

City of Castroville-RFP Decision Matrix

Vendor Name: Waste Management

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	5	5	5	5	24	4.8
<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	5	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	4	4	5	5	21	3.2
<b>Environmental and Recycling Programs</b>	3	4	5	5	5	22	2.2
<b>Innovative Approaches and Added Value</b>	3	3	4	5	4	19	9.5
Date: May 7, 2025							
Total Score						123	28.8

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