

*City of* CREST HILL

*Illinois*

1610 PLAINFIELD ROAD, CREST HILL, ILLINOIS 60403 PHONE 815-741-5100

# **Request for Proposal For Solid Waste Collection Services**

Date Issued: Friday December 13, 2019

Questions Accepted Until: 4:00 p.m. Friday January 3, 2020

RFP Submission Date: 2:00 p.m. Friday January 31, 2020

Name of Firm: \_\_\_\_\_ (“Contractor”)

Proposal Due Date & Time: \_\_\_\_\_, 2020

Notice to Proposers

This Request for Proposal does not commit the City to award a contract, to pay costs incurred in the preparation of a proposal responding to this request, or to procure a contract for service. **The City reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with qualified proposers the restructuring of system design elements, or to cancel in part or in its entirety the RFP if it is in the best interests of the City to do so.** The City may also require the proposer selected to participate in negotiations concerning contract price (user fees) or the nature and extent of services to be provided. **This RFP shall not be construed to be a low bid process, although price will play a critical role. The contract, if awarded, will be negotiated with the provider who in the judgment and sole discretion of the City, can best meet the City’s needs as identified in this RFP. The City reserves the right to alter, modify, or delete any of these procedures or criteria set forth herein.**

The City specifically makes no promises or guarantees concerning the number of households or collection points that will be associated with this procurement. The City has made every effort to provide accurate data and information but does not guarantee the accuracy of any data included in the RFP. It is the obligation of all proposers to thoroughly familiarize themselves with the City of Crest Hill, its road system, and all facts relevant or necessary for them to be able to submit a fully informed proposal and to potentially service the City as set forth herein.

It is in the provider’s best interest to submit a complete and accurate proposal. Where documentation of response is incomplete or silent, it shall be assumed that the proposal is deficient. Further it is in the provider’s best interest to make a proposal that meets the stated requirements contained in this RFP. While providers may provide alternatives to the requirements for consideration, failure to comply with all minimum requirements described within the RFP may disqualify proposals. Providers are invited to submit alternatives to the services described in the RFP if such alternatives are in the best interests of the City.

Providers may submit questions or recommended modifications to the RFP. All such questions must be in writing and received by Friday January 3, 2020 at 4:00 p.m. Address questions to:

Assistant City Administrator  
Megan Fulara  
[mfulara@cityofcresthill.com](mailto:mfulara@cityofcresthill.com)  
815-741-5110

Any amendments or clarifications to the RFP will be distributed to all persons expressing interest in this proposal via email. If you would like to be added to this list, please ensure you contact Megan Fulara at [mfulara@cityofcresthill.com](mailto:mfulara@cityofcresthill.com).

RFP for Solid Waste, Recycling and Yard Waste Collection and Disposal Services.  
(Note – all bidders who intend to submit a proposal shall notify Megan Fulara by email by 4:00 p.m. January 3, 2020 at mfulara@cityofcresthill.com)

## **I. Introduction**

The City of Crest Hill (“City”) is a suburban municipality located in the western portion of Will County and 33 miles southwest of Chicago's Loop. Crest Hill is a civil service community incorporated in 1960 with an Aldermanic form of government. The City is served by an elected Mayor and 8 alderman from 4 wards. Nearly 21,000 citizens reside within the 9 square miles of Crest Hill’s corporate boundaries. City industry includes retail, manufacturing, and trade services. Amazon, Rich’s Products, Frito Lay, and Menards are notable employers in Crest Hill. CenterPoint Intermodal Center, America’s largest intermodal facility, is located just outside Crest Hill. The City’s main commercial corridors are Weber Road, Plainfield Road (Route 30), and Broadway Street, part of the historic Route 66.

The City is interested in receiving proposals from qualified and experienced firms for Residential Solid Waste Collection services. There are five primary types of Residential Solid Waste Collection services included:

1. Household Waste (i.e., garbage)
2. Recyclable Waste
3. Yard Waste
4. Bulk Waste and Appliance Items
5. E-Waste

The current City Contract for Residential Solid Waste Collection services expires April 30, 2020.

The selected Contractor shall provide Residential Solid Waste Collection services to all Residential Units located within the City limits of the City of Crest Hill, and to certain City-designated facilities and events beginning May 1, 2020. The new contract would be for a period of five (5) years from May 1, 2020, with an extension period of an additional five (5) years upon mutual agreement between the Contractor and the City, provided that at least sixty (60) days’ notice is given by the City.

As of December 2019, approximately 5,579 residential accounts receive Solid Waste Collection services each month. The Contract shall also cover any future residential accounts that develop within the current or future City limits during the course of the Contract.

## II. Timeline

Date	Event
Friday, December 13, 2019	Issuance of RFP
Friday, January 3, 2020	All bidders interested in bidding will email Megan Fulara by 4:00 p.m. and notify her on your intent to submit a bid <a href="mailto:mfulara@cityofcresthill.com">mfulara@cityofcresthill.com</a>
Friday, January 3, 2020	Questions accepted until 4:00 p.m. to <a href="mailto:mfulara@cityofcresthill.com">mfulara@cityofcresthill.com</a>
Friday, January 31, 2020	Proposals due by 2:00 p.m.
Monday February 3-Friday February 14, 2020	Review of proposals and follow-up questions
Monday, February 24, 2020	Recommendation to Crest Hill City Council
Monday March 2, 2020	Potential contract award
Friday May 1, 2020	Start of new Contract and Services

## III. Preliminary Scope of Work

The selected Contractor shall furnish all personnel, labor, equipment, trucks, and all other items necessary to provide for the collection, removal, and disposal of Residential Solid Waste generated by City residents, City facilities, and certain City events.

Specific services to be provided include:

1. Weekly Household Waste unlimited collection, transportation to disposal facility, and disposal at that facility. The selected Contractor shall collect an unlimited amount of refuse from each residence for a flat fee in a 95-gallon lidded two wheeled cart provided, distributed, and maintained by the Contractor. Households may request a smaller 65-gallon cart or 35-gallon cat upon request at no additional charge one (1) time during the term of the agreement. Additional carts may be leased at the expense of the homeowner. Additional refuse that cannot be placed into the cart shall be set out in bags, bundles, containers (not exceeding 35 gallons in size) or boxes weighing up to 50 pounds.
2. Weekly OR Every Other Week Recyclable Waste unlimited collection on the same day as refuse service, transportation to a disposal facility, and disposal at that facility. Frequency (i.e., weekly or every other week) of collection shall be determined as a result of the RFP

process. The selected Contractor shall collect from single-family household's single stream recycling from a 95-gallon lidded two wheeled cart provided, distributed, and maintained by the Contractor. Additional carts shall be provided at no charge if recycling is every other week, or may be leased at the expense of the resident if recycling is every week.

3. Weekly Yard Waste unlimited collection on the same day as refuse service, transportation to a disposal facility, and disposal at that facility. The Yard Waste collection period shall be from April 1 through November 30 each year. Several associations within the City have yard maintenance provided as part of the dues and shall not be charged yard waste fees. Rates should consider that of the 5,579 units only 3,559 receive and are billed for yard waste service.
4. Weekly Bulk Waste unlimited collection, with regular refuse service, transportation to a disposal facility, and disposal at that facility.
5. Appliance collection, 1 item per week, either with regular refuse service or via special request from resident to a specified phone number at the refuse company, transportation to a disposal facility, and disposal at that facility.
6. E-Waste (including televisions): E-waste as defined in Electronics Products Recycling and Reuse Act (415 ILCS 150/1, *et seq.*) shall be collected from single family residents. E-waste will be collected on a scheduled basis with the resident contacting the Contractor and the Contractor providing the collection day for the e-waste.
7. Two collection weeks of Christmas tree unlimited collection, transportation to a disposal facility, and disposal at that facility.

In addition, the contractor shall provide an alternate price(s) to include each of the following. Price out separately for each item that then may or may not be included in the contract.

- a. An annual Spring Cleanup unlimited collection scheduled on a Saturday in April or May of each year. The scheduling of this event shall be made between the Contractor and City staff.
- b. Collection services from City-owned or operated facilities and City-affiliated events as identified in the Contract, at no cost to the City.
- c. Three roll-off containers for two city festivals or events each year

The Contractor will be solely responsible for disposing and/or recycling of all refuse, recycling material, landscape waste, white goods, and e-waste that is collected through this RFP at a fully licensed and permitted facility.

The Contractor shall purchase, own, and provide the Carts for Household Waste, Recyclable Waste and options for the residents to purchase Yard Waste carts according to this RFP.

The City expects that the Contractor and the City shall work together to plan and organize the details of the Residential Solid Waste Collection program. Such work shall include planning sessions between staff and continued communication throughout the duration of the Contract.

All Residential Solid Waste shall be set out at the curbside or alley by the resident before 7:00 a.m. on the designated collection day(s). All collection shall be made between 7:00 a.m. and 5:00 p.m. on the designated collection day(s). The Contractor may postpone collection due to severe weather, vehicle breakdown, or unsafe conditions that threaten the Contractor's staff or ability to drive safely. If collection has been postponed, the Contractor shall notify the City immediately and resume collection on the following business day or the following Saturday, whichever is soonest.

The following holidays shall be observed as non-collection days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The suspension of collection service on any holiday does not relieve the Contractor of its obligation to provide the collection of scheduled services at least once per week. Extending the hours of service to meet this obligation is subject to the City's approval.

The Contractor shall provide Residential Solid Waste Collection services to any residential unit located within the City Limits of the City of Crest Hill, including multi-family with 4 units or fewer. This RFP shall not include commercial or multi-family 5 units or more.

The Contractor may decline to collect any Cart or Bag not reasonably placed by the curbside or alley, any Carts that contain sharp objects or a large quantity of liquids, or any Household Waste not properly contained. The City may review this decision. If the Contractor declines collection, the driver shall use the following procedure:

1. Contractor shall leave the non-targeted materials in the Cart and leave an "education tag" indicating why Collection was declined and the proper method to set out the waste or an alternate location for the resident to dispose of the waste.
2. The driver shall record the address, and the Contractor shall provide a monthly report of these addresses to the City.

The Contractor shall be required to establish and maintain an office with continuous supervision for accepting complaints and resident calls during the hours of 7:00 a.m. through 5:00 p.m., Central Time, Monday through Friday. There shall also be an answering machine and/or answering service to receive calls during non-business hours. The customer service representatives taking calls shall be familiar with the terms of this contract and resolve complaints and resident calls in a manner consistent with Contractor's obligations herein. The Contractor shall maintain records of all complaints received and the disposition of each complaint and shall furnish copies of those records to the City on a monthly basis. Contractor shall deliver literature to residents twice annually advertising the customer service phone number and hours and any additional educational materials

deemed appropriate or necessary by the Contractor.

In the event that a regularly scheduled Collection is missed and a complaint is received by either the City or the Contractor, and where no fault can be found on the complaint generator's part, a special Collection of the waste shall be required of the Contractor within the same day of the complaint. The City shall notify the Contractor of any complaints it receives within one (1) hour of receipt. If notification to Contractor of a missed Collection is not made before 1:00 p.m., the missed Collection shall be collected by noon on the following business day.

The Contractor shall provide the City with monthly reports, due no later than the 15<sup>th</sup> of each month, detailing the following:

1. The number of resident units served for each of the different classes of Solid Waste during the previous month.
2. The number and type of education tags left for non-collection of wastes.
3. The number and types of customer complaints, with resolutions.

The Contractor shall provide the City with annual reports, due no later than May 15<sup>th</sup> of each fiscal year, detailing the following:

1. A summary of any major challenges encountered over the previous year.
2. Recommendations for improvement to the Residential Solid Waste Collection program.

The Contractor shall agree, in addition to any other remedies available to the City, that the City may withhold payment from the Contractor in the amounts specified below as liquidated damages for failure of the Contractor fulfilling its obligations:

<b>Event</b>	<b>Liquidated Damages</b>
Failure to respond to legitimate service complaints within twenty-four (24) hours	One-hundred dollars (\$100) per incident
Failure to collect properly notified missed collections within twenty-four (24) hours	Two-hundred fifty dollars (\$250) per incident

Failure to provide carts that are in good working order for Household Waste or Recycling Waste Carts to residential units or City facilities within two (2) weeks of request	One-hundred dollars (\$100) per cart
Failure to provide required reports	One-hundred dollars (\$100) per incident
Failure to complete collection within the specified timeframe without proper notice to the City	One-hundred dollars (\$100) per incident
Failure to clean up from spills during collection operations	Two-hundred fifty dollars (\$250) per incident

These amounts shall be for liquidated damages for losses suffered by the City and are not penalties. Three (3) or more such incidents in a six (6) month period shall constitute grounds for termination of the Contract, subject to the sole discretion of the City.

**IV. Desired Residential Solid Waste Collection Service Features**

The Contractor shall be responsible for collection, hauling, and disposal of collected Household Waste. Residents shall place Carts or bags at the alley or curb, depending on the area of the City. All Household Waste set out shall be collected and disposed.

The Contractor shall be responsible for collection and hauling of Recyclable Waste. The City shall evaluate, through the responses to the RFP, the once per week or every other week Recyclable collection and make a determination on frequency of Recyclables collection. Recyclable Waste shall be placed by the residents into a Cart or box, which the residents shall place at the alley or curb (at the same location as the Household Waste Carts). All Recyclable Waste set out shall be collected and recycled. All Recyclables shall be Recycled in compliance with Illinois Administrative Code.

The selected Contractor shall provide carts that are in good working order for Household Waste and Recyclable Waste to each residential unit and City-owned and operated facility prior to start of the Contract term. The City shall require the development by the Contractor of a transition plan for Cart delivery no later than April 24, 2020. The transition plan shall be subject to City modification and shall require City approval to insure a seamless transition for all customers. If a cart is lost or damaged through regular wear or tear, the contractor shall replace the cart at no cost to the City or the resident.



The Contractor shall be responsible for collection, hauling, and disposal of collected Yard Waste. Yard Waste shall be collected on designated collection days during the month of April through and including November of each year. Residents shall obtain and use compostable bags or reusable containers or bundling for Yard Waste. Contractor shall provide yard waste stickers at no additional cost. All Yard Waste set out shall be collected.

The Contractor shall make available the weekly collection, hauling and disposal of Bulk Waste as requested by residents within eligible Residential Units. The Contractor shall collect Bulk Waste items once per week per residence at no additional charge.

If selected by the City, the Contractor shall provide labor, equipment, and other necessary items to collect Bulk Waste for the annual Spring Cleanup event. The event shall be held on a Saturday in April or May, which City and Contractor staff shall coordinate to schedule the specific date. The Contractor shall be responsible for transporting and disposal of all waste to a properly licensed landfill. The Contractor shall provide required services for this event at no charge to the City or residents.

If selected by the City, the Contractor shall provide Solid Waste and Recyclable Waste collection services, including collection, transportation, and disposal, for two City-affiliated events, as provided in the Contract, at no cost to the City.

If selected by the City, the Contractor shall provide Solid Waste collection services, hauling, and disposal for all City owned and operated facilities, including but not limited to: All City Municipal Buildings, City Treatment Plants (including waste screening and grit removal), White Oak Public Library, Lockport Township Fire Department, Saint Ambrose Church and Rectory, Saint Anne's Church and Hall, and Church of the Good Shepard. Public Schools shall have no charge and shall be provided one (1) pick-up per week with any additional service governed by agreement between the organization and the contractor. The contractor shall provide dumpsters to each facility. Further, there shall be no charge for the recycling bin service at the City Treatment Plants or the City Municipal Building. No charge service will include any additional non-profit facilities opening in the City upon seven-day (7) notice to the Contractor, at no cost to the City.

The Contractor shall provide labor and equipment for Christmas tree collection during at least two (2) collection weeks in January each year. Such weeks shall be coordinated with the City so that residents are alerted to this service.

The Contractor shall provide additional pick-ups in the event of an emergency as requested by the City.

Contractor's personnel shall always act in a professional, courteous manner. The Contractor shall provide an adequate number of well-maintained vehicles which shall be leak-proof, of easily cleanable materials, and maintained in good repair. The Contractor shall carry insurance policies

required by the City and provide a Performance Bond in the amount of \$300,000.00 to the City that shall be more particularly described in the Contract.

The City shall bill residents bi-monthly for Residential Solid Waste Collection services and the Contractor shall invoice the City bi-monthly based on collection counts specified by the City.

The Contractor shall assume all landfill tipping or dumping fees in connection with its collections and disposal of Residential Solid Waste and Bulk Waste. The Contractor shall pay said fees in a timely manner as required by the landfill authority, as applicable.

**V. Proposal Instructions**

1. The City may cancel this RFP in whole or in part or may reject all Proposals submitted. The City reserves the right to procure only some services outlined in this RFP. The City reserves the right to negotiate modifications of Proposals submitted, to accept part or all of the Proposals on the basis of consideration(s) other than proposed price, and to negotiate specific work elements with a Proposer into a scope of work of lesser or greater cost than described in this RFP or in the Proposer's Proposal.
2. Performance Bond. If selected as a successful Contractor, each Contractor acknowledges and agrees that it shall provide a performance bond for the sum of \$300,000.00 to be renewed annually, to guarantee that it will perform the services described in the RFP. Contractor must submit a letter from bonding company assuring required Performance Bond may be issued.
3. Proposal Security: A one hundred thousand dollar (\$100,000.00) bid bond must be submitted with proposal. Failure to submit the required bid bond will result in the proposal being disqualified and returned to the proposed Contractor.
4. Proposals shall include general contact information for the Contractor, including the name of the company, address, phone number, email address, website, and name of the contact person. If the contact person has different contact information, the Proposal shall include this information.
5. Proposals shall include a list of collection references. Each reference shall include the municipality, number of households per day, contract structure, type and frequency of service provided, and contact information for the municipality.
6. Proposals shall include the Proposer's qualifications or expertise regarding general management, financial strength and stability, residential waste collection experience, customer service standards, and staff resources dedicated to this Contract.
7. Proposals shall answer the following business questions:

- a. Within the past five (5) years, has the Proposer failed to complete a contract? If so, provide the names of the parties involved, the date of the contact, and the reason for noncompletion. If a bond was posted, state the contact information for the bond company.
  - b. Within the past five (5) years has the Proposer submitting this proposal or any facility or property owned or operated by this Proposer failed to perform any of its contract obligations with any municipality, county or other public entity? If so, state the nature of the failure.
  - c. With what other lines of business is the Proposer directly or indirectly affiliated?
  - d. How long has the Proposer been in business under the Proposer's present name?
  - e. Within the last five (5) years, has the Company submitting this Proposal, or any facility or property owned or operated by your Company, ever been the subject of administrative or judicial action for alleged violation of the conditions of a permit issued by a governmental entity; or alleged violations of environmental, zoning, or public health laws or regulations? If so, state the details and disposition.
  - f. Has the Proposer or any of its subsidiaries been a party to any lawsuits within the last ten (10) years? If so, list these lawsuits and explain their nature and disposition.
  - g. List names and address of all individuals associated with the Proposer that could potentially have a conflict of interest with this Contract and the City.
  - h. If awarded the Contract with the City, will your Company be able to provide the Residential Solid Waste Collection services by the Contract start date May 1, 2020?
  - i. What is your plan for transition of operations required between the current contract operations and the new Contract operations? For example, how will you route the various collection functions, and, if you propose collection day changes, how would you implement such a transition? Please describe how you will notify residents
  - j. What is your experience with providing services for Spring Cleanup events and other special events? What are your plans for servicing such events?
8. Proposals shall provide a proposed monthly fee per residential unit for the following, with such costs reflecting that the Contractor shall provide, own, and maintain the Carts for such services:
- a. Household Waste

- b. Recyclable Waste –Weekly or Every Other Week Service
  - c. Yard Waste (Several associations within the City have yard maintenance provided as part of the dues and shall not be charged yard waste fees. Rates should consider that of the 5,579 units only 3,559 receive and are billed for yard waste service.)
9. Proposals shall indicate the proposed method for raising fees on an annual basis (e.g., flat percentage increase every year; by the Consumer Price Index every year; etc.).
  10. Proposals shall provide a list of vehicles and other collection equipment that will be used in the City to service the Contact. Such information shall include the make, model, year, and delivery schedule if not currently owned.
  11. Proposals shall include the proposed number of routes, average stops per day, crew size, and timeline of collections.
  12. Any questions shall be submitted in writing and emailed directed to Assistant City Administrator Megan Fulara at [mfulara@cityofcresthill.com](mailto:mfulara@cityofcresthill.com).
  13. The City may request that supplementary information be furnished to assure that the Proposer has the technical competence, the business and technical organization, the personnel and equipment, and the financial resources adequate to successfully perform the work.
  14. All Proposals shall be presented in an organized and clear manner.
  15. All Proposals shall acknowledge receipt of any and all Addenda issued to the Request for Proposals and indicating in their Proposal which Addenda have been received.
  16. Each Proposal shall be signed by an official of the company submitting the Proposal. Each Proposal shall affirmatively state that the signor has the authority to bind the Proposer for any and all work contained in the Proposal.
  17. Proposals shall indicate in their submittal that any pricing or other proposals shall be valid for a period of 120 days after submittal.
  18. All costs involved in preparing the Proposal shall be borne by the Proposer.
  19. All responses are to include a statement that the Proposer accepts the requirements as outlined in this RFP and understands all sections and provisions of the RFP. Exceptions, if any, shall be noted on a separate page.
  20. Proposals which are incomplete, conditional or obscure may be rejected. No award shall be made to any Proposer who cannot satisfy the City that the Proposer has sufficient ability and

sufficient capital to enable the Proposer to meet the requirements of this RFP. The City's decision or judgment on these matters shall be final, conclusive, and binding.

21. Any Proposal received after 2:00 p.m. on Friday, January 31, 2020 may, at the sole discretion of the City, be determined unresponsive and returned unopened.
22. Evaluation of the Proposals shall be conducted by City Staff and presented to City Council.
23. This RFP shall be referenced in any Contract for Work presented to the recommended Proposer.
24. If it becomes necessary to revise any part of this RFP or otherwise provide additional material or information, an Addendum shall be issued to all firms expressing an interest in this project.

#### **VI. Notification of Award**

All Proposers shall be notified of the City's selection decision within seven (7) days of the Crest Hill City Council's approval. The contractor's presence may be required for an informal work session prior to award of the contract.

#### **VII. Contract for Work**

This RFP and any Addenda to the Proposal shall become part of the final Contract. The services that the selected Proposer shall be required to perform are specified in this RFP.

A draft version of the Contract shall be reviewed by both parties before the final version is executed with the City.

The performance dates and specifications of this Contract are important to the implementation of the requested services; failure to perform for periods aggregating thirty (30) days or more even for causes beyond the control of the Contractor, shall be deemed unsatisfactory, and the City shall thereafter have the right to terminate the Contract in accordance with the provisions of the section entitled "Termination of Contract."

#### **VIII. Insurance Requirements**

The Contractor shall, before commencing performance of the Contract, be responsible for providing and maintaining insurance coverage in force for the life of the Contract of the kind and in adequate amounts to secure all of the obligations under the Contract and with insurance companies licensed to write insurance in the State of Illinois. All such insurance carried shall not be less than the kinds and

amounts designated herein, and the Contractor agrees that the stipulation herein of the kinds and limits of coverage shall in no way limit the liability of the Contractor to any such kinds and amounts of insurance coverage or liability.

The provider shall indemnify, defend and hold harmless the City, its elected or duly appointed officers, directors and employees, against liability, losses, damages or expenses (including legal expenses) resulting from any claim based upon negligent or intentional acts or omissions of the provider, its employees or its agents in providing its services to employees of the municipality or their dependents pursuant to the agreement. In addition to the insurance identified herein the designer shall obtain and keep in force professional liability insurance and provide proof of the same to the City.

All insurance coverage shall be placed with such company as may be acceptable to the City and shall constitute a material part of the Contract documents.

The City shall be named as an additional insured and as a certificate holder on each of the insurance policies or surety bonds obtained pursuant to the requirement established by the issuance of the Contract. Upon execution of the Contract, the Contractor shall provide copies of the Certificates of Insurance to the City.

Failure to provide and continue in force such insurance as aforesaid may be deemed a material breach of the Contract and may constitute sufficient grounds for immediate termination of the same. All insurance maintained as provided for in the above shall be taken out and maintained at the sole expense of the Contractor.

No cancellations of such insurance, whether by the insurer or by the insured party, shall be valid unless written notice thereof is given by the parties proposing cancellation to the other party and to the City at least thirty (30) days prior to the intended effective date thereof, which date shall be expressed in said notice, which shall be sent out by registered mail, return receipt requested. These provisions shall apply to the legal representatives, trustees in bankruptcy, receive assignee, trustee, and the successor in interest of the Designer.

### **Workers' Compensation Insurance**

The Contractor shall carry Workers' Compensation Insurance as required by the State of Illinois.

### **Contractor's Commercial General Public Liability and Property Damage Liability Insurance**

The Contractor shall carry Commercial General Liability Insurance protecting it from claims for damages for bodily injury and property damage which may arise from operations under the Contract with minimum limits as follows:

- \$1,000,000 per occurrence
- \$2,000,000 annual aggregate
- \$2,000,000 annual aggregate – Products / Completed Operations

The following coverages shall be included:

- Premises and Operations Bodily Injury and Property Damage
- Personal and Advertising Injury
- Blanket Contractual Liability
- Products and Completed Operations Liability

### **Business Automobile Liability Insurance**

The Contractor shall maintain insurance protecting it from claims for damages for bodily injury and property damage resulting from the ownership, operation, maintenance or use of all vehicles which may arise from operations under this Contract with minimum limits as follows:

- \$1,000,000 per occurrence combined single limit for bodily injury and property damage

In addition, the following coverages shall be included:

- Owned, hired, and non-owned vehicles

### **Property Damage Insurance**

The Contractor shall maintain insurance protecting it from claims for property damages. The minimum limit shall be \$50,000 each occurrence.

### **Excess Umbrella Coverage**

The Contractor shall maintain Umbrella Coverage insurance. The minimum limit shall be \$5,000,000.

## **IX. Licensing**

The Proposer is responsible for attaining and holding in good standing all relevant licenses for equipment and personnel necessary for performance of the services described in their Proposal.

## **X. Staffing Requirements**

The Proposer shall set forth the staffing in the appropriate locations in Section V that will be utilized in performance of the Contract. Sufficient staff shall be dedicated to the City Contract to ensure that collections occur as scheduled, without missed days or stops. Staff shall be trained to achieve excellent customer service skills, including courteous and professional demeanor.

**XI. Equipment Requirements**

The Proposer shall set forth the equipment in the appropriate locations in Section V that will be utilized in performance of the Contract. Vehicles shall be leak-proof, durable and of easily cleanable materials. The vehicles shall be maintained in good repair so as to prevent leaking of oil, fuel, coolant, or hydraulic fluid onto City streets. Vehicles and equipment shall be cleaned as needed to maintain a neat appearance and avoid offensive odors.

**XII. Proposal Evaluation**

Proposals shall be evaluated by a committee composed of City Staff and then presented to City Council. Those Proposals that meet all of the minimum requirements as outlined in this RFP and are determined to be both responsive (those that offer all of the services requested in the RFP, and contain all of the required information) and those that are responsible (those with the capability, integrity and reliability to perform under the Contract) shall be further reviewed using the process described below.

The Committee shall use a ten point rating scale for each of the eight (8) evaluation criteria listed below, with a score of 1 being low and a score of 10 being high. The Proposal generating the largest total score shall be determined to be the most responsive and shall be recommended for award.

The City reserves the right to award the Contract to the most responsive and responsible Proposer which best meets the City's needs, taking into account Proposal quality and price. The City reserves the right to procure only some services outlined in this RFP.

The City reserves the right to negotiate modifications of Proposals submitted, to accept part or all of the Proposals on the basis of consideration(s) other than proposed price, and to negotiate specific work elements with a Proposer into a scope of work of lesser or greater cost than described in this RFP or in the Proposer's Proposal.

The Proposer's pricing for the services described in the Proposal, while important, shall not be sole criteria for selecting the most advantageous proposal. The criteria for evaluation shall be:

1. Experience with Residential Solid Waste collection and disposal.
2. Proposer's understanding of the work, including key service requirements and project approach.



3. Customer Service elements such as location and staffing of call center for customer service; times of live staffing; and methods of training staff to address customer issues specific to the service provided to the City.
4. Staff and equipment availability.
5. Proposed prices.
6. References.
7. Compliance with required submittal items described in this RFP.
8. Proposer's acceptance or exceptions of the RFP requirements.

### **XIII. References**

Proposals shall only be considered and reviewed from companies that are engaged in providing Solid Waste services comparable to those described in this RFP packet. Proposers should have Solid Waste service Contract(s) with at least one (1) city that provides a similar scope of services. A minimum of three (3) references of current customers are required, at least one (1) of which shall be a city where the Proposer is currently (or recently) under Contract. Proposers shall be evaluated based upon the answers to the questions posed to references as outlined:

1. Did this Proposer provide the specified services for the reference? When? Does the Proposer currently provide the specified services for the reference? Did the Proposer perform the work in accordance with the terms of the Proposal and the written contract? If not, where were the deviations?
2. How responsive is the Proposer to customer complaints and/or concerns?
3. How responsive is Proposer to the reference's requests and/or complaints?
4. How would the working relationship between the Proposer and the reference's officials (elected officials or otherwise) be described?
5. Did the Proposer adhere to the rules and regulations associated with the reference's business relationship?
6. Overall, on a scale of one to ten, how would the Proposer's performance be rated?
7. Would the Proposer's services be retained in the future?

**XIV. Proposal Submission Requirements**

1. Five (5) printed copies of the Proposal shall be delivered to the following address **by 2:00 p.m. on Friday, January 31, 2020.**

Megan Fulara  
City of Crest Hill  
1610 Plainfield Rd.  
Crest Hill, IL 60403

2. An electronic copy (i.e., Microsoft Word or PDF) of the Proposal shall be submitted by the deadline above via email to [mfulara@cityofcresthill.com](mailto:mfulara@cityofcresthill.com) or by thumb drive.
3. Proposals shall contain the name, address, email address, and phone number of the contact person at the firm.
4. All required items for this RFP shall be submitted by the deadline. The City shall not contact the Proposers with deficient proposals to ask for additional information. However, the City may request additional clarification regarding any item in the Proposal.

**XV. City Contact**

Firms desiring to discuss this RFP or ask questions for clarification shall contact Megan Fulara by email at [mfulara@cityofcresthill.com](mailto:mfulara@cityofcresthill.com).

Contact with any other City employee or official between the date of issuance of the RFP and the Contract may, at the sole discretion of the City, result in disqualification of the Proposer from further consideration.