



Osseo City Council

AGENDA

WORK SESSION
Monday, March 28, 2022
6:00 p.m., Virtual Meeting

MAYOR DUANE POPPE COUNCILMEMBERS: JULIANA HULTSTROM, HAROLD E. JOHNSON, LARRY STELMACH, ALICIA VICKERMAN

1. **Call to Order**
2. **Roll Call** (quorum is 3)
3. **Approval of Agenda** (requires unanimous additions)
4. **Discussion Items**
 - A. **Review Solid Waste Collection Proposals**
5. **Adjournment**



City of Osseo City Council Work Session Meeting Item

Agenda Item: Review Solid Waste Collection Proposals

Meeting Date: March 28, 2022

Prepared by: Riley Grams, City Administrator

Attachments: Compiled Rate Sheet
Curbside Waste Proposal
Republic Services Proposal
Walters Recycling and Refuse Proposal

Background:

The current City of Osseo solid waste contract with Randy's Sanitation (which was recently purchased by Republic Services) is set to expire on April 30, 2022. The City Council recently approved going out for Request for Proposals. Proposals from haulers were due to the City on Friday, March 18. We received a total of three proposals (from Curbside Waste, Republic Services, and Walter's Recycling and Refuse). Attached is an outline of the five-year proposed rates from each of the responding haulers.

Also included is this year's current rate from Randy's Sanitation/Republic Services. For reference, here are the monthly rates for the City's current contract:

	30 Gallon	60 Gallon	90 Gallon
Garbage	10.60	11.91	12.95
Recycling	6.23	6.23	6.23
Yard Waste	1.75	1.75	1.75
Organics (bagged)	0.00	0.00	0.00
TOTAL	18.58	19.89	20.93

Please review the attached rate sheet which details the various rates for the three received proposals. A couple items to note:

- Curbside only offers 90-gallon carts for recycling and yard waste, and only 30-gallon carts for organics. The compiled rates consider the various cart sizes.
- Walters does not provide carts for organics recycling. Customers must continue to use the blue bags (as they are currently using) and dispose of them in their regular garbage cart. The blue bags are then sorted out at the local refuse sorting station for proper organics recycling.

- Republic only offers 90-gallon carts for yard waste, and 30 gallon cards for organics.
- Attachment A outlines the cost for disposal of additional items. The collection of these items is generally pretty rare at each property, but rather, the City Wide Clean Up Day is when the majority of these items are collected for disposal through the City sponsored event.
- Republic Services offers an enhanced customer service website and app for mobile downloads to assist customers with scheduling off-schedule pick-ups, report missed pick-ups, received service notifications, and more.
- The City of Osseo has contracted with Randy's Sanitation for the past two contracts (10 years total). Randy's was recently purchased by Republic Services in 2021. If the Council chooses to negotiate with Republic Services for the upcoming contract, it is likely that current customers will be able to continue using their current carts for garbage, recycling, yard waste and organics.

Recommendation/Action Requested:

Staff recommends the City Council discuss the item and direct Staff on which hauler to begin negotiating a contract with. Once selected, Staff will negotiate a new 5-year contract with the hauler and bring the draft contract to the Council for consideration at either the April 11 or April 25 Council meeting.

Proposed Rates for 2022 Solid Waste RFPs

[illegible]

Proposed Rates for 2022 Solid Waste RFPs

[illegible]



Curbside Waste
City of Osseo Request for Proposal
March 2022

ATTACHMENT A

CHARGES FOR ADDITIONAL ITEMS

<u>Item</u>	<u>Charge per item</u>
Air compressor	<u>\$42.70</u>
Air conditioners	<u>\$42.70</u>
Appliances (washers, dryers, stoves, dishwashers, hot water heaters, softeners, etc.)	<u>\$61.00</u>
Auto car seat (single)	<u>\$91.69</u>
Auto car seat (bench)	<u>\$105.70</u>
Bathtub	<u>\$98.75</u>
Carpet and/or pad	<u>\$7.64/roll</u>
Cement Laundry Tub	<u>\$152.81</u>
Chair (recliner style)	<u>\$45.84</u>
Couch	<u>\$91.69</u>
Freezer	<u>\$30.50</u>
Hide-a-bed	<u>\$38.20</u>
Lawnmower (drained)	<u>\$53.40</u>
Mattress or box spring	<u>\$55.00</u>
Refrigerator	<u>\$61.00</u>
Snow blower (drained)	<u>\$53.40</u>
Tires - car (off rim)	<u>N/A</u>
Tires - truck (off rim)	<u>N/A</u>
Toilet	<u>\$37.64</u>
Other	<u></u>

Additional items and service rates to be negotiated between Contractor and resident.

ATTACHMENT B**STATEMENT OF CONTRACTOR QUALIFICATIONS**

Instructions: Please attach additional pages as may be necessary to properly respond to each of the following questions.

1. General Contact Information

Name of Company Proposing: Curbside Waste, Inc.

Address: 4025 85th Ave N, Brooklyn Park MN 55443

Telephone: 763-504-2872

Name of contact person: Brian Torres

Type of organization (e.g., corporation, joint venture, partnership, individual):

Corporation

References: Please provide on separate pages collection references (provide municipality, capacity [number of households per day], contract structure between the organization and the municipality(ies) or public agency being serviced, type and frequency of service provided, number of years with contracts for each, etc.).

2. Business Information

Within the past five (5) years, has the Company submitting this proposal failed to complete a contract?
Yes ___ No X

If so, state name of parties to the contract, the date of the contract and the reason for noncompletion. If a bond was posted, state the contact information for the bond company.

Within the past five (5) years has the Company submitting this proposal or any facility or property owned or operated by this Company failed to perform any of its contract obligations with any municipality, county, or other public entity? Yes ___ No X

If so, state the nature of the failure.

With what other lines of business are you or your company directly or indirectly affiliated?
N/A

Describe the nature of your current business:
Curbside Waste, Inc. is a local and family owned business. Our focus is providing waste services at a low cost. As well as creating jobs within our communities.

State the length of time you have been in business under your present name:

10 Years

Within the last five (5) years, has the Company submitting this Proposal, or any facility or property owned or operated by your Company, ever been the subject of administrative or judicial action for alleged violation of the conditions of a permit issued by a governmental entity; or alleged violations of environmental, zoning, or public health laws or regulations? If so, state the details and disposition.

NO

Has the Company submitting this proposal or any of its subsidiaries been a party to any lawsuits within the last five (5) years that may affect its ability to perform the obligations described in the Proposal? If so, list these lawsuits:

NO

List names and business address of all individuals financially associated with the Company that is submitting this Proposal:

N/A

3. Automated Collection Equipment

If awarded this Contract, will your Company be able to provide refuse collection service by the Contract start date? Yes X No

If not, will you be able to provide automated collection at some time in the future? Yes No

If yes, please explain your proposed schedule for implementing automated collection:

We'd deliver carts throughout the month of April to ensure all residents have carts by May.

What percent of your collection truck fleet is equipped with automatic collection devices? 90 percent

4. Impacts on Roads

Please describe your plans for reducing impacts on roads and streets and means to comply with road weight restrictions:

Not only do we have standard garbage trucks, we also have smaller side loading trucks (Ford 550) for weight restricted streets and alleys

5. Pollution Reduction and Environmentally Sustainable Initiatives

Please describe your plans for pollution reduction and environmentally sustainable initiatives:

We take a majority of our waste to the HERC where waste is converted to energy to power parts of Minneapolis.

6. Public Education and Service to Residents

Does your Company use "education tags" that are left by your collection crews at the time material is left behind? Yes X No

If yes, please attach an example of one such education tag from another community. Please describe other directly relevant public education efforts you have used successfully in the past:

We have accepted materials documents for trash, recycling, yard waste and organics. Accepted materials are also on our recycling calendars.

If awarded the Contract, please describe your plans for additional public education efforts:

Curbside could provide residents with multiple forms of digital media to educate residents on proper disposal of waste, recycling, yard waste and organics

7. Public Service at Community Events

Please describe your past experience with providing refuse and/or recycling services at other community events (e.g., fairs, parades, etc.):

If awarded the Contract, please describe your plans for servicing these community events:

We'd provide dumpsters/carts at a reduced rate

8. Bi-Weekly Yard Waste Pick-up Option

Please describe how much (if any) a bi-weekly yard waste pick-up option would save the average resident versus the standard weekly pick-up as described in this RFP: N/A

The undersigned hereby authorizes and requests any person, firm, or corporation to furnish any information requested by the City of Osseo in verification of the recitals comprising this Statement of Contractor Qualifications.

Signature of person duly authorized to sign submittal on behalf of the proposer:



Authorized Signature

03/04/2022

Date

ATTACHMENT C

PROPOSAL FORM

Five (5) Year Contract Proposal

Please submit monthly refuse, recycling, and yard waste collection rates below and indicate the monthly rates for the 30-35 gallon container, 60-65 gallon container, and the 90-95 gallon container.

Please outline each monthly rate proposal for the years as follows:

Year 1 (May 1, 2022, to April 30, 2023)

Year 2 (May 1, 2023, to April 30, 2024)

Year 3 (May 1, 2024, to April 30, 2025)

Year 4 (May 1, 2025, to April 30, 2026)

Year 5 (May 1, 2026, to April 30, 2027)

Monthly Refuse Rate per Household (includes 10% City surcharge)

	Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon	<u>\$12/mo</u>	<u>\$15/mo</u>	<u>\$18/mo</u>	<u>\$21/mo</u>	<u>\$24/mo</u>
60 gallon	<u>\$14/mo</u>	<u>\$18/mo</u>	<u>\$21/mo</u>	<u>\$24/mo</u>	<u>\$27/mo</u>
90 gallon	<u>\$16/mo</u>	<u>\$20/mo</u>	<u>\$24/mo</u>	<u>\$27/mo</u>	<u>\$30/mo</u>

Monthly Recycling Rate per Household (includes 10% City surcharge)

	Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
60 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
90 gallon	<u>\$9/mo</u>	<u>\$12/mo</u>	<u>\$14/mo</u>	<u>\$16/mo</u>	<u>\$18/mo</u>

Monthly Yard Waste Rate per Household (includes yard waste rate spread out as year round rate)

	Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
60 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
90 gallon	<u>\$10/mo</u>	<u>\$14/mo</u>	<u>\$18/mo</u>	<u>\$21/mo</u>	<u>\$24/mo</u>

Monthly Organics Waste Rate per Household (includes 10% City surcharge)

	Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon	<u>\$10/mo</u>	<u>\$12/mo</u>	<u>\$15/mo</u>	<u>\$18/mo</u>	<u>\$21/mo</u>
60 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
90 gallon	<u>X</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Yard Waste Service Information

Weekly yard waste service includes a 95 gallon cart, plus 10 compostable bags or bundles of sticks.

- **Yard waste consists of:** Leaves, grass clippings, brush, garden waste, pruning from trees and shrubs, pine cones, pine needles and twigs.
- **The following items are NOT yard waste:** Rock, concrete, logs and lumber, stumps, sand and dirt.
- **Compostable bags are:** bio-degradable bags that are capable of being decomposed by bacteria or living organisms.
- **Bundles should be:** No longer than 3 ft long and no heavier than 40 lbs. Branches can be no larger than 3 inches in diameter (size of a pop can) and no longer than 3 ft. Bundles must be secured with twine or rope.
- **Yard waste is taken to the Elk River Compost Site.**
- **Yard waste will be picked up on your normal service day. Please have yard waste out by 6 am.**
- **If your yard waste is missed:** It must be called in to *Curbside Waste* 763-504-2872 by **NOON** the following business day for a return, if it is not called by noon it will not be picked up until the following week. If your cart is not out on time, it is not considered a missed pick up. Please be sure to have your cart out by 6 am.

Yard Waste Season begins the week of April 19th, on your normal service day, provided payment has been received

Yard Waste Season ends November 19th WEATHER PERMITTING.

- State law, Minnesota Statute 115A.931(c), prohibits using conventional plastic bags for yard waste. This went into effect during our 2012 yard waste season.

Compostable bags

- Most hardware and retail stores carry compostable plastic bags and Kraft paper lawn and leaf bags.
- When purchasing compostable plastic bags, look for the logo on the right. This logo ensures the compostable plastic bags meet proper standards for pick up of yard waste from your home. You will not find this logo on Kraft paper bags



Yard Waste that is not properly prepared cannot be collected by your yard waste crew. If you take time to correct the problem, we will resume service on your next scheduled pick up day. If not, you will be required to pay an additional fee for cleanup.



City of Osseo Refuse, Recycling, Yard Waste & Organic Waste Collection Services

Official Proposal Submitted by Beverly
Mathiasen, Municipal Services Manager
Date: March 18, 2022



We'll handle it from here.®

March 18, 2022

Nick Waldbillig, Public Works Director
City of Osseo
415 Central Avenue
Osseo MN 55369

Dear Mr. Waldbillig,

Republic Services is pleased to submit the enclosed proposal for The City of Osseo. Republic Services acquired Randy's Sanitation and has serviced the City since December 2020 and we are confident you will continue to find **Republic Services** the **Ideal Fit** for **all of the City's waste and recycling needs**.

We are proud to say that we have served the communities within the Twin Cities and surrounding area for over **70 Years** and during this time we have witnessed and been part of many changes in the waste and recycling industry, but what hasn't changed is our **Commitment to our Customers**, and that is providing them with the **Highest Level of Service** at a **Fair and Reasonable Price**. We see ourselves as a local provider, but our footprint is much larger, Republic Services serves millions of residential and commercial customers in partnerships throughout our Great Country with over 2,800 municipal contracts. No other company can equal the Operational Capabilities, Financial Stability, Capital Resources, Extensive Experience, Integrated Infrastructure or Transfer Expertise that Republic Services brings to The City of Osseo.

We are proud to be recognized for the following benefits to your community:

- We employ 472 employees who live in the Seven County Twin Cities Area
- We provide a 99.9% pick-up rate in your community
- Our drivers are 41% safer than the industry average
- We have been recognized in the top 10% of all companies globally for our commitments and investments in sustainability
- We are a leader in the marketing of commodities, ensuring that your commodities have end markets in all market conditions
- Republic Services was named to 3BL Media's 100 Best Corporate Citizens of 2021 ranking, for the second consecutive year, recognizing outstanding environmental, social and governance transparency and performance among the 1,000 largest U.S. public companies

Republic Services' proposal shares details about our ability to provide reliable service as well as enhance and preserve environmental stewardship as your community partner. We look forward to working with you and continuing to provide our unique customer experience to the residents of Osseo. Select Republic Services and, *"We'll Handle it from Here."*

Sincerely,



Beverly Mathiasen, Municipal Sales Manager
Republic Services
8661 Rendova Street NE
Blaine, MN 55014
Email: bmathiasen@republicservices.com
Phone: 612-889-7324

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Executive Summary

90% of municipalities extend their current contracts with Republic Services because of our partnerships and local expertise offering simple solutions, reliability, and environmental responsibility.

Our Promise to Our Customers

We'll handle it from here™, our promise, is backed by the details of this proposal submission to you. In summary, we take pride in offering you a best-value partnership.

Simple Solutions – We offer a wide range of tailored products to assist the community in the responsible recycling or disposal of both typical and unique waste streams that include electronics, bulb and battery waste, or household hazardous waste. Additionally, our investments in customer-facing web- and smartphone-based apps allow simple interaction between customers and Republic Services, offering service details and alerts, as well as delivery schedules and billing information.

Reliability – Our operations and performance metrics prove that we are your most reliable partner. Our 99.9% pickup reliability rate means that you face fewer calls from the community regarding service, and when callers reach out to us for any needs, we strive for first-call resolution through our fully integrated customer resource centers. Additionally, our experienced drivers are the safest in the industry, which means your residents are better off with our team on your streets.

Environmental Responsibility – We are globally recognized as a leader in sustainability. Our investments in recycling infrastructure, compressed natural gas-powered trucks, and landfill gas-to-energy plants are all examples of how we strive to be a good neighbor in every municipality we partner with.

Republic Services is your low-risk, best-value partner

- Reliable – 99.9% pickup rate
- Environmental Responsibility – 3,200 CNG trucks nationwide
- Safer – 41% fewer incidents than industry average
- Simple Solutions – manage your account with the Republic Services app
- Named to both the Dow Jones Sustainability World and North America Indices 2020
- Named to Barron's 100 Most Sustainable Companies

Figure 1. **Key Company Statistics.** Republic Services is an industry leader in the U.S. non-hazardous solid waste industry.

COMPANY OVERVIEW			
35K EMPLOYEES	5M AVERAGE PICKUPS PER DAY	16K TRUCKS 5TH LARGEST VOCATIONAL FLEET IN THE NATION	6M TONS OF MATERIALS PROCESSED
\$10B IN REVENUE	\$600M+ INVESTMENT IN ACQUISITIONS	85% EMPLOYEE ENGAGEMENT SCORE	76 RECYCLING PROCESSING CENTERS
41 STATES	220 TRANSFER STATIONS	75 LANDFILL GAS & RENEWABLE ENERGY PROJECTS	21% OF FLEET POWERED BY NATURAL GAS

Low-cost providers in the industry sacrifice one or more of these elements, translating to risk for your municipality. Republic Services is your best-value partner, through our proven and demonstrated balance of these factors, while serving more than 2,400 municipal contracts.

It is through these initiatives and recognitions that we reiterate our commitment to Osseo. On behalf of the 35,000 employees at Republic Services, we appreciate the opportunity to earn your business through the submission of this proposal and look forward to a long and continued partnership.

Global Recognition

We believe that excellence means being better than competitors at everything we do. We also appreciate that our customers want peace of mind knowing they are partnering with a

*Figure 2. **Leading Recognition Awards.** Republic Services is proud to be globally recognized for our commitments to sustainability and the blue planet.*



reliable, safe, and ethical company. We are very proud of our success in these areas and work diligently to maintain our positions on these prestigious lists.

Your Team

Your leadership team is knowledgeable about local collection and post-collection processing activities and is supported by the technical expertise and financial strength of our parent company Republic Services, Inc.

Our in-house training, personnel advancement, recruitment programs, and work force development are some of the most comprehensive in the industry, which enables us to attract and retain the most highly qualified, dedicated, and experienced professionals in the business today.

Local Leadership

Our local and area management teams have extensive industry experience in operating and managing solid waste companies and have substantial experience in your region. This allows us to quickly respond and meet your needs; all the while staying in touch with your city staff, as well as local businesses and residents. Our strong area management team allows us to effectively and efficiently drive initiatives that help ensure consistency across the organization. These teams have extensive authority, responsibility, and autonomy for operations within their geographic markets.

Principal Officers-

Jamie Pierce, General Manager:

Jamie has been with Republic Services for 20 years and has been responsible for leading the Northern Twin Cities Business Unit, which includes operations in Blaine, Saint Michael, and Blaine. She is responsible for 160 employees, 32 municipal contracts, and 2 transfer

stations. Throughout her career she has held many positions in both Hauling and Recycling Center Operations. She adds a wealth of knowledge surrounding operations, P&L management, risk management, customer relations and satisfaction, sales, and marketing management to our local teams.

Bev Mathiasen, Municipal Sales Manager:

Bev has 7 years' experience with Republic Services and is the City of Osseo's dedicated Municipal Sales Manager. She will continue to collaborate with the City of Osseo and oversee and/or execute on contractual obligations such as reporting, community education and events, Clean-ups & contract tasks and more. Bev's demonstrated commitment to customer zeal & support to Staff, during and outside of contractual service days & hours, will continue to bring added value to the City.

Samahra Hallada, Municipal Administrator:

Samahra is your dedicated Municipal Administrator for the City of Osseo. She has extensive training in servicing municipal contracts including all material streams and will continue to be an incredible resource for Staff and residents.

David Latham, Operations Manager:

David has over 12 years of experience in municipal daily operations. He manages the daily operations for the Blaine hauling division and ensures maximum productivity and route management systems for commercial, roll-off and residential routes and establishes productivity improvement goals where needed.

Responsibilities include the development of supervisory goals and objectives, management of labor hours, and disposal expenses. He directly manages the budget for the operations department, which includes approval of purchase orders and vendor pricing. He also interacts with customers and local, state, and federal government employees to resolve customer service concerns and ensure regulatory compliance standards are met.

Mike Theis, Maintenance Manager:

Mike has been with Republic Services for 33 years. He is responsible for overseeing all aspects of our fleet maintenance program. Mark ensures that all repair and maintenance work is performed in a safe, efficient, and timely manner, reallocating resources among sites as appropriate. He oversees coordination, planning and scheduling of all repair work to increase productivity, while effectively managing the department. Mike and his Team were awarded the "Top Shop Award" last year.

Caleb Hanson, Business Unit Finance Manager:

Caleb has 7 years within the solid waste industry and is currently responsible for all administrative, accounting, and statistical reporting functions for Republic Services. He ensures that financial controls and records are maintained in accordance with company policy and legal requirements. He is responsible for providing and reviewing financial statements and variance analyses, billing, and account reconciliation. In addition, Caleb is responsible for providing analytical support and assistance for the division goals and action plans. He develops and coordinates the annual budget, negotiates contract rates for municipal bids, and manages and trains staff in the accounting department.

National Backing

Each of our local business operations is fully empowered and accountable for delivering on our commitments to our customers. They are also backed by the support and breadth of our area and corporate leadership teams, capable of massing expertise and corporate might to assist or respond to any challenge during the term of the contract. An example of this benefit to you is the response capabilities during times of crisis such as pandemics, hurricanes, tornados, or other disasters.

Facilities

Our facilities are engineered for safe, environmentally friendly operations. We use sustainable materials that facilitate energy and water conservation, as well as design principles to enhance employee and guest safety and comfort.

Providing outstanding recycling and waste services to your community requires the existence of multiple types of facilities, which typically include:

- Hauling company
- Recycling center
- Customer Resource Center

It is typical that our largest workforce presence exists at a hauling company, to support the complex operation that goes into serving your community with a 99.9% pickup reliability rate.

In some markets throughout the metro transfer stations enable the efficient transfer of recycling and municipal solid waste from the collection trucks to tractor trailer trucks that can more efficiently transport the material to the appropriate post-collection facilities. A landfill can be one of the most complex facilities in our portfolio due to the tremendous responsibility

*Figure 3 **Facilities Serving Osseo** – Republic Services will serve your city with the following facilities.*

Facility Type	Address	Distance from Township	No. of Employees	Hours of Operation
Hauling Company	8661 Rendova St NE, Blaine, MN	13 miles	175	3:00 am – 5:00 pm
Material Recovery Facility	25 N 44 th Avenue, Minneapolis, MN	11 Miles	65	6 am – 4 pm M-F
Customer Resource Center	Indianapolis, IN Charlotte, NC Phoenix, AZ	Virtual	300+ 300+ 300+	7:00am -5:00pm – M-F Web-based application offerings 24/7

we hold to appropriately handle the nation's waste. All our landfill facilities are subject to the Resource Conservation Recovery Act (RCRA) Subtitle D regulations. Recycling Centers are very complex facilities that are designed to receive, process, and package the various recyclable commodities that are collected in the community.

Operations

We exercise the utmost responsibility in our operations. This includes our fleet, our buildings, our landfill technology, and the day-to-day activities we conduct in our communities. We are working hard to understand and measure our impact on air, land, and water to minimize or eliminate any negative consequences.

Successful collection operations begin with a skillful operations supervisor who knows the business as well as your community. Your Republic Services local operations supervisor is responsible for the day-to-day collection operations, including development and evaluation of routing (in conjunction with the general manager), training and oversight of drivers, and implementation and enforcement of safety procedures.

We ensure our operations supervisors are not overloaded, nor tied to a desk. On average, we maintain a 15:1 ratio of routes to supervisors, which means that items needing attention are dealt with immediately and that the supervisor knows your community intimately.

In addition, our supervisors are out on the routes regularly. At least twice per week, they conduct ride-alongs with drivers on their routes. This creates great opportunities for driver mentoring, ensures quality control on the route, and keeps the supervisor directly aware and

familiar with the nuances of the route and the community. Few, if any other companies in the industry, dedicate their operations staff to success in this manner.

Communication with the Community

In addition to the regular collaboration between the routing teams, our operations team can communicate with the residents easily using several forms of technology. Our Republic Services web- and smartphone-based app enables customers to see their accounts, make service requests, or raise issues for resolution. This app also enables our operations team to offer alerts or emails to customers regarding changes in service for holidays or inclement weather. We also employ a technology known as Call-Em-All, which is a phone-based capability for distributing operations updates when needed to customers on effected routes.

Residential MSW Collection

We will continue to service all single-family carts using an automated side loader (ASL) truck. The ASL is proven to retrieve and return carts in even the most hard-to-reach locations such as narrow streets, courts, and alleyways, enabling the industry's most efficient, safe, and environmentally responsible curbside automated collection services.

Each collection vehicle is operated by a single driver and will be painted in a uniform manner, featuring our logo and company contact information.

We propose to use blue carts with black lids for residential trash collection. Residents will be offered the option of choosing a 32-, 64- or 96-gallon cart. If a customer needs more than one collection cart, we will provide an additional cart for a fee to accommodate the customer's needs.

The ASL cart collection methodology is fast and efficient and requires approximately 8 to 12 seconds completing the cycle (pick up cart, deposit contents, place cart back onto the curbside) before the driver moves to the next stop.

Residential Recycle Collection

We will continue to offer all single-family customers weekly (or every other week), fully automated single-stream recycling collection services. Recycling carts will be serviced with the same equipment and manner as residential solid waste carts. All single-family customers will be issued either a 64-gallon or 96-gallon blue cart with a light blue lid. 32-gallon carts may be available with restrictions approved by the City.

Municipal References

*Figure 4. **Customer References** – We are proud to serve these customers and use them as references for your city.*

City	Years Served	Contact Name	Title	Phone
Forest Lake	2.5	Patrick Casey	City Administrator	651-209-9750
New Brighton	11	Scott Gingrich	Code Compliance Inspector	651-638-2061
White Bear Township	20+	Pat Christopherson	Town Administrator	651-747-2768

Service Days

Republic Services will continue to provide collection service on Tuesdays.

Holiday Schedules

Republic Services will be closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day, if your service day falls on one of these days, we will service you on your next scheduled service day.

Safety

Safety is Republic Services' highest priority. We adhere to a strict policy of safety protocols with supporting infrastructure, where employees are trained to Think. Choose. Live.®

Safety Overview

Republic Services has an industry leading safety program that has been 39% better than the industry average for the past ten years, based on OSHA data. In addition, we have been recipients of 70% of industry Driver of the Year since 2009.

Republic Services and its employees maintains strict compliance with all applicable OSHA and federal, state, and local safety requirements while performing all work-related functions. We recognize that a safe workforce is not simply a discussion with a new hire, but a dedicated plan to review, educate, and verify employee practices throughout their career.

Republic Services has the lowest occurrence of incidents and crashes in the industry due to our company-wide emphasis on safety, extensive employee training and ongoing educational development programs. Republic Services requires all operations personnel to participate in extensive classroom training and testing, as well as, on-road auditing and policy reinforcement.

Republic Services offers full-spectrum safety initiatives and award-winning safety training programs to all employees. We are an industry leader in safety, and we are very proud of our safety track record.

Think. Choose. Live.®

Every day, drivers face a multitude of challenges and are required to make decisions that can greatly impact their safety, as well as the safety of those in the communities we serve. Our best-in-class driver training program focuses on continual improvement of all our 15,500 drivers.

Our Think. Choose. Live.® philosophy helps navigate these situations by encouraging employees to Think about their actions, Choose the safest approach and Live to go home to their families at the end of each day.

ReSOP Program

The Republic Services Observation Program (ReSOP) is paramount to decreasing safety incidents. Supervisors are required to conduct a minimum of two in-person employee observations per week.

The purpose is to improve safety, customer experience and productivity. The employee and their leader work together toward excellence.

Safety Meetings & Training

Republic Services provides weekly, monthly, and annual safety training for all our employees.

Safety topics are developed based on subject matter required under OSHA regulation. Republic Services prepares well-developed tailgate sessions, provides translators to engage all employees and encourages open discussion and participation.

Our employees are our greatest asset, and our dedication to every employee's safety is second to none

- 41% safer than the industry average, while maintaining the 5th largest vocational fleet in the United States
- Think. Choose. Live.® embodies our company culture
- Winners of 70% of industry Driver of the Year awards since 2009

Meeting topics may include:

- Injury and illness prevention/safety rules
- Back injury prevention
- Emergency response/fire safety
- Exposure control plan
- Drug and alcohol program
- Personal protective equipment
- Employee right-to-know
- Hearing conservation safety
- Lock out and tag out safety
- Slips, trips, and falls
- Confined space entry

Safety Recognition Program

The Republic Services Dedicated to Safety and Dedicated to Excellence programs are designed to identify, recognize, and reward safety-sensitive employees who are dedicated to safety and excellence in their workplace.

Employee safety and excellence is measured on six criteria including having no preventable crashes or injuries, no unscheduled lost time and no safety warning letters. Each employee who qualifies is recognized monthly, quarterly, and annually.

Focus 6

Our Focus 6 program provides employees with tips and techniques to reduce the frequency of our six most common types of serious incidents. This industry-leading program involves in-class training and practical skills course exercises that have helped to reduce crashes and injuries.

OneFleet

Republic Services is dedicated to operating the best running, safest and most environmentally friendly vehicles in the industry. This goal is achieved through a coordinated vehicular operation maintenance system called OneFleet.

With standardized procedures and consistent execution, the OneFleet system improves safety for the fleet, decreases repair downtime and improves customer satisfaction.

Figure 5. Republic Services ReSOP. Program decreased safety incidents since implementation.



Customer Service

Customer Access

*Figure 6. **Web and Mobile App Based Simple Solutions.** Customers are able to self-serve billing and common requests 24/7 using our web and mobile app offering.*



We recognize that when customers have questions regarding scheduled service, or would like to order additional services, a speedy response is expected. We strive for first-call resolution – from call, mobile app, and website for in-person requests.

A couple years ago, Republic Services made a major commitment to further differentiate from our competitors by investing in the enhancement of the quality and reliability of our customer service capabilities. To accomplish this, we consolidated hundreds of small call centers across the country into three state-of-the-art fully integrated Customer Resource Centers (CRC), which are networked together and have direct line access to your local team. Our area calls are directed to a specialized team of 108 Agents that primarily handle calls from our area. This Team of specialists understand the nuances and

environmental needs of the greater seven county area. Our Customer Service Team delivers call support weekdays from 7:30 a.m. – 5 p.m.

In addition to a large national team focused on customer service Osseo residents will have access republicservices.com where they can access their account and make payment with online bill pay, view their pickup schedule, and order additional environmental services for their home. From recycling and waste services to bulk waste or dumpster rental, we have the right solution to meet the residents needs.

Website

The Republic Services website is designed to be a one-stop resource for current and potential customers. Here they will find new updates, collection information and education tools. The educational program provides in-depth information for both residential and commercial customers. The programs are downloadable and can be used for outreach and environmental initiatives.

RepublicServices.com provides in-depth content specific to residential and commercial needs. Residential pages allow the user to enter their address in order to receive information specific to them, including the ability to schedule pick-up, change service, or to identify the correct contact person with Republic Services for services requests (i.e. debris box orders, container repairs, or bulky pickups). For customers who are directly billed by Republic Services, they can inquire into billing or payment-related details. Residential customers will also find resources on recycling and environmental needs.

Republic Services App

Our mobile app can be used to schedule a pickup, report a missed pickup, receive service notifications, search additional products and services, and much more. This app can be easily downloaded from the App Store for Apple or Google Play for Android.

Sustainability

Sustainability contributes to a cleaner world, while also providing opportunities to improve brand awareness, increase customer loyalty, grow our business, motivate our employees and differentiate Republic Services for our competitors.

We believe we have a responsibility to regenerate our planet with the materials we are entrusted to handle every day by driving increased recycling, generating renewable energy, and helping our customers be more resourceful.

Additionally, we must lead by example, working diligently to improve our relationship with the environment and society through decreased vehicle emissions, innovation landfill technologies, use of renewable energy, community engagement and employee growth opportunities.

*Figure 7. **Five Elements of Sustainability.** Republic Services is the lowest risk, best-value partner for your municipality, focusing our sustainability platform around these five areas.*



Our industry-leading sustainability platform is focused on increasing recycling, decreasing vehicle emissions, generating renewable energy, and enabling our customers to be more resourceful. Republic Services continues to steadily build upon its sustainability achievements. Please see our robust sustainability plan at https://www.republicservices.com/cms/documents/sustainability_reports/2020-Republic-Services-Sustainability-Report.pdf.

We continue to find new avenues for sustainability success. Consider our five-point sustainability platform:

Operations We are working to minimize the impact of our operations around our fleet and our facilities. We will continue to reduce our carbon emissions by adding more recycling capacity, increasing our CNG fleet and opening additional alternative energy-producing facilities.

Materials Management When we extract materials from the waste stream (commodities and/or energy), we reduce greenhouse gas emissions and your community's carbon footprint. Even in times of crisis, when end market buyers are stopping or limiting their purchase of commodities, Republic Services is looking to alternative markets to ensure the continued success of our programs.

Communities Our Empty, Clean, Dry™ recycling outreach and education program help your residents and business community recycle more and waste less.

Safety We are committed to creating a safe environment for our customers, communities, and employees. A recent national study found that Republic Services is the safest solid waste company – by a 41 percent margin.

People We employ and develop talented professionals who are committed to sustainability, our customers and each other.

Financial Overview

Republic Services' financial stability allows us to guarantee our commitments and obligations presented to Osseoin our proposal.

Republic Services does not use third party financing, meaning Republic Services owns all assets used to perform the duties of this agreement. Osseowill not need to be concerned with the potential for adverse business or performance conditions affecting the ability of our company to perform or obtain financing.

Financial Reporting

Republic Services, Inc. provides audited financial statements on behalf of its subsidiaries. Republic Services, Inc. is a publicly traded (NYSE: RSG), Fortune 300 Company and will be the signatory for the corporate guarantee.

Our most recently completed audited financial statements can be found on our website at RepublicServices.com

The Annual Reports to Shareholders have been prepared in accordance with Securities and Exchange Commission requirements, with New York Stock Exchange Commission requirements, and in accordance with generally accepted accounting principles (GAAP).

Ownership

Republic Services, Inc. is a publicly traded company on the New York Stock Exchange (NYSE symbol: RSG).

The following figure shows certain information as of May 2020, with respect to the ownership of common stock by each shareholder who is known by Republic Services to own more than 5 percent of our outstanding common stock:

Name of Owner	% Outstanding Shares
Cascade Investment, LLC	34.18%
BlackRock, Inc.	5.52%
The Vanguard Group, Inc.	6.15%

Credit Rating

Republic Services, Inc. has an "investment grade" rating. No creditor is owed a debt greater than 10 percent of the company's total assets. Our available credit (all banks) is \$2.4 billion.

Financial Information

These historical results are not necessarily indicative of the results to be expected in the future. Amounts are in millions, except per share data. The financial statements contained in the Annual Report were audited by Ernst & Young, LLP.

Republic Services, Inc. Consolidated Balance Sheets and additional financial information may be viewed on republicservices.com.

ATTACHMENT A

CHARGES FOR ADDITIONAL ITEMS

<u>Item</u>	<u>Charge per item</u>
Air compressor	\$40
Air conditioners	\$50
Appliances (washers, dryers, stoves, dishwashers, hot water heaters, softeners, TVs (CRT & Flat Screen, etc.)	\$50
Console or Projection TVs	\$75
Auto car seat (single)	\$25
Auto car seat (bench)	\$40
Bathtub (steel or fiberglass)	\$30
Carpet and/or pad (Average room size 12 ft by 12 feet; cut to lengths of 4' or less and rolled up, not exceeding 18" in diameter)	\$40/Room
Cement Laundry Tub (<60 lbs.)	\$30
Chair (recliner style)	\$25
Couch	\$40
Couch (hide-a-bed)	\$75
Freezer	\$50
Hide-a-bed	\$50
Lawnmower (drained)	\$30
Mattress or box spring	\$50
Refrigerator	\$50
Snow blower (drained)	\$40
Tires - car (off rim)	\$30
Tires - truck (off rim)	\$40
Toilet	\$25
Other	Available upon request

Additional items and service rates to be negotiated between Contractor and resident.

ATTACHMENT B

STATEMENT OF CONTRACTOR QUALIFICATIONS

Instructions: Please attach additional pages as may be necessary to properly respond to each of the following questions.

1. General Contact Information

Name of Company Proposing: [Republic Services](#)

Address: 8661 [Rendova Street N.E.](#), Blaine, MN 55014

Telephone: [612-889-7324](#)

Name of contact person: [Beverly Mathiasen](#), Municipal Services Manager

Type of organization (e.g., corporation, joint venture, partnership, individual): [Corporation](#)

References: Please provide on separate pages collection references (provide municipality, capacity [number of households per day], contract structure between the organization and the municipality(ies) or public agency being serviced, type and frequency of service provided, number of years with contracts for each, etc.).

City:	Forest Lake , 5.5-year contract
Number of Years' Service:	3 years
Total Households:	5,100
Average HH/Day Serviced:	1,020
Contact Person:	Patrick Casey , City Administrator
Contact Phone:	651-209-9750
Contact Email:	Patrick.Casey@ci.forest-lake.mn.us
Contracted Waste Services:	Weekly Solid Waste Every week Recycling Subscription Weekly Yard Waste Bulky Waste (offered one day/week) Option to add Weekly Organics Recycling Option to add City Clean-up Event
Additional Info:	Forest Lake issued an RFP summer of 2019. SRC had serviced the city for over 50 years. Forest Lake awarded the contract to Republic Services and in only 18 days began service.

City:	New Brighton , 5-year contract
Number of Years' Service:	11 years
Total Households:	6,000
Average HH/Day Serviced:	2,796
Contact Person:	Scott Gigrich , Code Compliance Inspector
Contact Phone:	651-638-2061
Contact Email:	scott.gigrich@newbrightonmn.gov
Contracted Waste Services:	Every Other Week Recycling Option to add Organics recycling

City:	White Bear Township - 3-year contract
Number of Years' Service:	20+ years
Total Households:	4,223
Average HH/Day Serviced:	1,055
Contact Person:	Pat Christopherson , Town Administrator
Contact Phone:	651-747-2768
Contact Email:	pat.chritopherson@whitebeartownship.org

Contracted Waste Services:

Weekly Solid Waste
Every Other Week Recycling
Subscription Weekly Yard Waste
Bulky Waste
Option to add Organics
Spring Clean-up

2. Business Information

Within the past five (5) years, has the Company submitting this proposal failed to complete a contract?

Yes ____ No ☒

If so, state name of parties to the contract, the date of the contract and the reason for noncompletion. If a bond was posted, state the contact information for the bond company.

Within the past five (5) years has the Company submitting this proposal or any facility or property owned or operated by this Company failed to perform any of its contract obligations with any municipality, county, or other public entity? Yes ____ No ☒

If so, state the nature of the failure.

With what other lines of business are you or your company directly or indirectly affiliated? [Locally, Republic Service's lines of business include Residential, Commercial, and Industrial waste and recycling collection as well as post-collection that includes our Landfill and Recycling Facilities \(MRFs\). For a complete list please refer to \[republicservices.com\]\(http://republicservices.com\).](#)

Describe the nature of your current business: [Republic Services is a leader in environmental services, we partner with our municipalities to provide sustainable solutions for their residents and businesses. Through our variety of products, services, and materials we help make a positive impact on people and the planet.](#)

State the length of time you have been in business under your present name: [Our local hauling divisions have served the 7-county metro area for over 70 years. Today's Republic Services is the product of three former industry leaders including BFI, Allied Waste and Republic Industries.](#)

Within the last five (5) years, has the Company submitting this Proposal, or any facility or property owned or operated by your Company, ever been the subject of administrative or judicial action for alleged violation of the conditions of a permit issued by a governmental entity, or alleged violations of environmental, zoning, or public health laws or regulations? If so, state the details and disposition. [N/A](#)

Has the Company submitting this proposal or any of its subsidiaries been a party to any lawsuits within the last five (5) years that may affect its ability to perform the obligations described in the Proposal? If so, list these lawsuits: [N/A](#)

List names and business address of all individuals financially associated with the Company that is submitting this Proposal: [N/A, Republic Services is a Corporation](#)

3. Automated Collection Equipment

If awarded this Contract, will your Company be able to provide refuse collection service by the Contract start date? Yes ☒ No ☐

If not, will you be able to provide automated collection at some time in the future? Yes ☐

No ☐ If yes, please explain your proposed schedule for implementing automated collection:

What percent of your collection truck fleet is equipped with automatic collection devices? *Osseo is serviced today by Automated Side Loading Trucks and Republic Services will continue to provide service with that collection method.*

4. Impacts on Roads

Please describe your plans for reducing impacts on roads and streets and means to comply with road weight restrictions: *Since the acquisition of Randy's Sanitation in 2020 Republic Services has maintained compliance in reducing impacts on roads and any and/all road weight restrictions. Our Area Route Manager evaluates route efficiencies and impacts annually.*

5. Pollution Reduction and Environmentally Sustainable Initiatives

Please describe your plans for pollution reduction and environmentally sustainable initiatives: *Republic Services strives to reduce our carbon footprint while expanding our problem-solving capabilities. We use our assets to provide essential and valuable services to thousands of communities, including the City of Osseo. Whenever possible, we are committed to reducing our carbon footprint using alternative and renewable fuels, extracting resources from the waste stream, and designing programs that help support the circular economy. In fact, in 2019, we were the first in the industry to have an approved science-based, greenhouse gas (GHG) emissions target to ensure we're doing our part to combat global warming. CDP, the global environmental impact nonprofit, named the Republic Services to the prestigious Climate "A List" for its science-based goals, strategies and actions to lower greenhouse gas emissions and mitigate climate risks. CDP's annual rankings recognize companies from around the world that are pioneers for action on climate change. **Since 2019 Republic Services has remained on the CDP A List.** For additional information about our commitment to sustainability please visit <https://www.republicservices.com/sustainability>.*

6. Public Education and Service to Residents

Does your Company use "education tags" that are left by your collection crews at the time material is left behind? Yes ☒ No ☐

If yes, please attach an example of one such education tag from another community. Please describe other directly relevant public education efforts you have used successfully in the past: Our Drivers use Education tags to educate residents when they identify recycling contamination. Most notable are our recycling education tags. Contamination is identified when a cart lid is open or seen through the hopper camera while tipping. Drivers will handle tagging per the process agreed upon by Staff & Republic Services with emphasis on positive reinforcement messaging. Drivers will document and tag each contaminated cart, report the addresses & contaminated materials at the end of day check out, and our team will cascade the data to the City as agreed upon. When prohibited items are discovered at the curb they will be placed outside the cart so that the resident may properly dispose of them or seek out an alternative (reuse, donation) depending on the material type. A picture will be taken of the unacceptable materials and uploaded into the RSG data base and shared with the City. In addition, Republic Services offers free, downloadable recycling education that can be customized for the City's needs. Please see recyclingsimplified.com. Our residential education tag:

OOPS!
We noticed non-recyclables in your container.

☐ Trash (non-recyclables)

☐ Paint

☐ Food waste

☐ Yard waste

☐ Furniture

☐ Home improvement waste

☐ Tires or automotive parts

☐ Other _____

Please make sure your recyclables are empty, clean and dry™ before placing them in your recycling container.

Thank you!

See reverse side for recycling information

What can ALWAYS be placed inside your recycling container

PLASTICS
Recycle plastics #1 thru #7. Look on the bottom of containers for a number inside the recycling arrows.

METAL CANS, ALUMINUM FOIL AND ALUMINUM FOIL PANS
Recycle all food and beverage metal cans & steel, tin, bi-metal and aluminum.

CARDBOARD, NEWSPAPER AND MAGAZINES
You can also include newspaper inserts, catalogs, paperback books, phone books and brochures.

PAPER FOOD CONTAINERS
Recycle food boxes including juice boxes, ice cream and paper milk containers and cereal and pasta boxes (remove inside bags).

PAPER
Recycle envelopes, office paper, junk mail, greeting cards and file folders. Shredded paper should be put in a paper bag.

GLASS
Recycle brown, green and clear glass.

Empty, Clean, Dry

Please make sure your recyclables are empty, clean and dry™ before placing them in your recycling container.

To learn more about recycling, visit RepublicServices.com

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REPUBLIC SERVICES
We'll handle it from here™

If awarded the Contract, please describe your plans for additional public education efforts: Recently we met with Katrina Jones and shared a variety of our educational resources including social media

educational materials, print materials, 24/7 online payment and service resources and more. In addition to what was presented, Republic Services has a Field Marketing Team that can provide free, customized public education pieces found at <https://recyclingsimplified.com> per the City's request.

7. Public Service at Community Events

Please describe your past experience with providing refuse and/or recycling services at other community events (e.g., fairs, parades, etc.): Republic Services has a long history of providing recycling collection at community events. We pride ourselves on being good neighbors and supporting the communities we serve. You'll see our event boxes and carts or containers at Maple Grove Days, Forest Lake Polar Plunge, Excelsior's 10,000 Lakes Concours d'Elegance, Henderson Sauerkraut Days, Foley Parade and more.

If awarded the Contract, please describe your plans for servicing these community events: Republic Services is willing and eager to partner in community events as we have in the past. (example: Osseo Lions Roar)

8. Bi-Weekly Yard Waste Pick-up Option

Please describe how much (if any) a bi-weekly yard waste pick-up option would save the average resident versus the standard weekly pick-up as described in this RFP: Osseo is a mature City that produces a large volume of yard waste. Based on our experience Republic Services believes that weekly yard waste service is the most appropriate program for Osseo residents. Should Council decide to move to an every other week model Republic Services will consider providing pricing at that time.

The undersigned hereby authorizes and requests any person, firm, or corporation to furnish any information requested by the City of Osseo in verification of the recitals comprising this Statement of Contractor Qualifications.

Signature of person duly authorized to sign submittal on behalf of the proposer:

Authorized Signature:



Date:



ATTACHMENT C

PROPOSAL FORM

Five (5) Year Contract Proposal - Please submit monthly refuse, recycling, and yard waste collection rates below and indicate the monthly rates for the 30-35 gallon container, 60-65 gallon container, and the 90-95 gallon container. Rates quoted are all-in prices (every resident pays). Yard Waste and Organics Recycling Carts will be delivered, free of charge, through an easy registration process that will be developed in partnership with the City Staff. Should the City request subscription pricing for those services Republic Services will present the City with updated quotes for all collection services.

Please outline each monthly rate proposal for the years as follows: Year 1 (May 1, 2022, to April 30, 2023) Year 2 (May 1, 2023, to April 30, 2024) ; Year 3 (May 1, 2024, to April 30, 2025); Year 4 (May 1, 2025, to April 30, 2026) ;Year 5 (May 1, 2026, to April 30, 2027)

Monthly Refuse Rate per Household (includes 10% City surcharge)

Cart Size	Year 1	Year 2	Year 3	Year 4	Year 5
30 Gallon	\$12.38	\$12.88	\$13.40	\$13.94	\$14.50
60 Gallon	\$13.42	\$13.96	\$14.52	\$15.10	\$15.70
90 Gallon	\$15.13	\$15.74	\$16.37	\$17.02	\$17.70

Monthly Recycling Rate per Household (includes 10% City surcharge)

Cart Size	Year 1	Year 2	Year 3	Year 4	Year 5
30 , 60, or 90 Gallon	\$3.30	\$3.43	\$3.57	\$3.72	\$3.87

Monthly Yard Waste Rate per Household (spread out as year-round rate) 95 Gallon Carted Service; Republic Services Carts will be delivered to residents.

Cart Size	Year 1	Year 2	Year 3	Year 4	Year 5
90 Gallon	\$5.99	\$6.23	\$6.48	\$6.74	\$7.01

Monthly Organics Waste Rate per Household (includes 10% City surcharge) 30 Gallon Carted Service; Republic Services Carts will deliver to residents.

Cart Size	Year 1	Year 2	Year 3	Year 4	Year 5
30 Gallon	\$6.05	\$6.29	\$6.54	\$6.80	\$7.07

Assumptions, Exceptions and Deviations

1. **Section B (3), Page 5:** Republic should be given a cure period of at least thirty (30) days to cure Republic's breach. In the event of Republic's failure to cure such breach, the Contract can be terminated upon at least thirty (30) days prior written notice by City. Further, Republic should be allowed to terminate the Contract upon City's breach after City has the opportunity to cure that breach within a certain number of days. (Also refer Section T, Page 18)
2. **Section D (2), Page 8:** Republic shall repair or replace any container only if the damage is caused due to Republic's sole negligence or wilful misconduct.
3. **Section K (6), Page 14:** Republic shall repair or replace any property only if the damage is caused due to Republic's sole negligence or wilful misconduct except normal wear and tear caused pursuant to the services performed under this Contract.
4. **Section O, Page 16:** Republic shall be paid unconditionally within thirty (30) days from the receipt of an invoice and Republic shall have the ability to charge a late fee.
5. **Section P, Commercial General Liability and Automobile Liability Insurance, Page 16-17:** Following changes are made to the insurance section:
 - Delete the word "*fleet*" after the words "*and maintain*" from the last line of the first paragraph on page 16;
 - Insert the words ". *A via blanket-form endorsement*" after the words "*policies of Insurance*" from the last fifth line of the first paragraph on page 17;
 - Replace the word "*Certificates of Insurance for*" with the words "*Certificate of insurance evidencing*" from the last fifth line of the first paragraph on page 17;
 - Delete the words ", *together with payment of the premiums thereon*" after the words "*such coverage*" from the last fifth line of the first paragraph on page 17;
 - Delete the words ", *together with proof of payment of the premiums thereon*" after the words "*renewal policies*" from the last third line of the first paragraph on page 17;
 - Replace the word "*at least*" with the words "*within*" from the second last line of the first paragraph on page 17.
6. **Section Q, Workers Compensation Insurance, Page 17:** Following changes are made to the insurance section:
 - Delete the words "*and shall defend and indemnify..... provisions of this agreement*" after the words "*Insurance Policies*" from the third line of the first paragraph on page 17;
 - Insert the word "*A*" before the words "*Certificates of Insurance*" from the third last line of the first paragraph on page 17;
 - Replace the word "*companies*" with the words "*company or its authorized representative*" from the second last line of the first paragraph on page 17;
 - Replace the word "*at least*" with the words "*within*" from the second last line of the first paragraph on page 17.

7. **Section U, Financial Guarantee, Page 18:** In any event the amount of performance bond should be renewed annually.

The following legal issues will need to be addressed in the Contract that may be entered into by Republic and City, if Republic is the successful bidder:

8. **Acceptable Waste; Unacceptable Waste:** Republic must have a right to reject any unacceptable/hazardous waste provided by any residential or commercial unit.
9. **Title to Waste:** Title to and liability for any hazardous/unacceptable waste should not pass to Republic at any time.
10. **Force Majeure:** The Contract should include the concept of force majeure so that Republic's performance is excused for events outside its control and that unexpected occurrences such as strikes, riots, terrorist acts, compliance with Applicable Laws or governmental orders, fires, inclement weather and acts of God, etc. should qualify as events of Force Majeure.

SIGNATURE PAGE

Dated 03/16, 2022.

Signature

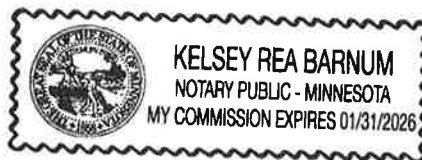
By Beverly Mathiasen
Title Municipal Services ManagerState of Minnesota)
) SS
County of Hennepin)

Beverly Mathiasen (Name) being duly sworn, deposes and says that he/she is the
Municipal Services Manager (Title) of Republic Services (Name of Company) and that
the answers to the foregoing questions and all statements therein contained are true and correct.

Subscribed and sworn to before me this 16th day of March, 2022.


Notary Public

My Commission expires (notary stamp):



City of Osseo

RFP for Residential MSW, Recycling, Yard Waste, and Organics Services

PREPARED BY



Minnesota's Best Trash and Recycling Hauler 2021 Gold Winner



March 18th, 2022

Nick Waldbillig
Public Works Director
City of Osseo
415 Central Ave
Osseo, MN 55369

Dear Nick,

Walters Recycling and Refuse, Inc. is pleased to present the attached proposal for Trash, Recycling, Yard Waste, and Organics Collection Services for the City of Osseo. Walters has been servicing the community since 1988 and would be honored to partner with the City to take your waste and recycling collection services to the next level just as we have with some of your neighboring cities. We are proud to have been voted as Minnesota's Best 2021 Gold winner for Best Trash and Recycling Hauler by Star Tribunes Reader's Choice and are excited to bring the same dedication and excellent service to the City, and residents.

We believe our value-add proposal knocks the ball out of the park in terms of helping drive the health of the community and the environment as well as environmental conservation and sustainability. A few highlights that we will dive deeper into in the proposal include our best-in-class technology that will enhance customer service while providing City administration with valuable information to drive increases in all types of recycling and provide excellent communication with the City and its residents. We are excited to be launching a new app that allows the residents to register and receive service notifications and reminders while also allowing residents that are not a technologically savvy, to receive phone call reminders. Another is our world-class customer service department staffed with live and well-trained operators, which is unique in this industry. All of these are compelling differentiators that will enhance your goal to be an environmentally healthy community.

Finally, we are a locally based, family-owned business that has the experience and scale to service the needs of Osseo today and into the future. We invite you to visit our facilities at your convenience. We are just east of you near the Anoka County Airport in Blaine, ideally located to service Osseo. We will introduce you to the team and an account manager we will assign to service the needs of the City.

Thank you again for the opportunity to provide you with the enclosed proposal, and feel free to contact us if you have any questions.

Sincerely,

Jeff Newsom
Director of Sales and Marketing
Walters Recycling and Refuse, Inc.
763.210.5020
Jeffn@waltersrecycling.com

Respondent Questionnaire

1. General Contact Information:

Name of Company Proposing: Walters Recycling and Refuse, Inc.
Address: 2830 101st Ave NE, Blaine, MN 55449
Telephone: 763-210-5020
Email: jeffn@waltersrecycling.com
Website: www.waltersrecycling.com
Name of contact person: Jeff Newsom
Type of organization: Corporation
(e.g., corporation, joint venture, partnership, individual)

References

City of Blaine

We have serviced the City of Blaine since 2015. This is the largest single-hauler contract in the State of Minnesota.

Population: 66,657 (24,000 Single Family Homes)

Reference Contact Name: Kyle Howard – Utility Billing Supervisor

Reference Contact Address: 10801 Town Square Drive NE, Blaine MN 55449

Reference Contact Phone Number: 763-717-2637

Reference Contact E-mail Address: khoward@blainemn.gov

Organized Single-Hauler

Check the item(s) that best describes the program or service provided:

- ☒ Garbage Collection
- ☒ Curbside Recycling Collection
- ☒ Drop-Off Center Recycling/Organics Collection
- ☒ Multi-Family Recycling Collection
- ☒ Yardwaste Collection
- ☒ Large Item Pick-Up
- ☒ Appliance Recycling Collection
- ☐ Community Wide Clean-Up Event

City of St. Anthony Village

We have serviced the City of St. Anthony Village since 1988. In 2015 we moved forward with a Consortium arrangement and now service 75% of the residents in the City.

Population: 8,226 (2,016 Single Family Homes)

Reference Contact Name: Nicole Miller – Assistant to the City Manager

Reference Contact Address: 3301 Silver Lake Road, St. Anthony, MN 55418

Reference Contact Phone Number: 612-782-3313

Reference Contact E-mail Address: nicole.miller@savmn.com

Organized Consortium

Check the item(s) that best describes the program or service provided:

- ☒ Garbage Collection
- ☒ Curbside Recycling Collection
- ☒ Drop-Off Center Recycling Collection
- ☒ Multi-Family Recycling Collection
- ☒ Yardwaste Collection
- ☒ Large Item Pick-Up
- ☒ Appliance Recycling Collection
- ☐ Community Wide Clean-Up Event

City of Spring Lake Park

We have serviced the residents of the city since 1988 and have expanded our residential services to the City January 1st, 2022, as the contracted Recycling Service provider for all single family and multi-family properties.

Population: 6,500 (3,000 Single and Multi-Family Homes)

Reference Contact Name: Wanda Brown – Deputy City Clerk

Reference Contact Address: 1301 81st Ave NE, Osseo, MN 55432

Reference Contact Phone Number: 763-792-7219

Reference Contact E-mail Address: wbrown@slpmn.org

Open Subscription

Check the item(s) that best describes the program or service provided:

- ☒ Garbage Collection
- ☒ Curbside Recycling Collection
- ☒ Drop-Off Center Recycling Collection
- ☒ Multi-Family Recycling Collection

- ☒ Yardwaste Collection
- ☒ Large Item Pick-Up
- ☒ Appliance Recycling Collection
- ☐ Community Wide Clean-Up Event

City of Coon Rapids

For the past 30 years, we have provided Coon Rapids with trash and recycling services. We were instrumental in partnering with the city staff to design and launch single sort recycling within the city and converted multi-family dwellings to 38-gallon single sort recycling carts. In addition, we recently launched a pilot Organics program for our residential customers in the city that we will discuss later in the proposal that we believe could be ideally suited for Osseo.

Population: 63,639 (24,379 Single Family Homes)

Reference Contact Name: Colleen Sinclair

Reference Contact Address: 831 111th Ave. N.W., Coon Rapids, MN 55433

Reference Contact Phone Number: 763-767-6485

Reference Contact E-mail Address: csinclair@coonrapids.mn.us

Open Subscription

Check the item(s) that best describes the program or service provided:

- ☒ Garbage Collection
- ☒ Curbside Recycling/Organics Collection
- ☒ Drop-Off Center Recycling Collection
- ☒ Multi-Family Recycling Collection
- ☒ Yardwaste Collection
- ☒ Large Item Pick-Up
- ☒ Appliance Recycling Collection
- ☐ Community Wide Clean-Up Event

Qualifications

General Management

We believe we are ideally suited to become the partner of choice for the City of Osseo and are confident that you will find our capabilities second to none, including the large national competitors. Overall, we are prepared to service the City as outlined in the RFP and certify that we agree to all the Contractor Required Services as outlined in the RFP. Details as needed, will be outlined in our proposal. As an added benefit, we are a locally based and family-owned business with the tagline, "Big enough to get the job done, small enough to care". We are located just east from the city near the Anoka County/Blaine Airport so, we are well prepared to efficiently serve the community.

Walters strongly believes in a balance between work and family. This philosophy has contributed to Walters having a staff of nearly 140 dedicated professionals with one of the lowest turnover rates in the industry. Our staff of well-trained and experienced employees is ready and able to serve the needs of the City of Osseo.

While we provide solid waste and recycling services, we are really in the client service business. Unlike most of our competitors, we have a team of well-seasoned and experienced full-time customer service staff employees ready to assist. Our customer service philosophy has been to have a live person answer the phones from 8:00 a.m. to 5:00 p.m. Monday through Friday. We understand the importance of personal relationships.

We are ideally located in the city of Blaine at 2830 101st Ave N E., for the short drive to Osseo. Our office and maintenance facility were recently expanded and remodeled to include a new state-of-the-art phone system, computers, dispatch, and maintenance facility. We encourage you to visit at your convenience.

As a family-owned and operated company, the City will have ready access to our management and operational personnel along with the ability to build a relationship with the owners of Walters.

Our Mission: We stand to be a pillar of dependability in the communities we serve by providing Safe, Simple, and Reliable service.

Our Vision: To be recognized as the premier environmental services provider in the Midwest.

Our Business Principles: Walters is committed to sound ethical and moral business principles. They are:

- To treat all employees, customers, vendors and the general public with dignity and respect at all times.
- To conduct our business affairs with honesty and integrity.
- To provide our customers with friendly, efficient, affordable, and safe service.
- To provide a safe and secure working environment for our employees.

George Walter, Owner/Greg Walter, Owner.

George and Greg have a combined 80 years of experience in the waste and recycling industry. They grew up working for Walters Disposal, their parents' company, until the company was sold in 1983. After working for four years for the nation's largest publicly traded waste and recycling company, George and Greg formed Walters Recycling & Refuse in 1988. Today, 34 years later, we employ nearly 140 people and are a vital part of the communities we serve.

Mike Moroz, President/CEO. Mike joined the Walters team in January 2014 and brings over 30 years of organizational leadership, business transformation, strategic planning, and decision-making experience. Prior to Walters, Mike was President of Archway Marketing Services for over eight years and prior to that, was General Manager of Target Direct, the operating division of Target Corporation responsible for launching target.com, fields.com, and other direct to consumer initiatives.

Matt Holland, Director of Operations. Matt has been with Walters for over five years and brings a vast amount of knowledge and hands-on experience to the company. Matt has experience both inside and outside of our industry. Most recently, leading the operations of the local hub of the nation's largest school bus company, First Student. He leads the drivers and manages the overall

operations of the company. He is also responsible for our in-depth safety and training programs.

Justin Eylandt, Fleet Maintenance Manager. Justin is an integral part of the Walters team. He supervises our outstanding team of mechanics and welders who maintain our fleet of over 75 residential, commercial, and roll-off trucks.

Andrew Tortora, Customer Service Manager. Andrew is part of the Walters family and after growing up around the business, brings a wealth of cross-functional knowledge and perspective on all our systems as well as the need for integrated communication between all departments in order to dazzle our customers.

Jeff Newsom, Director Sales, Marketing and Customer Service. Jeff will be your account manager and brings over twenty years of sales, marketing, and account management experience. Prior to joining the team in March of 2019, Jeff was the Director of Regional Sales for Farmer Brothers Coffee, and was responsible for the sales, operations, and account management of over 10,000 commercial accounts in the Midwest.

In addition to the team above, our existing team of drivers, customer service reps and mechanics will be supplemented with additional hires to ensure we provide world-class service for Osseo. We will ensure that we are not just adding new staff to the Osseo team, but also move people around to bring experienced professionals focused on the City.

Walters Recycling & Refuse, Inc. is prepared to provide the City of Osseo with the services required in the Request for Proposal. We have the knowledge, expertise, commitment, scale, and financial strength to provide our customers with superior service from a local, family-owned company which, from its inception, has been, and continues to be located in Blaine.

WHY WALTERS...Our greatest asset is our dedicated and professional team. Our added value to the residents of Osseo will be exceptional customer service from experienced individuals who are committed to giving each resident personalized attention. We strive to hire, train, and maintain a strong workforce that emulates a personal touch to each resident. We understand that in today's competitive business environment, there is a great demand for personal service. For this reason, our telephones are answered by real people instead of a machine. We are also committed to innovation and investments into technologies to improve the customer service experience. Walters will be implementing a new app in the spring of 2022 which allows residents to check their service schedule, identify how to properly dispose of or recycle items, and receive service notifications and updates.

WHY WALTERS...Our drivers are well-trained, safe, and courteous. Nearly 50% of our drivers have been with Walters for seven years or more, with five drivers having over 20 years with the company. To provide superior customer service to the homeowners on their route, our drivers will often walk up and get the customer's cart if they see it is not curbside during pickup day. Our drivers live by this philosophy each day on their routes – we are in the customer service business.

2. Business Information

Financial Stability, Strength, and Performance

The Walter family has been in the industry for over two generations. George and Greg Walter followed the footsteps of their parents' company (Walters Disposal), which was established in 1956.

Walters Recycling and Refuse is an S-Corp and was established in 1988. We just celebrated our 34th anniversary on March 1, 2022. George and Greg Walter started the business with just one truck and about 200 customers. Today, 34 years later, we have built the company into one of the

top two largest independent waste companies in the state, and in the top 100 in the United States. We have gone from a customer base of 200 in 1988 to over 65,000 residential and over 5,000 commercial, industrial, and roll-off customers today. We attribute this considerable growth to five simple, but important, concepts: Integrity; Quality Service; Well-Maintained Fleet; Exceptional Customer Care and Environmental Responsibility.

We are uniquely positioned financially to service and grow with the City of Osseo and have the capacity to scale. The Company has no long-term debt (outside of a mortgage on our facilities), is profitable and has tremendous long-lasting relationships with our bank, which positions us well to make any investments needed to service and grow with you. If we are fortunate enough to be selected to provide services on behalf of the City, we will be happy to confidentially share any needed financial information.

Walters has had no litigation in the last five years that would impair our ability to service the City with any company, partner, subcontractor involved in the venture, and/or any corporate officer. We have not failed to meet a contract, or contract obligation with any municipality, county, or other public entity. In addition, Walters has never filed for bankruptcy nor been in receivership.

Walters is in the business of collecting multiple waste streams to include MSW (trash), Recycling, Organics, and Yard Waste. Additionally, Walters owns and operates a transfer station in Blaine.

Proposed Operations

We do not anticipate any deviations from the service standards outlined in the RFP document.

Cart Management Plan

Over the last number of years, we have developed a robust and very efficient process for purchasing and deploying carts and containers. We have a single owner of the process internally whose job is to manage inventory, procurement, maintenance, and routing of delivery/pickup of carts and containers throughout the area. If we are fortunate enough to partner with Osseo, we are confident our experience in deploying large engagement cart deliveries will ensure that any cart deployment will be seamless to the residents. Regularly, we execute very large cart deployment projects such as deployments to residents (hundreds per day), mobile-home parks (often 1000+ carts per project taking days) and cities (over 20,000 carts throughout Blaine in 3 weeks). Recently, we deployed over 2400 carts in the city of Spring Lake Park in 4 days.

We are extremely confident we can deploy the carts needed for the City of Osseo in 3 – 4 days and can supply a formal schedule if we are privileged enough to be selected as the service provider for the City.

As it relates to distribution, we have two full-time drivers with new state-of-the-art cart delivery/bulky item pickup box trucks who have the scalability to service the incremental needs of Osseo. These trucks have been designed internally by our operations and fleet maintenance teams, specifically for efficient delivery/exchange/pickup of carts and bulky

items (Routeware tablets, tail and side lift gates/doors, strapping hardware located throughout the truck, low entry, etc.).

We maintain a large inventory of carts and currently have enough inventory in stock to service the needs of the City. As far as maintenance is concerned, we have multiple acres of paved yard for storage and a 2-person full-time cart maintenance crew who repair, wash, scrap, and process warranties on carts.

Walk-Up Collection Services

We are happy to provide walk-up service to qualified residents for no additional cost to the resident. We ask that the City make the final decision on whether a resident is qualified for this level of service.

Services at City Buildings

We are happy to provide, at no charge to the City, the services as outlined in the RFP.

Organics Recycling Collection

Organics recycling will be serviced similar to how it is completed by the existing service provider. Residents can sign up for services and will be collected in the trash cart. Residents can place the bags of organics on top of the trash inside the cart, and the driver will get out and remove the bags and place them in a separate container on the truck. All organics collected will then be delivered to our transfer station in Blaine and then transferred to our Organics processing contractor. The only difference between the current program that is offered is that residents will purchase the bags from a separate vendor. A recommendation of the bag and vendor will be provided to the residents.

Proposed Community Values Plan

Walters Recycling & Refuse Diversity, Equity, and Inclusion (DEI) Statement and Policy

Statement: Walters Recycling and Refuse is committed to providing Safe, Simple, and Reliable services. As part of our commitment, we strive to be a welcoming place for all. As part of our people strategy, we also strive to attract and leverage diversity, respect, equity, and inclusion throughout our workplace and in the customers and communities we serve.

Policy: Walters Recycling & Refuse is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

Our employees are the most valuable assets that we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture but our reputation and company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability,

political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Walters Recycling & Refuse diversity initiatives are applicable-but not limited-to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions' transfers' social and recreational programs; layoffs; terminations; and ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

All employees of Walters Recycling & Refuse have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, work functions on or off the worksite, and all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee who exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from your Manager or Human Resources Department.

The "WOW" Program- Walters Women of Waste

Purpose

The Walters Women of Waste (WOW) program is designed to recognize our women at our company participating in a male-dominated industry.

The objectives of the WOW program are to:

1. Celebrate the women in our organization
2. Retain key team members
3. Foster teamwork
4. Recruit more women in the industry
5. Minimize obstacles faced by frontline women

Overall Goals

- 1) Meet the female's needs in the waste industry by providing a platform for our female operation employees to celebrate successes and identify obstacles so we can do things differently in providing solutions to overcome these barriers specific for women on the frontline.
- 2) Lead the industry in female representation at all levels in the organization, emphasizing frontline employees *by achieving greater than or equal to the estimated availability of female talent in the marketplace.*

Recruiting Resources:

- Diversified Recruitment Strategies
 - Anoka County Career Center/Job Fairs
 - Trovit
 - Glassdoor
 - LinkedIn
 - Social Media
 - SimplyHired
 - US Military Pipeline

Walters EEOC Policy

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Discrimination Training:

New hires and existing employees recertified annually.

Training Titles:

- Anti-Racism for Leaders: Diversity Focused Recruitment - Managers
- Working Well with Everyone 01: What is Diversity? -Everyone
- Working Well Everyone 02: The Diversity Continuum-Everyone
- Working Well with Everyone 05: Diversity=Greatness-Everyone

We are very proud of our efforts to attract women drivers. We currently have six women drivers out of a total of 70 (8.5%). This is significantly above the 1% industry average in the waste and recycling industry and growing. We are also very proud of the fact that our compensation plan is equitable for all categories of team members.

Customer Service and Other Community Relations Services

- ◆ Our call center is at our main office at 2830 101st Ave NE in Blaine
- ◆ Hours of live call center operations are currently 8:00-5:00 M-F but we can be flexible with Osseo needs.
- ◆ Methods to support our customer service representatives to train them on Osseo-specific service elements and contract standards:

We pride ourselves on providing excellent customer service, living our philosophy that we are in the customer service business. Unlike many of our competitors, our phones are answered by a live Customer Service Representative. On the rare occasion that all CSR's are assisting other customers, the call automatically rolls over to additional office staff

personnel. This personalized customer care is one of the key reasons why we have had significant growth as well as retained our current customer base. All customer service staff are cross-trained to handle every type of call which avoids the constant transferring of a call from one individual to another. Due to the culture of our company, we have experienced a very low turnover in Customer Service Representatives. In addition, we record all CSR incoming calls and can refer to these calls, as necessary.

Our Customer Service On-Boarding Program is very rigorous and comprises the following topics across a two-week period before the new rep is allowed to begin taking live calls with customers:

- 1) Walters Company History (Week 1)
- 2) Walters Waste and Recycling Programs (Week 1)
- 3) Introduction to the Waste and Recycling Industry (Week 1)
- 4) Top Reasons Customers Call (Week 1)
- 5) Who's Who at Walters (Week 1)
- 6) New Residential Customer (Week 1)
- 7) Bulk Item Pick-Up (Week 1)
- 8) Billing, Invoices, A/R and Residential Collections (Week 1)
- 9) Residential Cancellation (Week 2)
- 10) Compost (Week 2)
- 11) Organics (Week 2)
- 12) New Commercial Customer (Week 2)

During the first several weeks, or as needed during the transition stage, we will offer one of our Customer Service Representatives to office at the City to assist with any incoming customer calls.

After this initial period, we will appoint a lead Customer Service Representative to monitor all incoming calls and reporting requirements.

We will also assign an account manager to "own" the relationship with Osseo and be the day-to-day Senior-level contact at Walters with authority to make decisions that are in the best interest of the residents. In addition, we will provide the direct phone numbers and email

information for the entire management team at Walters so that ongoing communication and a true partnership with the City is established. All customers also have access to communicate with us through email at service@waltersrecycling.com.

Any customer service-related issues will be handled professionally by our customer service staff. We have the ability to electronically log and report on all issues and can provide the outcomes of any issues to the City.

- ◆ **Methods to link customer complaints to improved route services:**

We utilize the latest release of AMCS' Tower ERP system, a powerful customer and route management software. This software, along with the integration of Routeware, allows Walters to provide the highest efficiency and productivity levels available in the industry. Each customer location is geo-coded in Tower which allows us to determine the exact time our driver was at the location and whether the container was serviced and/or missed or skipped. It also allows our drivers to send critical information back to the office. All of this information is live and contained in the service locations account in Tower, which is accessible by our entire customer service and operations staff.

- ◆ **Proposed means to communicate with residents and City staff changes in collectionschedule under severe weather incidents:**

We have the ability to and currently communicate via email, text, various social media platforms (Facebook, Instagram), our website, the city's website, incoming call messages and if desired by the residents, they can download our app or sign up for service notifications and alerts through emails, text messages, or phone call notices.

Snowbird Policy - Residents who will be away from their home for a period of 1 month or longer simply need to call our office to stop their services. When they return, the customer can then call our office to re-start their services again.

Contingency Plan

We would be arrogant if we thought there could be no issues that surface during the transition or contract term. Issues are bound to arise. The key to success is in the response when issues do arise. Three common issues and their respective contingency solutions include:

- 1) **Employee Absenteeism** – Team members get sick. It has happened in the past and the risks have risen with the COVID-19 pandemic. We have rigorous COVID-19 procedures in place and have not had a single issue with not servicing routes daily. However, this does not mean we can let our guard down and we have entered a new way of doing business to keep the team safe and able to service our customers. In addition to COVID-19 cleansing/disinfecting protocols, we plan for absenteeism by

having Swing drivers available to step in as needed. These drivers do not have daily routes but are proficient on all pieces of equipment and can be assigned as needed. As further backup, our operations management team has their CDL and know how to drive and operate the equipment. On an emergency basis they can step in if needed.

- 2) Equipment Breakdown – due to their heavy usage garbage trucks break down. We have several safeguards in place to ensure that when they do there is no risk of routes not getting completed:
 - a. Spare trucks – we maintain several spare trucks that are used specifically when a primary truck is out of service.
 - b. We have 2 state of the art service trucks that are deployed immediately to the scene if a truck breaks down while on route. Our mechanics all have their CDL and can assist as needed to get the truck back on route.
 - c. We have a very rigorous Preventive Maintenance program that we follow to do as much proactive work as possible to minimize the number of breakdowns in the first place.
 - d. When needed, we can seamlessly leverage our systems to peel off stops on routes that might be impacted due to a breakdown and assign those stops to a “Helper Route” with another truck to ensure daily routes are completed.
- 3) Consistent Problem Resolution – We have found that there have not been any consistent, ongoing issues that have prevented routes from being completed. Generally, when an issue has surfaced more than once we will work closely with City staff to find the root cause of the issue and solve it for the long term. As individual issues do arise, we are committed to responding immediately and fixing them. Please ask our references for real-world feedback on this.

3. Automated Collection Equipment

We are confident that we can provide refuse collection by the contract start date. As far as automated equipment, 98% of our equipment is automated and we plan on using automated equipment in the City of Osseo. Vehicles will be equipped with warning flashers, backup alarms, a broom and shovel for spills, two-way communication device, and the Contractor’s name and phone number prominently displayed on both sides of the vehicle.

Clean Operations

Our trucks have a special hopper cover designed specifically to eliminate the paper products from blowing out of the truck, a great feature that not many other haulers have invested in that will keep the neighborhoods clean. If debris does happen to fall out or a cart tips over and spills, our drivers will stop and clean it up. Please check our references to verify this level of service.

Quiet Operations

Walters is currently converting our fleet of diesel-powered engines over to Compressed Natural Gas (CNG) powered engines. We will be using CNG powered Side Loaders to service the City of

Osseo. These CNG powered trucks run 30% cleaner than those that run on traditional gasoline or diesel fuel. Carbon monoxide emissions are reduced by 70 to 90 percent and carbon dioxide emissions are reduced by 20 to 30 percent. Plus, even noise pollution is reduced, as CNG powered trucks operate at an 80 to 90 percent lower decibel level than diesel fueled trucks. Residents love them.

4. Impact on Roads

Strategic Routing - Walters has worked with various cities to develop strategic routing plans to minimize the road wear and tear created by trucks. If awarded this opportunity Walters' operations staff would be willing to meet with the Osseo engineers and street maintenance personal to develop a plan tailored to the roads of Osseo. We would identify the older worn streets as well as any areas the City's maintenance department has identified as troubled areas. For these areas Walters will structure the routes so the trucks are empty or as close to empty as possible when we run through these areas. For the problem areas that are identified Walters will work with City staff as well as our drivers to develop a plan to minimize or eliminate these issues. We have deployed a similar process successfully with three local communities and would be happy to discuss the process in more detail at your convenience.

5. Pollution Reduction and Environmentally Sustainable Initiatives

In addition to converting our fleet to CNG powered trucks, Walters constantly investigates and is dedicated to investing in alternative fuel and sustainability initiatives. A couple of examples of our initiatives include converting to LED lighting in our facilities to reduce energy consumption and using used motor oil to heat our maintenance shop. We also evaluate routes to ensure they are optimized to run the most efficiently to reduce the amount of fuel consumed in our collection vehicles which reduces our environmental impact. Paperless invoicing is another way we can help reduce our environmental impact and we will encourage Osseo residents to sign up for paperless invoicing to help us with this initiative.

6. Public Education and Service to Residents

Please see attached several educational pieces we currently deploy around efforts to increase recycling, do it properly to reduce contamination and a gentle reminder if you are not following the rules (an Oops Tag, for example).

If the City provides email addresses, we are also happy to coordinate and deploy email alerts and content-rich messages to residents and businesses that drive increased recycling volumes and increased recycling quality.

We will build an Osseo-specific section on our website that details all pertinent information residents might need to understand all recycling-related topics. See our website for the Blaine page accessed on the top navigation bar under the "Blaine" tab. We will also assist the City in adding a page or link from the City website to Walters' website that guides new residents through the set-up process, what can and cannot be recycled and why recycling in general, is an effort to undertake.

Also attached is a Recycling-focused coloring book that has been a big hit with schools and communities that we work with. We are happy to have a member of our team attend community and school events, as appropriate, to promote and educate kids and residents on the importance of recycling and all the ways to do it correctly.

As you know, contamination has become one of the biggest challenges related to driving recycling processing costs up since the China Sword initiative took effect in early 2018. Since then, we have deployed a “No Plastic Bags” sticker (see attached) on our recycling carts with good effect. We will endeavor to have this message hot stamped on the Osseo recycling carts, or at a minimum, place these stickers on carts as they are distributed.

See also attached a page of examples from our social media efforts around recycling. We have found that when partnering with municipalities who “like” and “share” these messages, the word gets spread quickly.

If possible, we would like to work with the City’s public access television station to do either a single public service announcement around recycling best practices or a short series that can be used over time. We did a similar program with the City of Coon Rapids. Finally, we are happy to work with the City to generate ideas on how to communicate with residents productively and to avoid creating a negative relationship.

7. Public Service at Community Events

Walters has extensive experience in providing waste services at community events including fairs, parades, rummage sales, and community events. We have worked with the city of Blaine in their Blazin Festival where we provide trash and recycling services for the event. The North Oaks Women’s Guild with their annual rummage sale and we provide them with trash and recycling services. The Boys Scouts wreath clean up at the Forst Snelling National Cemetery where we assisted with cleaning up 40,000 grave sites which included hauling 10 – 30 yard roll off containers of wreaths in one day. The biggest event we are servicing is the 3M Golf Championship. We have a multi-year agreement as the sole trash, recycling, and organics service provider for the event.

8. Bi-Weekly Yard Waste Pick-up Options

Converting to a bi-weekly service option for yard waste would not provide a cost savings to residents versus the weekly collecting service outlined in the RFP.

Signature of person duly authorized to sign submittal on behalf of the Respondent:

Authorized Signature

Jeff Newsom
Print Name

March 18th, 2022
Date

ATTACHMENT A

CHARGES FOR ADDITIONAL ITEMS

<u>Item</u>	<u>Charge per item</u>
Air compressor	<u>\$60.00</u>
Air conditioners	<u>\$60.00</u>
Appliances (washers, dryers, stoves, dishwashers, water heaters)	<u>\$60.00</u>
Auto car seat (single)	<u>\$55.00</u>
Auto car seat (bench)	<u>\$75.00</u>
Bathtub	<u>\$60.00</u>
Carpet and/or pad	<u>\$16.05a yard</u>
Cement Laundry Tub	<u>\$60.00</u>
Chair (recliner style)	<u>\$38.50</u>
Couch	<u>\$55.00</u>
Freezer	<u>\$60.00</u>
Hide-a-bed	<u>\$75.00</u>
Lawnmower (drained)	<u>\$35.00</u>
Mattress or box spring	<u>\$50.00</u>
Refrigerator	<u>\$60.00</u>
Snow blower (drained)	<u>\$55.00</u>
Tires - car (off rim)	<u>\$20.00</u>
Tires - truck (off rim)	<u>\$30.00</u>
Toilet	<u>\$37.45</u>
Other	<u>Negotiated</u>

Additional items and service rates to be negotiated between Contractor and resident.

ATTACHMENT C

PROPOSAL FORM

Five (5) Year Contract Proposal

Please submit monthly refuse, recycling, and yard waste collection rates below and indicate the monthly rates for the 30-35 gallon container, 60-65 gallon container, and the 90-95 gallon container.

Please outline each monthly rate proposal for the years as follows: Year 1

(May 1, 2022, to April 30, 2023)

Year 2 (May 1, 2023, to April 30, 2024)

Year 3 (May 1, 2024, to April 30, 2025)

Year 4 (May 1, 2025, to April 30, 2026)

Year 5 (May 1, 2026, to April 30, 2027)

** All rates quoted below after year 1 assume a 3% increase. Actual increase will be based on the actual CPI: Urban Consumer - Garbage and Trash Collection so that all parties involved have a fair and equal means to calculate increases. **

Monthly Refuse Rate per Household (includes 10% City surcharge)

Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon <u>\$10.93</u>	<u>\$11.26</u>	<u>\$11.60</u>	<u>\$11.94</u>	<u>\$12.30</u>
60 gallon <u>\$12.43</u>	<u>\$12.03</u>	<u>\$12.39</u>	<u>\$12.76</u>	<u>\$13.15</u>
90 gallon <u>\$12.43</u>	<u>\$12.80</u>	<u>\$13.19</u>	<u>\$13.85</u>	<u>\$14.26</u>

Monthly Recycling Rate per Household (includes 10% City surcharge)

Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon <u>\$6.00</u>	<u>\$6.18</u>	<u>\$6.37</u>	<u>\$6.56</u>	<u>\$6.75</u>
60 gallon <u>\$6.00</u>	<u>\$6.18</u>	<u>\$6.37</u>	<u>\$6.56</u>	<u>\$6.75</u>
90 gallon <u>\$6.00</u>	<u>\$6.18</u>	<u>\$6.37</u>	<u>\$6.56</u>	<u>\$6.75</u>

Monthly Yard Waste Rate per Household (includes yard waste rate spread out as year round rate)

Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon <u>\$2.83</u>	<u>\$2.92</u>	<u>\$3.01</u>	<u>\$3.10</u>	<u>\$3.19</u>
60 gallon <u>\$2.83</u>	<u>\$2.92</u>	<u>\$3.01</u>	<u>\$3.10</u>	<u>\$3.19</u>
90 gallon <u>\$2.83</u>	<u>\$2.92</u>	<u>\$3.01</u>	<u>\$3.10</u>	<u>\$3.19</u>

Monthly Organics Waste Rate per Household (includes 10% City surcharge)

Year 1	Year 2	Year 3	Year 4	Year 5
30 gallon 0	0	0	0	0
60 gallon 0	0	0	0	0
90 gallon 0	0	0	0	0

SIGNATURE PAGE

Dated March 17th, 2022.

Signature

By Jeff Newsom

Title Director of Sales and Marketing

State of Minnesota

) SS

County of Anoka

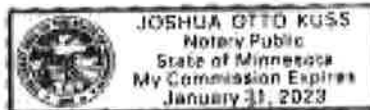
Jeff Newsom (Name) being duly sworn, deposes and says that he/she is the

Director of Sales and Marketing (Title) of Walters Recycling and Refuse Inc. (Name of Company) and that

the answers to the foregoing questions and all statements therein contained are true and correct.

Subscribed and sworn to before me this 17th day of March, 2022.

My Commission expires (notary stamp)
Notary Public



Additional Exhibits Attached

Recycling Calendar
Recycling Guide
Oops Tag -Front
Oops Tag – Back
Coloring Book

Recycling Calendar



2022 Holiday Service Schedule.

Holidays Highlighted in **GREEN** are Observed Holidays.
Service is **DELAYED** by one day.

Memorial Day - May 30th - delayed one day all week.
Independence Day - July 4th delayed one day all week.
Labor Day - September 5th delayed one day all week.
Thanksgiving - November 24th delayed Thursday & Friday

Holidays highlighted in **BLUE** are Observed Holidays with **NO SERVICE DELAYS**
New Year's Day - January 1st
Christmas - December 25th

If your recycling is not picked up on your scheduled day please contact us at: service@waltersrecycling.com
OR CALL (763) 780-8464

Follow us on Facebook for important service announcements
facebook.com/waltersrecycling

NEW SERVICE DAY: WEDNESDAY!

Holiday and Recycling Calendar 2022

JANUARY	FEBRUARY	MARCH
S M T W T F S	S M T W T F S	S M T W T F S
1	1 2 3 4 5	1 2 3 4 5
2 3 4 5 6 7 8	6 7 8 9 10 11 12	6 7 8 9 10 11 12
9 10 11 12 13 14 15	13 14 15 16 17 18 19	13 14 15 16 17 18 19
16 17 18 19 20 21 22	20 21 22 23 24 25 26	20 21 22 23 24 25 26
23 24 25 26 27 28 29	27 28	27 28 29 30 31
30 31		
APRIL	MAY	JUNE
S M T W T F S	S M T W T F S	S M T W T F S
1 2	1 2 3 4 5 6 7	1 2 3 4
3 4 5 6 7 8 9	8 9 10 11 12 13 14	5 6 7 8 9 10 11
10 11 12 13 14 15 16	15 16 17 18 19 20 21	12 13 14 15 16 17 18
17 18 19 20 21 22 23	22 23 24 25 26 27 28	19 20 21 22 23 24 25
24 25 26 27 28 29 30	29 30 31	26 27 28 29 30
JULY	AUGUST	SEPTEMBER
S M T W T F S	S M T W T F S	S M T W T F S
1 2	1 2 3 4 5 6	1 2 3
3 4 5 6 7 8 9	7 8 9 10 11 12 13	4 5 6 7 8 9 10
10 11 12 13 14 15 16	14 15 16 17 18 19 20	11 12 13 14 15 16 17
17 18 19 20 21 22 23	21 22 23 24 25 26 27	18 19 20 21 22 23 24
24 25 26 27 28 29 30	28 29 30 31	25 26 27 28 29 30
31		
OCTOBER	NOVEMBER	DECEMBER
S M T W T F S	S M T W T F S	S M T W T F S
1	1 2 3 4 5	1 2 3
2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10
9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17
16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24
23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31
30 31		

ORANGE WEEK:
North of 81st Ave

GRAY WEEK:
South of 81st Ave

WaltersRecycling.com/SpringLakePark

NEW SERVICE DAY: WEDNESDAY!

Recycling Guide




RECYCLING GUIDE 2022

RECYCLE TIP: **DO NOT BAG YOUR RECYCLABLES IN A PLASTIC BAG.**
BROWN PAPER BAGS ARE AN ACCEPTABLE MATERIAL TO BAG YOUR RECYCLING ITEMS – OR JUST SIMPLY PLACE ALL ITEMS LOOSE IN YOUR CART

FOCUS ON THE	GLASS JARS & BOTTLES	ALUMINUM & METAL CANS	PLASTIC BOTTLES & JUGS WITH NECKS <small>Plastics 1,2 & 5 are accepted</small>	PAPER & CARDBOARD
<div style="background-color: green; color: white; border-radius: 50%; width: 80px; height: 80px; display: flex; align-items: center; justify-content: center; margin: 0 auto; font-size: 48px; font-weight: bold;">4</div>				
BASIC FOUR!	EMPTY & RINSE	EMPTY & RINSE	EMPTY & RINSE <small>(CAPS ON)</small>	FLATTEN

PLEASE KEEP THESE ITEMS OUT OF YOUR RECYCLING CONTAINER:

<ul style="list-style-type: none"> Plastic bags & film Aerosol cans Batteries & Electronics Diapers Food Pizza boxes 	<ul style="list-style-type: none"> Blades, sharp metal Shredded paper Foam cups, containers, packaging Light bulbs, window glass, mirrors, dishes Paper drinking cups, plates, napkins, towels & tissues 	<ul style="list-style-type: none"> Propane fuel tanks oxygen tanks Scrap metal & wood Textiles Clothing Yard Waste Tanglers – wire, ropes, chains, cords, garden hoses
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DON'T "WISH RECYCLE" WHEN IN DOUBT - TOSS IT OUT!

Still not sure where it goes?

Check out the **WASTE WIZARD** on our website: www.waltersrecycling.com

Simply type in the name of the item you wish to dispose of and WASTE WIZARD will tell you how!

WASTE WIZARD


Wizard

Type the name of a waste item and we'll tell you how to recycle or dispose of it.

Search

Oops Tag – Front

Recycle Right

OOPS...
PLEASE
Don't Bag
Recyclables
in Plastic



When in Doubt "TOSS IT OUT"
www.waltersrecycling.com

What Can I Recycle?

Cans, Cartons, Glass

Aluminum
and Steel



empty and rinse

Food and
Beverage



empty and
replace cap

Bottles
and Jars



empty and rinse

Paper

Mail, Boxes and Cardboard



flatten

Plastics

Kitchen, Laundry, Bath - Bottles and Containers



empty and replace cap



When in Doubt - "TOSS IT OUT"
www.waltersrecycling.com

Coloring Book



BEYOND THE CURB