

CITY OF SOUTH SALT LAKE, UTAH
REQUEST FOR QUALIFICATIONS FOR
CURBSIDE COLLECTION
GLASS RECYCLING SERVICES



May 21, 2021

South Salt Lake City
Request For Qualifications
Glass Recyclable Waste Collection and Processing

I. Background, Intent and Scope

A. Background/Overview

The City of South Salt Lake (“City”) invites interested vendors to submit a “Statement of Qualifications” (SOQ) to allow the City to extend a contract for the curbside collection and recycling of residential glass products. The contract term will be five years with the option for the parties to renew. The level of service desired is for the periodic collection of curbside glass recyclables.

The City requests each respondent prepare a SOQ that addresses the collection and recycling of curbside residential glass products. The responder will describe how the service will be offered to residents opting for the service, including pricing and a proposed schedule regarding the collection of curbside glass recyclables. Billing shall be handled through the City. The successful responder will be expected to provide participating city residents curbside glass recycling receptacles which are typical for the industry.

The City’s review of responses to this RFQ will be a two-step process. The first step will focus specifically on whether a submitted SOQ meets the city’s minimum specifications. This determination is solely at the city’s discretion.

The city may then select the successful SOQ from among all submittals that meet the city’s minimum specifications. The city does not guarantee or represent that a contract will be awarded and specifically reserves the right to conclude the SOQ process without accepting any response.

Glass collection services are expected to begin September 1, 2021 and are expected to remain in effect until August 31, 2026. The city reserves the right to enter into one or more contracts to facilitate a possible future change in the level of service. As such, all proposals, including associated pricing, shall be valid until July 31, 2021.

B. Intent

The city’s intent and the requirements of this RFQ are to provide residents with a new recycling service at the best price and with the highest level of customer service. Additionally, the city seeks a long-term contractual relationship with a predictable pricing model so residents can make informed decisions on whether to utilize the service. To this end, the city has attempted to provide as much information as possible to all prospective responders in order to allow them to compute fair and reasonable rate quotes. However, it is the sole responsibility of the responder to independently investigate in order to submit an accurate SOQ. All potential contractors will be held accountable for the response information contained in the SOQ.

C. Scope of Services

The city desires to provide a new curbside glass recycling service to eligible residents. All submitted SOQs are required to address how the vendor proposes to provide a curbside glass recycling program and the manner in which that program will be provided, including:

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1. Level of service – Describe in detail the regularly scheduled curbside glass collections to be provided and the pricing structures to be offered to eligible City residents.
2. Describe in detail the provider’s relationship with the city and residents:
 - a. Contracting and the provider’s relationship with the City; and
 - b. Customer service process and complaint resolution.

II. Submittal Requirements

Submission shall be electronic. Each submittal must be clearly marked with the number of this RFQ and its due date and time. Each respondent should submit a response based upon the above information.

It is the intent of this RFQ to make the proposal process easy for interested parties by giving them ample opportunity to highlight their services, technical abilities, financial strength, and organizational structure. The evaluation process, however, must also be manageable and efficient. Therefore, respondents must organize the submittal into the following sections, separated by tabs in the following order:

A. Introduction: Summarize the response and describe the contractor’s background. Describe in detail all services and work to be provided. Specifically identify how the response meets the requirements and preferences of this RFQ. The response should clearly define the services described above and include pricing for the curbside collection service. If the contractor prefers to enter into an arrangement under which the contract price in future years is adjusted by some predetermined and objective method, the contractor shall give a fixed price for the first year of service and then explain its preferred method of adjusting rates over the remaining years of an agreement. The introduction may include any other information the contractor believes important in properly evaluating the response.

B. Transition Approach: Describe how your organization will approach a “roll-out” of the new service to the city’s residents. Include how containers will be provided and deployed, how collection schedules will be determined, and how community outreach will be conducted.

C. Business Background: Describe your company’s organization, experience, expertise, and qualifications, as well as the experience, expertise, and qualifications of the persons who will be assigned to administer or perform work for city residents if a contract is awarded. This section should also include descriptions of similar services performed by the contractor in other cities and references to other persons involved in those projects.

D. Customer Service: Describe your organization’s approach to customer service. Please delineate the contractor’s responsibilities from the city’s responsibilities. Describe any programs you have developed for customer information and education. Give examples which demonstrate your organization’s commitment to customer service.

Include any other information as desired, such as other features not specified in this RFQ, sales literature and brochures. However, the response shall not exceed 10 pages (excluding the cover

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page and table of contents) using 11-point font and single spacing. Proposals not organized into these sections may be rejected as non-responsive. Pages must be numbered consecutively. The proposal should also be prefaced with a table of contents and cover letter.

III. Submission Requirements

Each respondent must submit an electronic copy (.pdf format) of their responses addressed to: City Recorder, City of South Salt Lake by 4:00 p.m. Mountain Daylight Time on Friday, June 25, 2021. The City will not consider responses received after that date and time. Electronic copies must be submitted to cburton@sslc.com and aandrus@sslc.com.

There will be no public opening. Respondents may obtain a list of all respondents by contacting the city recorder after the submission deadline. Responses may be modified or withdrawn prior to the time set for the deadline. After the time set for the deadline has past, responses may not be modified or withdrawn. The city is not liable for any costs incurred by any respondent in preparing this RFQ.

All correspondence, inquiries, and comments relating to this RFQ must be directed to the City Recorder, who will coordinate all contact between proposers and the reviewing committee. The mailing address is: City Recorder, City of South Salt Lake, 220 E. Morris Ave. Ste 200, South Salt Lake, UT 84115-3200. A respondent may, without prejudice, withdraw a response after it has been deposited with the city, provided written notice is given to the city recorder, and provided such notice of withdrawal is received by the city recorder prior to the closing time set for receiving proposals.

IV. SOQ Evaluation, Schedule and Other Matters.

A. SOQ Evaluation Criteria with a weight given to each category

1. (25%) Describe the responder's approach, including pricing, to deliver the services below:
 - a. Regularly scheduled curbside glass collections
2. (30%) Provider's relationship to the city and residents:
 - a. Contracting and agreements with the City
 - b. Billing and the collection of fees for services
 - c. Provider's relationship to the city
 - d. Receptacle deployment
 - e. Collection schedule
3. (20%) Business reputation
 - a. Identify the responder's proposed point of contact and indicate relevant experience
 - b. Responder's capacity to perform, including financial capacity and stability
 - c. Include recommendations from governmental customers
 - d. Responder's proven ability to provide innovative, cost effective service
4. (25%) Customer Service
 - a. Customer or city recourse and vendor responsibility for complaints
 - b. Customer education and notifications

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Responses will be evaluated by a selection committee consisting of the City's Chief Financial Officer, City Engineer, Attorney's Office representative, and the City Recorder. Other items of importance are:

1. Firm's proven ability with similar projects, as well as general business reputation.
2. The degree to which the response meets the requirements and specifications of this RFQ.
3. Method of calculating price adjustments in future years.

The City will measure the features of each vendor's response against the requirements and specifications of this RFQ. If a response does not meet all requirements, the city may reject it as non-responsive.

B. Negotiations

The city retains the right to enter into a contract based on initial responses notwithstanding any changes to service levels. Negotiations may be conducted with all respondents who meet the initial qualifications.

C. Other Matters

1. Changes in the RFQ

Any communication from the City to a respondent will be transmitted simultaneously to all respondents along with written questions submitted. Any respondent who fails to recognize or utilize this process of communication will be notified of its violation of the process and may be disqualified from the RFQ process. All addenda will be numbered in sequence, dated as of the date of issue, and sent via e-mail to all responders.

2. Verbal Agreements

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

3. Receipt of Addenda

The responder shall acknowledge receipt of each addendum by signing in the space provided on the issued addendum and by submitting all addenda with their proposal. Responder shall also sign and return the cover page of each addendum to the City Recorder via e-mail to cburton@sslc.com and aandrus@sslc.com to acknowledge receipt.

4. Reservation of Rights

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

- a. Issue addenda to the Request for Qualifications, including extending or otherwise revising the timeline for submittals;
- b. Withdraw the Request for Qualifications;
- c. Request clarification and/or additional information from a responder at any point

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- in the procurement process;
- d. Execute a contract or contracts with one or more responders, on the sole basis of the original response or any additions to submissions;
- e. Reject any or all responses, waive irregularities in any response, accept or reject all or any part of any response, waive any requirements of the Request for Qualifications, as may be deemed to be in the best interest of the city.
- f. Reissue or modify the RFQ.

V. Specifications and Requirements

A. Services

1. The contractor will provide for the curbside collection and recycling of residential glass products using containers provided by the contractor. Ownership of the containers will reside with the contractor.
2. The contractor will explain and demonstrate the ultimate destination of the recycled glass material it collects in South Salt Lake.

B. Types of Containers

The contractor will describe the type and size of curbside collection receptacle it will deliver to city residents.

VI. Disposition of Proposals

All materials submitted in response to this RFQ will become the property of the City of South Salt Lake. One (1) copy of each SOQ shall be retained for official files and will become a public record after the award and open to public inspection. It is understood that the SOQ will become part of the official file on this matter without obligation on the part of the City of South Salt Lake.