

**Town of Lewisboro**

**REQUEST FOR PROPOSALS  
for a Municipal Solid Waste Reduction Program**

**July 15, 2015**

**Town of Lewisboro  
Town Clerk's Office  
11 Main St  
PO Box 500  
South Salem, NY 10590  
Phone: 914-763-3511  
Fax: 914-763-3678**

## **I. PURPOSE, BACKGROUND, INTENT, AND SCOPE OF SERVICES**

### **A. Purpose of Request for Proposals**

The Town of Lewisboro (the “Town”) is soliciting proposals from qualified Proposers interested in and able to provide consulting services related to and a program design based on a bag-based pay-as-you-throw municipal solid waste reduction program (hereafter known as “The Program”). The Town welcomes and will consider innovative solid waste reduction programs that can be shown to provide environmental, financial and operational benefits designed to address the needs detailed herein, along with the consulting services required to support such a Program.

### **B. Background and Intent**

The intent of this RFP is to provide the best service, quality, environmental and financial benefit to the Town in regards to its municipal solid waste program. The Town will award an agreement to the Proposer who has demonstrated the ability and willingness to provide the required services with a commitment to continuous improvement, in order to benefit residents.

The Town plans to have a two-phase process that includes: (1) a Public Education Phase in which certain Consulting, Program Design and Education services will be delivered; and, upon further approval from the Town (2) a Start-up and Administration Phase in which the Program will be implemented and run for a contract term.

The Public Education Phase will be for a period of one hundred twenty (120) days. During the Public Education Phase, the Town Board will consider the proposed Program and, upon affirmative vote, issue a Notice to Proceed. Thereafter, the Start-up and Administration Phase will be for a period of five (5) years.

The specifications contained within this RFP are designed to build on and continue to improve an effective, efficient, comprehensive, and fair waste reduction and recycling enhancement program – a program that provides for the following: (1) is based on bag-based pay-as-you-throw, with the greatest convenience to residents and without disrupting existing solid waste services; (2) achieves operational benefits and enhancements to the Town’s existing service; (3) helps reduce/minimize the administrative burden to the Town and uses existing waste management and recycling infrastructure; and (4) creates partnership with the selected vendor who makes the upfront and ongoing expenditures necessary to implement, maintain, benchmark, and build on the Proposer’s program over time through ongoing and periodic analytics and improvement.

### **C. Scope of Services and Supplies**

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

#### **I. Consulting Services**

Proposer will submit a proposal for waste reduction consulting services that includes the following deliverables in a “Public Education” Phase:

- Documentation of the existing waste situation in the Town, with current collection models, estimated costs of contracted collection and hauling, disposal costs and average pounds of waste per capital

- Outlines a recommended Program Design based on the requirements set forth in the Program Design paragraph (below)
- Preparation of a benefits analysis that shows the benefits to the Town and financial impact on the average household from the proposed Program
- Education of key stakeholders in Town government regarding the proposed Program
- Assists in drafting a Request for Proposals to solicit bids for collection and disposal changes that would work with the Program

The Proposer must set forth its qualifications for meeting this Scope of Work, references related thereto and information about the skills, expertise and analytical tools it can use for these purposes. Proposer must also set forth a timeline and manner in which the consulting services will be delivered.

## **2. Program Design**

During the “Public Education” Phase, Proposer will design and submit a comprehensive bag-based pay-as-you-throw Program to meet the objectives and goals stated in this Request for Proposals. The Proposer should address how its Program will transition the Town’s existing program to one that meets the goals and includes the Scope of Services and Supplies herein. The Proposer must identify other communities where the proposed Program design has succeeded, state its qualifications to carry out the Program and provide references. The Proposer should describe how it will make improvements to the Program throughout the term of a five (5) year contract with the Town. The Proposer will provide guidance on such issues as enforcement of the Program, composition, size and price of bag supplies, fees and costs associated with the Program, resident experience, frequency of trash and recycling collection, and otherwise, all subject to direction from the Town and consistent with the outcomes of the Consulting Services described above.

## **3. Community Education and Communication**

Proposer will include a description of community outreach and education regarding the design and proposal of, and transition and successful execution of its proposed Program, including the following:

- A public engagement period during the “Public Education” Phase that includes meetings with key stakeholders, including Town leadership and elected officials to deliver the Consulting Services described above and make refinements to the proposed Program design.
- During Program Start-up, a public education campaign at the inception of the new Program to introduce the Program to residents, including by way of illustration, but not limitation: media support, a Program kick-off announcement, outreach to residents through mail, other public relations support, other public engagement and how the Program will be enforced.
- During Program Administration, plans for sustained public education throughout the duration of the Program including by way of illustration, but not limitation: a website, telephone-based support, periodic reports about Program success, or other ongoing public and community education.

The proposal shall include a proposed schedule during which these community outreach and education functions will occur, identify the key personnel responsible for their implementation and rollout and include their professional qualifications to conduct this work.

#### **4. Program Support**

Proposer will identify in the proposal how it proposes to start up and then provide ongoing staffing and customer service support during the Start-up and Administration Phase to ensure successful Program implementation, enforcement and operation over the five (5) year term of the contract. This may include a representative to serve as the Program's coordinator or manager and the scope of work proposed. Any staffing or customer service support personnel should be accompanied by a description of the responsibilities of the personnel as they relate to the proposed Program, the qualifications of the proposed personnel and the availability of the personnel support throughout the term of a proposed contract.

#### **5. Supplies**

The Proposer shall identify the specifications of and source of the bag supplies necessary to administer the Program, including the recycled content used in the supplies. If the Proposer is not the manufacturer of supplies, it shall identify the manufacturer and the location of manufacturing facility(ies) that will manufacture bag supplies to be used in this Program and how it will guarantee supplies remain available for the duration of the contract. Requirements of supplies to be used in the Program are:

- Bags that are 1.5 mil gauge, drawstring closure of the following dimensions: 24"x28" (15-gallon equivalent) and 30"x34" (30-gallon equivalent), rolled and sleeved with an insert that includes information from the Town, in colors that are directed by the Town.
- Proposer will be responsible for the quality of bag supplies used in its Program throughout the life of the Program and state its policies for customer service and replacing any bag supplies that fail.
- Proposer shall provide detailed information regarding its supply quality control to the Town, including manufacturing standards and quality control methods.

#### **6. Distribution, Storage, and Inventory Management**

As part of the Administration Phase, Proposer is expected to estimate the volume of bag supplies that residents will use during the term of the contract with the Town and explain how it will make/procure, manage inventory, store and distribute them. The Proposer will explain its plan for bag supply distribution and storage in order to maintain accountability and accurately report to the Town, including:

- A plan to distribute bag supplies to residents through established retail outlets or otherwise in and around the Town.
- Its plan to ensure that distribution of supplies is convenient for Town personnel and residents.
- Its plan to ensure that no retail stock-outs occur due to lack of bag supply.
- Security of any bag supplies used in the Program during the manufacture, transport, and warehousing stages.
- Its plan for effectively managing its bag supply distribution network.
- Procedures for managing and reporting on bag supply transactions and inventories to the Town.
- Proposer will bear all the cost and risk related to bag supply inventory, including the cost of all replacements due to manufacturing errors or defects.

#### **7. Finance**

The Proposer will explain its plan for handling funds between the point of sale of bag supplies and the Town, including clearly identifying its fees for designing, implementing and administering the Scope of Services identified in this Request for Proposals. The Proposer's response should address:

- Whether the Proposer can use revenues generated by the Program to pay for the cost of the Scope of Services and Supplies without further appropriation from the Town
- How the Proposer will maintain accountability and report all funds collected on behalf of the Town
- The Proposer's collection policies with retailers involved in selling or distributing supplies to residents
- The Proposer's banking relationships and processes necessary to move funds, with periodic and regular reporting of all financial flows
- Proposer's insurance applicable to operations of the Program

### **8. Program Review**

Proposer will describe how, as part of its Program, it plans to benchmark progress towards the goals identified by the Town and how it will keep residents informed of that progress. The Proposer's response should address: how the Proposer will create a baseline for the Program, what appropriate standards of measurement of waste diversion should be and a periodic schedule and plan for updating the Town on progress, including by way of illustration, but not limitation, issuing a periodic performance report.

## **II. PROPOSAL REQUIREMENTS**

### **A. Proposal Format**

All responses are limited to a maximum of 25 (twenty five) pages, not including a cover letter, which shall not exceed 2 (two) pages. The proposal shall include all of the following:

#### **1. Cover Letter**

Each response shall include a cover letter, signed by an officer of Proposer with the authority to commit the firm to the Scope of Services, indicating that the response is valid for ninety (90) days and that the officer is legally able to contractually bind the Proposer. The cover letter should summarize the proposal's key points.

#### **2. Bid Price/Costs**

The response shall include a separate price or cost to the Town for the "Public Education" Phase and the "Start-up and Administration" Phase, such that in the event the Town Board decides to terminate the contract during the Public Education Phase, a cost of termination is identified that covers the costs of the Scope of Services described in that phase. In the event the Town votes to proceed with the proposed program and issues a Notice to Proceed with the Start-up and Administration Phase, the response shall clearly describe the Proposer's costs and the Town's revenue for the duration of the five (5) year term.

#### **3. Agreement**

- Proposer shall provide a sample contract covering all required services from the Scope of Services and Supplies herein.

- The sample contract will include a termination clause allowing the Town to terminate the contract at the conclusion of the Public Education Phase if the Town Board decides not to proceed with the Start-up and Administration Phase.

#### **4. Minimum Proposer Qualifications**

- Proposer must demonstrate experience and financial stability, to wit:
- Proposer shall have a minimum of five (5) years' experience with residential solid waste reduction programs, and, in particular, bag-based pay-as-you-throw.
- To ensure financial, programmatic, and corporate stability, the Proposer shall have been in business as a registered corporate entity providing these services for a minimum of five (5) years.
- To ensure financial, programmatic, and corporate stability, the Proposer shall not have declared personal or corporate bankruptcy within the past ten (10) years.

#### **5. Staffing Plan**

- Indicate the names, titles, roles, locations, phone numbers and e-mail addresses of all personnel designated to work on this Program for the Proposer. Indicate which person and position will serve as a primary contact for the Town. Provide brief descriptions of the qualifications of all listed person(s).
- Provide the location, address, and contact information for the office that will provide the services to the Town.

#### **6. References**

- Provide ten references from governmental entities where Proposer is currently performing similar services.
- Provide a description of services, reference name, phone contacts, current position and length of relationship.

### **B. Submittal Requirements**

Proposals shall be sealed and identified by placing the name of the Proposer and Project clearly as "Municipal Waste Reduction Proposal" on the outside front of the proposal submittal. Submit 2 bound and 1 unbound copies of the proposer's response to:

Town Clerk Janet Donohue  
Town House  
11 Main Street  
P.O. Box 500  
South Salem, NY 10590

Proposer may, without prejudice, withdraw a proposal after it has been submitted to the Town, provided written notice is given to the Town Clerk, and provided such notice of withdrawal is received by the Town Clerk prior to the closing time set for receiving proposals. Once submitted, proposals may not be corrected or modified prior to the time of opening, though withdrawn proposals may be resubmitted prior to the closing time set for receiving proposals.

Cost Proposals must be in a separate sealed envelope within the proposers RFP response marked **"Cost Proposal for Municipal Solid Waste Reduction Services for the Town of Lewisboro."**

The Proposal shall be presented in a clear and concise manner. Ambiguities shall be avoided to enable the evaluation of each proposal in a timely and thorough manner. Cost Proposals shall include all labor, material, shipping, equipment, processes, insurance, and all incidentals to meet the specifications set forth in the Scope of Services and Supplies.

## **C. Additional Requirements**

In order to be considered for selection, responses must be received as detailed on or before the date and time specified. Proposers mailing responses shall allow sufficient mail delivery time to ensure timely receipt by the Town. Proposers should be familiar and provide adequate time for the Proposal delivery according to the Town's security standards and building entry protocol. Proposals received after the stated time and date will not be considered. No fax transmittals will be accepted.

## **III. RFP EVALUATION, SCHEDULE, AND OTHER MATTERS**

### **A. RFP Evaluation**

RFPs will be evaluated based on the following criteria (not listed in any order of importance):

#### **1. Proposer's proven ability with similar projects**

The Proposer has performed similar work as requested in this RFP in a manner as follows:

- Not Advantageous: The Proposer has not demonstrated that it has performed similar projects—both in terms of scope and size—and has not provided these services in a manner determined to be of high quality, as verified through reference checks.
- Advantageous: The Proposer has demonstrated that it has performed similar projects—both in terms of scope and size—or has provided these services in a manner determined to be of high quality, as verified through reference checks.
- Highly Advantageous: The Proposer has demonstrated that it has performed similar projects—both in terms of scope and size—and that it has provided these services determined to be of high quality, as verified through reference checks.

#### **2. Expertise of key personnel to be assigned to the contract**

Key personnel shall demonstrate expertise in their respective areas and shall be evaluated as follows:

- Not Advantageous: Any key personnel have fewer than five (5) years of expertise in their particular area of contribution to this project.
- Advantageous: Key personnel have at least five (5) years of expertise in their particular area of contribution to this project, but less than ten years.
- Highly Advantageous: Key personnel have ten (10) or more years of expertise in their particular area of contribution to this project.

#### **3. Proposer's proven ability to meet the Town's goals**

- Not Advantageous: The Proposer is unable to demonstrate and document that it has reduced trash tonnages by 30% in seven (7) cities and towns over the past ten (10) years.
- Advantageous: The Proposer has demonstrated and documented that it has reduced trash tonnages by 30% in seven (7) cities and towns over the past ten (10) years.
- Highly Advantageous: The Proposer has demonstrated and documented that it has reduced trash tonnages by more than 30% in seven (7) cities and towns over the past ten (10) years

#### **4. Proposer's proven track record of responsiveness to customer needs**

- Not Advantageous: Reference checks indicate that the Proposer has failed to respond to customer needs and/or customer service issues.
- Advantageous: Reference checks indicate that the Proposer has responded to customer needs and to customer service issues, but that such responses may not have always been quick or complete.

- Highly Advantageous: Reference checks indicate that the Proposer has responded quickly and effectively to customer needs and to customer service issues.

#### **5. Proposer's proven track record of quality of performance**

References indicate that the Proposer is likely to provide quality performance and service to the Town:

- Not Advantageous: References indicate significant problems with program implementation or execution which the Proposer did not remedy to the satisfaction of the municipality.
- Advantageous: References indicate some problems during program implementation or execution which the Proposer did not remedy to the satisfaction of the municipality.
- Highly Advantageous: References indicate a high degree of satisfaction with the products and/or services of the Proposer, and that all problems experienced during program implementation and execution were addressed to the satisfaction of the municipality.

#### **6. Proposer's adherence to Scope of Service and Supplies**

The Proposer has met or exceeded the scope of services and supplies for prior projects, as indicated by reference checks and other inquiries to be conducted by the Town as follows:

- Not Advantageous: The Proposer has failed to meet the performance expectations detailed in the scope of services provided by one or more clients.
- Advantageous: The Proposer has met the performance expectations detailed in the scope of services for all clients, but has not exceeded them for more than three clients, as evidenced through reference checks.
- Highly Advantageous: The Proposer has exceeded the performance expectations set by more than three clients, as evidenced through reference checks.

### **B. Final Ranking and Selection**

The Town will award the contract to provide these services to the Proposer determined to be the most advantageous to the Town, considering the evaluation factors set forth herein.

### **C. Presentations**

The Town retains the right to invite Proposers to present their proposal to the Town in person.

### **D. Negotiations**

The Town retains the right to make an award based on initial proposals with or without negotiations.

### **E. Schedule**

Advertise RFP – July 15, 2015

Receive Proposals – August 12, 2015, 11 a.m.

Conduct Interviews (if required) – September 2, 2015

Award Contract – on or before September 30, 2015

### **F. Other Matters**

#### **I. Communication with the Town**

All communication from the Town to a Proposer will be transmitted simultaneously to all Proposers along with written questions submitted. Any Proposer seeking to contact the Town



for any reason related to this procurement shall do so in writing and shall submit said written communication to the Town Clerk by email to [townclerk@lewisborogov.com](mailto:townclerk@lewisborogov.com). Any Proposer who fails to utilize this process of communication will be notified of its violation of the process and may be disqualified from the RFP process if communication process failure continues.

## **2. Changes in the RFP**

All addenda issued for this procurement will be numbered in sequence by the Town, dated as of the date of issue, and sent via e-mail to all Proposers.

## **3. Verbal Agreements**

No verbal agreement or conversation with any officer, agent, or employee of the Town, either before or after execution of the contract, shall be binding or affect or modify any of the terms or obligations contained in this procurement. Any such verbal agreement or conversation shall be considered as unofficial information and in no way binding upon the Town or the Proposer.

## **4. Receipt of Addenda**

The Proposer shall acknowledge receipt of each addendum by signing in the space provided on the issued addendum and by submitting all addenda with their proposal.

## **5. Clarifications**

Proposers are notified to thoroughly examine the instructions, specifications, become familiar with current Town service practices and the service requirements as set forth in this RFP. If there is any doubt or uncertainty as to the meaning of the same, Proposers may ask for any explanation or clarification before submitting their proposal. All requests for explanation or clarification must be presented to the Town in written form.

## **6. Reservation of Rights**

The Town reserves and holds at its discretion the following rights and options:

- Issue addenda to the RFP, including extending or otherwise revising the timeline for submittals
- Withdraw the RFP
- Request clarification and/or additional information from any Proposer at any point in the procurement process
- Execute an agreement on the sole basis of the original proposal or any additions to proposal submissions
- Reject any or all proposals, waive irregularities in any proposal, as may be deemed to be in the best interest of the Town.

## **7. Liability Insurance**

Proposer shall provide and maintain in full force and effect during the entire term of the contract or any renewal thereof a policy of Comprehensive General Liability Insurance, naming the Town, its officers, elected officials, employees, and volunteers as Additional Insured's providing for limits of not less than \$1 million dollars per occurrence with \$2 million dollars general aggregate. The Comprehensive General Liability Insurance shall be on an occurrence form or basis. An original Additional Insured endorsement naming the Town, et al, as stated above, shall be filed with the Town clerk before commencement of work and shall provide for 30 days prior written notice to the Town of any material change, cancellations, or lapse of such policy. A cancellation of Proposers' insurance without replacement, resulting in an uninsured period, is considered a material breach of contract.

#### **IV. DISPOSITION OF PROPOSALS**

All materials submitted in response to this RFP will become the property of the Town. Copies of each proposal may be retained for official files and will become a public record after the award of the contract to provide these services, thence open to public inspection. It is understood that the proposal will become part of the official file on this matter without obligation on the part of the Town.

#### **V. ADDITIONAL PROPOSAL TERMS AND CONDITIONS**

The following terms and conditions will become included in final contract documents:

- Term of agreement: No less than 5 (five) years
- Extension of agreement: By agreement
- Implementation schedule: Provided by Proposer seven (7) business days after receiving “Notice to Proceed”
- Liability insurance: \$1,000,000
- Governing law: Laws of the State