REQUEST FOR PROPOSAL (RFP)

FOR RESIDENTAL GARBAGE & RECYCLING COLLECTION AND DISPOSAL SERVICES

The Village of Oakfield (hereafter “Village”) is seeking bid proposals to contract its residential single-family homes, duplexes and mobile homes garbage and recycling collection and disposal services for a minimum five-year contract beginning January 1, 2023. Bids can be mailed to the Village of Oakfield, 130 N Main Street, Oakfield, WI 53065—ATTN: Miriam Thomas --in a sealed envelope marked, “Village of Oakfield Garbage & Recycling Collection Proposal” or accepted at the Village of Oakfield Clerk’s office until 3:30 pm on Wednesday, August 31, 2022, at which time they will be opened publicly and read aloud. E-mail proposals will not be accepted. The contract will be awarded to the lowest responsible, responsive bidder. The Village of Oakfield reserves the right to accept or reject any and all bids.

1. **General Information**

The Village of Oakfield currently contracts solid waste collection for residential single-family homes, duplexes, 3-4 unit homes and a few business locations. There are approximately 393 units receiving weekly garbage collection service and bi-weekly recycling collection service. Carts will need to be provided.

Dumpsters located at various municipal property locations are also collected weekly. Dumpsters will need to be provided. Additional dumpsters may need to be made available during festivals.

1. **Administration**

The contractor will bill the Village monthly for services. Prospective contractors are strongly encouraged to perform their own customer count. The contractor is responsible for providing all equipment, labor, supervision and supplies for the execution of this proposal and contract.

1. **Source Selection**

The Village is using the competitive sealed proposal method of source selection for this procurement. An award, if made, will be made to the responsive, responsible firm whose proposal is most advantageous to the Village, taking into consideration the factors set forth in this RFP. The Village may, as is deemed necessary, conduct discussions with responsible firms that have been determined to be reasonably suspected of being selected for award for the purpose of clarification to assure full understanding of and responsiveness to the solicitation requirements.

1. **Basis of Proposal**

The Village requests bids from contractor for weekly garbage collection and disposal with bi-weekly

recycling collection and disposal with proposed plan for bulky waste collection and disposal. Proposals

 will address at a minimum the basic information as follows:

**4.1 Roll Carts**

The Village currently does not provide roll carts to its solid waste customers; rather the carts are provided by the contractor. Carts vary in size either 64-gallon or 95-gallon. The contractor shall provide information to the Village about the size and type of carts that will be provided and how they will handle a request for a new cart when the old cart needs to be replaced, size exchange, or a new resident is established. If the contractor proposes to supply garbage carts to fit its trucks and equipment; then the costs of providing contractor required carts shall be included in the overall price of the service.

**4.2 Collection, Days and Hours**

The contractor should acquaint itself with the special needs and accommodations that will be required for collection in the Village of Oakfield. The contractor shall not commence collection before 6:00 a.m. each day and can perform collections on a specified weekday, currently collection is on Mondays. In special cases where they need to work on Saturday or Sunday, they shall first obtain written permission from the Village President or his/her designee. Exceptions to the collection hours shall be affected only upon the approval of the Village President or his/her designee at least thirty (30) days prior to the change.

The following holidays may be observed by the Successful Bidder:

New Year’s Day Labor Day

Memorial Day Thanksgiving Day

Independence Day Christmas Day

The contractor may decide to observe any or all of the above-mentioned holidays by suspension of the collection on the holiday by one day. The contractor shall be responsible for publicizing (and the expense of publishing) any changes in collection schedules due to the observance of the above holiday or closure of the landfill or transfer station. Proper publicizing includes the purchasing of advertising from the newspaper and/or other media serving the affected area. If the contractor seeks to change the schedule mentioned previously, it will notify the Village in writing prior to enactment of the changes. Said notification shall be at least thirty (30) days prior to the change.

**4.3 Customer Service**

The contractor shall be responsible for providing all customer service functions including informing customers of current services, handling customer requests, and resolving customer complaints. The contractor shall always provide a cell phone or other form of communication device with each vehicle to remain in contact with the Village. All customer complaints shall be made directly to the contractor. The contractor shall maintain an office through which it may be contacted by a customer via a toll-free telephone number.

**4.4 Missed Collection**

The Village and contractor will jointly investigate reports of missed collections. In the case of a customer which has regular reports of missed collections, the contractor may establish a record of late setouts by having the driver call to report the absence of a container out when the truck passes by that location. If a missed collection is verified, the contractor will notify the Village of the address where the missed collection occurred. The Village will contact the resident. The contractor will have twenty-four (24) hours to pick up a missed collection. If the contractor fails to correct a missed collection with the prescribed time of notification by the Village, the Village has the right to fine the contractor $200 per occurrence.

**4.5 Truck, Equipment and Service Standards**

 The contractor will provide photographs and other information about the make, model, size and type of truck and equipment that it proposes to use as well as any communication devices, GPS systems and other equipment. In addition, describe your truck fleet and the type of carts that will be utilized in the operation. The Village reserves the right to visit the facilities of all interested contractors. The trucks utilized on the route should make every effort to contain all solid and liquid waste within the trucks until they properly deliver and dump their load at the proper waste site. In the event waste blows from or falls from the trucks, or leaks from the trucks, the contractor shall promptly undertake clean-up of said waste. The contractor shall be responsible for damage to personal property, landscaping, driveways, or curbs. The contractor shall adhere to all safety regulations. The contractor’s fleet shall be in good working order, free of any oil/liquid leaks. In the event fluid from the truck leaks onto any Village street or private residence, contractor is responsible for clean-up or will be billed if Village staff cleans.

**4.6 Sub-Contractors**

If the contractor intends to use a sub-contractor for any part of the service being provided, their name and address will be provided in the proposal and approved by the Village prior to the signing of an agreement.

**4.7 Marketing and Educational Material**

The contractor as part of its proposal shall provide the Village at no cost service-oriented material for all customers. Specifically, 45 days prior to the commencement of service the contractor shall provide 8-1/2” x 11” two color inserts to be provided to each customer (approximately 500 inserts for existing and new customers). This insert will inform customers of the specifics of the garbage and recycling collection, cart information, collection schedule, a listing of what materials can go into the carts, instructions on what customers are to do with the garbage that does not fit into the collection carts, etc. The contractor should be willing to provide each twelve months thereafter an additional 500 inserts. The content of the insert must be approved by the Village before distribution through the Village’s tax billing system.

**4.8 Container Service for Village of Oakfield**

The contractor agrees to provide dumpster, weekly collection and disposal service to the Public Works Garage. Carts will be provided, and waste collected weekly from the Fire Department/Community Center/Village Hall at the addresses below:

115 W. White Street Fire Department/130 N. Main Street Community Center & Village Hall:

 2 – 95gallon garbage carts and 2 – 95gallon recycling carts

343 N. Main Street Public Works Garage: 1 – a minimum of 8 yards garbage dumpster with a cover and 1 – a minimum of a 8 yard co-mingle recycling dumpster with a cover.

**4.9 Additional Roll Carts**

The successful contractor will fulfill any request for cart replacement due to damage. Residents serviced by this contract shall contact the Village Clerk-Treasurer to request additional carts or to begin collection service. The Clerk-Treasurer will contact contractor to set up new service address and/or additional service.

**4.10 Other Waste**

The successful contractor shall not be required to collect, transport, dispose of or otherwise handle dead animals larger than ten pounds, hazardous waste, medical waste, industrial wastes, toxic substances, trees, earth, body wastes, abandoned vehicles, vehicle parts, large equipment, or any other type of waste that is not placed in the roll cart.

**4.11 Annual Bulk Collection**

Contractor shall be responsible for one annual curbside bulk collection on a date mutually agreed upon by the Village and the Contractor. Bulky waste includes furniture, rolled carpet 4’ max length, cabinets, countertops 4’ max length, mattress/box springs, doors, windows. Does not include piles of construction materials, large appliances, freon containing items, tires, batteries, electronic items.

**4.12 Transportation**

The successful contractor shall accept title to and transport all solid waste collected in the Village to the landfill or transfer station of their choosing and permitted and approved by the State of Wisconsin.

**5. Qualifications and Proposal**

The successful contractor will be awarded a five-year contract with the Village of Oakfield. The Village requires the submission of the following supporting data regarding the qualifications of the contractor to determine whether it is qualified, responsible, and responsive.

1. Describe your customer service program in detail.
2. Describe your approach to transition this contract.
3. Describe the implementation plan and schedule for this contract.
4. Describe your experience and qualifications in the garbage collection services
5. Provide the names and resumes of the principal officers, partners and a listing of the management team or key personnel that would be assigned to this project.
6. Provide any Notice of Violations (NOV) issued within the last five years.
7. Provide the names, phone numbers and email address of at least two local government references.
8. Is there another way we could propose the bulky waste pickup costs. If so what is your proposal?
9. Do you have a procedure for non-compliance notice to residential customers
10. Do you have a data collection system? What information is collected and submitted to the municipality for solid waste and recycling?

**5.1 Collection for Residential Customers (single-family, duplex, mobile home)**

* Monthly rate for one time per week residential solid waste service
$ \_\_\_\_\_ per month per unit.

Monthly rate for one time **bi-weekly** residential **recycling** service
$\_\_\_\_\_\_ per month per unit.

* Cart exchange fee
* Any other fees?

 **6. General Terms**

The contract will include but not be limited to, general terms as follows, and other performance standards identified here within.

**6.1 Compensation**

The contractor shall bill the Village monthly, based on a per account basis for services provided. Within thirty (30) days of the formal approval of the contract the contractor will coordinate and establish with the Village a mutually acceptable billing format. The Village will retain full auditing rights of the contractor’s accounting records as they pertain to the Village of Oakfield’s contract.

**6.2 Maintenance of Records and Reporting**

The contractor shall maintain in its local office a 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 Village. Reports shall be submitted when requested to the Village documenting the following information:

1. A log of complaints and resolutions for garbage collection services.
2. A log of missed collections and responses.
3. A description of any vehicle accidents or infractions
4. Any accounts having a change of service during the month and
5. Every six months a list of customers whom service was provided

**6.3 Delays in Service**

In the event that the Village determines that the Contractor is behind schedule, the Village reserves the right to utilize the Village’s employees and equipment to restore service to a timely schedule or the Village may obtain services of another private contractor. In this event the contractor will reimburse the Village for its employee costs, its fuel costs, and a reasonable reimbursement based on a per mile basis or per hour for equipment and vehicles used. If the Village employs the services of another contractor, the contractor shall pay the cost of those services incurred by the Village. Additionally, because all costs likely to be incurred by Village cannot be accounted for; the contractor shall pay as liquidated damages $500.00 per day for any day that the contractor is behind schedule. Any delays that are unavoidable because of “Acts of God”, civil unrest, or like circumstance out of the control of the contractor, they will then be excused from delays for a reasonable period during which its services are rendered impossible by the foregoing events. In the event of delays, regardless of cause, the contractor and Village shall negotiate a work schedule with the goal being to fully restore normal service as soon as is reasonably practicable. The contractor abide by this schedule.

**6.4 Liability and Motor Vehicle Insurance**

The contractor agrees to provide the Village annually with evidence that is has public liability and property
damage insurance which will protect the contractor and any sub-contractor during the performance of work

covered by this contract from claims or damages for personal injury including accidental death as well as claims for property damages which may arise from the performance of this contract by the contractor. Such insurance shall have at least $1,000,000 for injuries and property damage not less than $500,000. The Village shall be listed as an additional insured.

The contractor shall provide the Village annually with evidence that is had motor vehicle liability and

property damage insurance with at least $500,000/$1,000,000 for vehicles used during contract. The Village shall be listed as an additional insured.

**6.5 Hold Harmless**

The contractor shall be required to indemnify and hold harmless the Village of Oakfield , its officers and its employees, from and against all liability, claims, and demands, on account of any injury, loss, or damage, which arise out of or are connected with the contractor’s performance of the contract, if such injury, loss, or damage, or any portion thereof, is caused by, or claimed to be caused by, the act, omission, or other fault of the contractor or any sub-contractor of the contractor, or any officer, employee, or agent of the contractor or sub-contractor, or any other person for whom the contractor is responsible. The contract shall include provisions for the contractor to defend against such claims.

**6.6 Compliance with Laws**

The contractor shall be responsible at its expense for obtaining and complying with all necessary permits, ordinances, and laws.

**7.0 Instructions for Proposal**

Before submitting a proposal, each contractor shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful contractor from any obligation to comply with every detail and with all provisions and requirements of the contract documents, or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the contractor.

**7.1 Evaluation of Proposals**

The Village of Oakfield reserves the right to withdraw this RFP at any time and for any reason, and to issue such clarifications, modifications, and/or amendments as it may deem appropriate. Receipt of a proposal by the Village or a submission of a proposal to the Village offers no rights upon the contractor nor obligates the Village in any manner. The Village reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of the Village. Any such waiver shall not modify any

remaining RFP requirements or excuse the contractor from full compliance with the RFP requirements or excuse the contractor from full compliance with the RFP specifications and other contract requirements if the contractor is awarded the contract.

**7.2 Ambiguity, Conflict, or Errors in the RFP**

If the bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, they shall immediately notify the Village Board of such error in writing and request modification or clarification of the document. The Village Board will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP.

**7.3 Rejection of Proposals**

The Village reserves the right to accept or reject in whole or in part any or all proposals submitted. The Village shall reject the proposal of any contractor that is determined to be non-responsive. The unreasonable failure of a contractor to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

**7.4 Validity of Proposals**

All proposals shall be valid for a period of 120 days from the submission date.

**7.5 Response Format**

Proposals should be prepared simply and economically, providing a straight-forward concise description of the contractor’s approach and ability to meet the Village’s needs, as stated in the RFP.