



REQUEST FOR PROPOSALS (RFP)
FOR
**COMPREHENSIVE
GARBAGE, RECYCLABLES, AND COMPOSTABLES
COLLECTION SERVICES**

Proposal Issue Date: April 13, 2026
Proposal Submittal Due Date: June 8, 2026

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1. INFORMATION FOR PROPOSERS

1.1. Introduction

The City of Poulsbo is requesting Proposals (RFP) from qualified firms for solid waste collection services within the City Service Area (See Appendix A, Exhibit A). These services include single-family, multifamily, and commercial garbage collection; single-family and multifamily recycling and compostables collection; and the processing and marketing of collected recycling and compostables. The contract term will be ten (10) years.

The City currently provides garbage service to residents and businesses using carts and detached containers. The City currently contracts with Bainbridge Disposal for residential curbside and multifamily recycling and yard debris service. The three-year contract with Bainbridge Disposal expired February 28, 2025 and the City has exercised its option two times to extend the contract for one year each, which will run through February 28, 2027. All other services are open market.

The City is seeking a comprehensive solid waste collection contract to bring all services under one contract with one provider. The City seeks continuation of most service standards with some minor revisions and improvements as described in the attached draft Base Contract. The City also seeks proposed revenue impacts for one alternative, as listed in the Priorities & Requested Services Section.

The RFP process is described in detail in the Instructions to Proposers Section. Proposers should submit their Proposal, based on the attached Base Contract, with the revenue impacts of the alternative separately identified on the specified Price Proposal Form.

1.2. RFP Schedule

The City has set the following schedule for receipt and review of the Proposals. The City reserves the right to modify this schedule if deemed necessary. All times shown are Pacific Standard Time.

Event	Date or Time Frame
Release Final RFP	Monday, April 13, 2026
Proposer Questions and Comments Due	Monday, May 11, 2026 by 3 PM
Proposals Due	Monday, June 8, 2026 by 3 PM
Proposal Evaluation, Interviews, and Selection	June – July 2026
Finalization of Contract	August – September 2026
Council Process	September – October 2026
City Executes Contract	Wednesday, October 7, 2026
Date of Commencement of Service	Monday, March 1, 2027

1.3. Date of Commencement of Service

The Contractor shall start the Services under the Contract on **March 1, 2027**.

1.4. City Contact Information

All communication regarding this RFP must be through the City contact listed below:

April Ziemann
Contract Administrator Manager
City of Poulsbo
200 NE Moe St, Poulsbo, WA 98370
360-394-9746
azieman@cityofpoulsbo.com

1.5. Defined Terms

Terms used in these Proposal Documents that are defined in the RFP and/or Base Contract have the meanings assigned to them as follows. Defined terms are applicable to the singular and plural, and all pronouns.

- **Base Contract:** The Comprehensive Garbage, Recyclables, and Compostables Collection Services Contract, to be the basis for the Contract entered into by the City and the Selected Proposer after completion of the RFP process and is to be the basis for all Proposer Rate Proposals. A copy of the Base Contract is attached to this RFP.
- **Base Proposal:** The Proposal submitted by a Proposer based on the Base Contract and that meets the requirements of the RFP.
- **City:** The City of Poulsbo, in Kitsap County, Washington.
- **City Contact:** The City staff who all communication regarding this RFP must be through.
- **City Service Area:** The area within the incorporated boundaries of the City that is specified as the Contractor's service area.
- **Contract:** The contract executed by the City and the Selected Proposer for the Services.
- **Contractor:** The Selected Proposer that has entered into the Contract with the City related to the Services.
- **Date of Commencement of Service:** March 1, 2027, which is the date that the Contractor agrees to commence the provision of Services as described throughout the Base Contract.
- **Day or Days:** Calendar days unless otherwise specified.
- **Proposer:** A vendor that submits a Proposal to the City in response to this RFP.
- **Proposal:** A formal response to the RFP submitted by a Proposer to the City. A Proposal will only be deemed a Responsive Proposal if, at the City's sole discretion, it includes all necessary documents, information, security, rates, and proposed modifications to the Base Contract in compliance with the RFP.
- **Proposal Documents:** The Advertisement for Proposals and the Request for Proposal, including any attached or referenced appendices, exhibits, or addenda.

- **RFP:** This Request for Proposal procurement document including any attached or referenced appendices, exhibits, or addenda.
- **Selected Proposer:** means the Contractor to whom the City makes an award as provided in the Award of Contract section of these Instructions to Proposers.
- **Services** means all collection and processing services and associated functions specified in the Base Contract, including any changes made to its executed final form, the Contract.

Some minor differences in defined terms or word usage may exist between this RFP and the Base Contract. Please note that the RFP is describing existing conditions, data reported by the existing contractor, potential RFP alternative, and other narrative text that is not specific contract language. The Base Contract is the Contract document that the Selected Proposer is expected to execute, and thus the definitions and usage in that document represent the technical definitions that will be used over the Contract term.

2. BACKGROUND AND EXISTING SYSTEM

This section generally describes the existing solid waste collection system. Carefully review the draft Base Contract (Appendix A) to determine the scope of operations envisioned under the new Contract.

The City of Poulsbo's population is approximately 13,000 according to the Washington State Office of Financial Management. If current growth rate trends continue as outlined in the City's comprehensive plan, the City's anticipates a population of approximately 17,000 in 2036.

All previous annexation areas will be part of the new collection contract. The future annexation area is in the Urban Growth Area (UGA) adjoining the city limits. The UGA and City limits are shown in Exhibit A of the Contract. The City does not have any pending annexations, but the UGA is the area where annexations would be allowed over the next 20 years. The UGA may be modified over time through our comprehensive plan amendment process.

Appendix B includes current customer rates, current recycling contract rates, historical tonnage data by material stream and customer sector, current container counts, current service at City facilities, and more. Recycling and yard waste container counts and services have been provided by the City's current hauler and have not been verified by the City. The City encourages Proposers to perform their own investigation to confirm data as desired.

Additional information about current services may be obtained at:

<https://cityofpoulsbo.com/public-works-solid-waste/>

Mandatory Service: Single-family homes, multifamily properties, and businesses have mandatory garbage collection under Poulsbo Municipal Code 8.16. Exemptions are available for vacant houses and lots, or when tenants are away and water is turned off.

Single-Family Collection: The City currently provides service to 3,994 residential accounts. Garbage service includes embedded every-other-week collection of recyclables in a 64-gallon cart provided by Bainbridge Disposal. Every-other-week compostables collection is by

subscription directly through Bainbridge Disposal. Residents must prepay for tags if they wish for extra garbage to be picked up. 34 low-income senior and disabled citizens currently receive a 30% discount on garbage service which is expected to continue in the new contract.

The City currently has approximately 20 customers with 10-gallon micro can service level which is not expected to continue in the new contract. The City also provides dumpster service to three single-family residences which is not expected to continue in the new contract.

The City currently offers an annual residential cleanup program where single family residences are allowed to receive a 1-yard dumpster for removal of unwanted garbage. This program is not expected to continue in the new contract. Single family residences may also rent temporary front-load dumpsters for excess garbage.

Multifamily Collection: Multifamily residences are currently defined as all sites with multiple attached or unattached dwellings billed collectively for collection service. The City currently provides garbage service to 45 multifamily accounts. Multifamily residences are offered embedded recyclables service provided by Bainbridge Disposal. The multifamily recycling program generally accepts the same materials handled by the single-family recycling program. Cart-based compostables are subscription-based at an additional charge directly through Bainbridge Disposal.

Commercial Collection: The City currently provides service to 344 commercial garbage accounts. Recyclable service, compostables service, and drop-box services are not provided under the current City service or contract.

The City provides temporary dumpster service on an as-needed basis for local businesses and organizations to handle garbage at very large special events such as Viking Fest and the 3rd/4th of July celebration.

Containers: The cost of containers for regular service is included in current Customer rates. The City owns the residential garbage carts and steel detachable garbage containers which will be provided to the new hauler as part of the contract. Bainbridge Disposal owns all recyclable and compostable containers in which they provide regular service which will not revert to City ownership at the end of the contract.

The City provides 32-gallon and 64-gallon carts for residents, but residents must provide their own 10-gallon or 20-gallon container. The City provides 32-gallon and 64-gallon carts and 2-yard, 4-yard, 6-yard, and 8-yard dumpsters for multifamily and commercial customers. Residents can choose the number of carts for weekly garbage collection, and multifamily and commercial customers can choose the number of containers and service frequency.

All residential carts are grey with colored lids: blue for recycling, green for compostables, and gray for garbage. Detachable containers are gray for garbage and blue for recycling.

Collection Vehicles: The City currently utilizes five collection vehicles for garbage service. These vehicles may be transferred to the new hauler or surplus, and is discussed under the Alternatives Section of this RFP.

Disposal and Processing: All collected garbage is transloaded at the City's decant facility which will not be available for use under the new contract. Garbage is then delivered to the Olympic View Transfer Station in the Kitsap County Disposal System per the City/County Interlocal Agreement. Collected recycling is taken to WM's JMK in Tacoma. Collected compostables are delivered to North Mason Fiber.

Collection Schedule: The City and Bainbridge Disposal provides collection around the City each weekday. Collection currently occurs on all holidays, but is expected to change to the day after in the new contract.

Customer Service and Collection Support: The City is responsible for the customer service, billing, public notices, and communications related to single family, multifamily, and commercial garbage service, similar to other utilities. The cost of single family and multifamily recycling is embedded in the garbage service, but customers are directed to contact Bainbridge Disposal for related customer service and education. Bainbridge Disposal is responsible for customer service, billing, and communications related to yard waste service and all other services outside the current contract.

Staffing: The City currently has five employees dedicated to solid waste collection. All of these employees will be staying with the City, working in different positions.

3. PRIORITIES AND REQUESTED SERVICES

3.1. City Priorities

The City has begun exploring outsourcing solid waste collection service after its financial consultant established that it would be more cost effective to the customer. The City wishes to maintain reliable collection service and responsive, local customer service while minimizing rate increases in a new contract. The City is also very interested in increasing diversion through increased education and outreach.

The City completed a community survey regarding solid waste collection services in January 2026 in which 44 residents responded. Over 80% of the respondents reported being satisfied or very satisfied with service. Respondents also reported that cost was the most important element of collection service with customer service in relatively close second place. Education and outreach were listed as important to residents, but contract benefits like embedded bulky item service was rated as less important.

3.2. Base Contract

The City is requesting Proposals from qualified Proposers for solid waste collection services within the Service Area. These Services include: garbage, recyclables, and compostables collection for single family and multifamily customers and garbage service for commercial customers; the disposal of all garbage through the Kitsap County Disposal System; and the

processing and marketing of collected recycling and compostables as seen in the attached Base Contract.

The Contractor selected through this RFP process shall be responsible for all aspects of the contracted-for Services, including but not limited to the comprehensive provision of equipment, labor, supervision, and supplies necessary to perform the Services. The Contractor shall be responsible for providing carts, detachable containers, and drop-boxes necessary for all collection Services to customers in the Service Area. In addition, the selected Contractor shall produce and distribute public information about recycling, collection schedule changes (such as holiday hours), and the promotion of new collection Services. Although the Contractor will have primary responsibility for all customer materials (subject to City review), the City may on occasion choose to develop some materials for the Contractor to print and distribute to customers.

The Contractor shall be responsible for providing all customer service functions relating to service delivery including but not limited to: informing customers of potential service levels and charges, receiving and resolving customer complaints, dispatching drop-box container pick-ups and special collections, and directly billing all residential and commercial customers.

The City intends to procure the Services required as part of the Base Proposal for the collection system and other Services as described in the Base Contract. Proposers responding to this RFP should provide Proposals that meet the requirements of this RFP, including the Base Proposal requirements as set forth in the Base Contract. The description set forth in the Background and Existing System Section is a general overview and summary of the City's Priorities and Requested Services Section and shall not be the basis for any dispute over the City's requirements for either its Base Proposal or selection of a Contractor. The specific Base Contract provisions for the Base Proposal are not repeated in this RFP; Proposers must carefully review the Base Contract for specific requirements.

3.3. Rate Proposals

The Proposal prices shall be inclusive of all costs of providing the Services, labor, and equipment required under the Contract. The City may, at its sole discretion, deem any Proposal non-responsive to the Base Proposal that contains omissions, erasures, alterations, or additions of any kind, or prices uncalled for, or unbalanced, or any Proposal that in any manner fails to conform to the conditions of this RFP. The City may, at its sole discretion, reject any or all Proposals or waive irregularities in any or all Proposals.

Each Proposer's Proposal should provide unit prices for all service levels indicated on the appropriate Proposal forms. All Proposal rates shall be provided in **year-2027** dollars. A County tipping fee change aligned with the Contract will be applied to the final contract rates prior to the roll-out of the new contract. This is intended to reduce the Proposer's risk of inflation between the time rate are proposed and the start of Services.

The Proposal unit prices shall be used, in part, to determine the Selected Proposer as described in the Proposal Evaluation Section. All costs, including overhead and profit, and non-itemized taxes, fees or surcharges imposed by federal, state, or local authorities, for which the Proposer

expects to receive payment as a result of the Services shall be included in the unit prices, unless otherwise specifically directed.

The data on the existing Services concerning number of customers and collection tonnages should be viewed as the best available data accessible to the City and are presented solely as the basis for calculations on which the award of the Contract will be made. Actual results experienced during the operation of the Services may differ.

By submitting a Proposal, the Proposer is committing to commencement of collection Services by Date of Commencement of Service and compliance with each term of the Contract and corresponding portion of its submitted Proposal.

3.4. Alternatives

The City has identified one contract alternative for which it seeks pricing. Pricing of the alternative is not considered in the Rate Evaluation but may be considered in the Qualitative Aspects. Omitting pricing may result in a determination that the Proposer's Proposal is non-responsive.

A cell is provided at the end of the Proposal Price Form for entering a proposed rate modification for the alternative. Reductions in the revenue requirement shall be expressed as a negative number and increases in the revenue requirement shall be expressed as a positive number. If the alternative is selected, the amount listed on the Proposal Price Form shall be added or subtracted from the annual revenue requirement.

1. **Collection Vehicle Transfer:** The Base Contract requires the new Contractor to provide all collection vehicles. Under this alternative, the City would transfer all five collection vehicles to the new Contractor. Please provide the change in annual revenue associated with this alternative.

3.5. Proposer Variations

The City encourages Proposers to submit and describe potential variations from the described base and alternate terms, and from the attached draft Base Contract, that the Proposer anticipates could reduce costs or improve services for the City's customers. The City seeks variations to capture innovation, risk mitigation, partnership, and approaches to allow the City and the Contractor to more effectively achieve the City's priorities.

The City will consider proposed variations during the proposal evaluation process and may wish to discuss desirable variations during interviews and include desired variations in the final contract, as negotiated.

4. INSTRUCTIONS TO PROPOSERS

4.1. Request Proposal Documents

Proposers should email the City Contact a request for the Proposal Documents and confirm the name, email address, and phone number for the Proposer's employee to whom RFP addenda and related information should be directed. The City may not provide addenda or other information to any Proposer that has not provided written notice as required.

4.2. Examination of Proposal Documents

It is the responsibility of each Proposer to do the following before submitting a Proposal:

- Examine the Proposal Documents.
- Become familiar with local conditions that may affect costs, implementation, progress, performance or furnishing of the services or equipment required.
- Consider federal, state, and local laws, statutes, ordinances, regulations, and other applicable laws that may affect costs, implementation, progress, performance, or furnishing of the services or equipment required including, but not limited to, applicable regulations concerning: industry wage rates; nondiscrimination in the employment of labor; minority- and women-owned business enterprise requirements; protection of public and employee safety and health; environmental protection; protection of natural resources; fire protection; emergency preparedness; solid waste handling facility standards and permits; and other permits, taxes, and fees.
- Submit any questions in writing to the City by the deadline in order that the questions may be answered in an addendum to be issued by the City.
- Notify the City in writing of any conflicts, errors, omissions or discrepancies in the Proposal Documents.
- Obtain all required signatures on the Proposal Forms.

Before submitting a Proposal, each Proposer shall, at the Proposer's own expense, make or obtain any additional examinations, investigations, research and studies, and obtain any additional information and data that may affect costs, implementation, progress, performance, or furnishing of the services or equipment required that the Proposer deems necessary to determine its Proposal.

Proposers are expected to be knowledgeable about the service area, to understand the City's terrain, streets and alleys, and to be knowledgeable concerning the locations for cans, carts, detachable containers, and other receptacles used for garbage collection. Proposers are expected to determine if and specify to the City that their equipment can make the collections and provide the service called for in the Proposal Documents.

Additionally, Proposers are expected to be knowledgeable about customer service, service standards, complaint resolution, quality management, and other matters necessary to ensure high quality customer service throughout the term of a contract.

4.3. Interpretations

Proposers should carefully review the Proposal Documents during the pre-release industry review period and inform the City either at the pre-submittal meetings or in writing of any questions, comments, or objections to any document or portion of the Proposal Documents, including but not limited to the Base Contract requirements. Potential Proposers shall include objection to any terms of the Base Contract that the Proposer is unable to meet and/or terms that the Proposer believes are preferential to a particular party.

Once the RFP is released, all questions concerning the meaning or intent of the Proposal Documents and notifications concerning any conflicts, errors, omissions, or discrepancies in the Proposal Documents should be emailed to the City Contact as part of the Proposer Questions. RFP questions should be received by the due date and time listed in the Schedule Section in order to be considered. The City will respond to all questions via written addenda to this RFP to all Proposers who have provided notice of interest. Proposers shall note receipt of all addenda on the completed Certification of Proposal Form submitted with the Proposal. The City reserves the right to modify the proposed Base Contract or any of the other Proposal Documents prior to the receipt of Proposals.

4.4. Representations

The submission of a Proposal shall constitute an incontrovertible representation by the Proposer that the Proposer has complied with every requirement of these instructions, that without exception, the Proposal is premised on Proposer being able and willing to perform and furnish the Services, labor, and equipment required by the Proposal Documents by such means, methods, techniques, sequences, or procedures as are required by the Proposal Documents, and that the Proposal Documents are sufficient in scope and detail to indicate and convey understanding of all terms and conditions for performance and furnishing of the Services and equipment required under the Base Contract.

4.5. Modification or Withdrawal of Proposals

By submitting a Proposal, the Proposer is making a binding offer to complete good faith negotiations on a final contract substantially consistent with the Proposer's Response to RFP and the Base Contract attached to this RFP, except as may be modified only by mutual agreement during the Contract finalization process. Prior to the time and date designated for receipt of Proposals, any Proposal submitted may be modified or withdrawn by notice to the person receiving Proposals at the place designated for receipt of Proposals, such notice must be in writing to the City Contact and shall include the signature of the Proposer and must be received before the date and time set for receipt of proposals. If, within twenty-four hours after Proposals

are opened, any Proposer files a duly signed, written notice with the City and promptly thereafter demonstrates to the reasonable satisfaction of the City that there was an unknown, material and substantial mistake in the preparation of its Proposal, that Proposer may withdraw its Proposal.

4.6. Public Documents and Disclosure

Submittals are considered public information once opened by the City. Only under limited circumstances can submittal information be considered proprietary and not subject to disclosure. In no case can the Proposer indicate that their entire submittal is proprietary, and the City shall make the sole determination of what information may be considered proprietary based upon the City interpretation of the Public Disclosure laws. The City intends to disclose all sealed rate portions of the Proposals after they are opened to all Proposers. Proposers are cautioned not to include any confidential or proprietary information with their Proposals that they do not want disclosed.

4.7. Disclaimer of Costs

The City will not reimburse any Proposer for any costs involved in the preparation and submission of Proposals, interview process, or any expenses incurred in connection with the finalization and execution of the Contract.

4.8. Proposal Security Bond

Each Proposal shall be accompanied by a Proposal Security Bond (PSB) made payable to the City of Poulsville in the amount of fifteen thousand dollars (\$15,000) and in the form of the PSB as provided in the Proposal Forms.

The PSB from the Selected Proposer shall be retained by the City until that Proposer has executed the Contract and furnished insurance and a performance and payment bond as required pursuant to the Contract, whereupon the PSB shall be released. If the Selected Proposer fails to execute and deliver the Contract, as negotiated, and fails to deliver required Contract documents within one week after the Contract is finalized and ready for execution, the City may withdraw its offer to contract with the Selected Proposer, and the PSB of that Proposer may be forfeited.

In that event, the PSB of the Selected Proposer shall be retained as liquidated damages by the City, and by submittal of a Proposal, the Proposer agrees that this sum is a fair minimum estimate of the damages that the City will sustain in the event that the Selected Proposer fails to execute the Contract or furnish proof of insurance acceptable to the City. In that event, the City retains the Selected Proposer's PSB to compensate the City, in part, for its time and expenses incurred during the Proposal and contract negotiation process. The City does not waive its rights to recover additional damages it incurs above the PSB amount.

The PSB of other Proposers may be retained by the City until after the Contract execution, or 180 days after the Proposal due date, whichever is earlier, whereupon the PSB furnished by such Proposers shall be released.

4.9. Process Integrity Requirements

Each Proposer is individually and solely responsible for ensuring compliance with the following Process Integrity Requirements. This responsibility extends to Proposer's employees, agents, consultants, lobbyists, or other parties or individuals engaged for purposes of developing or supporting Proposer's Proposal or proposed Services. Proposers shall comply as follows:

- All solid waste related communications shall go through the City Contact with the exception of regular solid waste collection service-related communications which shall continue to be through the City's regular designated solid waste staff contact.
- Proposers or their agents shall not contact other City staff, appointed or elected officials, consultants retained by the City, or other City agents regarding current or future solid waste collection Services from the time the industry review version of the draft RFP is made available to prospective Proposers until the time a final Contract and/or City recommendation of Selected Proposer is made public in the City Council Agenda Packet.
- When seeking information from the City to prepare a response, a Proposer shall place its reliance only on information, RFP materials, and Addenda provided in writing by the City's Contact and distributed to all registered Proposers. The City shall not be liable or responsible for inaccuracies or incomplete information found outside of the RFP and Proposal Documents, including any attachments. Any reliance on other City information and publications may result in a non-responsive Proposal due to inaccurate or incomplete information.
- Any information and materials included by a Proposer for City consideration during the Proposal evaluation and selection process should be included as part of the original Proposal, unless additional information or materials are submitted in response to a specific request from the City's Contact.

A Proposer may be disqualified and, if so, shall forfeit its PSB if the City, in its sole discretion, determines the Proposer has failed to comply with the specific Process Integrity Requirements, has undermined the City's intention of conducting a fair and transparent competitive procurement process, or has otherwise substantially diminished the City's ability to award a Contract in a timely manner and free of contention. The City reserves the sole right to disqualify any Proposer at any point in the process prior to Contract award for failure to comply with the Process Integrity Requirements. The City also reserves the right to disqualify any Proposer, at any time, for fraud, any material misrepresentation, illegal conduct, or any act or omission that the City determines potentially or actually reflects poorly on the City.

4.10. Non-Collusion

By submission of this Proposal, respondent and each person signing on behalf of respondent certifies, and in the case of joint Proposal, each party certifies as to its own organization, under penalty of perjury, that to the best of his/her knowledge and belief:

- This Proposal has been arrived at independently, without collusion, consultation, communication, or agreement with any other respondent or competitor, for the purposes of restricting competition or as to any matter relating to price.
- Unless otherwise required by law, the prices and rates and conditions quoted in this Proposal have not been knowingly disclosed by a respondent and will not be disclosed by a respondent directly or indirectly to any other respondent or competitor before Proposals are opened.
- No attempt has been made or will be made by the respondent to induce any other person, partnership, or corporation to submit or not to submit a Proposal on any portion of the project work. If collusion is uncovered, the City maintains the right to reject all Proposals from those parties.

4.11. Title VI

The City of Poulsbo, following Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, hereby notifies all Proposers that it will affirmatively ensure that in any contract entered into pursuant to this RFP, disadvantaged business enterprises will be afforded a full and fair opportunity to submit Proposals in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

4.12. ADA Information

The City of Poulsbo, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by contacting the City's Contact.

5. PROPOSAL

The City seeks concise Proposals that indicate that the Proposer has sufficient depth and experience to fulfill all Contract requirements. The Proposal and all attachments should be complete and free of ambiguities, alterations, and erasures. In the event of a conflict between words and numerals, words shall prevail.

These instructions provide guidelines governing the formation and content of the proposal and the approach to be used for its development and presentation. The intent of this section is to describe the proposal format and requested information that is essential to an understanding

and evaluation of the proposed system. The inclusion of any additional pertinent data or information by the Proposer is recommended.

5.1. Proposal Preparation Format

The Proposal shall follow the format outlined below, and shall include the required content in sequential format.

A. Executive Summary

Provide a brief overview of the entire Proposal and highlight the key aspects of the Proposal (maximum three pages).

B. Management and Qualifications

B.1 Proposer

State the name of your company, home office address, Washington business address, and the name, address, phone number, e-mail address, website, and title of the person to be contacted concerning the Proposal. If the Proposer is a subsidiary, state the name of the parent company, the home office address, telephone number and website address of the parent company, and describe the parent company's relationship to the Proposer. State whether the person signing the documents has the authority to sign on behalf of the Proposer. State also the names of companies that will share significant and substantive responsibilities with you, as joint venture partners or in another manner, in performing under the Contract. Include documentation that the Proposer is duly organized and validly existing as a corporation or partnership in good standing, and licensed to do business in the City. If the Proposer is not licensed to do business in the City, then the Proposer must provide a sworn statement that it will take all necessary actions to become so licensed if selected as the Successful Proposer.

B.2 Litigation and Violations

List any company, partner, holding company or subsidiary involved in the Proposal, or any corporate officer, that has been involved within the past five years in litigation or arbitration arising out of performance of a municipal solid waste contract, arising out of performance of a processing or marketing contract, arising or connected with violation of state or federal anti-trust laws, arising from or connected with allegations of corrupt practices or arising from operating permits and other operating requirements, including local, state, and federal rules or regulations. In the case of national companies with multiple affiliated regional companies, the above disclosure should be limited to Pacific Northwest operations and personnel. Explain details fully. In the event that disclosure is limited by court authorized non-disclosure provisions, then general circumstances shall be described and disclosure requirements stated.

B.3 Subcontractors

List all items of work or services to be performed by Subcontractors, and the names, qualifications, and resumes of the Subcontractors. Also, list any equipment and supplies to be purchased from vendors. Provide an estimate of cost, expected time of purchase, and length of time necessary for delivery for each of the items.

B.4 Experience

Describe fully the experience of your team (both individuals and the corporate or partnership team) in providing the services requested in this RFP. Provide the names of individuals, with phone numbers and email addresses, who will be working on the proposed services and their areas of responsibility. At a minimum, include the general manager, operations manager(s), financial officer, and customer service manager(s). Provide an organization chart or other means of explanation of the interrelationships between team members.

Describe similar projects and include the scope of services (including a summary of which collection and/or processing services were covered by the contract), annual revenues, tonnages, and number of customers. Describe any major problems encountered in establishing service or collecting, processing, or marketing recyclables or yard debris.

Provide at least five (5) references preferably from current local government customers who can attest to similar projects, including contact name, title, organization, mailing address, and contact information for each reference.

Describe specific implementation challenges, problems, or issues that you have experienced and how you plan to solve or have solved the problems in the past.

B.5 Financial Information

Submittals shall include a copy of the Proposer's latest financial report. If the Proposer marks these as confidential and proprietary, the City shall employ its best efforts to protect the confidential nature of the Contractor's documents including if requested as part of a public records request.

C. Collection and Management Operations

C.1 Garbage Collection and Handling

Describe fully the garbage collection equipment and containers you will use if you are the Selected Proposer. Identify the manufacturer, model and sizes of containers proposed to be used and provide a color photo image of the proposed containers. Identify the chassis and vehicle used to collect residential and commercial service sectors. Also identify for each type of vehicle: the number of compartments, the capacity of each compartment, total weight and volume capacity of each vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle, including back-up vehicles.

Describe and provide examples of your route management system and route sheets. Describe how routes are developed - for example, manually by management, by drivers, or through the use of heuristic software? Describe how extra garbage is handled and how route exceptions (such as rejects and other problems) are logged and how soon after occurrence this information will be available to the City.

Describe how you will plan for and provide contingencies for service in the event of equipment failure, loss of recycling processing, composting or municipal solid waste disposal capabilities or capacity, inclement weather, strike, or other unexpected circumstances which may occur during the term of a contract.

C.2 Recyclables Collection, Processing, and Marking

Describe fully the recycling collection equipment and containers you will use if you are the Selected Proposer. Identify the manufacturer, model and sizes of containers proposed to be used and provide a color photo image of the proposed containers. Identify the chassis and body used to collect residential and commercial service sectors, and for each type of truck: the number of compartments, the capacity of each compartment, total weight and volume capacity of vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle.

Describe fully your proposed recycling processing facility including location, hours of operation, processing capability per hour and per day by material type, tons of material currently processed per day by material type, additional processing capacity committed to in the future by material type, and the amount of that capacity needed to process the recyclables collected. Specifically address how commingled materials are processed and the average rejection or contamination rate experienced by your firm or contracted processor.

C.3 Yard Debris Collection and Processing

Describe fully the yard debris collection equipment and containers you will use if you are the Selected Proposer. Identify the manufacturer, model, and sizes of containers proposed to be used and provide a color photo image of the proposed containers. Identify the chassis and body used to collect yard debris, and for each type of truck: the number of compartments, the capacity of each compartment, total weight and volume capacity of vehicle, loading and unloading characteristics, the number necessary to perform the required services, the average number of collections each vehicle can make in a day, and the useful life and current age of each collection vehicle.

Describe fully your proposed yard debris processing facility including location, hours of operation, processing capability per hour and per day by material type, tons of material currently processed per day by material type, additional processing capacity committed to in the future by material type, and the amount of that capacity needed to process the yard debris collected.

Address whether the proposed yard debris carts are capable of handling food wastes or other organics, and whether the proposed composting facility is capable of handling source-

separated food waste now or in the future. If the proposed composting facility can handle additional organic materials other than yard debris, provide the permitted capacity for those materials, feedstock and delivery requirements, and the proposed tipping fee, if fees for mixed yard debris and food wastes would be different than tipping fees for yard debris alone.

C.4 Maintenance and Support Facilities

Identify the operator (if subcontracted), location, structures, and zoning of your proposed maintenance and support facilities. Provide the number of repair bays available at the facility and maintenance staffing levels (mechanics and helpers). Provide the total number of trucks maintained at the site for all operations, as well as the number of trucks and spares dedicated to the City's contract.

Describe your fleet maintenance procedures and/or policies, including scheduled or preventative maintenance practices. Outline environmental procedures in the management and operation of facilities and fleets.

C.5 Customer Service Support

Discuss how staffing levels are established and modified to ensure timely customer service, and how new and existing staff is trained. Describe how customer service performance is measured, including the specific targets or performance metrics used to evaluate your company's performance. If call center staff handle calls from more than one City or WUTC-certificated service area, describe the procedures and aids used by those staff to address calls from different service areas without delaying responses to customers.

Discuss how long it takes your firm to respond to service calls, how you monitor and adapt your field staffing to minimize your response time, and how the resolution of each service call is performed in a timely manner.

Describe your procedures for handling "missed" collections. Does your company have a separate route for handling misses at the end of each day; is each route driver responsible for collecting their misses on the day or day after regular collection; or does your company use some other system? How has this approach worked to minimize repeat misses? How do you handle customers who repeatedly report unwarranted misses?

Describe your procedures for carry-out service for physically disabled persons who are unable to physically move carts out to the curbside.

Describe any web-based customer service support services, including the ability for customers to make payments to their bill online.

C.6 Transition and Implementation Plan

Describe your proposed transition and implementation plans to ensure an efficient and successful implementation of service provisions. Identify the major issues and describe your proposed approach. Discuss customer information, promotion and notification, customer service, procurement and delivery of vehicles, containers and other equipment, contingency plans and other considerations which will ensure a successful transition and implementation of

the Project consistent with the start of collection services. Include a timeline which identifies major tasks and key dates in the transition and implementation plan.

D. Implementation and Public Information

Describe in detail how you would work with current City staff operations to ensure a smooth transfer of information and equipment exchanges (if desired and negotiated) in a timely manner to meet the new Contract start date. Identify the individual(s) involved in this effort, their qualifications and previous experience in transitioning existing collection programs.

The Selected Proposer will be responsible for introducing the new collection system and services. Describe and provide examples of materials developed by Proposer staff and used to introduce and support the implementation and transition of services. Address how materials will be distributed and how residents seeking additional information will be accommodated during the transition.

Explain your procedures for submitting public information material to the City for approval and any approval timeliness you will expect the City to meet.

Describe your company's website and your procedures to keep information on your website up-to-date.

E. Base Contract Modifications and Variations

All Proposals shall be based on the Base Contract included with the RFP, without alteration. Submissions contingent on an alternative Contract cannot be reasonably compared with competing Proposals and may be considered non-responsive. Proposers will note that some provisions in the Base Contract address requirements that may be included (or deleted) depending upon the alternatives the City selects. However, Proposers may identify specific Base Contract provisions that they believe unreasonably affect costs for the City's consideration.

For each proposed Base Contract modification, the following format should be followed to maintain consistency between Proposals:

- Clearly indicate the reason for the requested change.
- State whether the proposed change is an integral requirement of your Proposal or is a non-mandatory preference.
- Propose alternative contract text.
- Provide the rate impact to your Proposal (or "no rate impact" if none) resulting from the proposed change. The listed rate impact shall reflect the annual rate change of the proposed modification and shall be identified in dollars with a "+" representing an increase and a "-" representing a decrease in annual aggregate rates.

F. Alternatives

Proposers should provide context and additional information for their alternative price responses as part of their Proposal.

G. Forms

The attached forms should be completed in full. No changes shall be made to the forms. Proposers should provide complete and detailed responses to each question. If the Proposer fails to do so, its Proposal is likely to be deemed non-responsive and may be rejected by the City. All Base Contract Services and alternatives should be priced on the Proposal Price Form to be considered responsive.

The Proposal prices must be inclusive of all costs of providing the services and equipment required under the Contract. The City may deem any Proposal non-responsive that contains omissions, erasures, alterations or additions of any kind, or prices uncalled for, or obviously unbalanced, or any proposal that in any manner fails to conform to the conditions of this RFP.

The Proposer must sign its Proposal in ink and all names must be typed or printed below the signature(s); along with evidence that the Proposer is a duly organized and validly existing firm, licensed to do business in the City. If not licensed, a sworn statement must be attached that the Proposer will take all necessary actions to become so licensed if selected as the Successful Proposer.

Proposals by corporations must be executed in the corporate name by the president or a vice-president (or other corporate officer accompanied by evidence of authority to sign). Proposals by partnerships must be executed in the partnership name and signed by a partner, whose title must appear under the signature.

If the signature is by an agent other than an officer of a corporation or a member of a partnership, a notarized power-of-attorney must be on file with the City prior to the opening of Proposals or must be submitted with the Proposal; otherwise, the Proposal may be deemed non-responsive.

Form 1: Cover Sheet and General Information

Form 2: Contractor's Proposal Deposit Surety Bond

Form 3: Identification of Performance Security

Form 4: Certification of Proposal - Declaration and Understanding

Proposal Price Form

During the execution of the Services, the City shall consider information submitted by the Selected Proposer to be binding, and any substitutions or deviations from the information provided may only be approved in writing by the City.

H. Attachments

The Proposer may attach additional documents that are relevant to the Proposal. Please do not attach unnecessary vendor information, letters of support, or other extraneous materials.

5.2. Submission of Proposals

Proposers should submit three original complete printed packets containing the Proposal Forms, PSB, and other supporting documents. Proposals should be provided in a 3-ring binder, sealed, typed, and prepared on both sides of letter-sized, recycled-content paper. Oversized documents may be submitted, but they must be folded to size and secured in the Proposal. All pages of the Proposals shall be numbered and sections clearly identified.

The Proposal shall be enclosed in a sealed package and marked with the words “PROPOSAL ENCLOSED - CITY OF POULSBO SOLID WASTE COLLECTION CONTRACT” and marked to indicate, without being opened, the name and address of the Proposer. Complete Proposals should be submitted no later than the date and time indicated in RFP Schedule Section to the Engineering Department at 200 NE Moe St, 2nd floor, Poulsbo, WA 98370. City staff will stamp the date and time of receipt on the sealed package.

In addition, Proposers should submit an identical electronic copy of its Proposal and all Proposal Forms. The electronic copy shall be in PDF format, less than 10 MB, with an additional copy of Proposal Price Form in Microsoft Excel.

6. PROPOSAL EVALUATION

The City intends to provide a fair, open, transparent, and competitive RFP process and Proposal evaluation. Details of proposals evaluation and process are listed in the following sections.

As part of the RFP evaluation process, the City reserves the right to do any or a combination of the following:

- Contact staff or officials from other jurisdictions regarding their experiences with Proposer.
- Visit a Proposer’s facilities, including proposed processing facilities, and view proposed vehicles and equipment.
- Meet the Proposer’s personnel, including interviewing the Proposer’s existing route, operations, management, financial, and customer service personnel during the performance of their regular duties.
- Retain independent consultants for assistance in evaluating Proposals and provide Proposal materials to those consultants.
- Request clarification or additional information from a specific Proposer in order to assist in the City’s evaluation of a Proposal.
- Require changes in the Base Contract that the City deems necessary.

- Decline to award a Contract for the Services as a result of this RFP process.
- Discontinue finalization with the Selected Proposer or any Proposer and commence discussions with any other responsive Proposer.
- Withdraw the RFP and reject any or all Proposals.
- Not award to any or all Proposers and issue a subsequent RFP or RFP based on refinements of concepts proposed in response to this RFP.
- Seek other investigations, inquiries, reviews, or clarifications which would allow the City to make informed decisions.
- Waive irregularities in any or all Proposals.

6.1. Proposal Responsiveness and Proposer Qualifications (*pass/fail*)

Each Proposal will be reviewed based on responsiveness to the information required. All forms should be completed, all questions answered, and all information supplied in the format requested. The City may disqualify any Proposer not meeting these initial requirements. Proposers meeting or not meeting these initial criteria may be contacted by the City to provide specific clarifications.

Proposers should submit all information related to their ability to successfully perform the work described in the RFP and Base Contract, including a full and competent response to items requested in this RFP. Proposers who do not fully respond to all questions, who do not clearly outline their proposed Services, equipment and approaches, and/or who fail to clearly demonstrate their ability to perform under the Base Contract may be determined to “Fail” meeting the minimum general qualifications.

6.2. Rate Evaluation (60 points)

The City will compare aggregate costs for all base price Proposals, based on the unit prices submitted by Proposers and estimated customer counts provided by the City in the Proposal Price Form. The rate portion of Proposals shall be scored according to the following formula:

Subject Proposal Rate Score = (Lowest Proposal Rate Total / Subject Proposal Total) x 60 points

6.3. Qualitative Review (40 points)

Proposers must have demonstrated knowledge, skills, experience, and capacity to provide all aspects of customer service, staffing, operations, maintenance, outreach and education, financial management, contingency planning, sustainability performance, service delivery and other aspects associated with the provision of Services under the proposed Base Contract.

The City’s evaluation committee will evaluate all Proposers based upon Proposals submitted as well as references, interviews with Proposer staff, site visits, and/or any other relevant information obtained by the City.

The evaluation shall be based upon several factors, which include, at the City's discretion, any aspects of the following:

- Contract compliance includes a history of disputes and failures, performance fees, responsiveness, disaster recovery, labor relations, and city collaboration.
- Client service, reliability, and recent performance with other jurisdictions.
- Call center location, training, and speed to answer.
- Customer service, billing, mailings, and communications.
- Customer education, outreach, and promotion for all sectors.
- Proposed operations and innovations concerning service delivery.
- Behavior of front-line employees.
- Ability to mobilize and take over services.
- Company structure, size, location of base, culture, and ownership.
- Contract modifications/exceptions noted in Proposals.
- Any other relevant criteria selected by the City.

6.4. Process

For each Proposal that passed the Proposal Responsiveness and Proposer Qualifications, the rate evaluation and qualitative evaluation scores will be combined to identify the recommended Selected Proposer, also known as the preferred Contractor.

Once the City has selected its preferred Contractor, the City and that Contractor will begin a Contract finalization process. This process will be a limited negotiation where, at the City's sole option, amendments may be made to the Base Contract to include Alternatives, any Proposer's Base Contract modifications, and associated impacts on rates. The City is not bound to accept any proposed or discussed amendments, and, unless amendments are mutually agreed, the Contractor understands that, by submitting its Proposal, it will be bound by the terms of the Base Contract, subject only to changing terms based on the Alternatives selected by the City.

If Contract finalization with the Selected Proposer is not successfully concluded in a timely manner, which is to be determined by the City in its sole discretion, Contract finalization may proceed with another Proposer. The resulting finalized Contract shall be submitted to City elected officials for review and ratification.

The City reserves all of its rights, including, but not limited to, the right to reject any and all Proposals, to waive any and all informalities or irregularities, and to disregard any non-conforming, non-responsive, irregular, or conditional Proposals, and to seek Proposal clarifications as needed. In addition, the City reserves the right to reject the Proposals of any and all Proposers if the City believes that it would not be in the best interest of the City to make an award, whether because the Proposal is non-responsive, because the Proposer is not found to

be responsible or fails to meet any other pertinent standard or criterion established by the City, or whether it is otherwise not in the best interest of the City, in its sole discretion. In addition, the City reserves the right to terminate the RFP process at any time and for any reason.

The Selected Proposer is expected to be prepared to execute the proposed Base Contract, as revised by the RFP addenda, without further revisions or negotiations. However, upon mutual agreement, the City and Selected Proposer may elect to further discuss and revise elements of the Base Contract, including but not limited to both contract language and rates, if the City deems those revisions to be in the best interest of the City and/or customers.

7. APPENDICES

Appendix A: Base Contract

Appendix B: Supporting Data

- B1.** Customer Rate Brochures
- B2.** Contract Recycling Charge
- B3.** Garbage Tonnage by Line of Business
- B4.** Recycling and Yard Waste Report
- B5.** Container Counts
- B6.** Current Recycling Services Contract
- B7.** Street Jurisdiction Map
- B8.** Collection Vehicle Information
- B9.** Service at City Facilities

Appendix C: Proposal Forms

- Form 1:** Cover Sheet and General Information
- Form 2:** Contractor's Proposal Deposit Surety Bond
- Form 3:** Identification of Performance Security
- Form 4:** Certification of Proposal - Declaration and Understanding

Appendix D: Proposal Price Form

Appendix E: Industry Review Comments and Responses