



# CITY COUNCIL AGENDA REPORT

DATE: May 13, 2025

**AGENDA OF:** May 13, 2025

**DEPARTMENT:** Public Works

**SUBJECT:** Contract for Solid Waste Services

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## **RECOMMENDATION:**

Recommend the City Council review and approve staff's recommendation to enter a 5 year contract with South Texas Refuse Disposal, Inc. (STRD) for municipal solid waste collection, disposal, and recycling services.

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**BACKGROUND:** On April 3, 2025, a Request for Proposal (RFP) was published in the Hondo Anvil Herald newspaper, inviting solid waste service firms to submit proposals for municipal solid waste collection, disposal, and recycling services. The deadline for submissions was April 28, 2025, by which we received proposals from three firms. All submissions met the necessary requirements. The proposals were evaluated by staff using a weighted criteria scoring analysis.

**DISCUSSION:** Questions

**FISCAL IMPACT/SOURCE OF FUNDING:** Solid Waste Budget

Submitted by: Scott Dixon /John Gomez

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## **ATTACHMENTS/ADDITIONAL INFORMATION:**

1. Solid Waste RFP
2. RFP Scoring Criteria
3. RFP\_Decision Matrix\_052025
4. Proposal submissions (3)



## REQUEST FOR PROPOSALS (RFP) FOR MUNICIPAL SOLID WASTE COLLECTION, DISPOSAL, AND RECYCLING SERVICES FOR THE CITY OF CASTROVILLE

### Introduction and Instructions

**municipal solid waste collection, disposal, and recycling services** Proposals must be **received by April 28, 2025 at 1:30 PM** at the following address:

ATTN: Debra Howe, City Secretary  
City of Castroville  
1209 Fiorella Street, Castroville, TX 78009

Proposals must be **submitted in a sealed envelope or package** marked "**Request for Proposal for Municipal Solid Waste Services for the City of Castroville.**"

Questions regarding this request must be submitted in writing to **John Gomez** at **John.Gomez@castrovilletx.gov** with "RFP Solid Waste Services" in the subject line. The City will issue responses and clarifications via addenda, which will be posted on the City's website.

Late submissions will **not** be considered. The City **reserves the right** to reject any or all proposals, waive informalities, and negotiate with the most qualified firm.

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## Scope of Work & Required Services

The selected contractor will be responsible for **comprehensive solid waste collection, disposal, and recycling services** in accordance with the requirements outlined below.

### 1. Residential Waste Collection

- **Curbside Collection:** Provide **once-per-week** collection of residential solid waste using **96-gallon carts**.
- **Bulk Waste & Brush Collection:** Provide **monthly collection** of up to **six (6) cubic yards** of bulk waste and brush per household.
- **Recycling Services:** Provide **weekly collection** of recyclables using a designated **96-gallon recycling cart** per household. Alternate recycling methods including community drop-off recycling centers may be considered.
- **Hazardous Waste Disposal:** Provide an **"At Your Door Special Collection"** service for household hazardous waste and electronic waste (if applicable).

### 2. Commercial & Industrial Waste Collection

- **Light Commercial Collection:** Provide **weekly collection** for businesses using **96-gallon carts**.
- **Commercial Dumpsters:** Offer collection services for businesses and institutions using **2, 3, 4, 6, and 8 cubic yard containers**. Frequency of collection will be **as agreed upon with each business**.
- **Roll-Off Services:** Provide **20, 30, and 40 cubic yard roll-off bins** for industrial and high-volume waste generators.

### 3. City Services

The selected provider must **provide the following services at no cost to the City:**

1. **Collection and disposal of solid waste at all municipal facilities**, including City Hall, parks, the library, and other City-owned properties.
2. **Provision of dumpsters at major City events** (minimum **four events per year**).
3. **Annual contribution of six (6) free roll-off containers** for City use two (2) at Public Works.
4. **Senior Citizen Billing Discount:** Offer reduced-rate services for eligible senior residents, including **door-to-door collection if required**.
5. **Emergency Services:** In the event of a **natural disaster or storm event**, the contractor must be prepared to assist with debris collection, same day but no later than next day.
6. **Customer Service & Complaint Resolution:** Maintain a **local or toll-free** customer service hotline with a response time of **no more than 24 hours** for complaints or missed collections.
7. **Community Support:** Provide evidence of financial or in-kind support for local community and/or non-profit organizations.

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## Proposal Submission Requirements

Proposals must include the following:

1. **Cover Letter:** Signed by an authorized representative, indicating the firm's interest in providing the requested services.
2. **Company Background & Qualifications:** A description of the firm's history, experience, and qualifications in solid waste management.
3. **Service Plan:** A detailed plan for providing the services outlined above, including:
  - o Methods for ensuring customer satisfaction and quality service.
  - o Contingency plans for equipment failures, severe weather, and increased service demands.
  - o Proposed collection schedules.
4. **Equipment & Facilities:** A list of all collection vehicles, containers, and disposal sites to be used in fulfilling the contract.
5. **Customer Service Plan:** Description of procedures for handling complaints, service requests, and public outreach.
6. **Pricing Structure:** Proposed rates for all services, including residential, commercial, and industrial collection. Pricing should include costs per **container type and collection frequency**.
7. **Insurance & Performance Bond:** Evidence of the proposer's ability to meet the City's **insurance and liability requirements**.

Type	Amounts
1. Workers' Compensation 2. Employers' Liability	Statutory \$1,000,000 / \$1,000,000 / \$1,000,000
3. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury	For Bodily Injury and Property Damage of: \$1,000,000 per occurrence. \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage
4. Business Automobile Liability: a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence

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## Proposal Evaluation & Selection Criteria

Proposals will be evaluated based on the following weighted criteria:

Evaluation Criteria	Weight (%)
Cost of Service	30%
Experience & Qualifications	20%
Quality of Service Plan	20%
Customer Service & Complaint Resolution	15%
Environmental & Recycling Programs	10%
Innovative Approaches & Added Value	5%

The **City Council** and/or its staff designee will review proposals and may conduct **interviews with the top-ranked firms** before awarding the contract.

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## Contract Term & Conditions

- The initial contract term will be **five (5) years**, with the option for **one (1) additional five-year renewal** upon mutual agreement.
  - Rate adjustments will be considered **annually** based on CPI (Consumer Price Index) and disposal cost changes.
  - The contractor must comply with **all local, state, and federal** regulations.
  - The City **reserves the right** to terminate the contract for non-performance with **30-day written notice**.
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## Key Dates & Timeline

- **RFP Release Date:** April 3, 2025
  - **Deadline for Questions:** April 18, 2025
  - **Proposal Submission Deadline:** April 28, 2025
  - **City Council Review & Selection:** May 13, 2025
  - **Contract Start Date:** June 9, 2025
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The City of Castroville appreciates your interest and looks forward to receiving your proposal.

# Scoring Criteria

Evaluation Criteria	Weight (%)	Score Criteria
Cost of Service	30%	1. <b>(Poor):</b> Requirement is barely addressed or missing.
Experience & Qualifications	20%	2. <b>(Fair):</b> Requirement is partially addressed but lacks detail.
Quality of Service Plan	20%	3. <b>(Adequate):</b> Requirement is sufficiently addressed but could be improved.
Customer Service & Complaint Resolution	15%	4. <b>(Good):</b> Requirement well addresses with minor gaps.
Environmental & Recycling Programs	10%	5. <b>(Excellent):</b> Requirement is fully addressed with comprehensive detail.
Innovative Approaches & Added Value	5%	

Vendor Name: Waste Management

Date: May 7, 2025	Total Score	123	28.8
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City of Castroville – RFP Decision Matrix  
Vendor Name: South Texas Refuse Disposal

RFP Requirements	Team Member (1)	Team Member (2)	Team Member (3)	Team Member (4)	Team Member (5)	Total Score	Total Weighted Score
<b>Cost of Service:</b> Proposed rates for all services, including residential, commercial, and industrial collection. Pricing should include cost per container type and collection frequency.	4	5	5	5	4	23	6.9
<b>Experience and Qualification:</b> A description of the firm’s history, experience, and qualifications in solid waste management	5	4	5	4	4	22	4.4
<b>Quality of Service Plan:</b> A detailed plan for providing the services outlined above, including:  Methods for ensuring customer satisfaction and quality service  Contingency plans for equipment failures, severe weather, and increased service demands.  Proposed collection schedules	4	4	4	4	4	20	4.0
<b>Customer Service and Complaint Resolution:</b> Description of procedures for handling complaints, service requests, and public outreach.	3	5	4	4	4	20	3.0
<b>Environmental and Recycling Programs</b>	3	4	4	3	3	17	1.7
<b>Innovative Approaches and Added Value</b>	4	4	5	3	3	19	9.5
Date: May 7, 2025						Total Score	121
							29.5



City of Castroville- RFP Decision Matrix

Vendor Name: Frontier Waste Solutions

RFP Requirements	Team Member (1)	Team Member (2)	Team Member (3)	Team Member (4)	Team Member (5)	Total Score	Total Weighted Score
<b>Cost of Service:</b> Proposed rates for all services, including residential, commercial, and industrial collection. Pricing should include cost per container type and collection frequency.	3	3	4	4	3	17	5.1
<b>Experience and Qualification:</b> A description of the firm’s history, experience, and qualifications in solid waste management	4	3	5	5	4	21	4.2
<b>Quality of Service Plan:</b> A detailed plan for providing the services outlined above, including:  Methods for ensuring customer satisfaction and quality service  Contingency plans for equipment failures, severe weather, and increased service demands.  Proposed collection schedules	3	4	4	4	3	18	3.6
<b>Customer Service and Complaint Resolution:</b> Description of procedures for handling complaints, service requests, and public outreach.	3	4	4	5	3	19	2.9
<b>Environmental and Recycling Programs</b>	4	4	3	5	3	19	1.9
<b>Innovative Approaches and Added Value</b>	3	4	3	5	3	18	9.0
Date: May 7, 2025							
Total Score						112	26.7