

Request for Proposal Municipal Trash and Recyclables Collection City of Coldwater, Michigan

1. Introduction

The City of Coldwater, Michigan (City) is soliciting proposals from qualified contractors for the provision of residential trash, recyclable material and yard waste (i.e. refuse), along with trash and recyclable materials collection services for the City owned municipal facilities.

The services specified in this Request for Proposal (RFP) represent a city-wide contract with approximately 3,000 residential customer accounts and approximately 15 municipal accounts. The City intends to award a contract as a result of this RFP process. A start date for collection services is to be set by mutual agreement between the City and the contractor, and is anticipated to be no later than May 2012.

Questions may be referred to Dave Sattler, Director of Public Works, at (517) 279-9531 or dsattler@coldwater.org.

Proposals shall be sent to the City of Coldwater - Department of Public Works, 1 Grand Street, Coldwater, MI 49036 in a sealed envelope marked "City of Coldwater Collection Proposal" and shall be received by 4:00 p.m. on February 21, 2012.

2. General Information

2.1 Demographics

The City has an estimated population of 11,000 people residing in an approximately 6.0 square mile area. The City contains an estimated 3,000 residential units.

There are approximately 15 municipal accounts. Commercial and industrial complexes are not part of this request for proposals.

2.2 City Goals and Objectives

The City intends to provide trash pick-up, curbside recycling and yard waste collection for all residents within the City, and to bill this service as part of the monthly utility bill. The City intends to make this a long-term service to the residents of the community, with the transition to this service transparent to the customer. The City believes in maintaining a high level of commitment to quality customer service. In procuring the services described in this RFP, the City seeks to provide high quality public services that are convenient for the residents. In addition, the City seeks to provide services that help citizens decrease the amount of solid waste sent to landfills and increase waste reduction and recycling practices.

2.3 Reservation of Rights

This RFP is a solicitation and not an offer to contract. The City reserves the right to reject any and all proposals. The City further reserves the right to issue clarifications and other directives concerning this RFP, to require clarification or further information with respect to any proposal, and to determine the final terms of any contract.

Interviews will be required by the City with selected contractors to clarify contractor proposals and to allow for contract negotiations. Acceptance of any proposal will be based upon factors including, but not limited to: costs for service; completeness of proposal; thoroughness of information provided; customer service standards; value added service; and prior successful contractor performance with waste collection systems similar to a scale described herein.

3. Basis of Proposal

Proposals submitted will be for the contractor to provide exclusive collection services for trash, recyclables and yard waste within the City limits, and trash and recyclables collection for municipal facilities. Proposals must include, by paragraph numbers, basic information addressing the following:

3.1 Unit-Based Pricing

The City currently owns approximately 3,000 96-gallon poly cart totes, 150 64-gallon poly cart totes and 5,000 plastic recycle bins. It is the City's intent for the contractor to utilize these totes/bins for the residential units, and reflect that value in the unit pricing. If the contractor chooses not to use the City owned totes/bins, then the contractor should provide an option for the purchase/sale of the units.

The Village of Quincy (Village) is located approximately six (6) miles to the east of the City. The Village is approximately 1.5 square miles in size, with a population of approximately 1,700. The Village has approximately 700 residential units and 1 municipal unit.

The City and Village wish to collaborate and capitalize on the economies of scale for refuse collection. As such, the contractor shall provide an option to the unit pricing for the combined units of the City and Village. Consider the City and Village units as if they would be under a single contract.

Using the table in Appendix A, the contractor shall provide a proposed unit-based prices structure for the following:

1. Residential
 - a. Weekly trash removal.
 - b. Recyclables Collection (specify weekly or bi-weekly collection).
 - c. Weekly yard waste collection (April through October).
2. Municipal Facilities
 - a. Weekly trash removal.
 - b. Recyclables Collection (specify weekly or bi-weekly collection).

3. Alternate pricing for the contractor to handle the billing functions
4. Purchase price for City's existing totes and recycle bins.

3.2 Additional Services

Using the table in Appendix A, the Contractor may provide a list of additional services that may be provided, together with a price list for such services. These services may include but are not limited to bulky item pick-up, participation in City Clean-Up Day, and green recycling.

3.3 Recyclable Material

The contractor should provide a proposal of what type and how recyclables will be accepted, and how often they will be collected (i.e. size of tote or number of bins). The recyclable materials will remain the property of the City.

3.4 Yard Waste

The contractor should provide a proposal for collecting yard waste. Yard waste to include grass clippings, mulched leaves, weeds, etc..... Brush, large limbs, etc... would not be considered as yard waste. The yard waste collection will be weekly during the months of April through October. The City's compost site can be considered as a disposal site.

3.5 Hours and Days of Operation

All collections shall, except as expressly permitted by the City, be limited to the hours between 7:00 a.m. and 7:00 p.m., Monday through Friday. Saturday and Sunday collections are not permitted unless expressly authorized by the Director of Public Works. The City will work with the selected contractor to divide the City into collection areas, and assign a collection day to each area. The proposal should include a proposed schedule that meets this framework and that accommodates changes due to inclement weather and holidays.

3.6 Holiday Schedules

Holidays shall be New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a weekday, then the Saturday following the holiday may be authorized as a catch-up collection day.

3.7 Trucks and Equipment

The contractor shall provide information about the size and types of trucks and automation that it proposes to use. The City reserves the right to visit the facilities of all interested contractors and observe the equipment used and the operational methods. These site visits will be coordinated with the appropriate representative(s) from each of the interested contractors. Any contract entered into by the City may contain provisions regarding equipment weight, leak proofing, and similar performance standards.

3.8 Use of Subcontractors

Contractor shall indicate in the proposal whether or not it intends to use subcontractors for any part of the service being provided, together with a list of all said subcontractors.

3.9 Promotion and Education

The contractor will work with the City to provide service-oriented information to customers and for developing and executing public education to encourage waste reduction and diversion. The contractor will work with the City to develop a billing insert to educate the customers of the service changes. This insert will inform City residents of the specifics of the trash and recyclables collection program, including a collection schedule, a listing of what materials can go into the recyclable materials bin, instructions on the proper handling of the collection bins, instructions on what customers are to do with trash that does not fit into the collection bins, etc. The contractor shall provide another such insert at six months into the contract, and each twelve months thereafter. The contents of the insert will be approved by the City.

3.10 Public Informational Meetings

Upon selection but prior to implementation of the trash collections service, the selected Contractor will be required to participate with City staff and Council in two or more public meetings which will describe the new service to City residents/customers.

3.11 Customer Service

The contractor shall be responsible for providing all customer service functions including informing customers of current services, handling customer requests, how requests for changes in bin sizes will be accommodated and resolving customer complaints. The proposal shall include information addressing the contractor's proposals for methods and a time frame for communicating with the customers and responding to their questions and complaints. The contractor shall also include, with the proposal, a copy of their customer service standards.

3.12 Proposed Term of Contract

The contractor shall provide proposals based on three (3) or five (5) year contract terms. Alternatives for longer terms may be presented for consideration.

4. Qualifications of Propose

The City requires the submission of the following certified supporting data regarding the qualifications of the contractor in order to determine whether it is qualified and responsible.

1. Satisfactory evidence that the contractor possesses not less than five years of experience providing trash and/or recycling collection services.
2. Evidence that the contractor is in good standing in the State of Michigan.
3. A copy of the latest available financial statements of the contractor (or, if the contractor is a subsidiary or division, then a financial statement of the parent corporation).
4. The name(s) and resume(s) of the individual(s) who will be responsible for the City contract.
5. Such additional information as will satisfy the City that the contractor is adequately prepared to fulfill all of the terms of the contract.

5. General Terms

The contract with the City shall include, but not be limited to, general terms that are substantially as follows.

5.1 Maintenance of Records and Reporting

The contractor shall maintain in its Michigan (local) office full and complete operation and customer service records that shall at all reasonable times be open for inspection and copying for any reasonable purpose by the City. Reports shall be submitted by the tenth day of each month to the City documenting the following information:

1. The customers to whom service was provided;
2. A log of complaints and resolutions for trash and recycling collection services;
3. A log of missed collections and responses;
4. A description of any vehicle accidents or infractions; and
5. A listing of all accounts having a change of service during the month (i.e., 96 gallon service to 64 gallon service, etc.); and
6. Weights in tons of garbage, recyclable materials and yard waste collected by commodity and where these items were transported to.

5.2 Compensation Payment Schedule

The contractor shall bill the City monthly on a per unit basis for services provided. Within 60 days of the start of the Contract, the contractor shall coordinate with the City's Finance Department to establish mutually acceptable billing forms. The City will retain full auditing rights of contractor's accounting records as they pertain to the City's contract.

5.3 Final Contract Stipulations

The City expects high levels of customer service and collection service provisions. The final contract will include provisions for performance failures, penalties for certain infractions, contract default, force majeure, indemnifications and insurance. These items, and others, will be negotiated as part of the final contract.

5.4 Compliance with Laws and Miscellaneous

The contractor shall be responsible at its expense for obtaining and complying with all necessary permits, ordinances, and laws. The contract shall also include provisions concerning independent contractor status, equal employment opportunity, non-assignment, disclosure of information and records, applicable law, and such other terms and conditions as the City may require.

6. Self-Reliance

The City makes no guarantee on any of the estimates contained in the RFP and provides this data for informational purposes only. Contractors are expected to conduct their own investigations and research of relevant information used to develop their proposals.

APPENDIX A – Unit Pricing

Option 1 – City of Coldwater Only

- 3,000 Residential Units / 15 Municipal Units

Collection	Frequency	Price/unit (utilizing City owned tote/bin)	Price/unit (contractor owned tote/bin)	Tote/Bin Size Provided
Trash	Weekly	\$	\$	96 gallon or equivalent
Trash	Weekly	\$	\$	64 gallon or equivalent
Recyclables	Weekly or Bi-Weekly (specify)	\$	\$	Bin/Tote size provided: _____
Yard Waste	Weekly (April-October)		\$	Bin/Tote size provided: _____
Trash – Municipal Facility	Weekly		\$	2 yard dumpster
Trash – Municipal Facility	Weekly		\$	4 yard dumpster
Recycle – Municipal Facility	Weekly or Bi-Weekly (specify)		\$	Dumpster size provided: _____

Contract Term: _____ 3 Years _____ 5 Years _____ Other Years (please specify)

Notes: _____

Option 2 – City of Coldwater and Village of Quincy Combined

- 3,700 Residential Units / 16 Municipal Units

Collection	Frequency	Price/unit (utilizing City owned tote/bin)	Price/unit (contractor owned tote/bin)	Tote/Bin Size Provided
Trash	Weekly	\$	\$	96 gallon or equivalent
Trash	Weekly	\$	\$	64 gallon or equivalent
Recyclables	Weekly or Bi-Weekly (specify)	\$	\$	Specify bin/tote size: _____
Yard Waste	Weekly (April-October)		\$	Specify bin/tote size: _____
Trash – Municipal Facility	Weekly		\$	2 yard dumpster
Trash – Municipal Facility	Weekly		\$	4 yard dumpster
Recycle – Municipal Facility	Weekly or Bi-Weekly (specify)		\$	Dumpster size provided: _____

Contract Term: _____ 3 Years _____ 5 Years _____ Other Years (please specify)

Notes: _____

Additions:

A. Price for contractor to handle billing and collection for residential service(s): \$_____ per unit

B. Purchase value of City owned totes and bins (provide only if contractor intends to purchase existing inventory owned by City)

1. 96-gallon tote: \$_____ per unit

2. 64-gallon tote: \$_____ per unit

3. Recycle bin: \$_____ per unit

C. Unit pricing for additional services offered (i.e. curbside bulk items not in tote, annual City wide large item trash collection, etc...)

<u>Service</u>	<u>Unit Pricing</u>
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____
4. _____	\$ _____