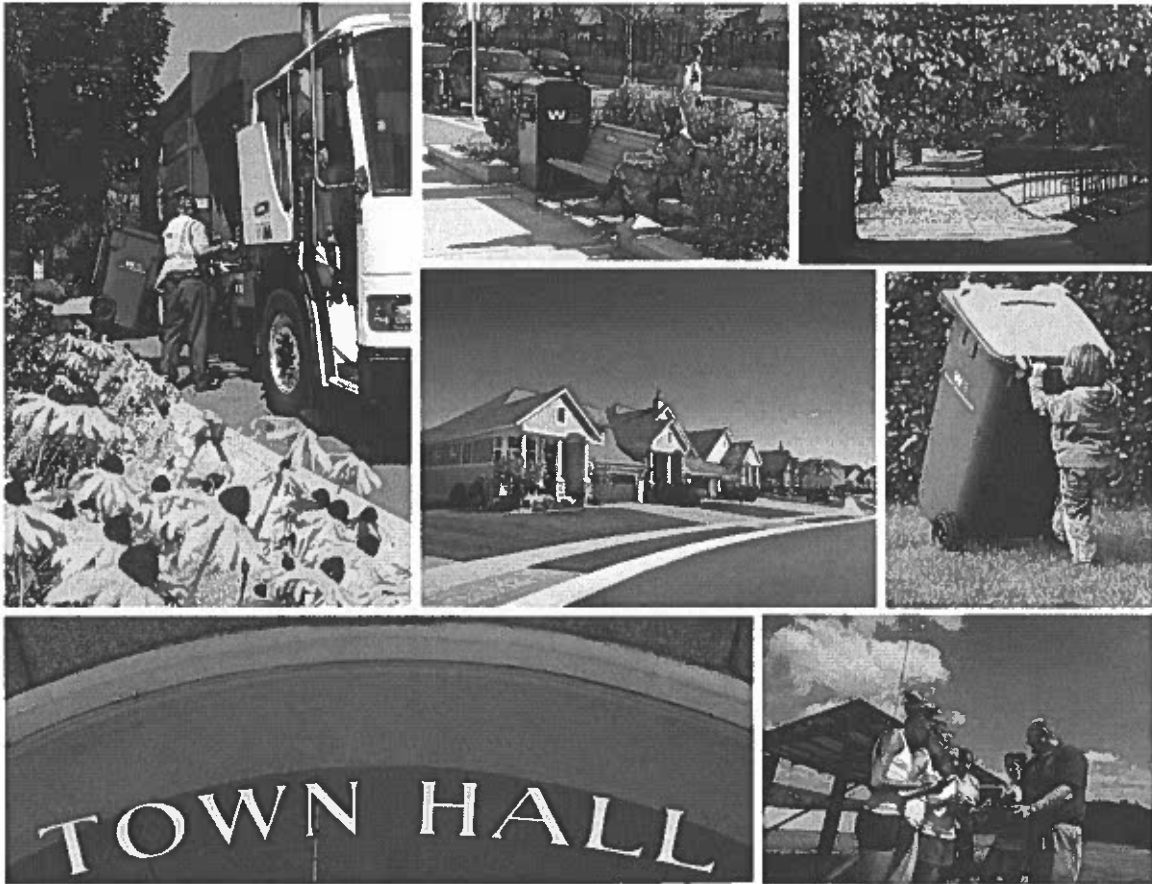


PUBLIC SECTOR SOLUTIONS



City of Oelwein

Residential Refuse Collection, Bulk Pickup, and Recycling

Community and environmental stewardship at its best.

December 14, 2022

Jason Nieson, Public Sector Services
Waste Management

jnieson@wm.com | 612 430 4780

739 Beaver Avenue

Mankato, MN 56001



Cover Letter

December 14, 2022

Dylan Mulfinger
City of Oelwein
20 Second Avenue SW
Oelwein, IA 50662

Re: Request for Proposals for "Single Hauler Refuge Program-BID".

Dear Mr. Mulfinger, Honorable Mayor and Council Members:

We appreciate the opportunity to offer our Proposal for Residential Refuse Collection, Bulk Pickup, and Recycling Services to the City of Oelwein in response to the City's Request for Proposal. We believe that we present the best overall value to the City, and we believe that our Proposal meets the requirements of the RFP.

Waste Management acknowledges that it will be able to fulfill all requirements of the contract, as stated in the RFP. Additionally, Waste Management acknowledges that it has no conflict of interest with regard to any other work performed by Waste Management, for the City.

I, Jay Nieson, Public Sector Representative am the Waste Management contact person for this Proposal. Feel free to contact me at 612-430-4780, via email jnieson@wm.com or by mail at 739 Beaver Avenue, Mankato, MN 56001.

Waste Management looks forward to the opportunity to provide the very best Refuse and Recycling service available to the residents of Oelwein. Waste Management prides itself on our focus on safety, service and technology and we know that with the dedicated team of professionals we have at our Independence hauling site we will live up to the expectations of the City. With some of our staff also residing in Oelwein, we are confident that the residents will be serviced like the neighbors that they are, by those who know the needs of the City. I sign this letter as an authorized Member of Waste Management.

Sincerely,



Jay Nieson, Public Sector Representative

612-430-4780 | jnieson@wm.com

Bidders Qualifications

General Management

Waste Management is the premier waste and recycling services provider in North America. As the leading provider of comprehensive waste management services, Waste Management serves municipal, commercial, industrial and residential customers throughout North America. The secret behind being the premier waste and recycling provider in North America is simple, customer confidence in the service that we provide each, and every day.

Waste Management of Iowa, Inc., a wholly-owned subsidiary of parent company Waste Management, Inc., provides superior solid waste and recycling services to over 12 cities and counties in the Independence hauling site area. Our independence hauling site is fully staffed, licensed, and eager to provide service to the residents of Oelwein. A list of local references is included with the proposal.

Our customer service center is staffed with 37 customer service representatives and five supervisors who have received special training geared to providing every customer with first-class, professional service. The center is open from 7:00 a.m. to 5:00 p.m., Monday through Friday, and 8:00 a.m. to 3:00 p.m. on Saturday, and can be accessed by utilizing our toll free number, 888-960-0008. For calls received after the close of business, an answering service records all inquiries. These calls are quickly followed up on the next morning.

All calls into the center are logged. These calls are reviewed and analyzed by customer service managers daily, with all results and resolutions recorded and tracked. These logs are available to Oelwein staff for review at any time.

All collection trucks are equipped with radios to ensure constant communication with the drivers by customer service and operations/dispatch personnel. This expedites all customer service requests and allows customer service representatives to contact the driver during the time of the call, obtain the information needed, and provide an answer to the customer before they hang up the phone.

All collection trucks are also equipped with onboard computer systems, which will have each and every residence in Oelwein routed on those computers. These computers are set up with two buttons, "serviced" or "not out", when the driver hits either of these two choices it is then logged in the system and GPS time stamped along with the location in which the driver cleared that stop. The drivers are also able to enter accounts that may need cart repair or replacement, as well as any other issues the drivers see at the individual stops. This system allows for the Independence Management Team to track their drivers in real time and makes issue resolution and route planning accurate and efficient, allowing us to better meet the needs of the residents of Oelwein.

List of Public Entity References

References

Waste Management is pleased to provide the following references for your review, highlighting the depth and breadth of our capabilities. Our team of experts is committed to delivering quality services and ensuring customer satisfaction in an efficient, streamlined, and effective manner. Though large, Waste Management tailors its services to meet the needs of each customer group and to ensure consistent, superior service. Waste Management is strongly committed to the safe, responsible management of waste, full regulatory compliance, and the protection and enhancement of the environment.

Customer - City of Independence, IA

Point of Contact- City Administrator, Al Roder/319-334-2780

Customer- City of Okoboji, IA

Point of Contact- City Administrator, Michael Meyers/712-332-2550

Customer- City of Milford, IA

Point of Contact- City Administrator, LeAnn Reinsbach/712-338-2741



Oelwein Single Hauler Exhibit A

Any Hauler submitting a bid must provide prices for a contract.

Bid bond shall be \$34,148.42.

2023-2024

Item	Cost
Weekly Refuse Pickup	\$15.13 per month
Bi-weekly Recycling Pickup	\$6.85 per month
Total Cost per customer	\$21.98 per month

Monthly Single Item Bulk Pickup	\$47.00 per item
Additional Items	\$47.00 per item
Additional Refuse Tote	\$15.13 per month
Large Refuse Tote	\$15.13 per month
Medium Refuse Tote	\$15.13 per month
Additional Recycling Tote	\$6.85 per month
Container Exchange	No Charge
Container Replacement	Free if damaged in the act of servicing
Assisted/Elderly/disabled Pickup	No Charge walk up service

2024-2025

Item	Cost
Weekly Refuse Pickup	\$15.73
Bi-weekly Recycling Pickup	\$7.12
Total Cost per customer	\$22.85

2025-2026

Item	Cost
Weekly Refuse Pickup	\$16.36
Bi-weekly Recycling Pickup	\$7.40
Total Cost per customer	\$23.76



Additional Comments

Bulk items will be picked up on the first week of every month through a tag system for \$47.00 per tag/per item.

A fuel surcharge will be part of the pricing to protect from the current fluctuating prices of diesel fuel.

Fuel Table. All service fees are subject to a monthly fuel surcharge when diesel fuel reaches a price of \$5.00 per gallon (see table below).

Diesel Fuel Price per Gallon	Fuel Surcharge
<\$5.00	0 Percent
\$5.00 to \$5.24	2 Percent
\$5.25 to \$5.49	4 Percent
\$5.50 to \$5.74	5 Percent
For each additional \$0.25 the fuel surcharge will increase by 1 Percent	

The published index for determining monthly diesel fuel prices will be the Department of Energy's (DOE) "Weekly Retail On-Highway Diesel Prices" for the Midwest region. The price published for the first Monday of the month will be used as that month's diesel fuel price. The prices can be viewed at the DOE's website: <http://www.eia.gov/petroleum/gasdiesel/>.



I, Jason Nieson, represent that I am authorized to submit the above bid on behalf of Waste Management of Iowa, Inc.

Company: Waste Management of Iowa, Inc.

Contact Person :Jason Nieson

Address: 739 Beaver Ave, Mankato, MN 56001

Telephone No: 612-430-4780

Email: jnieson@wm.com



Signature

Jason Nieson

Typed or Printed

12/13/2022

Date



1901 Ames Dr.
Burnsville, MN 55306

2023 Service Guide



Greetings from your WM team,

We're honored to help you and your neighbors keep our community clean and green. This 2023 Service Guide contains your every-other week recycling collection schedule and tips to help you recycle right. See the inside panel to learn what materials are acceptable to recycle and remember - don't bag your recyclables. Place them loose in your recycling cart.

Please keep this Guide handy.

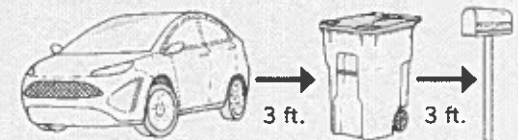
Should you have any questions, contact WM at:

Email: wmeservice@wm.com

Toll Free: (888) 960-0008

Please help our drivers work safely and efficiently by placing your recycling cart properly at the curb.

Remember to place your cart at least 3 feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty the cart. The wheels of the cart should face the house. In inclement weather, please do not place your carts on top of snowbanks.



RECYCLE RIGHT

To learn more visit wm.com/recyclerright



Great things happen when communities Recycle Right. When individuals recycle everyday items like those shown below, tons of raw materials, time, energy and money are saved. Plus, the recycled materials become new products, and the cycle continues.

- Empty recyclable materials directly into your recycling cart - don't bag recyclables
- Containers that held food should be rinsed and free of food debris

The following items may be recycled:

Always Recycle



Plastic Bottles & Containers



Paper



Glass Bottles & Containers



Flattened Cardboard & Paperboard



Food & Beverage Cans

Do Not Include In Your Recycling Container



NO Food or Liquids



NO Foam Cups & Containers



NO Green Waste



NO Batteries
Check local drop-off programs for proper disposal



NO Loose Plastic Bags, Bagged Recyclables or Film
Empty recyclables directly into your bin.



NO Clothing, Furniture & Carpet

2023 Every-other-week Recycling Collection Schedule

Green Recycling Collection

Observed Holidays

Observed Holiday Week

January 2023

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February 2023

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March 2023

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April 2023

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May 2023

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June 2023

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July 2023

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August 2023

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 2023

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October 2023

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 2023

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2023

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Observed 2023 Holidays

Please note, If a holiday falls on or before your collection day, service will be delayed by one day that week only.

New Year's Day: Sunday January 1, 2023

No service delays

Memorial Day: Monday May 29, 2023

No service delays

Independence Day: Tuesday July 4, 2023

Tuesday - Friday service will be delayed one day

Labor Day: Monday September 4, 2023

No service delays

Thanksgiving Day: Thursday November 23, 2023

Thursday - Friday service will be delayed one day

Christmas Day: Monday December 25, 2023

No service delays