

Provision of Waste & Recycling Services

Kerbside Collection

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Strategic Projects & Business

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Background



Pre 2017, kerbside collection was delivered inhouse by City staff with no recycling services



2017, the tender for provision of waste and recycling kerbside collection services was awarded to Cleanaway



Upon award, recycling was introduced to the City of Karratha residents



Original contract held for 5 years plus 5 year with expiry date of February 2027.

Current Services Contract



- 8,255 Residential customers
- 830 Commercial Properties



- Largest Service contract in the City
- Fleet of Specialised trucks and Skilled Operators
- Recycling facilities including Baling & Sorting
- Transport of recycling bales to Perth Materials Recycling Facility
- Consistently high results in customer satisfaction survey (Refer Figure 1)

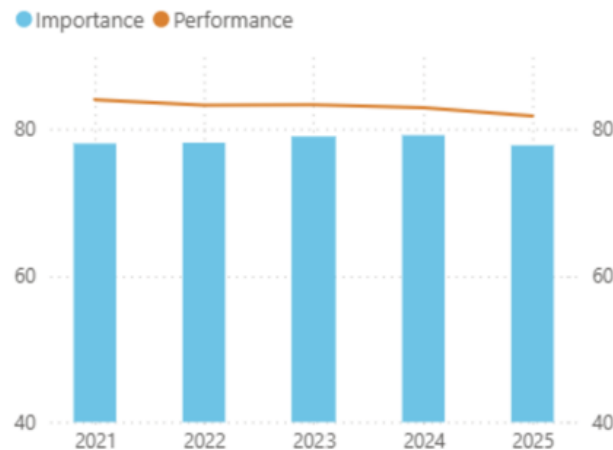


Figure 1

Tender Proposal

Kerbside recycling is complex, and the City does not currently have the facilities, equipment or systems to deliver it successfully.



Go to Market to vendor bids on a 5yr + extensions at discretions of the city (+2yr, +2yr, +1yr)



Propose 2 Bid options;

Option 1: Full Service of Waste & Recycling Services
Contract

Options 2: Separable Portions for Customer Service,
Collection and Processing.

Separable Option for Tender

The awarded vendor for Customer Service acts as the centralised point of communication for the City's biggest Service Contract, with KPIs to measure against:



Data capture and reporting accuracy



Number/% of Customer complaints, received and resolved.



Number/% of missed services and rectification timeframes



Number/% and duration of delayed services



Available resources to allocate service requirements



Delivery of Communication platforms

Financial Commitment



The City currently allocates \$1.7m p.a. for waste and recycling collection services.



The cost of these services (inclusive of service portions such as; Landfill development & closure, Pre and Post Cyclone collections, Street Sweeping, Sanitation, Litter collection), is recovered through the Domestic Waste Management Charge applied to serviced properties. The proposed Domestic Waste Management Charge for 2026/27 is \$379 per assessment.



It is anticipated that expenditure associated with delivering these services under this tender will be in accordance with the City's budget allocation.

For more information:

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