REQUEST FOR PROPOSALS
MUNICIPAL SOLID WASTE AND RECYCLING COLLECTION SERVICES

I. INTRODUCTION

The City of Waterville (City) is requesting proposals for the weekly curbside collection of residential and municipal solid waste and variable (see bid specs form) collection of residential and municipal recyclables. Vendors may bid on any or all facets of these services.

It is the City’s intent to contract for a three (3) year period for Municipal Solid Waste (MSW) collection and disposal. Contract commitment for recycling services will be dependent on further discussion with the successful vendor and subsequent approval by the City Council.

II. SUBMISSION

Proposals (one (1) original and three (3) copies) must be received at 6 Wentworth Court, Waterville, Maine 04901, Attn: Mark Turner, Director of Public Works, by 10:00 AM EST on Tuesday, March 4, 2014 at which time they will be opened and read aloud. All proposals shall be submitted on the attached proposal forms.

There will be a mandatory pre-proposal conference at City Hall, 1 Common Street, Waterville, Maine – IT Training Room on Friday, February 21, 2014 at 2:00 PM to discuss objectives and answer questions relating to this Request for Proposals.

Any questions regarding the terms, conditions or specifications of this request should be emailed to rgilchrist@waterville-me.gov.

III. SCOPE OF SERVICES

Solid Waste & Recycling Collection

The City collects all residential refuse on a weekly basis. All proposals must state willingness and capability to integrate solid waste reduction initiatives with the City’s potential consideration for a future residential unit based pricing system as commonly referred to as Pay as You Throw (PAYT).

Currently, the City’s refuse collection vehicle runs approximately 40 miles per daily pickup (excluding disposal site miles) and operates 5 days a week. The collection routes average 850 - 950 stops with a collection of +/-18 tons per day. Additional information is attached on the accompanying Fact Sheet – Appendix A. During the duration of this contract, all MSW shall be deposited at the Oakland Transfer Station, Town Farm Road, Oakland, Maine as part of the City’s contractual commitment to Penobscot Energy Recovery Company (PERC). The City will pay all tipping, transportation and processing fees separately from this contract.
The bidder will invoice the City for collection services on a monthly basis.

The work to be performed consists of two primary elements -- residential MSW (Municipal Solid Waste) and recycling collection for all of the established route areas in the City of Waterville.

The City requests separate pricing options for the collection of recyclable materials that includes newspaper, glass, metals, plastics, cardboard, and paperboard, etc. The recyclables will be collected on a bi-weekly schedule on the same day as MSW.

Proposals for the collection of recycling in the City should include pricing options for one or each of the following:

- Drop off at publicly accessible containers, either resident (or business) separated or mixed ‘single stream’.

IV. PAYT – ADMINISTRATION & COORDINATION

The selected Proposer will be required to provide the following services:

1. Program Design
   Proposer will design a Program to meet the waste reduction and recycling enhancement objectives and goals of the City. The Program should be based on variable rate, unit based or other bag-based PAYT - Pay as You Throw program. The Program should address key objectives and engage key stakeholders to maximize the Program’s success. Proposer is expected to suggest updates and improvements to its Program throughout the term of its contract with the City. Proposer will provide guidance on such issues as the composition, size and price of supplies; fees and costs associated with the Program; resident experience; frequency of trash pick-up and otherwise.

2. Community Education and Communication
   Proposer will include in the Program a description of community outreach and education regarding the implementation and successful execution of its proposed waste reduction Program, including the following:
   - Public Education, including schools and other civic organizations
   - Support for the introduction and start-up of the Program
   - The provision of Program support personnel
   - Municipal website design and set-up for Program
   - Public relations and communication campaigns

The proposal shall include a proposed schedule during which these functions will occur and shall identify the key personnel responsible for the Program’s implementation, including their professional qualifications to conduct this work.

3. Program Support
   Proposer will identify in the proposal a representative to serve as the Program’s coordinator. Proposer shall specify:
   - The responsibilities of the program coordinator as they relate to the proposed Program
   - The availability of the program coordinator throughout the term of the contract
• Other staff who will assist the program coordinator throughout the Program and their respective responsibilities

4. Supplies
The Proposer shall identify the source of supplies necessary to run the Program. If the Proposer is not the manufacturer of supplies, it shall identify the manufacturer and the location of the facility that will manufacture supplies to be used in this Program.

Requirements of supplies to be used in the Program are:
• Supplies shall be available to residents a minimum of 14 calendar days prior to the initial date that residents are required to use official City supplies. The City intends to begin PAYT after a ninety (90) day marketing campaign has concluded.
• Each residential household shall be issued three (3) complimentary bags in advance of the proposed start date.
• Proposer shall supply multiple-sized capacities.
• Proposer will be responsible for the quality of supplies used in its Program throughout the life of the Program.
• Proposer shall provide detailed information regarding its quality control to the City.
• All supplies shall be custom printed with verbiage and branding approved by the City that identifies them as the official Program supplies. Each Proposer shall provide sample supplies, at its own expense, in its response to this RFP.
• Proposer shall customize any retail packs with information approved by the City.

5. Distribution and Storage
The Proposer shall explain its plan for supplies distribution and storage, including:
• Security of any supplies used in the Program during the manufacture, transport, and warehousing stages
• Its plan to ensure that distribution and availability of supplies is convenient for City residents
• Its plan to ensure that no retail distribution location, if utilized, is out of stock due to lack of supply
• If needed as part of the proposed Program, its plan for communicating with its supply distribution network, including ordering procedures and minimum order quantities with local and chain retailers to ensure long-term retail participation

6. Accounting, Inventory Control, and Reporting
As part of the Program, Proposer will furnish accurate reporting of the following on a monthly basis:
• All inventory transactions related to the City’s supplies, if any
• All shipments, including product volume levels
• Invoices & expense manifests related to the Program
• All revenues received from retailers on the City’s behalf, if any, related to the Program
• Information regarding delinquent accounts

7. Billing and Record Keeping
The Proposer will maintain accurate records on all supplies including the quantities manufactured, the quantities placed in storage and the quantities delivered to retail
stores, if any. The Proposer will provide evidence of safekeeping of any and all public funds received and used during the Program, if any.

8. Risk Management
Proposer will bear all the cost and risk related to supply inventory, including the cost of all replacements due to manufacturing errors or defects. Proposer will establish a system of risk management regarding retailer credit, if any, including credit terms and procedures for delinquent accounts.

9. Resident Involvement
Proposer will detail, as part of its Program, how residents will be informed of and become involved in the proposed Program and how resident complaints will be received and addressed.

V. ADDITIONAL REQUIREMENTS

Holidays
No refuse will be picked up on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas. If a holiday falls on a regularly scheduled collection day, collections shall be made the following day or on a Saturday. No collections shall be permitted on Sunday.

Performance Bond
Proposals shall be accompanied by a Letter of Intent to the proposer from a surety company licensed to do business in the State of Maine or other surety acceptable to the municipality indicating the proposer’s approval to be issued the necessary Performance Bond. This binds the bidder to indemnify the community against all losses not to exceed the sum of the bond, if he/she fails to execute the terms of the agreement. Said bond shall be executed in the amount of one hundred percent (100%) of the total annual amount proposed for the highest bid option and shall cover the entire term of the contract.

Unacceptable Waste/Bulky Waste
Unacceptable wastes, as defined in the City’s contract with PERC, shall not be collected. “Bulky Waste” is defined as heavy or large objects, which exceed 50 pounds per object in weight or objects that are too large for one person to handle. This may include items such as household appliances, furniture, mattresses, construction debris or large toys. No bulky waste or other unacceptable items will be collected under this contract.

Callback/ Special Collections/Complaints
The Contractor shall maintain an office with a responsive telephone agent to handle all complaints (from 7:00 AM until daily completion of the regular collection schedule) and shall designate a knowledgeable field representative capable of responding to calls from the City and rectifying said complaints. An answering service will not be acceptable in lieu of the above.
Adequate provisions shall be made by the Contractor to provide special collections when refuse has not been collected during the regularly scheduled trip due to negligence or omission by the Contractor. Special pickups for missed collections shall be made by the Contractor when ordered by the City at no cost to the City or the occupant.

**Collection Routes**

The contractor will establish and provide a standard route to be taken for curb side pick-up of refuse and/or recycling. An accurate route map will be provided to the City and to each truck driver detailing the start and stop point. Individual truck routes that indicate both the route and direction of the vehicle on each street shall be given to the drivers and kept in the collection vehicles at all times.

The contractor will provide to the City and issue the public notices of any change in the route no less than 30 days prior to change once approved by the City.

**Charges and Penalties**

Any contract that the City enters into with a successful bidder will include penalties for failures to complete daily collection routes, damage to trash receptacles, etc. Penalty assessed will be based on the City’s cost for personnel, mileage and other resources necessary for the City to complete the work.

**VI. INSURANCE**

Minimum Coverage:

- $3,000,000.00 General Liability
- $1,000,000.00 Property Damages (Each Occurrence)
- $1,000,000.00 Personal Injury (Each Occurrence)

A Certificate of Insurance, with the City of Waterville named as additional insured, shall be furnished by the Contractor upon execution of a contract agreement.

The Contractor and their employees, either primary or subcontracted, shall indemnify and hold harmless the City of Waterville and their representatives for any acts considered to be outside the conveyance and associated parameters of this Agreement.

**VII. PROPOSAL ACCEPTANCE**

The City reserves the right to award one or more contracts based on factors in addition to price. The City will have the right to select the offer(s) best able to provide the services required and will then contract based on all factors involved in the proposal.

The City will evaluate proposals based upon the following major criteria:

a) **Experience of Proposer:** Measured in the number of years of acceptable service for municipalities of comparable size supported by letter(s) of recommendation from those communities and total number of similar operations, as applicable.
b) **Capability of Proposer**: Measured in the number and size of inspected, registered and insured equipment. Number of employees currently employed (adequate staffing) may also be taken into account. The proposer should include a description and fact sheet profile of the company with their proposal.

c) **Cost**: Measured as the total yearly cost of the services required or the total cost for the contracted services, if multi-year.

In evaluating the proposals, the City reserves the right to use any or all recommendations contained therein without limitation and to accept any part separate of an entire proposal in determining service provisions that are considered most advantageous to the City. All material(s) submitted becomes the property of the City. The evaluation of the proposals and award of a contract will be at the discretion of the City Council and their decision shall be final and without right of recourse by any proposer.

For Recycling Collection, bidders should indicate and describe the type of recycling service (i.e. single stream, dual stream, sorted, etc.) being offered with their proposal.
CITY OF WATERVILLE
MSW/RECYCLING COLLECTION FACT SHEET

➢ Five Day Collection Schedule

➢ 850 – 950 Stops Per Day (+/- 18 tons)

➢ Residential Collection Only – Up to 4 Units

➢ School Facilities (Twice Per Week During Summer/Daily During School Year)
  • Waterville Senior High School – Brooklyn Avenue
  • Superintendent’s Office – Brooklyn Avenue
  • Waterville Junior High School – West River Road
  • Albert Hall School – Pleasant Street
  • George Mitchell School – Drummond Avenue

➢ Municipal Facilities
  • City Hall – Front Street - Tuesday
  • Fire Department – Main Street - Tuesday
  • Parks & Recreation/Public Works – Wentworth Court - Tuesday
  • Police Department – Colby Circle - Tuesday
  • Public Library - Wednesday

➢ Mobile Home Parks
  • Countryside Park – West River Road – 118 Units - Tuesday
  • Punky Meadows – West River Road – 51 Units - Tuesday
  • Village Green – West River Road – 82 Units - Tuesday
  • Pooler’s Park Way – Grove Street – 30 Units – Friday

➢ Condominiums
  • Lincoln Woods – Lincoln Street – 16 Units – Thursday
  • Lincoln Green – Lincoln Street – 16 Units - Thursday

➢ Public Facilities
  • Parks & Playgrounds
  • Downtown Trash Receptacles
CITY OF WATERVILLE
BID PROPOSAL
MSW AND/OR RECYCLING COLLECTION PROGRAM

Proposal of __________________________ (hereinafter called "Bidder"), a corporation, organized under the laws of the State of Maine, a partnership or an individual doing business as:

____________________________________________________
(Company Name)
____________________________________________________
(Address)
____________________________________________________
(Telephone Number) (Tax ID Number)

To the City of Waterville, Maine (hereinafter called "Owner"):

The bidder, in compliance with your request for proposals for Refuse and/or Recycling Collection Program having examined the specifications of the proposed work and being familiar with all of the conditions surrounding the requirement for a refuse and/or single stream or sorted recycling collection program, hereby proposes to furnish labor, materials, services and supplies to pick up and dispose of refuse and/or recycling products in accordance with the Contract Documents and specifications within the time set forth therein, and at the per unit price stated below. This price is to cover all expenses incurred in performing the work required under the Contract Documents, of which this proposal is a part. Bidder hereby agrees to commence work under this Contract within fourteen (14) calendar days of notification by the City of Waterville or as otherwise agreed. Any bid differentials should be notated on a separate page.

Refuse Collection (Weekly) as currently collected, No PAYT

Three (3) Year Contract
$ ______. ___ Year 1
$ ______. ___ Year 2
$ ______. ___ Year 3
TOTAL $ ______. ___

Refuse Collection (Weekly) & Recycling Collection (Bi-Weekly) - Bidder Administration & Implementation of PAYT

Three (3) Year Contract
$ ______. ___ Year 1
$ ______. ___ Year 2
$ ______. ___ Year 3
TOTAL $ ______. ___

Refuse Collection (Weekly) & Recycling Collection (Bi-Weekly) - City Administration & Implementation of PAYT

Three (3) Year Contract
$ ______. ___ Year 1
$ ______. ___ Year 2
$ ______. ___ Year 3
TOTAL $ ______. ___

PAYT Administration & Coordination

Three (3) Year Contract
$ ______. ___ Year 1
$ ______. ___ Year 2
$ ______. ___ Year 3
TOTAL $ ______. ___

BY: __________________________ SIGNATURE: __________________________
TITLE: __________________________ DATE: __________________________