

# **TOWN OF CENTER REQUEST FOR PROPOSALS REFUSE AND RECYCLING COLLECTIONS**

The Town of Center's current refuse/recycling collection services contract is scheduled to expire on December 31, 2025. The Town of Center is soliciting proposals for consideration of a potential replacement contract. This request for proposals is a summary of our requirements, and is not meant to be an all-inclusive list of standards/requirements. The selected contractor shall enter into a more formal written agreement with the Town, which substantially conforms to the terms of this Request for Proposal.

The Town of Center is requesting proposals from competent professionals to provide curbside refuse and recycling collection service for all residential households within the town boundaries effective January 1, 2026 through December 31, 2030 with an option to renew in subsequent years based on C.P.I. All refuse materials collected must be delivered to the Outagamie County Landfill and all recyclable material must be delivered to the Outagamie County Material Recovery Facility (MRF), respectively. Both facilities are located at 1419 Holland Rd, Appleton, WI. All prospective providers must be familiar with the regulations governing both facilities and be able to abide by them, or as they may change in the course of this contract period. Collection of materials not accepted by the Outagamie County Landfill and Outagamie County MRF will not be permitted and will not be part of the proposal. The Town will evaluate proposals to determine whether the collection service will be awarded. The decision will be made by the Town Board in the best interests of the Town.

The Town of Center encompasses approximately 36 square miles. The Town has an estimated population of 3,704 and approximately 1,454 housing units that will be serviced under this contract. Industrial and commercial accounts are not to be included as part of this proposal.

## **A. Refuse Collection**

Residential households will be provided weekly automated curbside refuse collection. Materials will be placed at the curb by the resident for pick-up at single-family, duplex and multi family dwellings up to four (4) units. The Town reserves the right to periodically adjust the collection routes. Only refuse picked up in the Town of Center may be delivered to the Outagamie County Landfill; no mixing with materials from other municipalities will be allowed. No Sunday collections will be permitted. Current scheduled pickup days are Mondays east of State Road 47, and Fridays west of State Road 47. A holiday schedule should be adopted consistent with the existing schedule. We are now picking up one day later on all routes when the holiday falls on a Monday and when the holiday falls during the week the garbage is picked up the next day including Saturday.

## **B. Recycling Collection**

Residential households will be provided bi-weekly automated curbside recycling collection. Materials will be placed at the curb by the resident for pick-up at single family, duplex and multi-family dwellings up to four (4) units. The Town reserves the right to adjust the collection routes if needed. No mixing of recyclable materials from other municipalities will be allowed. Current scheduled pickup days are Mondays east of State Road 47, and Fridays west of State Road 47. A holiday schedule must be adopted consistent with the existing schedule. When a holiday falls on a week day, collection of recycling is picked up the next day, including Saturdays. No Sunday collections will be permitted.

Procedure for pick up of appliances and large items must be addressed.

For purposes of payment for refuse and recycling collection service, a household shall be defined as a single family home or each unit of multi-family dwellings up to four (4) units. A duplex shall be defined as two households. Multifamily property owners with units of five (5) or more will arrange for collection service of their own choice and at their own expense.

## **II. COMPANY RESPONSIBILITIES**

### **A. Insurance and Necessary Documentation**

The Company will be responsible for obtaining any necessary permits or licenses required by local, state or federal regulations for the transport of refuse or recyclable materials. The Company must also comply with all local, state and federal regulations regarding the hauling of refuse materials. The Company is solely responsible for providing worker's compensation insurance and shall comply with the requirements of applicable State of Wisconsin agencies. All drivers must have appropriate Commercial Drivers License (CDL) certifications. The Company shall provide a list of employees assigned to work in the Town which shall be re-submitted in its entirety on an annual basis. The Town retains the right to refuse or reject the assignment of any employee by the Company within the Town at its discretion.

### **B. Collection Requirements**

The Company will provide two heavy duty 95 gallon minimum size containers for each resident – one to be used for garbage and one to be used for recycling. The Company is responsible for maintaining any damaged carts caused by normal wear and tear. If carts are damaged from reasons other than normal wear and tear, are lost or stolen, it is the responsibility of the resident to pay a replacement fee. Additional fees for extra carts are the responsibility of the resident. If the Company is not willing to provide containers, resulting in the need for the Town to acquire containers, note the Company's rate without providing containers in the proposal.

Proper collection practices must be utilized. The Company will make collections with as little noise and disturbance as possible. All equipment will be properly operated and maintained, especially exhaust mufflers and brakes. All employees involved in the collection of materials will demonstrate polite and courteous conduct. Employees shall carry proper identification at all times. Drivers are expected to obey all traffic laws and to follow established truck routes when not in the process of collecting. Scavenging of materials by employees is strictly prohibited.

The Company must provide the Town with a collection schedule. As discussed previously, if holiday collection schedule changes are required, it must be submitted within 30 days of the holiday, and must first be approved by the Town Board. Materials will be collected in a complete and timely manner. The Company must employ enough persons as required to collect the refuse and recycling on schedule. The Company shall ensure that no refuse and/or recyclables are spilled during the collection process. Refuse and recycling containers shall be handled with care and not left in the roadway or scattered on property. It is expected that this collection will occur on the scheduled collection day.

The Company must provide all standard or specialized equipment necessary to collect refuse on schedule in a professional and efficient manner. Collection vehicles must be clearly marked with the name of the Company in large letters. The collection vehicles must also be maintained in such a manner that they are safe and clean. Collection vehicles must be enclosed to prevent blowing debris. The Town retains the right to reject the use of any vehicle it deems unsuitable for use in the Town. The proposal shall include a description of the vehicle type intended for use with the program. The Company shall NOT mix refuse collected with that from any other community or customer whether in the Town or not.

Uncollected refuse and recycling containers must be tagged by the Company with a violation/advisory notice to be approved by the Town and Outagamie County. The tags will be properly marked to note the nature of the reason the materials were not collected and will have the Company's phone number listed to allow direct calls by the resident with questions or complaints. Tags will be provided by the Company as part of this contract. A list of tags issued will be provided to the Town as requested.

The Company must provide and maintain a local telephone service or 800 phone number for Center residents to air complaints regarding collection services. The phone service must be staffed by a Company employee knowledgeable about the refuse programs and the Company's operation in Center. The phone service must be staffed on all days of operation beginning at 8:00 a.m. until the end of collection or 5:00 p.m., whichever is later. All complaints received must be documented. Copies of the complaints must be forwarded to the Town as requested. All questions and complaints NOT relevant to the collection of refuse and materials should be forwarded to the Town. (920-731-7229 or email: clerk@centerwi.gov)

All damage to public or private property due to the neglect of the Company's employees during the hours of employment will be the responsibility of the Company. The Company is also responsible to residents for damage to containers caused by individuals employed by the Company during hours of employment. Accident and damage reports will be provided to the Town as requested. Reports will include a description of the incident and its resolution.

Residents of newly constructed homes will be required to contact the Town Clerk to order the refuse & recycling cart service. The Town Clerk will then contact the hauler to confirm the new service is authorized and to authorize the hauler to add the cart to the billed count.

The Company shall be required to provide operational reports to the Town every six (6) months if requested. These reports will include refuse collected, compliance data, container information, summaries of customer complaints, material contamination, and any other information requested by the Town or Outagamie County. The Town will require the contractor to set up a master list of addresses to be picked up each day prior to start of service. Thereafter, the Town will require a list of any new pickups as they are added.

In the event the Company is unable to make a regularly scheduled collection, it must notify the Town and Outagamie County Division of Solid Waste. Failure to collect without approval of the Town will result in a penalty equal to the annual collection cost divided by the number of scheduled collection days. Unapproved failure to collect for more than five (5) days in any twelve month consecutive period will be considered breach of contract. In the event of a strike by the Company's employees, the Company shall arrange to subcontract the work to ensure that collection schedules are met. All subcontractors must be approved by the Town Board.

### **III. TOWN RESPONSIBILITIES**

Town is responsible to draft, enact and enforce necessary ordinances consistent with this agreement.

#### IV. SUBMITTING REQUIREMENTS

The successful collection services provider must prove financial responsibility compatible with the scope of the programs stated herein. The provider shall procure and maintain, at its expense, during the term of the agreement, at least the following insurance covering activities under the agreement:

Worker Compensation Statutory (WI)

Employers Liability \$1,000,000/occurrence

Automobile Liability \$1,000,000/occurrence

Comprehensive Liability

Bodily Injury \$1,000,000/occurrence

Property Damage \$1,000,000/occurrence

Personal Injury \$1,000,000

Excess Liability (CGL & Auto) \$2,000,000

The Town of Center must be named as an additional named insured on the Company's policy. Insurance companies will be required to provide the Town with not less than thirty (30) days notice of cancellation.

Company must show proof of a performance bond or irrevocable letter of credit in the amount equal to three (3) months of anticipated billings for services under this proposal. If the Company fails to comply with the agreement, all costs associated with obtaining alternative services would be forfeited to the Town. In the event that the Company fails to comply with its obligations under this agreement, this bond will be forfeited to the Town.

All vendors shall provide cost information on the form included as Appendix A of this document. All vendors desiring to be considered for collection shall submit their proposal to the following address:

Town of Center  
Attn: Refuse Collection Proposal  
N3990 State Road 47  
Appleton WI 54913

Proposals can also be submitted via email to: [clerk@centerwi.gov](mailto:clerk@centerwi.gov)

**Proposals must be received no later than Tuesday, October 7, 2025 by 4:00 p.m. Proposals received after the date will not be read.**

Award, if any, will be made as soon thereafter as practical. Questions regarding this Request for Proposals should be directed to Town Clerk-Treasurer, Amy Olson at 920-731-7229.

#### V. TOWN'S RESERVATION OF RIGHTS

The Town of Center reserves the right, at its sole discretion, to use without limitations any or all of the information and data submitted in response to this Request for Proposal, or derived by further investigation thereof the Town further reserves the right to supplement, add to, delete from or otherwise change this Request for Proposals if future conditions dictate.

The Town shall contract with the provider who demonstrates the ability to deliver the services within the criteria established. Selection among qualified providers shall be based on certain factors determined by the Town,

including but not limited to, cost provider reputation, experience, additional service offerings and other criteria deemed relevant.

The Town is not required to select the low provider and may reject any and all proposals if it is deemed in its best interest.

**APPENDIX A**  
**TOWN OF CENTER**  
**REFUSE AND RECYCLING COLLECTION SERVICES PROPOSAL**  
**Successful company should be prepared to begin providing service January 1, 2026.**

COMPANY NAME \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

COMPANY ADDRESS \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

EMAIL \_\_\_\_\_

PHONE \_\_\_\_\_

**REFUSE** (\*Providers should quote the total cost of pick up, transportation and disposal fees.)

**Weekly Solid Waste Per Month Cost**

Refuse collection, weekly basis  
Company provides container \$\_\_\_\_\_ month/unit

Refuse collection, weekly basis  
Town provides container \$\_\_\_\_\_ month/unit

**RECYCLING** (\*Providers should quote the total cost of pick up, transportation and disposal fees.)

**Bi-weekly Recycling Per Month Cost**

Recycling collection, bi-weekly basis  
Company provides container \$\_\_\_\_\_ month/unit

Recycling collection, bi-weekly basis  
Town provides container \$\_\_\_\_\_ month/unit

**REPLACEMENT CONTAINERS:** \$\_\_\_\_\_ each

**ADDITIONAL CONTAINERS:** \$\_\_\_\_\_ each

\_\_\_\_\_  
Procedure for pick up of appliances and large items must be addressed.

Additional Costs: (Specify) i.e. 2 yard dumpster charge cost per pick up, fuel surcharge, etc.

\_\_\_\_\_  
**NOTE:** Please include any relevant information regarding proposal, including any variations to RFP references, any other services that will improve services and cost effectiveness of the program, CPI increase, etc.