

Request for Proposal (RFP)
Solid Waste and Recycling Services for the Town of Holland in La Crosse County, Wisconsin

1) Purpose

The purpose of this RFP is to solicit proposals from qualified contractors to provide efficient, reliable, and environmentally responsible solid waste and recycling services for the residents of the Town of Holland. Services are to be performed in accordance with the scope of work, general requirements, and specifications outlined herein.

2) Scope of Work

a) Residential Solid Waste Collection:

- Weekly collection of household refuse from approximately 1,684 residential units.
- Excludes multi-unit residences with four or more units.
- Collection shall be performed on Mondays for both refuse and recycling services. Proposers shall identify their proposed collection day; however, preference will be given to proposals maintaining a Monday collection schedule to ensure consistency for residents.

b) Recycling Services:

- Provide 2 options:
 - Option A: Biweekly collection of single-stream recyclables on same day of week as refuse (current collection method).
 - Option B: Weekly collection of single-stream recyclables on same day of week as refuse (may pursue if economically feasible).
- Proper transportation and processing at a registered Material Recovery Facility (MRF). The proposal shall identify the specific MRF or MRFs to be utilized.

c) Disposal Facilities:

- All Municipal Solid Waste (MSW) collected under this Agreement shall be delivered to the La Crosse County Resource Recovery Facility (RDF).
- Waste not acceptable at the RDF shall be delivered to the La Crosse County Landfill.
- The Town shall remain responsible for disposal fees. No hauler-paid disposal option shall be included.

d) Up-the-Drive (Backdoor) Service:

- i) Contractor shall offer optional up-the-drive (backdoor) collection service for residents upon request.
- ii) Contractor shall describe how this service will be administered, including any limitations or eligibility requirements.
- iii) Contractor shall clearly identify pricing for this service in the proposal.

3) Term of Agreement

The selected contractor will execute a service agreement for an initial term of five years, beginning on January 1, 2027, and ending on December 31, 2031. The Agreement may be extended for one additional five-year term upon mutual written agreement of the parties. A twelve-month probationary period shall apply at the start of the Agreement. During the probationary period, the Town may terminate the Agreement for dissatisfaction with service upon thirty days' written notice.

4) Payment and Fee Adjustments

- a) Services will be billed monthly, itemizing charges per service rendered.
- b) Pricing adjustments:
 - i) Annual inflation adjustments based on the U.S. Bureau of Labor Statistics Consumer Price Index, Series ID: CUUR0000SEHG (Garbage and Trash Collection Services in U.S. city average, all urban consumers, not seasonally adjusted, Base Period: 1982-84=100), or if

not available, a mutually agreed upon inflationary measure. The inflation measure is to be for the period ending September 30 of each year. Annual increase is subject to a minimum of 2% up to a maximum of 4%.”

- ii) A fuel surcharge shall apply when the average diesel fuel price exceeds \$4.75 per gallon, in accordance with the Contractor’s submitted fuel surcharge schedule. The schedule shall be included with the proposal and subject to Town review and approval.
 - c) Municipal responsibility for tipping fees:
 - i) Municipality to cover landfill and RDF tipping fees.
- 5) Contractor responsible for costs related to banned items.

Contractor Requirements

- a) **Insurance Coverage:**
 - i) Workers’ Compensation coverage shall be maintained in accordance with statutory requirements, with Employer’s Liability limits of not less than \$1,000,000.
 - ii) Commercial General Liability coverage shall be maintained with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.
 - iii) Automobile Liability coverage shall be maintained with a combined single limit of not less than \$1,000,000 per occurrence.
 - iv) Umbrella or Excess Liability coverage shall be maintained with limits of not less than \$4,000,000.
 - v) v) Proof of insurance and a current Certificate of Insurance (COI) shall be provided with the proposal.
 - b) **Cart Management:**
 - i) Contractor owns the carts and shall repair or replace carts damaged through normal use.
 - ii) Residents shall cover costs for lost or negligently damaged carts.
 - c) **Staff Availability:**
 - i) Contractor must ensure availability of a representative during business hours (8:00 AM to 5:00 PM, Monday to Friday) to address concerns or complaints except for holidays.
 - ii) A representative of the contractor shall be available in person, upon request by the Town, to address service-related matters.
 - iii) Service complaints and deficiencies must be addressed and resolved within forty-eight hours of notice from the Town or resident, unless otherwise approved by the Town (except for holidays)
- 6) **Equipment Specifications:**
- a) Containers and Carts:
 - i) Contractor shall provide all carts and containers necessary for the collection of refuse and recycling.
 - ii) Residential service shall be provided using 95-gallon carts for both refuse and recycling collection.
 - iii) All carts shall be compatible with the Contractor’s collection equipment and suitable for automated or semi-automated collection.
 - iv) Contractor shall be responsible for delivery, maintenance, repair, and replacement of carts due to normal wear and tear.
- 7) **Proposal Submission**
- a) Proposals must include:
 - i) Detailed cost breakdown for required services.
 - ii) Separate pricing for up-the-drive service for residents.
 - (1) Pricing for optional up-the-drive (backdoor) service shall be clearly identified on a per-month or per-service basis, as applicable.

- (2) Contractor shall describe any eligibility requirements, service limitations, or additional conditions associated with this service.
- iii) Service capacity and equipment availability, including collection vehicle specifications.
- iv) History of performance in similar contracts.
- v) Three letters of recommendation from municipalities of similar size and scope, but not less than 1,000 homes.
- vi) Certificate of Insurance (COI).
- vii) A draft copy of the proposer's service agreement, with any deviations from the requirements of this RFP clearly identified.

8) Evaluation Criteria

- a) Proposals will be evaluated based on:
 - i) Cost-effectiveness and value to the Municipality.
 - ii) Preference given to staying with existing regular collections on Mondays.
 - iii) Contractor experience and qualifications.
 - iv) Environmental compliance and sustainability measures.
 - v) Demonstrated capacity to meet service requirements.

9) General Terms

- a) Agreement amendments require mutual written consent.
- b) In the event of a conflict between the requirements of this RFP and the proposer's service agreement, the RFP requirements shall govern unless otherwise agreed in writing by the Town.
- c) Service deficiencies must be corrected within 48 hours upon notice from the Municipality, unless otherwise approved by the Town.

10) Proposal Timeline

- a) RFP Release Date: June 30, 2026
- b) Proposal Submission Deadline: noon, July 30, 2026
- c) Contract Award Announcement: by August 31, 2026

11) Contact Information

For questions or additional information, contact:

Marilyn Pedretti, Clerk

Town of Holland

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