

October 18, 2023 City Council Regular Meeting

Agenda Item No. 5A – REVISED Staff Report: Attachment 1

**RELEASE OF REQUEST FOR QUALIFICATIONS FOR RESIDENTIAL
AND COMMERCIAL FRANCHISE AGREEMENTS**



City Council Staff Report

REVISED - Attachment 1

DATE: October 18, 2023

AGENDA ITEM NO: New Business - 5A

TO: The Honorable Mayor and City Council
FROM: Shawn Igoe, Director of Public Works
SUBJECT: Release of Request for Qualifications for Residential and Commercial Franchise Agreements

RECOMMENDATION:

It is recommended that the City Council consider:

1. Authorizing staff to release a Request for Qualifications for new City-wide residential and commercial solid waste franchise agreements; and
2. Taking such additional, related, action that may be desirable.

EXECUTIVE SUMMARY:

Staff requests City Council's authorization to release a Request for Qualifications ("RFQ") for new solid waste franchise agreements. The existing exclusive residential contract with Athens Services and non-exclusive commercial contract with Athens Services and Ware Disposal is set to expire on August 31, 2024. Per Monterey Park Municipal Code ("MPMC") Chapter 6.09, the City will seek to award new solid waste franchises on a competitive basis. The RFQ is the first step of a four-step process to solicit proposals and award contracts to qualified bidder(s).

BACKGROUND:

MPMC Chapter 6.09 requires the City to award solid waste franchises on a competitive basis. The City contracted with HF&H Consultants for assistance with the solid waste Request for Proposals ("RFP") and new solid waste contracts. This RFQ is the first step in a four-step process leading to the selection of one or more franchisees to provide waste management services in the City:

- Step 1: Interested companies submit statements of qualification to the City.
- Step 2: The City evaluates the submittals and develops a list of qualified companies.
- Step 3: The qualified companies are invited to submit applications and service rates for a residential franchise, a commercial franchise, or both.
- Step 4: The City evaluates the applications in relation to the stated criteria and selects the companies to be awarded franchises to the lowest bidders that are willing to execute the City's contracts.

The purpose of the RFQ is to solicit Statement of Qualifications (“SOQ”) from waste management companies interested in submitting an application for franchises to collect, recycle, and dispose of residential and/or commercial waste generated in the City. The RFQ provides potential bidders with the City’s solid waste contract requirements including the number of residential and commercial customers that would be serviced and qualification criteria. The evaluation of the SOQs will result in a list of qualified bidders who will then be invited to submit proposals in response to the Request for Applications. The tentative schedule for the award of new residential and commercial franchise agreements is as follows:

Schedule	
Release of RFQ	October 19, 2023
List of Qualified Companies	January 2024
Release RFA	January 2024
Recommendation for Award of Contract(s)	March 2024
New Contract Begins	September 1, 2024


2023-2024 STRATEGIC PLAN GOAL:

The RFQ meets the City’s goal of **Sustainability**. Awarding franchise agreements to qualified waste management companies provides the City with oversight and regulation of the collection, storage, transportation, processing, and disposal of refuse, recyclables, and construction and demolition debris. This not only ensures the City meets state requirements but also supports the City’s continued success of recycling and organic waste diversion programs.

FISCAL IMPACT:

There is no fiscal impact with the release of the RFQ.

Respectfully submitted by:




Shawn Igoe
Director of Public Works

Prepared by:



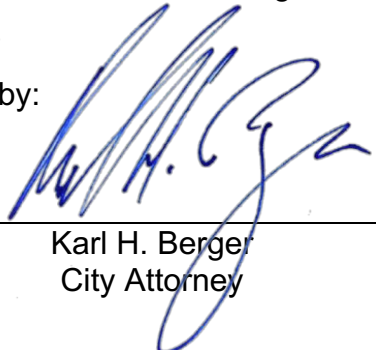
Xochitl Tipan
Administrative Manager

Approved by:



Inez Alvarez
Interim City Manager

Reviewed by:



Karl H. Berger
City Attorney

ATTACHMENT:

1. Request for Qualifications

Staff Report
October 18, 2023

ATTACHMENT 1

Request for Qualifications

Request for Qualifications for a Residential and Commercial
Waste Collection and Recycling Franchise
City of Monterey Park, CA



1. INSTRUCTIONS

1. OBJECTIVE

The City of Monterey Park California (City) is soliciting statements of qualification (SOQ) from waste management companies interested in submitting an application for franchises to collect, recycle, and dispose of residential (one franchise) and/or commercial waste (up to three franchises) generated in the City. The City intends to award an exclusive franchise for the collection and management of residential waste and either an exclusive franchise or up to three non-exclusive franchises for the collection and management of commercial waste. The effective date of these new franchises will be September 1, 2024.

This request for qualifications (RFQ) is the first step in a four-step process leading to the selection of one or more franchisees to provide waste management services in the City:

Step 1: Interested companies submit statements of qualification to the City.

Step 2: The City evaluates the submittals and develops a list of qualified companies.

Step 3: The qualified companies are invited to submit applications and service rates for a residential franchise, a commercial franchise, or both.

Step 4: The City evaluates the applications in relation to the stated criteria and selects the companies to be awarded franchises to the lowest bidders that are willing to execute the City's contracts.

The City is interested in receiving SOQs from companies with a documented history of successfully providing waste management services to municipalities.

2. BACKGROUND

The City of Monterey Park is 7.73 square miles in size and is located in the San Gabriel Valley, east of the City of Los Angeles. The City's population, as of January 1, 2021, was 60,380 and is comprised of a rich mix of people with diverse backgrounds and ethnic heritages. The City is located adjacent to three major freeways that provide north-south and east-west access to all of Southern California. The 710 freeway bounds the City on the west, the 10 freeway bounds the City on the north, and the 60 freeway bounds the City on the south.

Monterey Park maintains a blend of residential and commercial land uses. Approximately 73% of the City is reserved for residential land uses, 4% for industrial uses, 14% for commercial and retail uses, and 8% for open space land uses. Industrial, retail, civic facilities, and schools shall be considered commercial waste hauling services. Single family and multifamily properties are considered residential waste hauling services for purposes of the services to be provided.

The current residential franchise agreement defines civic waste is defined as all types of Solid Waste generated by the City including solid waste placed in City-owned garbage receptacles located in public areas, City public parks, parking lots and right of ways, City-

owned facilities (e.g., City Hall, the City Yard, fire stations, police station, library, recreation centers), and solid waste generated at City events. Civic waste is currently collected under the residential Franchise Agreement, however, under the new agreement, civic waste will be collected for a fee under the commercial franchise agreement.

Residential waste management services are currently provided by Athens Services (Athens) pursuant to an exclusive franchise agreement with the City. Commercial waste management services are currently provided by Athens and Ware Disposal, Inc. (Ware) pursuant to both companies' non-exclusive franchise agreements with the City. The residential agreement and two commercial agreements expire on August 31, 2024 and, by City ordinance, cannot be renewed unless both Athens and Ware are qualified bidders and propose the lowest rates.

In March 2011, voters in the City approved Measure BB, which established the criteria that the City must follow when soliciting applications and awarding franchises for waste management services. This measure also limited the term of franchises to seven years and specified that the City could award franchises for commercial waste management services to up to three companies.

In August 2022, the City approved Resolution 2022-R68 that adopted additional criteria for the review and award of solid waste franchises. These criteria will be included in the Notice Inviting Applications.

3. CURRENT DATA

Table 1.1 provides the City's best estimate of the number of residential accounts and extra containers as of July 2023. Table 1.2 provides an estimate of the number of multifamily bins as of July 2023. Table 2.1 provides an estimate of the approximate number of commercial bins, temporary bins, and roll-off accounts as of July 2023. Table 2.2 provides an estimate of the approximate number of commercial bins as of July 2023. Table 2.3 provides an estimate of the approximate number of temporary bins and roll-off bins as of July 2023. Tables 3.1 and Table 3.2 provide an estimate of the annual quantities of mixed waste, recyclables, and source-separated organic waste collected in 2022 from Athens and Ware, respectively. Table 3.3 uses Athens and Ware's total tons collected, recovered, and disposed to calculate the diversion percentage per sector. Tables 4.1 and 4.2 provide the estimated gross receipts for FY 2022 and FY 2023, respectively.

Table 1.1: Approximate Number of Residential Accounts and Extra Containers as of July 2023

Row	Service Level	Service Levels as of July 2023
	Residential Single-Family Cart Services	
1	96-Gallon Mixed Waste Cart and 96-Gallon Green Waste Cart	10,062
2	96-Gallon Mixed Waste Cart and 64-Gallon Green Waste Cart	1,141
3	64-Gallon Mixed Waste Cart and 96-Gallon Green Waste Cart	333
4	64-Gallon Mixed Waste Cart and 64-Gallon Green Waste Cart	<u>2,439</u>
	Total Accounts	13,975
	Extra Black (Mixed Waste) Cart	
5	96 Gallons	1,522
6	64 Gallons	<u>83</u>
7	Total Extra Black Carts	1,605
	Extra Green Waste Cart	
8	96 Gallons	251
9	64 Gallons	<u>25</u>
10	Total Extra Green Waste Carts	276

Table 1.2: Approximate Number of Multifamily Bins as of July 2023

Row	Account Type	Service Levels as of July 2023
	Multifamily Mixed Waste Bins	
1	1-yard Mixed Waste Bin	1
2	2-yard Mixed Waste Bin	7
3	3-yard Mixed Waste Bin	<u>543</u>
4	Total Bins	551

Table 2.1: Approximate Number of Commercial and Temporary Bins; Roll-off Accounts as of July 2023

Row	Sector Type	Number of Accounts
1	Permanent Bin	1,084
2	Permanent Roll-off	16
3	Temporary Bin	10
4	Temporary Roll-off	<u>25</u>
5	Total Accounts	1,135

Table 2.2: Approximate Number of Commercial Containers as of July 2023

Row	Container Size	Refuse	Recycle	Organics
1	35-Gallon Cart	0	0	41
2	65-Gallon Cart	0	0	159
3	95-Gallon Cart	0	53	5
4	1.5-yard Bin	64	7	0
5	2-yard Bin	46	6	3
6	3-yard Bin	334	40	1
7	4-yard Bin	61	3	0

Table 2.3: Approximate Number of Roll-off & Temporary Bins from July 2022 - June 2023

Row	Container Size	Number of Containers
1	20-yard Permanent Mixed Waste Roll-off	15
2	30-yard Permanent Mixed Waste Roll-off	17
3	40-yard Permanent Mixed Waste Roll-off	23
4	30-yard Customer-owned Compactor Roll-off	4
5	35-yard Customer-owned Compactor Roll-off	1
6	40-yard Customer-owned Compactor Roll-off	3
7	10-yard Temporary Inert Roll-off	27
8	40-yard Temporary C&D Roll-off	35
9	3-yard Temporary Bin	72

Table 3.1: Athens Tonnage by Material CY 2022

Row	Material	Tons Collected	Tons Recovered	Tons Disposed	CY 2022 Diversion
1	Residential Mixed Waste	13,565	4,714	8,851	35%
2	Green Waste	5,083	4,610	473	91%
3	MF Rubbish	11,521	671	10,850	6%
4	MF Recycling	68	29	39	43%
5	Commercial Mixed Waste	11,711	881	10,830	8%
6	Commercial Recycle	322	142	180	44%
7	Commercial Organics	77	51	26	66%
8	Roll-off C&D	883	682	201	77%
9	Roll-off Inerts	1,116	1,116	0	100%
10	Roll-off	<u>4,683</u>	<u>450</u>	<u>4,233</u>	10%
11	Total	49,029	13,346	35,683	27%

Table 3.2: Ware Tonnage by Material CY 2022

Row	Material	Tons Collected	Tons Recovered	Tons Disposed	CY 2022 Diversion
1	C&D Debris	39	30	9	77%
2	Food Waste	31	31	-	100%
3	Green Waste	7	7	-	100%
4	Mixed Waste	1,819	674	1,145	37%
5	Recyclables	<u>626</u>	<u>520</u>	<u>106</u>	83%
6	Total	2,522	1,262	1,260	50%

Table 3.3: Total Tons by Sector CY 2022

Row	Hauler	Tons Collected	Tons Recovered	Tons Disposed	Diversion
1	Athens Residential	30,237	10,024	20,213	33%
2	Athens Commercial	<u>18,792</u>	<u>3,322</u>	<u>15,470</u>	18%
3	Athens Total	49,029	13,346	35,683	27%
4	Ware Commercial	2,522	1,262	1,260	50%
5	Total Commercial	<u>21,314</u>	<u>4,584</u>	<u>16,730</u>	22%
6	Total Residential and Commercial	51,551	14,608	36,943	28%

Table 4.1: Total Gross Receipts by Sector FY 2022 (July 2021 – June 2022)

Row	Sector	FY 2022 Gross Receipts (1)	Percent of Total
1	Residential	\$6,384,000	69%
2	Commercial	<u>\$2,857,000</u>	31%
3	Total Residential and Commercial	\$9,241,000	100%

(1) Includes City fees.

Table 4.2: Total Gross Receipts by Sector FY 2023 (July 2022 – June 2023)

Row	Sector	FY 2023 Gross Receipts (1)	Percent of Total
1	Residential	\$6,402,000	68%
2	Commercial	<u>\$3,054,000</u>	32%
3	Total Residential and Commercial	\$9,456,000	100%

(1) Includes City fees.

Companies responding to this RFQ are advised to independently verify the actual service conditions in the City including, but not limited to, the topography, street conditions, concentration and density of residential and commercial service locations, and accessibility of service locations.

4. SCHEDULE (ESTIMATED)

Release of this RFQ	Oct. 19, 2023
Deadline for submittal of questions to the RFQ	Nov. 1, 2023
City responses to question to the RFQ	Nov. 8, 2023
Statements of qualifications due	Nov. 15, 2023
City releases list of qualified companies	Jan. 2024
Notice Inviting Applications	Jan. 2024
City releases request for applications (RFA) and cost forms.....	Jan. 2024
Deadline for submittal of questions to the RFA.....	Jan. 2024
City response to questions to the RFA.....	Jan. 2024
Applications for franchises due	Feb. 2024
City staff recommendations to City Council	Mar. 2024
City Council award of franchises	Apr. 2024
Franchisee transition period	May 1 – Aug. 31, 2024
Franchise service begins	Sep. 1, 2024

5. COMPONENTS OF THIS RFQ

This RFQ includes five documents. Companies responding to this RFQ are advised to thoroughly review all documents.

1. These instructions
2. Company information form (MS Word, download from City Website)
3. Residential Waste Collection and Recycling Service Plan (attached)
4. Commercial Waste Collection and Recycling Service Plan (attached)
5. Certification Statement

6. QUALIFICATION CRITERIA

The company must be currently providing waste collection, recycling, and disposal services in at least three franchise areas in California. If the company desires to be considered for a residential franchise in Monterey Park, it must be currently providing services relatively similar to those described in the residential service plan in at least three residential franchise areas in California. If the company desires to be considered for a commercial franchise in Monterey Park, it must be currently providing services relatively similar to those described in the commercial service plan in at least three commercial franchise areas in California. These franchises must have been awarded by a California city, county, regional agency that provides waste services, or municipal service agency or district.

At its sole discretion, the City may eliminate from consideration for the award of a franchise any applicant who has been found to be non-compliant with the terms and conditions of a franchise executed with a city or county in Southern California within the previous five years.

7. REASONS FOR DISQUALIFICATION

Companies responding to the RFQ may be automatically disqualified from further consideration for the following reasons:

- a. Including any relatively significant false, misleading, or inaccurate information or statements in their submittals to the City
- b. Deviating relatively significantly from the communication protocol specified in these instructions
- c. Failing to execute, without modification, the Certification Statement that is included as part 5 of this RFQ
- d. Failing to complete and submit all required documents or to provide additional information requested by the City

8. REGISTRATION WITH THE CITY

Companies intending to respond to this RFQ must register their intention by sending an email to Xochitl Tipan, xtipan@montereypark.ca.gov, by November 1, 2023. The company's email to Xochitl Tipan should include:

- a. The name of the company that will be submitting the statement of qualifications
- b. The name, telephone number, and email address of the primary contact person
- c. A statement that the company intends to submit a statement of qualifications in response to the City's RFQ

Responses to questions and addendums to the RFQ will only be sent to those companies that register with the City prior to the deadline.

9. COMMUNICATION PROTOCOL

All questions and comments related to this RFQ must be submitted in writing or via email prior to November 1, 2023 to:

Xochitl Tipan, Administrative Manager
City of Monterey Park
Public Works Department
320 W. Newmark Avenue
Monterey Park, CA 91754
Email: xtipan@montereypark.ca.gov

The City staff will not respond to questions or requests for clarification received orally or via telephone, and the City will not be responsible for any oral exchanges or other information or exchanges regarding this RFQ that occur between parties.

Written responses to all questions received prior to the submittal deadline will be prepared and distributed to all companies that register with the City as being interested in responding to this RFQ. Companies are advised to not rely on responses to their questions or clarifications of the requirements of this RFQ from sources other than the written responses

received from Xochitl Tipan. The contracts for services will be the final and sole understanding between the City and the contractor(s).

10. SUBMITTAL INSTRUCTIONS

10.1 General

The City is interested in receiving SOQs that primarily contain quantitative rather than qualitative information. Companies are encouraged to refrain from submitting superfluous information and marketing brochures, and to focus on responding to the specific information requested by the City and demonstrating their ability to provide the services requested.

10.2 Due date for submittals

All components of a company's SOQ must be received by the City in a sealed envelope by **4 PM PST on November 15, 2023**.

10.3 Address for submittals

A company's SOQ must be mailed or delivered to:

City Clerk
City of Monterey Park
320 W. Newmark Avenue
Monterey Park, CA 91754

10.4 Number of copies

Three bound copies and one flash drive (emails not accepted) of all components of a company's SOQ are required. All copies should be printed on paper with at least 50% recycled fiber content. Electronic copies must be in searchable PDF or Microsoft Word format as a single document.

10.5 Ownership and Control of SOQs

Responses to this RFQ will become the exclusive property of the City of Monterey Park. All documents submitted in response to this RFQ will be public records and subject to disclosure.

10.6 Contents of the SOQs

If a company fails to provide any of the relatively significant information requested by the City, the company's SOQ may be deemed incomplete, and the company may be disqualified from consideration for a franchise.

a. Cover Letter

The cover letter should be no longer than two pages and must be signed by an officer or official with the authority to make binding commitments on behalf of the company. The title of the individual signing the cover letter must be specified. If a company is a subsidiary, it shall clearly identify the parent company and shall include the parent company's signature on the cover letter and Certification Statement.

b. Company Information Form

All sections must be completed. Companies must indicate if they wish to be considered for a residential franchise, a commercial franchise, or both.

Some sections of the form require that additional information or clarifications be provided. This document is distributed as an MS Word file so companies can add the requested information directly in the text boxes in the document. The text boxes can be expanded to accommodate the requested information.

Companies should not attach general marketing brochures, press materials or clippings about their companies or facilities, or include any audio or video materials or live hyperlinks to such materials.

c. Certification Statement

The statement, as prepared by the City, must be signed by an officer of the company with the authority to make binding commitments on behalf of the company. The company should place a checkmark next to “Residential Waste Collection and Recycling Service Plan” and/or “Commercial Waste Collection and Recycling Service Plan,” to indicate that it has read and understands the requirements specified in these documents. The City may require companies to provide additional information to:

- i. Clarify any of the facts, statements, or calculations in their SOQs
- ii. Further explain or elaborate upon the litigation or investigations in which the company, its parent, or any of its subsidiaries is a party
- iii. Provide more details on any instances in which the company, its parent, or any of its subsidiaries were found to not be in compliance with any permit, license, or franchise terms and conditions.

11. EVALUATION

All statements of qualification received by the submittal deadline will first be evaluated by the City for completeness, and those determined to be complete will be evaluated in relation to the qualification criteria specified in these instructions. The City staff and/or its representatives may contact representatives at other agencies where the companies are currently or have previously provided waste collection and recycling services. The City Manager shall be responsible for recommending eligible bidders to the City Council. The Council shall be responsible for making the ultimate determination the companies that qualify as eligible bidders.

12. NOTIFICATION

All companies that submitted a statement of qualifications by the deadline will be notified in writing by the date specified in Section 4 of these instructions of the results of the City's evaluation of their qualifications. Companies judged to be qualified will be invited to submit a proposal and cost forms for a residential franchise, a commercial franchise, or both.



2. COMPANY INFORMATION FORM

A. Company Information

1. Company name:
2. DBA:
3. Corporate or other parent:
4. Physical location of primary office in Los Angeles County
Street:
City: State: Zip code:
5. Company type:
 Corporation State in which company is incorporated
 LLC
 Partnership
 ESOP
 Sole proprietorship
 Other:
6. Years in business:
7. For which franchise are you submitting this SOQ? (check one or both)
 Residential Commercial

B. Contact Person

7. Contact name: Telephone:
Title: Email address:
8. Contact mailing address:
Street:
City: State: Zip code:
9. Company official with the authority to bind and make commitments on behalf of the company (include parent company if applicable)
Names: Titles:

C. Company Ownership

10. Are shares in the company publicly traded? Yes No If "Yes", skip to Section D.
If "No", complete the remainder of this section.

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
CITY OF MONTEREY PARK, CA
COMPANY INFORMATION FORM

11. List the names and addresses of the ten largest shareholders or partners and those with a 10% or greater ownership interest in the company:

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
CITY OF MONTEREY PARK, CA
COMPANY INFORMATION FORM

Name	Address	Ownership Share
11.1		%
11.2		%
11.3		%
11.4.		%
11.5.		%
11.6		%
11.7		%
11.8		%
11.9		%
11.10		%

12. List the company officers and directors (including parent company if applicable)

Name	Title/Position
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STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
 CITY OF MONTEREY PARK, CA
 COMPANY INFORMATION FORM

D. Franchise Experience

13. To be qualified, your company must have at least three franchises in California. List the details of applicable franchises in California for which your company is currently providing waste collection and recycling services. You must list at least three for the type of franchise that you are seeking (residential and/or commercial). List franchises in Los Angeles County first. If the franchise covers a zone or district within the jurisdiction, enter the name of the zone or district in "Area Served". If the franchise covers the entire jurisdiction, enter the name of the jurisdiction in "Area Served."

Residential	Commercial
Please confirm the Company has at least three residential franchises within California: <input type="checkbox"/> Yes <input type="checkbox"/> No	Please confirm the Company has at least three commercial franchises within California: <input type="checkbox"/> Yes <input type="checkbox"/> No

Jurisdiction Area Served Year franchise awarded Waste & materials collected in 2022 tons Contact Person Telephone #	Franchise Type Select Number of residential customers Number of commercial customers Percent of waste & materials collected in 2022 that was diverted from disposal %	Services Provided <i>check all that apply</i> <input type="checkbox"/> Waste collection <input type="checkbox"/> Mixed waste recycling <input type="checkbox"/> Source separation recycling <input type="checkbox"/> Mixed organics recycling <input type="checkbox"/> Food waste recycling <input type="checkbox"/> Green waste recycling <input type="checkbox"/> C&D debris recycling <input type="checkbox"/> Bulky item collection
Jurisdiction Area Served Year franchise awarded Waste & materials collected in 2022 tons Contact Person Telephone #	Franchise Type Select Number of residential customers Number of commercial customers Percent of waste & materials collected in 2022 that was diverted from disposal %%	Services Provided <i>check all that apply</i> <input type="checkbox"/> Waste collection <input type="checkbox"/> Mixed waste recycling <input type="checkbox"/> Source separation recycling <input type="checkbox"/> Mixed organics recycling <input type="checkbox"/> Food waste recycling <input type="checkbox"/> Green waste recycling <input type="checkbox"/> C&D debris recycling <input type="checkbox"/> Bulky item collection

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
 CITY OF MONTEREY PARK, CA
 COMPANY INFORMATION FORM

<p style="text-align: center;">Jurisdiction</p> <p style="text-align: center;">Area</p> <p style="text-align: center;">Year franchise awarded</p> <p style="text-align: center;">Waste & materials collected in 2022 tons</p> <p style="text-align: center;">Contact Person</p> <p style="text-align: center;">Telephone #</p>	<p style="text-align: center;">Franchise Type Select</p> <p style="text-align: center;">Number of residential customers</p> <p style="text-align: center;">Number of commercial customers</p> <p style="text-align: center;">Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p style="text-align: center;">Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>
<p style="text-align: center;">Jurisdiction</p> <p style="text-align: center;">Area Served</p> <p style="text-align: center;">Year franchise awarded</p> <p style="text-align: center;">Waste & materials collected in 2022 tons</p> <p style="text-align: center;">Contact Person</p> <p style="text-align: center;">Telephone #</p>	<p style="text-align: center;">Franchise Type Select</p> <p style="text-align: center;">Number of residential customers</p> <p style="text-align: center;">Number of commercial customers</p> <p style="text-align: center;">Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p style="text-align: center;">Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>
<p style="text-align: center;">Jurisdiction</p> <p style="text-align: center;">Area Served</p> <p style="text-align: center;">Year franchise awarded</p> <p style="text-align: center;">Waste & materials collected in 2022 tons</p> <p style="text-align: center;">Contact Person</p> <p style="text-align: center;">Telephone #</p>	<p style="text-align: center;">Franchise Type Select</p> <p style="text-align: center;">Number of residential customers</p> <p style="text-align: center;">Number of commercial customers</p> <p style="text-align: center;">Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p style="text-align: center;">Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
 CITY OF MONTEREY PARK, CA
 COMPANY INFORMATION FORM

<p>Jurisdiction</p> <p>Area Served</p> <p>Year franchise awarded</p> <p>Waste & materials collected in 2022 tons</p> <p>Contact Person</p> <p>Telephone #</p>	<p>Franchise Type Select</p> <p>Number of residential customers</p> <p>Number of commercial customers</p> <p>Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p>Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>
<p>Jurisdiction</p> <p>Area Served</p> <p>Year franchise awarded</p> <p>Waste & materials collected in 2022 tons</p> <p>Contact Person</p> <p>Telephone #</p>	<p>Franchise Type Select</p> <p>Number of residential customers</p> <p>Number of commercial customers</p> <p>Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p>Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>
<p>Jurisdiction</p> <p>Area Served</p> <p>Year franchise awarded</p> <p>Waste & materials collected in 2022 tons</p> <p>Contact Person</p> <p>Telephone #</p>	<p>Franchise Type Select</p> <p>Number of residential customers</p> <p>Number of commercial customers</p> <p>Percent of waste & materials collected in 2022 that was diverted from disposal %</p>	<p>Services Provided <i>check all that apply</i></p> <p><input type="checkbox"/> Waste collection</p> <p><input type="checkbox"/> Mixed waste recycling</p> <p><input type="checkbox"/> Source separation recycling</p> <p><input type="checkbox"/> Mixed organics recycling</p> <p><input type="checkbox"/> Food waste recycling</p> <p><input type="checkbox"/> Green waste recycling</p> <p><input type="checkbox"/> C&D debris recycling</p> <p><input type="checkbox"/> Bulky item collection</p>

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
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E. Litigation History

14. Provide details on any litigation filed within the past ten years between your company, parent company, or subsidiaries and a California public agency that related to a contract, permit, or franchise for solid waste services. If you need additional space, please use the format below and submit an attachment to your proposal.

14.1 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

14.2 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

14.3 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

14.4 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

14.5 Agency Date Filed Status Select

Name of your company, parent, or subsidiary that was a party

In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
 CITY OF MONTEREY PARK, CA
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14.6	Agency	Date Filed	Status Select
Name of your company, parent, or subsidiary that was a party			
<i>In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.</i>			
<input style="width: 100%;" type="text"/>			

14.7	Agency	Date Filed	Status Select
Name of your company, parent, or subsidiary that was a party			
<i>In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.</i>			
<input style="width: 100%;" type="text"/>			

14.8	Agency	Date Filed	Status Select
Name of your company, parent, or subsidiary that was a party			
<i>In the space below, provide a description of the litigation, indicate how your company responded to the litigation, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issues that caused the litigation to be initiated.</i>			
<input style="width: 100%;" type="text"/>			

F. Compliance History

15. In the past five years, has the company, its parent, or its subsidiaries been fined, penalized, or been assessed liquidated damages by a California agency for violation of any California laws or regulations related to the collection, recycling, or disposal of solid waste? If you need additional space, please use the same format as below and attach such to your proposal.

Yes No If "Yes", provide details

15.1	Agency	Date	Amount \$
Issue			
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>			
<input style="width: 100%;" type="text"/>			

15.2	Agency	Date	Amount \$
Issue			
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>			
<input style="width: 100%;" type="text"/>			

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15.3 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>		
<input style="width: 100%;" type="text"/>		

15.4 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>		
<input style="width: 100%;" type="text"/>		

15.5 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>		
<input style="width: 100%;" type="text"/>		

15.6 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>		
<input style="width: 100%;" type="text"/>		

15.7 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.</i>		
<input style="width: 100%;" type="text"/>		

15.8 Agency	Date	Amount \$
Issue		
<i>In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of</i>		

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any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

-
16. In the past five years, has the company, its parent, or subsidiaries been fined or assessed liquidated damages for violation of the terms, conditions, or requirements of a permit, license, or franchise for the collection, recycling, or disposal of solid waste in California or received a notice of default or a notice of violation of the terms, conditions, or requirements of a permit, license, or franchise for the collection, recycling, or disposal of solid waste in California? If you need additional space, please use the format below and attach such to your proposal.

Yes No If "Yes", provide details

16.1 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.2 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.3 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.4 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

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16.5 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.6 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.7 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

16.8 Agency	Date	Amount \$
Issue		

In the space below, provide a description of the issue that resulted in the fine, penalty, or liquidated damages, indicate how your company responded, and identify how it was resolved or current status of any corrective or remedial actions taken by your company to address the issue that caused the fine, penalty, or liquidated damages to be levied.

17. Is the company, its parent, or any of its subsidiaries currently the subject of any litigation or investigations by a law enforcement or public agency related to the waste collection, recycling, or disposal activities of the company, its parent, or any of its subsidiaries in California? If you need additional space, create a new page using the format below and attach it to your proposal.

Yes No If "Yes", provide details

17.1 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
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corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.2 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.3 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.4 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.5 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.6 Agency	Date filed or initiated	Status Select
Issue		

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any

STATEMENT OF QUALIFICATIONS FOR A WASTE COLLECTION AND RECYCLING FRANCHISE
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corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.7 Agency	Date filed or initiated	Status	Select
Issue			

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

17.8 Agency	Date filed or initiated	Status	Select
Issue			

In the space below, provide a description of the issue that is/was the subject of the litigation or investigation, indicate if it was resolved or the status and how your company responded, and identify any corrective or remedial actions taken by your company to address the issue that caused the litigation or investigation to be initiated.

Note: The City may require companies to provide more details on any of these issues.



3. RESIDENTIAL WASTE COLLECTION AND RECYCLING SERVICE PLAN

The City of Monterey Park will be awarding an exclusive franchise for the collection, recycling, and disposal of waste from single and multifamily residents. The term of this franchise will be from September 1, 2024 to no later than August 31, 2031 (7 years). This document describes the services that the franchisee will be required to provide to single family and multifamily customers in the City. Companies submitting a statement of qualifications for a franchise are advised to read this document carefully as they must certify that their company has the experience, skill, and resources to successfully provide these services.

Additional details of the services to be provided will be listed in the draft franchise agreement upon release of the request for applications (RFA).

1. Single Family Service

- 1.1 Provide weekly curbside collection of refuse, recyclable materials, and mixed organics (yard waste and food waste) from approximately 14,000 single family residences either through a 2-cart system (Mixed waste and Mixed Organics) or 3-cart system (Refuse, Recyclable materials, and Mixed Organics). If Franchisee is to Co-collect Solid Waste and Recyclables, a High Diversion Organic Waste Processing Facility (HDOWPF) must be used and specified in the Agreement.
- 1.2 Divert from disposal, at least 50% of the refuse and materials collected through approved CalRecycle diversion methods.
- 1.3 Dispose of non-recyclable waste in a fully-permitted disposal facility.
- 1.4 Provide customers participating in the food waste recycling program with a covered container for in-kitchen use.
- 1.5 Provide roll-out/backyard service for a fee to customers that request this service.
- 1.6 Provide roll-out/backyard service at no charge to customers that, because of physical limitations or handicaps, qualify for a fee exemption. The City will establish the criteria for such an exemption.

2. Multifamily Service

- 2.1 Provide collection of refuse, recyclable materials, and mixed organics from multifamily residences. If Franchisee is to Co-collect Solid Waste and Recyclables (Mixed Waste), a High Diversion Organic Waste Processing Facility (HDOWPF) must be used and specified in the Agreement. Frequency of collection shall be determined by the service needs of each building but shall occur at least once per week.

RESIDENTIAL WASTE SERVICE PLAN BEGINNING SEPTEMBER 1, 2024
CITY OF MONTEREY PARK, CA

- 2.2 Divert from disposal, at least 50% of the refuse and materials collected through approved CalRecycle diversion methods. All customers are to be provided with recycling and organic waste diversion services.
- 2.3 Refuse service containers shall be clean, newly-painted 1.5, 2, 3, or 4 yard steel bins with wheels and covers. Customers that cannot accommodate a bin are to be provided with lidded wheeled carts of adequate size and construction. All carts provided to multifamily customers for refuse, recycling, and mixed organics service shall be new.
- 2.4 Roll-out service to be provided at no extra charge to the customer.

3. Containers

- 3.1 The franchisee's name and customer service telephone number shall appear on all containers. Franchisee to propose a method to identify which container belongs to which customer.
- 3.2 All container labels shall be SB 1383-compliant and advise customers to not place hazardous materials or universal waste in the containers and provide a telephone number to call for information on the proper disposal of these items. The labels shall also indicate that the customer should contact the franchisee for repair or replacement of damaged containers.

Bins shall include a sticker or label with a safety warning.

- 3.3 Provide all single-family customers with new wheeled carts with lids.
- 3.4 The standard and optional container sizes will be:

	Refuse (or Mixed Waste)	Recyclables	Organics
Standard cart sizes	64 or 96 gal	64 or 96 gal	64 or 96 gal
Standard bin sizes for multifamily	1.5 yd	1.5 yd	1.5 yd
	2 yd	2 yd	2 yd
	3 yd	3 yd	3 yd
	4 yd	4 yd	4 yd
Optional sizes to be available at a different monthly rate	35 gal	35 gal	35 gal

4. Maintenance and Repair, and Exchange of Containers

All customer containers shall be maintained in good condition and must be kept clear of graffiti. Broken or damaged containers shall be repaired or replaced by the franchisee at no charge to the customer. Bins, particularly those used for the collection of food waste, shall be cleaned as needed to eliminate odors.

5. Cleanup Events

Provide collection service (including roll off) for four cleanup events per year at no charge. Approximately three roll offs per cleanup event will be used to collect bulky items and e-waste.

6. Temporary Bin Service

This service will not be included in the residential franchise. However, the franchisee will be allowed to provide these services on a competitive basis with other commercial service providers selected by the City.

7. Vehicles and Collection Routes

All vehicles used to service customers are to be 2017 models or newer and in full compliance with all local, regional, and state regulations, including SCAQMD Rule 1193. All vehicles shall be kept clean, painted, free of graffiti, and in good repair.

Collection routes are to be dedicated to the City and designed to minimize total vehicle-miles required to service customers and transport collected refuse and materials from the City to processing and disposal facilities.

8. Billing of Customers and Payment for Services

The Franchisee will be responsible for billing customers bi-monthly (every other month) for regular weekly service according to the effective service rate schedule.

9. Service Rates

The City will set the rates charged to customers. The initial rates will be based on those submitted by the applicant to which the franchise is awarded. Rates will be adjusted once annually by the average annual change in the consumer price index for all urban consumers as calculated by the U.S. Department of Labor, Bureau of Labor Statistics, for the Los Angeles-Long Beach-Anaheim area.

10. Customer Service and Support

Provide the personnel, equipment, and systems necessary to receive and respond to customer requests for extra services, changes to service, bulky item collection, and equipment repair or exchange. The standard time for responding to and resolving customer calls shall be 24 hours or the next business day, whichever is sooner. There shall be adequate customer service staff fluent in English, Spanish, and Chinese (Mandarin and Cantonese).

11. Customer Education and Outreach

Provide all new customers with information on the services provided, collection schedules, proper handling of hazardous and universal waste, the importance of recycling and waste diversion, and the procedures for separating and handling recyclable materials and organics. The franchisee will also be required to provide on-going customer education on these topics through periodic articles in the local media, social media, materials and displays at four community events per year, quarterly newsletters to customers, and move-in/move-out packets. Printed materials must be available in English, Spanish, and Chinese.

12. Litter Control

Collect and transport refuse and materials so as to avoid the creation of litter or spills on City streets, driveways, and private property. Drivers will be responsible for cleaning up spills and litter created when servicing a customer cart or bin.

13. Electronic Waste Collection

Provide on-call collection of electronic waste from a customer location up to four times per year at no cost. Additional collections to be provided at a fee set by the City.

14. Bulky Item Collection

Provide on-call bulky item collection from a customer location at no charge.

Collect and divert from disposal, Christmas trees placed for disposal by customers during the three weeks after Christmas each year at no additional charge .

15. Reporting

Monthly reports shall be submitted to the City with information on the quantities of waste and materials collected, recycled, and disposed, and the number of customers served. The reports must also indicate the quantities of materials transported and processed at all facilities used during the month. Information on facility usage submitted to the City must be consistent with the information submitted by the franchisee to the facility operators and the Disposal Reporting System.

The City shall specify the form of the reports and the method by which reports are to be submitted. The percent of waste diverted from disposal shall be calculated and reported monthly. If the franchisee uses material recovery or recycling facilities that receive waste and materials from more than one source, the waste diversion rate reported to the City shall be based on the actual characteristics of the waste or materials from the City delivered to those facilities.

The waste diversion rate reported to the City must be based on the quantities of waste and materials collected in the City each month that are diverted from disposal. Diverted materials from other jurisdictions shall not be included in the calculation of the franchisee's waste diversion rate reported to the City.

16. Audits and Inspections

The City shall have the right to audit the franchisee's books and records related to the services provided pursuant to the residential franchise.

17. SB 1383 Compliance

Franchisee shall perform and/or assist the City with the following services in compliance with CalRecycle requirements under SB 1383: contamination monitoring, route reviews and inspections (Section 18984.5), food recovery assistance, which may include inspections (Section 18991), waiver assistance (Section 18984.11), organic waste recovery education and outreach (Section 18995.1) and all recordkeeping and reporting requirements.

18. Recovered Organic Waste Product (ROWP) Procurement

Franchisee shall provide the City with ROWP for the City to meet its procurement target. Amount shall be allocated between residential and commercial franchises.

19. Insurance

The franchisee shall obtain and keep in effect, the following insurance policies and limits:

Comprehensive general liability	\$10 million
Automobile liability.....	\$10 million
Worker's Compensation Liability.....	Limits required by the State of California
Pollution Liability Insurance	\$2 million per occurrence
	\$4 million aggregate

20. Emergency Service

The franchisee will be expected to provide emergency collection, cleanup, and disposal services when requested to do so by the City at rates to be determined by the City and franchisee.



4. COMMERCIAL WASTE COLLECTION AND RECYCLING SERVICE PLAN

The City of Monterey Park will be awarding either an exclusive franchise or up to three non-exclusive franchises for the collection, recycling, and disposal of waste from commercial and industrial businesses in the City. The term of this franchise will be from September 1, 2024 to no later than August 31, 2031 (7 years). This document describes the services that the successful franchise(s) will be required to provide to customers in the City. Companies submitting a statement of qualifications for a franchise are advised to read this document carefully as they must certify that their company has the experience, skill, and resources to successfully provide these services.

Additional details of the services to be provided will be included in the draft franchise agreement upon the release of the request for applications (RFA).

1. Weekly Collection, Recycling, and Disposal Services

- 1.1 Provide regular collection of refuse recyclable, and mixed organic materials from approximately 1,000 commercial and industrial businesses in the City. If franchisee is to Co-collect Solid Waste and Recyclables (Mixed Waste), a High Diversion Organic Waste Processing Facility (HDOWPF) must be used and specified in the Agreement. Frequency of collection shall be determined by the service needs of each customer, but shall occur at least once per week.
- 1.2 Divert from disposal, at least 50% of the refuse and materials collected through approved CalRecycle diversion methods. At least 65% of construction and demolition debris collected must be diverted from disposal.
- 1.3 Dispose of non-recyclable waste in a fully-permitted disposal facility.
- 1.4 Containers:
 - 1.4.1 Provide each customer with an appropriately-sized cart, bin, or roll-off.
 - 1.4.2 Bins may be new or used, of welded steel construction, with wheels and covers.
 - 1.4.3 Customers that cannot accommodate a bin are to be provided with lidded wheeled carts of adequate size and construction. All carts provided to customers for refuse, recycling, and mixed organic service shall be new.
 - 1.4.4 Roll-offs to be clean and in good repair.
 - 1.4.5 All container labels shall be SB 1383-compliant and marked with the name and customer service telephone number of the franchisee, and shall advise the customer to not dispose of hazardous materials or universal waste. A telephone number for information on the proper disposal of these items shall

COMMERCIAL WASTE SERVICE PLAN BEGINNING SEPTEMBER 1, 2024
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be included. The label shall also indicate that the customer should contact the franchisee for repair or replacement of damaged containers.

1.4.6 All bins and roll-offs shall include a sticker or label with a safety warning.

1.4.7 Maintenance and Repair, and Exchange of Containers: All customer containers shall be maintained in good condition and must be kept clear of graffiti. Broken or damaged carts and bins shall be repaired or replaced by the franchisee at no charge to the customer or City. Bins, particularly those used for the collection of food waste, shall be cleaned as needed to eliminate odors.

1.5 Provide as-needed service for customer-owned compactors.

1.6 Provide roll-out service for a fee to customers that request this service.

1.7 Provide all customers with recycling services and organic materials (landscaping debris and trimmings, non-hazardous wood waste, and food waste) diversion services.

2. Temporary Services

2.1 Provide appropriately-sized bins and roll-offs for the temporary collection of refuse, recyclable materials, and construction and demolition debris to customers who order such service. Customers for temporary service are to be offered a variety of bin and roll-off sizes, and containers for the collection of mixed and source separated materials.

2.2 At least 65% of the construction and demolition debris collected from customers provided with temporary service must be diverted from disposal.

3. City Facilities & Public Containers

3.1 Provide containers for refuse, recycling, and mixed organic services at the following City facilities. Additional details of roll-off services will be included upon the release of the request for applications (RFA).

Facility	Address	Service Description	Frequency
Street Cans	Various locations	Street cans	6 days/week
Barnes Park	400 S McPherrin Ave	(3) 3-yd refuse bin (3) 65-gal organics cart	3x week Weekly
City Hall	300 W Newmark Ave	(3) 3-yd refuse bin	3x week
City of Monterey Park	700 El Mercado Ave	3-yd refuse bin	2x week
Corporation Yard	751 S Alhambra Ave	(2) 3-yd refuse bin	Weekly
Corporation Yard	751 S Alhambra Ave	(4) 10-yd inert roll-off	As needed
Corporation Yard	751 S Alhambra Ave	30-yd refuse roll-off	As needed
Corporation Yard	751 S Alhambra Ave	(2) 30-yd metal roll-off	As needed
Delta Plant	2655 N Delta Ave, Rosemead	4-yd refuse bin 10 yd special waste bin for carbon waste disposal (1)	Weekly As-needed
Fire Station	2001 S Garfield Ave	3-yd refuse bin 65-gal organics cart	Weekly
Fire Station	704 Monterey Pass Rd	(2) 3-yd refuse bin 65-gal organics cart	Weekly

COMMERCIAL WASTE SERVICE PLAN BEGINNING SEPTEMBER 1, 2024
CITY OF MONTEREY PARK, CA

Facility	Address	Service Description	Frequency
Garvey Ranch Park	781 S Orange Ave	3-yd refuse bin	Weekly
George Elder Park	1950 Wilcox Ave	3-yd refuse bin	Weekly
Langley Center	404 W Emerson Ave	3-yd refuse bin (2) 65-gal organics cart	3x week
Library	318 S Ramona	3-yd refuse bin	3x week
Police Department	320 W Newmark Ave	(3) 3-yd refuse bin 3-yd recycling bin	3x week
Russell Reservoir	750 S. Russell Ave	10-yd inert roll off 10-yd special waste for asbestos pipe disposal (2)	As-needed

(1) The City is requesting to obtain a few bins semi-annually to dispose of virgin carbon mixed with some dirt to keep its overflow pond clean at Delta Plant. The City estimates 2 bins or lowboys will be needed.

(2) Russell Reservoir requests special bins for hazmat materials (asbestos water pipe). The City replaces the asbestos water pipes about every 5 years or longer. The City does not fill the bin up too often due to low amount of disposal. The City required to have a locking sealed bin for the storage of the hazmat material.

3.2. Provide abandoned item pickup service.

4. Vehicles and Collection Routes

All vehicles used to service customers are to be 2017 models or newer and in full compliance with all local, regional, and state regulations, including SCAQMD Rule 1193. All vehicles shall be kept clean, painted, free of graffiti, and in good repair.

Collection routes are to be dedicated to the City and designed to minimize total vehicle-miles required to service customers and transport collected refuse and materials from the City to processing and disposal facilities.

5. Billing of Customers and Payment for Services

The franchisee(s) will be responsible for billing customers for services provided. Franchise and other fees levied by the City are to be included in the amounts charged to customers and remitted to the City upon receipt by the franchisee(s).

6. Service Rates

If the City awards an exclusive commercial franchise, the initial rates will be based on those submitted by the applicant to which the franchise is awarded. If the City awards non-exclusive franchises, the franchisees will be responsible for determining the rates charged to their customers. However, the City will set ceilings for rates based on the franchisees' proposals.

Rates may be adjusted once annually by the average annual change in the consumer price index for all urban consumers as calculated by the U.S. Department of Labor, Bureau of Labor Statistics, for the Los Angeles-Long Beach-Anaheim area.

7. Franchisee Service Contracts with Customers

The term of any service contracts between a franchisee and its customers shall not extend beyond the term of the franchisee's franchise agreement with the City.

Franchisees shall not include any automatic renewals or extensions, such as "evergreen" clauses, in the service contracts with its customers.

In the event that the City issues non-exclusive franchises, each customer shall be provided with the option of terminating its services with a franchisee upon 30 days' notice provided that the customer is not delinquent in paying for services received from the franchisee.

8. Customer Service and Support

Provide the personnel, equipment, and systems necessary to receive and respond to customer requests for extra services, changes to service, bulky item collection, billing questions, and equipment repair or exchange. The standard time for responding to and resolving customer calls shall be 24 hours or the next business day, whichever is sooner. There must be adequate customer service staff fluent in English, Spanish, and Chinese (Mandarin and Cantonese).

9. Customer Education and Outreach

Provide all new customers with information on the services provided, collection schedules, proper handling of hazardous and universal waste, the importance of recycling and waste diversion, and the procedures for separating and handling recyclable materials and organics. The franchisee will also be required to provide on-going customer education on these topics through quarterly newsletters to customers. Printed materials must be available in English, Spanish, and Chinese.

The franchisee(s) will be responsible for providing customers with the information required to support compliance with AB 341, AB 1826, and SB 1383, including providing the City with the information required to meet the respective reporting requirements.

10. Litter Control

Collect and transport refuse and materials so as to avoid the creation of litter or spills on City streets, driveways, and private property. Drivers will be responsible for cleaning up spills and litter created when servicing a customer cart or bin.

11. Reporting

Monthly reports shall be submitted to the City with information on the quantities of waste and materials collected, recycled, and disposed, and the number of customers served. The reports must also indicate the quantities of materials transported to and processed at all facilities used during the month. Information on facility usage submitted to the City must be consistent with the information submitted by the franchisee to the facility operators and the Disposal Reporting System.

The City shall specify the form of the reports and the method by which reports are to be submitted. The percent of waste diverted from disposal shall be calculated and reported monthly. If the franchisee uses material recovery or recycling facilities that receive waste and materials from more than one source, the waste diversion rate reported to the City shall be based on the actual characteristics of the waste or materials from the City delivered to those facilities.

The waste diversion rate reported to the City must be based on the quantities of waste and materials collected in the City each month that are diverted from disposal. Diverted materials from other jurisdictions shall not be included in the calculation of the franchisee's waste diversion rate reported to the City.

12. SB 1383 Compliance

Franchisee shall perform and/or assist the City with the following services in compliance with CalRecycle requirements under SB 1383: contamination monitoring, route reviews and inspections (Section 18984.5), food recovery assistance, which may include inspections (Section 18991), waiver assistance (Section 18984.11), organic waste recovery education and outreach (Section 18995.1), and all recordkeeping and reporting requirements.

13. Recovered Organic Waste Product (ROWP) Procurement

Franchisee shall provide the City with ROWP for the City to meet its procurement target. Amount shall be allocated between residential and commercial franchises.

14. Audits and Inspections

The City shall have the right to audit a franchisee's books and records related to the services provided pursuant to the franchise.

15. Insurance

Franchisees shall obtain and keep in effect, the following insurance policies and limits:

Comprehensive general liability	\$10 million
Automobile liability.....	\$10 million
Worker's Compensation Liability.....	Limits required by the State of California
Pollution Liability Insurance	\$2 million per occurrence
	\$4 million aggregate



5. CERTIFICATION STATEMENT

_____ ("The Company") has submitted a statement of qualifications (SOQ) to the City of Monterey Park for a waste collection and recycling franchise. The individual signing below certifies on behalf of the Company, that:

1. The Company has reviewed the actual service conditions and requirements in the City, read and understands the service plans provided by the City, and based on its independent judgment, it has the skills, resources, and experience required to successfully provide the services described in the:

_____ Residential Waste Collection and Recycling Service Plan

_____ Commercial Waste Collection and Recycling Service Plan
2. The SOQ and related documents submitted to the City do not contain any false, misleading, or inaccurate information, statements, or facts.
3. When preparing its SOQ, the Company has not colluded with any other companies that, to the best of its knowledge, intended to submit an SOQ to the City.
4. The Company will adhere to the communication protocols specified in the instructions to the Request for Qualifications.
5. The City of Monterey Park staff and/or its representatives may contact representatives of the cities and counties where our company provides services, for the purpose of obtaining information on our performance and experience.
6. The City of Monterey Park staff and/or its representatives may inspect our facilities at a time that is mutually convenient.
7. If awarded a franchise, the company will meet and maintain the waste diversion requirements specified in the City's service plans.
8. The Company acknowledges that the City of Monterey Park is the sole arbiter of our qualifications for a waste collection and recycling franchise. The City reserves the right to waive irregularities in qualification statements or to reject all proposals and reissue the RFQ.

Request for Qualifications for a Commercial and Residential
Waste Collection and Recycling Franchise
City of Monterey Park, CA



I certify and declare under penalty of perjury, that the foregoing is true and correct.

Signature of corporate officer or official

Date

Printed name

Title

Signature of corporate officer or official of parent company if applicable

Date

Printed name

Title