City of Saskatoon staff and equipment in conjunction with the current curbside waste collection services, to provide the best value to residents from both services. As an option to the recommendation, a solicitation document could be issued for collection services containing an upset limit based on the price of the City of Saskatoon delivering this service. Specifying an upset limit ensures the contract does not have to be awarded if the winning proposal's costs exceed the specified ceiling price. An upset limit can be specified for annual total costs for each year of the contract, and state that the Evaluation Committee reserves the right to consider only those proposals that are under the upset limit. The Administration recommends issuing a collections solicitation document after the award of the processing Request for Proposals (RFP) so that all bidders have an opportunity for fair competition and they are not adding the risk of further travel distances into their prices. The upset limit is also recommended to be set after an organics processing facility is determined, as the most significant impact to cost is driving distance to the facility.

The collections solicitation document could identify that bidders be ready to deliver the service by a specified date along with identifying a contractual obligation for service levels.

The Administration does not recommend procuring collections and processing together in a single procurement. This approach avoids any ambiguity of hidden prices in processing costs used to subsidize collections.

### Cart Procurement

The following have been identified as material for cart procurement:

- Resin level: requirements should ensure quality carts are purchased and cart breakage is minimized, particularly considering Saskatoon's climate.
- Deployment time: length allowed for cart deployment and deployment time of year.

- Contract length vs. cart lifespan (if contract length is 10 years, then bidders may prefer to procure carts that will only last 10 years).
- Ease of use of the cart (e.g. wheel design, how difficult cart is it for a resident to tip and roll the cart, etc.).

### Collections Procurement

The following have been identified as material for collections procurement:

- Ability to provide bi-weekly collections to all single-family curbside residential households in Saskatoon (schedule and locations as determined by the City).
- Ability to collect variable sized rollout carts via an automated or semi-automated collection process.
- Ability to provide collection service verification and at no charge to the City, return to locations that were missed as a result of contractor error.
- Ability to provide an accessible collection service (door-to-door rollout service) residents at locations determined by the City.
- Ability to provide environmental controls and spill response to hydraulic or other spills as a result of collections operations.
- Requirement to report all incidents including but not limited to motor vehicle collisions, health & safety incidents, fires, environmental impacts, property damage etc. to the City and all applicable authorities.
- Adhere to all City policies, Saskatchewan Health & Safety Regulations, *Traffic Safety Act*, etc.
- Interaction with residents:
  - Customer service escalation plan regarding
    - Missed collections;
    - Damaged bins;
    - Service complaints.
  - Notices as to why a bin may not be picked up (“oops” notices);
- Truck compatibility with carts from current green cart program (Administration intends to continue to use carts that are already in the field):
  - Ability to collect from back lanes (it is expected that some locations will not be able to accommodate front street service).
- Liaison with the Processor and plans to achieve win-win scenarios:
  - Delivery during facility operation hours;
  - Receiving site specifications;
  - Proposed facility location must be known in order for a collections proposal to accurately reflect operational costs as they will be dependent on driving distances to the processor’s facility;
  - Incentive to minimize collection of contaminated materials (limit delivery of contaminants to the organics processor), including systems to track rationale for rejecting a load (e.g. truck mounted cameras and driver logs).
- Transfer of ownership of materials.
- Fleet reliability and risk of downtime and service interruption, particularly considering Saskatoon’s climate.

### Cart and Collections Management Systems

The following have been identified as material for overall success and generally reducing potential conflicts and risks:

- Incentive to carefully manage the carts and minimize cart damage, misplacement of carts, maximize cart life, etc.
- Quality of the cart asset database management: e.g. radio frequency identification tags, serial numbers, cart location, cart size, etc.
- Optimal route sequencing and ability to rely on cart asset database to accurately and efficiently route collections.
- Accurate and thorough cart deployment as the foundation of a reliable cart asset database.
- Integrated customer service.
- Incentive to educate and communicate with customers to encourage behaviours that are win/win with the goals of the City.
- Minimizing risk of the processor claiming that issues with collections and/or carts have resulted in lower participation/capture rates.

### Collections and Cart Procurement Proposed Evaluation Matrix

The following is a high-level example of an evaluation matrix for a potential Collections and Cart Procurement RFP.

<b>Evaluation Criteria</b>		<b>Maximum Available Points</b>
<b>Financial Capacity</b>		<b>Pass/Fail</b>
<b>Organizational Capability</b>	Company Experience and Qualifications	<b>10</b>
<b>Operations &amp; Technical Capability</b>	Operational Capacity	<b>20</b>
	Quality Assurance & Quality Control Program	
	Innovation & Technology	
<b>Resident Interactions</b>	Service Delivery	<b>20</b>
	Cart Implementation	
	Change response	
	Customer Service plan	
	Communications	
<b>Risk</b>	Interruption/Contingency Plan	<b>15</b>
	Health & Safety (Workers and Public)	
<b>Financial Submission / Price (35)</b>		<b>35 points</b>
<b>TOTAL</b>		<b>100 points</b>