Attachment A – RFP 10596-17/DKK
Scope of Work

Commercial Organics Recycling Program
Outreach and Technical Assistance

Background:
The City of Redmond has a successful commercial organics recycling program which includes businesses and multi-family housing. Currently there are 210 accounts hauled by Waste Management. Each account may have up to three 64-gallon toters hauled twice a week at no additional charge. The toters are lined with a compostable bag after each servicing. The objective of this agreement is to assist the City with maintaining current accounts, as well as the continued roll-out of the commercial organics recycling program by recruiting participants and assisting each business/multi-family complex with implementation.

Task 1 – Educational Materials, Recruitment and Technical Assistance
The City will provide the Consultant a current listing of food generating businesses and multi-family complexes. This will include facilities such as:

- Preschools or daycares
- Nursing homes or senior centers
- Hospitals
- Restaurants
- Fire departments
- Schools
- Grocery stores
- Microsoft campus
- Apartments and condos

The Consultant will assist in continuing program promotion and other activities determined with the City. The Consultant will continue recruiting businesses to participate in the program through methods which may include calls, mailings, on-site visits, and presentations to business groups. The Consultant will attempt to contact each business on the listing either through a phone call or on-site visit.

The Consultant will also do outreach to apartments and condo properties. Condo or apartment properties will need to be approved through an application to participate.

The Consultant may also assist with event food recycling, and recycling, per project manager instruction.

The Consultant may assist with organics recycling and single stream recycling planning and day-of activities for Derby Days.

The Consultant will offer tailored assistance with each business and multi-family complex that decides to participate. Tailored assistance may include:

- On-site visits
- Provide posters, stickers for kitchen containers and handouts to each new participant
- Present and train kitchen staff, employees or students (based on types of business)
- Set-up kitchen systems and help determine which bagless method works best for each business
- Provide information to property managers or corporate headquarters to help businesses get approval to participate
- Resolve issues businesses may have
- Recognition of participants
- Follow-up technical assistance in the case of contamination, poor participation, or staff changes

The Consultant will continue to work with Waste Management; action items may include:

- Driver training (for driver turn-over) of what materials are and are not acceptable for the organics program. Training will also include acceptable cleanliness levels of carts and when to switch them out.
- Annual route ride-along.
- Call center training (refresher) on details of the program and what materials are and are not acceptable.
- Coordinating sticker use, cart delivery and pick-up.
- Periodic meetings with Waste Management and the City.

The Consultant will help publicize progress through materials such as the City website, City newsletters and public events.

The Consultant will operate a foodwaste information hotline. This will be used to answer questions or recruit more participants.

The Consultant will be available for additional organics recycling opportunities as directed by the City.

Deliverables:

- Educational materials
- List of businesses and contacts made
- List of participants and follow-up contacts including progress and any issues
- Log of activities done

Task 2 – Reporting and Administration

The Consultant will provide monthly reports (with invoices) and a final report which will estimate tons of diversion.