

# SOLID WASTE COLLECTION AND RECYCLING SERVICES WORKSHOP



# Topics Covered

- Frequently Asked Questions (FAQs)
- List of Bidders and Selection Criteria
- Cost/Benefit Review

**FREQUENTLY**

**ASKED**

**QUESTIONS**

**(FAQs)**

FAQ:

Will my service be equal to what I am receiving now?

A: Yes, the City staff has provided an “apples to apples” comparison of the current services in the RFP.

FAQ:

Will the proposed contractor provide alley services?

A: Yes, this was addressed in the RFP on page 46 in section 3.11 “Collection Locations”

...some areas require collection in paved and unpaved alleyways

FAQ:

Will there be help for disabled citizens?

A: Yes, the contractor will bring carts to the curb and return them to their original location for residents with a documented disability.

FAQ:

Will costs increase later?

A: The RFP stipulates that the cost will not increase for the first 3 years. Thereafter, the contractor will only be able to increase our price in accordance with the Consumer Price Index (CPI) with a maximum allowance of 3% per year regardless of the CPI.

FAQ:

Will workers lose their job?

A: The recommended vendor will create 13 new positions and indicates they will “proactively recruit the City’s existing workers for all positions available.” Additional recruitment efforts will be made to assist displaced workers at other cities operated by the recommended vendor.



FAQ:

Will the City lose control?

A: The city will be responsible for ensuring that the vendor performs sanitation services at a level equal to or better than current service levels.

FAQ:

Will the City be able to go back to providing the services in-house?

A: The City will continue to have the option of returning to in-house sanitation services.

FAQ:

Will there be a City Department to call if there are problems?

A: Yes, like all of our contracted services, customers may always call the vendor directly, department, or City Manager's Office.

FAQ:

What will happen in the case of a hurricane?

A: The City has contracts with three debris removal companies, however the contract includes that the vendor may be called upon to assist in debris clearing or other duties as needed.

FAQ:

How will missed pick ups be resolved?

A: If notified by 3:00 PM, it will be picked up the same day. If notified after 3:00 PM, it will be picked up next day by 12:00 PM.

FAQ:

Does the existing department make a profit?

A: Yes. The sanitation department operates as an enterprise fund. As such, there are transfers to other areas that support sanitation services.

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# Vendors



Choice



Waste Mgmt



Waste Pro



Waste Services Inc.



# Ranking Criteria

- Bidder's Ability and Qualifications
- Equipment Availability
- Financial Capability
- *Scope of Services Proposed*
- *Pricing*

# Services and Costs:



Choice



Waste Mgmt



Waste Pro



Waste Services

# Scope of Services

- Transition & Implementation Plan
- Customer Focus
- Employees (Incentives, Placement)
- Safety, Service, and Surveys

# Transition and Implementation Plan

- Detailed task analysis for each step in transition tailored for NMB
- Development of informational video
- Mailings, flyers and magnets hand delivered to each residence

# Customer Focus

- Phone support:
  - 7am – 7pm (M-Sat), English, Spanish & Creole
  - “Real people” answering phones, no automated services or contracted phone support.
- Any missed pick up resolved same day if notified by 3pm, otherwise next day before noon.
- Every complaint tracked with TRAC-EZ, an online system available to everyone for service monitoring

# Employees

Create 13 positions locally and “proactively” recruit NMB displaced employees

Placement assistance available throughout the company for employees not hired locally

Bonus plans, \$100 for commendation letters

# Safety, Service & Surveys

- Vehicles sanitized weekly
- Spill kits on board of all vehicles
- Audio & Video Reverse on all vehicles
- Safety bonus of \$10,000 after 3 years
- In-field/route supervisors
- Customers: Miramar, Hollywood, North Miami, Tallahassee, Port St Lucie, West Park

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# Proposed Annual Contract Comparisons

<u>Waste Pro</u>	<u>Waste Mgt</u>	<u>Choice</u>	<u>WSI</u>
\$5,624,058	\$5,939,664	\$6,222,066	\$6,350,909

# Proposed Annual Contract Comparisons

<u>Customers</u>	<u>City NMB</u>	<u>Waste Pro</u>	<u>Waste Mgmt</u>	<u>Choice</u>	<u>WSI</u>
Commercial	\$2,921,417	\$2,715,234	\$2,886,426	\$3,513,492	\$2,689,240
Residential	<u>\$5,618,292</u>	<u>\$2,908,824</u>	<u>\$3,053,238</u>	<u>\$2,708,574</u>	<u>\$3,661,669</u>
Total	<b>\$8,539,709</b>	<b>\$5,624,058</b>	<b>\$5,939,664</b>	<b>\$6,222,066</b>	<b>\$6,350,909</b>
Difference		-\$2,915,651	-\$2,600,045	-\$2,317,643	-\$2,188,800
% Change		-34.1%	-30.4%	-27.1%	-25.6%

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# Offers for Purchasing City Fleet & Containers

	<u>Waste Pro</u>	<u>Waste Mgmt</u>	<u>Choice</u>	<u>WSI</u>
Containers	\$628,405	\$420,400	\$650,256	\$451,650
Fleet	\$645,950	\$384,000	No bid	No bid
Total	\$1,274,355	\$804,400	\$650,256	\$451,650

# Current vs. Potential Costs of Services

<b>Account Description</b>	<b>Current Budget</b>	<b>Potential Budget</b>	<b>Change</b>
<b>Total revenues</b>	9,555,425	9,704,343	148,918
<b>Total expenses</b>	<u>9,555,425</u>	<u>6,832,249</u>	<u>-2,723,176</u>
<b>Net increase in net assets</b>	\$--	<u>\$2,872,094</u>	<u>\$2,872,094</u>

*FY 2011 claims and settlements related to solid waste ≈ \$175,000*



City of North Miami Beach, Florida



Now More Beautiful!

Thank you!