

APPENDIX B

COLLECTIONS TECHNICAL REQUIREMENTS

PRINCIPLE		INFORMATION REQUESTED
B 1.0 EFFICIENCY		
B 1.1	Management & Track Record (10 points) Information demonstrating the Proponent has the necessary experience and resources to implement and provide the services requested in this RFP.	<ul style="list-style-type: none"> • Company details, including but not limited to, officers, number of employees, office locations • Number of years in business • Subcontractor (if any) company details, including but not limited to, officers, number of employees, office locations • Subcontractor (if any) number of years in business • Annual financial statements (including auditor's opinion) for the past two years • Articles of Incorporation • Experience undertaking curbside recycling collection • Value and size of past and current contracts • Duration, location and collection methods (ie. vehicles / number of streams collected etc.) utilized for past and current contracts • Contact persons and phone numbers for three or more past clients • Provide confirmation of compliance with all relevant bylaws, statutes, and regulations • Describe any orders, charges, or violations to your company by relevant regulatory bodies over the past five (5) years, including but not limited to, the Ministry of Environment, Ministry of Labour Relations and Workplace Safety, or City of Saskatoon <p><i>NOTE: In the event that the Proponent is a private company and are not willing to provide the requested information, a statement from the Proponent's auditor attesting to the Proponent's financial capability to carry out the project may be provided instead. The Proponent is asked to provide satisfactory evidence to demonstrate that the legal entity proposing to undertake the contract is in sound financial position and has the economic capacity to complete the contract. In the event that a parent or affiliate company proposes to guarantee the obligations of the contracting entity, similar evidence should be provided in respect of that parent or affiliate. Such evidence may include audited or accountant-reviewed financial statements, as well as bank or trade references. Proponents will be evaluated based on the quality of the evidence provided.</i></p>
B 1.2	Quality Control / Quality Assurance (5 points) An overall contamination rate of not more than 5% is preferred.	<ul style="list-style-type: none"> • Method to determine tonnes of Recyclable Materials collected under the Agreement • Outline of methods to minimize residuals or unacceptable items (e.g. items not included in the recycling program). For example, recycling container audits, staff incentive programs, etc. • Plans for handling Waste Electronics or Household Hazardous Waste (not part of the program) • Plans to ensure adequate staff training, and ongoing communication to ensure quality control • Plans to liaise with the Processor and achieve win-win scenarios • Demonstrated commitment to quality assurance certifications (i.e. ISO or other) • Details on how the quantities for payment under the Agreement will be assured

PRINCIPLE	INFORMATION REQUESTED
B 1.0 EFFICIENCY	
<p>B 1.3</p> <p>Communication Plan (5 points)</p> <p>The Collector will be the main point of contact for customers utilizing the City curbside recycling program.</p> <p>The City will be responsible for the development of all content and materials for education and promotion of the curbside program (in collaboration with the Collector).</p> <p>In addition to any promotion undertaken by the City, the Collector will be responsible for all program communication dealing with operational issues including but not limited to the following:</p> <ul style="list-style-type: none"> (a) customer service and complaint follow-up and resolution; (b) contamination notices; (c) notification of any disruption of service; (d) late set-out or other service compliance notices; (e) change in collection schedule 	<ul style="list-style-type: none"> • Method of regular communication with the City, including but not limited to, how the City will stay informed about collection matters arising, intended routing changes, other service changes, alterations, etc. • Customer service plan for meeting the requirements of program communications, including contingencies • Procedures and communication flows, including but not limited to, response to a direct complaint by a resident made either to a recyclables collection driver or to a customer service/dispatch or other office • After-hours response procedure
<p>B 1.4</p> <p>Reporting (5 points)</p> <p>How the Proponent will meet requirements for ad hoc, monthly and annual reporting.</p>	<ul style="list-style-type: none"> • Complaints and resolutions (with residents and Processor) • Set-out and customer participation rates • Monthly and annual tonnages collected for the City program • Collections characterization audit (curbside audits) • Education and promotion activities • Contract performance review • Compliance with delivery of fibre to Cosmopolitan Industries on a regular an ongoing basis

PRINCIPLE		INFORMATION REQUESTED
B2.0 SUSTAINABILITY		
B 2.1	Economic Viability (15 Points) Description of the proposed management for the collection program described in the RFP.	<ul style="list-style-type: none"> Proposed organizational structure, including but not limited to, the name and resumes for the following key individuals as they would relate to the Agreement: <ul style="list-style-type: none"> – district/regional manager(s)/senior executive staff; – senior administration staff; – fleet management; – supervisory staff; – any other management staff <i>NOTE: If a specific person is not named for any of the above positions, the Proponent shall identify the position by title and description and list the key qualifications of the person who would ultimately hold the position.</i> Describe how the Agreement would be directly supervised and how personnel will be allocated to ensure daily performance Technical specifications for all equipment and assets to be used for the provision of expected services Outline and schedule of the staff training plan and procedures for contract start-up and implementation A detailed list of efficiency measures (ie. standard operating procedures) to be adhered to in the provision of expected services Rationale and calculations to support the number of vehicles routinely required, calculations to support management of seasonable tonnage increases and population growth over the term of the Agreement
B 2.2	Environmental Impact (2 points) Description of the proposed methods for minimizing the potential for environmental issues.	<ul style="list-style-type: none"> Plans and policies that address fleet emissions or other resource consumption associated with the provision of Collections services as outlined in this RFP Any alternative fuels/green fleet initiative(s) to be used in the provision of services as outlined in this RFP A Spill Response Plan to address mechanical failures (e.g. hydraulic) and any liquids escaping containment from collection vehicles Anticipated travel time to facilities and contingency plans for collection delays
B 3.0 CONVENIENCE TO RESIDENTS		
B 3.1	Participation (15 points) Description of the proposed methods for maximizing citizen participation in the recycling program.	<ul style="list-style-type: none"> Plans for serving citizens with a range of physical abilities and property configurations/sizes. For example: estimated weight of Recycling Container(s) when full, estimated physical size of container(s), total overall volume of container(s). Plans for coordinating with existing City waste collections. For example: collections from both front street and rear laneways; routing/scheduling. Minimization of windblown material from Recycling Container(s). Minimization of rain/snow contact with Recyclable Materials Proposed days for collection and approach to statutory holidays Plans to accommodate changes in population and the number of properties to be serviced

PRINCIPLE		INFORMATION REQUESTED
B 3.0 CONVENIENCE TO RESIDENTS		
B 3.2	Implementation (1 point) The Collector will provide, for the duration of the contract, suitable Recycling Container(s) for residents utilizing the City recycling program. Sufficient spare Recycling Container(s) will be stored by the Collector.	<ul style="list-style-type: none"> Based on the anticipated award date identified, indicate the earliest possible service commencement date Outline intended communications, equipment and staffing procurement scheduling (including Recycling Containers), staff training schedules, facility siting (if required) and other implementation plans Schedule (tasks and time) from Award of Contract to full implementation of the expected services
B 3.3	Business Interruption/Contingency Plan (1 point)	<ul style="list-style-type: none"> Describe any circumstance(s) where your company would be unable to deliver any/some of the expected services (e.g., winter storm conditions) Contingency plan for circumstance(s) described, including any past experience(s) Contingency plan for a larger scale or longer term business interruption (e.g., work stoppage)
B 4.0 DIVERSION OF MATERIALS		
B 4.1	Range of Materials (2 points) Bids may be rejected if substantially fewer than the items specified as Recyclable Materials are proposed for collection.	<ul style="list-style-type: none"> Range of materials collected includes: <i>aluminum and tin cans; aluminum foil and pie plates, corrugated cardboard; mixed paper; newspaper; polycoat, fine paper, magazines, boxboard; recyclable plastic #1-7 containers that have contained non-hazardous products; all provincially legislated beverage containers excluding glass; milk cartons/jugs</i> Both household glass and legislated glass beverage containers are excluded from this RFP. Ability to accept additional materials (please specify which additional materials) for Collection
B 4.2	Material Capture (4 points)	<ul style="list-style-type: none"> Plans (in collaboration with the City) to monitor and achieve high participation rates among customers

PRINCIPLE		INFORMATION REQUESTED
B 5.0 COSMOPOLITAN INDUSTRIES		
B 5.1	Pricing for Provision of Unsorted Fibre For Delivery (5 points) The City may, in its sole discretion, disqualify a Proposal if a price per tonne for unsorted fibre in good condition delivered to Cosmopolitan Industries is not provided.	<p>The City will continue to supply unsorted fibre to Cosmopolitan Industries on a regular basis. Because the volume of fibre collected at the existing depots is expected to decrease with the implementation of a curbside recycling program, the City will need to divert some paper from the Successful Proponent(s) to Cosmopolitan Industries, which may be up to 4,000 tonnes per year. As part of the financial evaluation, the City is requesting a price per tonne for unsorted fibre in good condition delivered to Cosmopolitan Industries. The fibre must be in approximately the following proportions: 76% ONP, 16% OCC, 8% Mixed Waste Fibre.</p> <p>a) Provide details on the method(s) for providing unsorted fibre for delivery to Cosmopolitan Industries located at 28 Thirty-Fourth Street East, Saskatoon, Saskatchewan, Canada S7K 3Y2.</p> <p>b) Provide pricing in the Financial Submission submitted in a separate sealed envelope as per Appendix A Package 3.</p>

B6 EVALUATION POINTS SUMMARY

Evaluation Criteria	Maximum Available Points
EFFICIENCY: Management and Track Record	10 points
EFFICIENCY: Quality Control/Quality Assurance	5 points
EFFICIENCY: Communication Plan	5 points
EFFICIENCY: Reporting	5 points
SUSTAINABILITY: Economic Viability	15 points
SUSTAINABILITY: Environmental Impact	2 points
CONVENIENCE TO RESIDENTS: Participation	15 points
CONVENIENCE TO RESIDENTS: Implementation	1 point
CONVENIENCE TO RESIDENTS: Interruption/Contingency Plan	1 point
DIVERSION OF MATERIALS: Range of Materials	2 points
DIVERSION OF MATERIALS: Material Capture	4 points
Pricing For Provision of Unsorted Fibre For Delivery To Cosmopolitan Industries	5 points
Financial Submission (Package 3)	30 points
TOTAL	100 points

Financial Submission (30 points)

The Financial Proposal must be submitted in a separate sealed envelope as per Appendix A Package 3.

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