

CITY OF NEW LISBON, WISCONSIN

REQUEST FOR PROPOSALS (RFP)

Garbage and Waste Disposal Services

1. Introduction

The City of New Lisbon is seeking proposals from qualified contractors to provide curbside collection services for residential (1–4 unit dwellings) and commercial garbage and recyclable materials.

The new contract will begin **January 1, 2026**, as the current contract expires on **December 31, 2025**.

2. Project Overview

A. Scope of Work

1. The City reserves the right to order changes in the work consisting of additions, deletions, or other revisions within the scope of the contract.
 - Any change in compensation or contract terms must be authorized through a **written amendment**.
 - If the Contractor believes work requested is outside the scope of the contract, written notification shall be provided immediately. The City will determine, in its sole discretion, whether the work is within scope.
-

B. Residential Collection

1. **Total Residential Dwellings:** Approximately **576**.
 - This number may vary during the contract term due to new construction or loss of homes.
 - Includes all residential properties, seasonal, and certain vacant parcels.
2. **Collection Frequency:**
 - Weekly garbage and every other week recyclable collection for all 1–4 unit dwellings.
 - Garbage includes typical residential waste, excluding grass, leaves, branches, logs, stumps, stones, concrete, furniture, appliances, and yard debris.
3. **Recyclables:**

- Collected commingled in reusable containers supplied by the Contractor.
- Recyclables include: newspapers, magazines, corrugated cardboard, office paper, glass bottles/jars, aluminum, steel/tin, bi-metal cans, and plastic containers.
- No volume limit per household.

4. **Collection Schedule:**

- Service shall not begin before **6:00 a.m.** on collection day.
- Proposals must indicate the proposed collection weekday.
- In case of holidays or severe weather, collection shall occur the following day.
- Notification contact: **City Clerk/Treasurer Jennifer Pedersen – (608) 562-5213 ext. 2.**

5. **Operational Requirements:**

- Trucks must contain all waste until disposed of at a licensed facility.
- Any spills or leaks must be immediately cleaned by the Contractor.
- Contractor is responsible for cleanup costs if City staff must perform cleanup.
- Fleet must be well-maintained and free of fluid leaks.

6. **Cart Requirements:**

- Contractor shall provide each dwelling with one (1) 95-gallon refuse cart and one (1) 95-gallon recycling cart.
- Carts remain property of the Contractor, who is responsible for maintenance and replacement at no charge, except in cases of resident negligence.
- Residents contact the hauler directly for repairs or replacements.
- Lost or stolen carts: replacement costs (if applicable) to be paid by the resident—cost to be specified in proposal.
- Newly constructed homes: City Clerk authorizes new service and cart delivery.
- Annual reconciliation of cart counts between City and Contractor required.

C. Municipal Facilities

Contractor shall provide containers and service **at no charge** for the following City facilities:

Facility	Address	Container Type	Collection Frequency
City Shop (Former Electric Shop)	1107 S. Adams St.	(3) 2-yard, (1) 4-yard dumpsters	Twice weekly (summer)
Wastewater Treatment Plant	132 Webster St.	(1) 2-yard dumpster	Weekly
Prison Lift Station	101 Progress St.	(2) 2-yard dumpsters	As needed basis to be discussed upon award
City Hall Fire Department	234 Pleasant St.	(1) 2-yard dumpster	Weekly

Seasonal Adjustments:

From November through April, dumpsters from the **Cemetery** (2-yard dumpster) and **Riverside Campground** (6-yard dumpster & 2-yard recycling) are relocated to the City Shop for winter storage.

D. Commercial Collection

1. **Total Commercial Properties:** 28 (list attached).
 - Weekly garbage collection and every other week recycling.
 2. **Recyclables:**
 - Collected commingled using reusable containers provided by the Contractor.
 - Same acceptable materials as residential recycling.
 3. **Collection Schedule:**
 - Begins no earlier than 6:00 a.m.
 - In case of holidays or severe weather, pickup occurs the next day.
 - Notification contact: **City Clerk/Treasurer Jennifer Pedersen – (608) 562-5213 ext. 2.**
 4. **Container Ownership:**
 - Contractor owns and maintains containers (totes, dumpsters, etc.).
 - Containers are rented and billed directly to commercial customers.
-

E. Insurance and Indemnification

- **General Liability:** \$1,000,000 minimum
 - **Automobile Liability:** \$1,000,000 minimum
 - **Workers' Compensation:** Statutory limits
 - **Umbrella/Excess Liability:** \$2,000,000
 - **Additional Insured:** City of New Lisbon
 - **Notice of Cancellation:** 30 days
 - **Waiver of Subrogation:** Required in favor of the City
-

3. Scope of Services

Contractor shall provide:

1. Weekly curbside residential solid waste collection.
2. Collection from City-owned buildings and public facilities.
3. Transportation and disposal at a **licensed waste facility** approved by the **Wisconsin DNR** and other relevant agencies.
4. Provision of containers/dumpsters as specified.
5. Customer service line for missed pickups and special service requests.
6. Quarterly tonnage reports and annual summaries (New Lisbon-only route).
7. Complaint response policy and documentation.

Customer Service Requirements:

- Contractor must describe complaint-handling procedures, including staffing, hours, and local contact availability.
 - Hauler must immediately notify residents of issues preventing service (e.g., overloaded bins).
 - Unresolved issues between hauler and customer shall be referred to the City.
 - Missed collections must be corrected within **24 hours**.
-

4. Proposal Requirements

Each proposal must include:

1. Cover letter with contact information.
 2. Company background and qualifications.
 3. Experience with Wisconsin municipalities.
 4. Annual fee per residential household and facility dumpsters (5-year contract).
 5. Proof of Wisconsin licensing and permits.
 6. Insurance certificates (as required above).
 7. Description of fleet, staffing, and equipment (include photos/specs).
 8. Pricing for extra carts.
 9. Detailed pricing proposal (all services).
 10. Walk-up service per-household/year pricing.
 11. References from at least three (3) municipal clients.
 12. Draft service schedule and operations plan, including **holiday collection procedures**.
-

5. Qualifications

- Must hold a valid Wisconsin solid waste and recycling transport license (NR 502.06(1)(b), Wis. Adm. Code).
 - Must maintain required insurance coverage.
 - Must furnish a **Performance Bond or Letter of Credit** equal to six (6) months of service fees prior to contract start.
-

6. Evaluation Criteria

Proposals will be reviewed by City staff and recommended to the **Common Council**.
Finalists may be invited for interviews or presentations. References will be verified.

Evaluation Factor	Weight
-------------------	--------

Cost	40%
------	-----

Experience & References	20%
-------------------------	-----

Service Plan	20%
--------------	-----

Equipment & Staffing	10%
----------------------	-----

Customer Service	10%
------------------	-----

Additional Considerations:

- Late proposals will be rejected.
- The City reserves the right to reject any or all proposals, negotiate terms, and accept the proposal deemed most advantageous to the City.
- Prices must remain firm until contract execution.
- Proposals must be valid for **90 days** after submission.
- Contract award and start date: **January 1, 2026.**

7. Timeline

Date	Event
October 16, 2025	First RFP Publication
October 23, 2025	Second RFP Publication
November 5, 2025 (2:00 p.m.)	Proposal Opening – City Hall
November 17, 2025	Council Award (3rd Monday)
January 1, 2026	Contract Start Date

The City reserves the right to amend this schedule and will post updates on its website.

8. Submission Instructions

Deadline: Wednesday, November 5, 2025, at 2:00 p.m.

Submission Questions and Proposals To:

City Clerk – City of New Lisbon

232 W. Pleasant Street

New Lisbon, WI 53950

Email: nlclerk@mwt.net

Format:

- One (1) printed copy and one (1) electronic PDF.
- Late submissions will not be considered.

9. Terms & Conditions

- Contract Term: Five (5) years, with three (3) optional one-year renewals at City's discretion.
- City reserves the right to reject any or all proposals or negotiate contract terms.
- Proposals must remain valid for 60 days after opening.