



Committee of the Whole Council

Northern Six Waste
Collection Contract RFP
Update #3

Background

- Current contract 2007 – 2017 (September)
- 8.5 years of experience
 - N6 Contractor and MOU
 - Individual flexibility
 - SSO
 - Customer Service
 - Growth
- Good experience, efficiencies realized, but can use improvement
 - Annual Budget of \$2.53 Million
 - Estimated Savings \$2.26 Million
 - Customer Service – approximately 25,500 collections = 2.4 Million touches per year with 520 Complaints (Town 2015) 99.98% with no issues
 - Winter Collection (2013 – 2014) Action Plan
 - Curbside Collection Inspector
 - By-Law Harmonization

Previous Reports

Municipality	Report Title	Report Date
King	N6 Waste Contract Update	November 30th, 2015
	Memorandum of Understanding for the N6 Waste Contract	February, 2016
Aurora	N6 Waste Collection Contract Update	March 3rd, 2015
	N6 Waste Collection Contract RFP Preparation	November 3rd, 2015
	N6 Waste Collection Contract Renewal Update- MOU and Council Lobbying Framework	January 19th, 2016
Whitchurch-Stouffville	Waste Collection Contract Tender Preparation Update	February 3rd, 2015
	N6 Joint Procurement For Municipal Waste Collection Services Contract and MOU	January 19th, 2016
East Gwillimbury	N6 Waste Collection Contract, 2017-2025, Request for Proposal Preparation Update	February 3rd, 2015
	N6 Waste Collection Contract, 2017-2025, Request for Proposal Preparation Update # 2	September 22nd, 2015
	Lobbyist Registry for the N6 Waste Collection Contract and MOU	January 19th, 2016
Newmarket	N6 Waste Collection Contract, 2017-2027 Tender Preparation Update	January 29th, 2015
	N6 Waste Collection Contract, 2017-2027 Request for Proposal Preparation Update	October 26th, 2015
	Lobbyist Registry for the N6 Waste Collection Contract (2017-2027)	November 5th, 2016
	Lobbyist Registry for the N6 Waste Collection Contract (2017-2027)	November 19th, 2016
	N6 Waste Collection Contract, 2017-2027 Request for Proposal Preparation Update #3	February 1st, 2016
Georgina	N6 Waste Collection Contract Request For Proposal Preparation Update	March, 2016

Memorandum of Understanding

- Municipal Representatives
- Municipal Relationship Manager
- Meetings
- Reports to the CAOs
- Escalation Procedures
- Termination of Contract
- Cost Sharing Formula



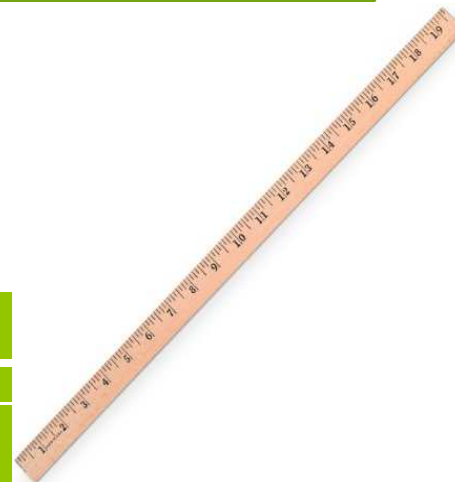
Customer Service

- Previously presented three options
 - Contractor CS Call Centre
 - Third Party Call Centre
 - Outsourced Call Centre
 - N6 Municipality Call Centre
- Efficiency
 - Middle man – 25% of calls
 - Logistics – managing multiple contracts
 - Risk – miscommunication
 - Provisional pricing higher
- Service Level Criteria
- Conflict of Interest
- Can always call Town if problem with Contractor



Performance Penalties

Failure to Clean up spillage of material	Per incident
Failure to submit reports	Per report
Failure to resolve damage claim to resident's property within specified time	Per incident
Inappropriate behaviour by contractor's staff	Per incident
Improperly replaced containers	Per route
Failure to return to collect materials as directed by the Designated Municipal Official	Per incident
Failure to follow up and resolve complaints/issues within 48 hours	Per incident
Failure to answer 75% of customer calls within 20 seconds (for the previous month)	Per day
Failure to conclude 75% of customer calls on first contact (for the previous month)	Per month
Failure to maintain a customer call abandonment rate of less than 10% per day	Per day
Failure to complete collection services within the specified hours of operation	Per non collected route



Highlights of the RFP

- Customer Service Enhancement
- Frequency of Collection – As is
- Escalation Clause – Based on CPI
- Bag Limits – As is with option for 2 bags
- GPS – Tracking of trucks
- Bin Delivery Option – By contractor when called + As is
- Optional Electronic Waste – Collection up to 4 times per year
- Fleet – new, never more than 10 years old, 5 year repaint
- Length of contract – 8 years with possible two -1 year extensions



Next Steps

- January – February = Updates to all Councils
- January = N6 CAO's meeting
- February = N6 Director's meeting
- March = Finalize and Release RFP
- May/June = Close and evaluation of RFP
- June – September = Council Reports on RFP and award
- September 2016 – 2017 = Promotion and Education
- September 2017 = Contract Start

