



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** November 8, 2021
SUBJECT: Consider first reading of Ordinance No. 3716, granting a franchise and approving a contract for solid waste and recycling collection with Republic Waste Services of Texas, Ltd.
PRESENTER: Karen Manila, Assistant City Manager

SUMMARY:

Republic Waste Services of Texas, Ltd., (Republic), has been the City's solid waste and recycling vendor since February 1, 2008. The most recent contract with Republic went into effect on February 1, 2015 for a 5-year term with two one-year renewals. The final renewal will expire January 31, 2022. As such, a request for proposals was issued in May to have a new contract in place beginning February 1, 2022. Staff is requesting City Council to consider awarding the contract to Republic Waste Services of Texas, Ltd.

GENERAL DESCRIPTION:

On May 3, 2021, the City of North Richland Hills issued Request for Proposals 21-013 for Solid Waste and Recycling Services within the city. Proposers were instructed to submit a proposal based on the current contract conditions. In addition, proposers were asked to submit an alternate proposal for every other week recycling and were given an opportunity to provide alternate proposals that included a higher level of service or innovative collection methods that would benefit residents through increased service levels or reduced costs. On June 16, 2021 the city received proposals from five vendors:

- FCC Environmental Services, LLC
- Frontier Waste Solutions
- Republic Waste Services of Texas, Ltd.
- Waste Connections of Texas
- Waste Management of Texas, Inc.

As requested, the companies submitted base proposals as well as alternates which would modify the current service levels in some way. The alternate proposals included every other week recycling, trash collection with mandatory carts, once a week trash service, and electronics collection.

A mandatory in person pre-bid conference was held on May 10, but because of some conflicting wording in the RFP, a second conference was held via WebEx on May 17. The pre-bid conference(s) were attended by the five proposers plus the Solid Waste Evaluation Committee. This committee included Karen Manila, Billy Owens, Boe Blankenship, Angel Holbert and Lynn Lantrip. Mr. Lantrip is a Principal with Solid Waste



Specialists, a consulting firm that assisted the City with drafting the RFP and contract, as well as evaluation of the proposals.

Each member of the committee reviewed and scored the written proposals based on scoring criteria that was outlined in the RFP. Below is the scoring matrix.

Compliance and Clarity of Proposal – Contains Minimal Exceptions to the Contract	5%
Experience Shown Providing Like-Service to Like-Sized Cities	10%
Demonstrated Strength of Local Personnel at the Hauling Division	5%
Detailed Operating Plan in Narrative Format	15%
Detailed Transition Plan to Commence Service	15%
Customer Service with Emphasis on the use of a GPS service tracking system	10%
Financial Strength of Company	5%
Competitive Total Cost of Proposal	35%

Republic and Frontier Waste Solutions (Frontier) scored the highest based on the above scoring matrix. The Evaluation Committee met with Republic and Frontier to further discuss their proposals and address any concerns. Based on the score for their proposal and the follow-up interview, the Evaluation Committee recommends Republic Waste Services of Texas, Ltd. be awarded the contract to provide solid waste and recycling services within the City of North Richland Hills.

The proposed contract with Republic is for a five-year term with 2 one-year optional extensions and is to commence on February 1, 2022. Staff believes Republic will be able to continue providing good, quality residential and commercial collection and disposal services. Further, Republic is financially secure and stable enabling them to continue to provide service over the term of the contract.

The contract terms include:

- Two times a week “take all” service on Monday/Thursday or Tuesday/Friday
- Once a week Brush & Bulk collection, limited to (4) cubic yards per collection
- Once a week curbside recycling using 65-gallon carts on one of the regularly scheduled trash days
- Up to ½ cubic yard of flattened cardboard that does not fit in the recycling cart, can be placed next to the recycling cart for collection
- Curbside Christmas tree collection plus drop-off locations
- Monthly free entry into landfill for NRH residents (once a month per resident)
- All city facilities receive free collection



- 84 free hauls of roll off containers for the city
- \$15,000 donation each year to Keep NRH Beautiful
- \$10,000 donation per year for senior programming
- Dedicated route supervisor
- Five holidays per year with make-up days
- Annual rate adjustment beginning in year two equal to the same percentage as the Consumer Price Index for All Urban Consumers, Garbage and Trash Collection, with a drop in CPI equaling a zero percent adjustment and a 5% maximum adjustment in any given year.

Republic has included measures in the contract to address customer service issues we have experienced over the last year. These measures include:

- Increasing the number of residential trash routes
- Utilize a mini rear load roving collection truck to assist with missed collections, late set outs, delayed collections and to assist in tighter alley collections
- Utilize three (3) new low hopper style automated/manual side load collection vehicles to allow manual collection of excess flattened cardboard boxes outside the recycling cart
- Provide an additional, full time Operations Clerk dedicated to the City with the responsibility for monitoring all communications from the City and Republic's call representatives
- Establish a dedicated e-mail inbox to receive communications from city staff and any online submissions related to the services under this contract
- Establish a dedicated local phone number exclusively for the North Richland Hills community.
 - Calls to that number shall be managed by local agents with unique knowledge of the specific service details and contractual requirements in North Richland Hills.
- Provide two (2) customer service representatives to assist the local agents and Operations Clerk in the performance of their duties
- Adding City imposed liquidated damages on a monthly basis per the "Summary of Liquidated Damages" section of the contract.

The cost to residents will be \$17.60 per month, an increase of \$0.29. The cost for senior citizens will be \$16.85, also an increase of \$0.29 over the current rate.

In accordance with the City Charter, franchise ordinances require two readings by City Council. The first reading will be conducted on November 8, 2021 with the second reading scheduled for December 13, 2021. Council will be asked to take action on the ordinance following the second reading.

RECOMMENDATION

First reading of Ordinance No. 3716.