



**The Town of Richmond, Vermont
Re: Invitation to Bid
Solid Waste Management/Transfer
Facility
July 22, 2021**

To: Josh Arneson
Town Manager
Town of Richmond Vermont

From: Michael Casella
Market Area Manager
Casella Waste Inc.

Prepared for:



Prepared by:



ESTABLISHED 1975

Josh Arneson
Town of Richmond Vermont
Town Manager
P.O Box 285
Richmond, VT 05477

RE: Invitation to Bid Solid Waste Management / Transfer Facility

Dear Josh and Members of the Select Board:

Casella Resource Solutions is pleased to provide this bid in response to the Invitation to Bid issued by the Town of Richmond on June 11, 2021 for management of a solid waste drop off center. We believe our experience serving residents of the Town of Richmond and with managing similar operations for other Vermont towns make us uniquely positioned to help Richmond manage its solid waste and recycling programs.

Our mission as a company is to build human capacity; advance environmental and public health; and create and share value. We approach this mission with certain values in mind: service, trust, integrity, continuous improvement, and responsibility. These values will inspire our relationship with the Town of Richmond as we work to support and expand ongoing resource management efforts. If awarded this bid, we will maintain a high standard of sustainability and safety to protect our employees, the patrons of our facilities, and the environment we are working in.

Our goal is to create an efficient and accessible drop-off center that makes it easy for Richmond residents to dispose of their waste. Specifically, if we win this bid we will invest in the facility in the form of new dumpsters, compactors, a new attendant hut, updated signage, a new oil collection tank, new concrete work, and a shed to house the re-use zone. Upgraded equipment and signage will provide for a more user-friendly experience so that disposing of waste and recycling the right way is easy for Richmond residents. Additionally, we plan to expand the list of materials accepted to include large appliances and bulky furniture such as mattresses, couches, and recliners. We are also pleased to include a plan for a Re-Use zone in our bid.

We believe our experience operating drop-off centers across the state will allow us to provide a positive experience for the resident of Richmond and that our desire to expand the capacity of the Drop-off Center to include bulky waste and a Re-Use zone sets us apart. We look forward to discussing the proposal with you in more detail. If you have any questions, please do not hesitate to contact me directly at 802.772.2253.

Sincerely,

Michael Casella
Market Area Manager

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Who We Are

Casella was founded in 1975 with a single truck in Rutland, Vermont. We built our first recycling center in 1977 and our dedication to resource renewal has grown from there. Today we are a leading resource management company with over 2,500 employees and operations throughout the Northeast. Our mission is to create value for our customers, our communities and our company by putting waste to work. Collectively, our divisions provide professional resource management services to business and industry throughout North America and recover over 1.5M tons of recycling and organics for beneficial use each year.

Sustainability at Casella

We issued our 2020 sustainability report to outline the progress we are making towards our environmental and social commitments. This report is prepared annually for a broad range of stakeholders including our employees, customers, communities we serve, lawmakers, and our shareholders.

We are incredibly proud of the value we have helped customers glean from their waste streams; the strides we've made in reducing our operational greenhouse gas emissions; and the relationships we have forged between our own employees and the communities we service. To learn more about our sustainability initiatives, most notably our commitment to increasing recycling and reducing our greenhouse gas emissions please visit:

www.casella.com/sustainability.

The Casella Partnership

The best thing we have to offer the Town of Richmond is the quality of our service and value we place on public-private partnership. While this asset is difficult to quantify it manifests itself in a comprehensive understanding of our constituent's disposal needs and a willingness to invest in infrastructure to meet those needs. We do our best to build the capacity of the town's existing disposal infrastructure and work with town leadership and residents to meet their evolving disposal needs. Communication is essential to this partnership; we ensure that stakeholders know who to contact with a concern or question and that they feel understood and taken care of. We believe that the quality of service offered by Casella is unmatched and we would be honored to continue to deepen the relationship with the Town of Richmond if selected to operate the Drop-off center.

Employee Engagement/Benefits

Casella goes above and beyond Vermont's minimum wage offering its drivers an average of \$21.00/hour and helpers around \$18.00. We also offer comprehensive benefits and a 401K match program. Our employees receive free uniform service, discounted gym memberships, child-care scholarships, and access to upward mobility through our career paths training program.

Community Engagement:

In 2019 the company made over \$1,000,000 worth of donations, in-kind services, and community sponsorships. Companywide our employees engage in thousands of hours of community service and would be happy to participate in community events and projects around Richmond.

Additionally, we take great pride in our education and outreach efforts. The Williston division is home to Casella's brand-new Resource Rover. A traveling trailer of interactive learning tools designed to help local elementary school aged children understand where their waste goes, the different types of waste, and how they can help reduce what they send to the landfill. We would be eager to bring the Rover to Richmond's schools and community events to help educate young residents about waste and recycling.

Technical Proposal

Based on our extensive experience with running drop-off centers in Vermont, we have outlined several operational factors which are integral to seamless safe execution of service.

Day-to-Day Operations Management Plan

Our customized Operations Plan is based on an understanding of the Drop-off center's service requirements in combination with our resource management strategy oriented to continuous improvement, innovation and program optimization.

In addition to the professionals outlined in the Experience & References section of our proposal, the town will also be supported by dedicated drivers servicing the various containers and material streams that come into the Drop-off center. These drivers have supported the Richmond community and intimately know the area, understand the applicable laws, and always do their best to service in the safest manner possible.

Casella's Williston Hauling division runs a fleet of 55 trucks for waste, recycling, and organics collection. Additionally, Casella has redundancy in our drop-off center staff, so if an employee is out for vacation or personal matters, we can ensure there is no disruption to the quality of service or hours of operation.

Safety: All our employees are responsible for protecting and improving the people and environment around them and must maintain compliance with all applicable regulations. As an organization, we require safety training and frequent safety meetings for continuous learning. We also do periodic driving record checks to ensure road safety.

Environmental impact: We conduct our business and operate our facilities with deep consideration for their environmental impact. Our responsibility for the environment spans from the construction, maintenance, and operation of our facilities to the maintenance and operations of our vehicles and the conservation of resources. We operate our facilities in compliance with all federal, state and local regulations and standards.

Key Contacts

Billy Herring: Billy is our operations manager and will be responsible for the team that services the Drop-off Center. He is responsible for ensuring the Town of Richmond receives top quality services up to Casella's standards and can help with any recurring issues around service. Billy has been with Casella for 27 years, starting as a driver and working his way to be the Operations Manager.

- Email: William.Herring@casella.com
- Phone: 802-651-5442
- Available: As needed throughout the contract

Michael Casella: Michael is the Area Manager of the Burlington and Montpelier Hauling Division of Casella and manages Casella's Northern Vermont Footprint. Having joined Casella 12 years ago, Michael has a breadth of experience in supporting our transfer stations and drop-off centers in Northern Vermont. Mike will be available to help ensure we are providing a high level of service and supporting our municipal partners as much as we can.

- Email: Michael.Casella@casella.com
- Phone: 802-772-2253
- Available: as needed at any point throughout the partnership

Mitch Taylor: Mitch is an experienced sales representative who has been working with customers in the Northeast footprint for almost 12 years. He will be able to address and service concerns throughout the partnership.

- Phone: 802-793-0333
- Email: thomas.taylor@casella.com

References

We believe that the greatest testament to our service comes directly from the local firsthand. Included below is a list of customers of like size, similar material management challenges, or geographic proximity to the Town of Richmond. Each of these organizations would be willing to share their experience partnering with Casella.

Town of Fairfax	We do municipal collection of trash, recycle, and food scraps for all residents of the town. We also operate the town's Solid Waste Implementation Plan and coordinate their HHW days.	5+	Sarah Hadd Town Manager (802)-849-6111 townmanager@fairfax-vt.gov
Town of Barre	Recently took over their Drop-Off Center. Could speak to transition and quality of service of our Drop-Off Centers	2+	Carl Rodgers croders@barretown.org
Town of Coventry	Operate the landfill as well as a Drop-Off Center in the town. We also manage the town's Solid Waste Implementation Plan and coordinate HHW days.	25+	Deb Tanguay Select Board Clerk (802)-754-2288 clerk@coventryvt.org
Town of St. Johnsbury Town of Waitsfield Town of Hyde Park Town of Cambridge Town of Bradford Town of Corinth Town of Randolph Town of Topsham	In all of these locations we operate drop-off centers for town residents.		Contact info passed along as requested.

Response to General Requirements

- A. **Materials Accepted:** The operator shall accept the following materials from Richmond residents. The operator will provide an explanation if unable to accept a material. All Vermont mandated recyclable materials shall be accepted as zero-sort.
- a. If awarded this bid, Casella plans to accept all listed materials including bulky plastics which will be recycled. All recyclable material will be accepted as zero-sort. We will provide an additional compactor for clean cardboard wastes. We also plan to expand upon this list and offer collection of bulky wastes such as mattresses and couches as well as appliances.
- B. **Re-use Zone:** Preference will be given to Operators whose bids include a service on-site where residents can drop-off items to be picked up and reused by other residents. Operators shall indicate in their responses if they will be able to provide this service and if there will be an extra fee for this service.
- a. Casella plans to offer this service to residents. The Re-Use zone will be offered with no cost to the Town or its residents. You will find a detailed plan for our Re-Use zone on page 10 of this proposal.

- C. **Food Waste, Waste Oil, & Recycling:** The facility shall have designated areas set aside for food waste containers, waste oil recovery, and recycling.
- a. We will include separate areas for the collection of these waste types. These areas are shown in the attached site plan. They will be demarcated by clear signage onsite.
- D. **Facility Use:** The facility may be used by any resident of Richmond. The operator will direct licensed haulers to use the proper disposal facilities. If the Operator plans to allow non-Richmond residents to use the facility, then Operator shall include in their response an explanation of whom they will allow to use the facility.
- a. The facility will be open to all Richmond town residents. We are willing to allow non-Richmond residents to utilize the drop-off so long as that aligns with the Town's vision for the facility.
 - b. Our Williston hauling division will service the facility. Our licensed operators will be directed to the Town of Coventry Coventry landfill with solid waste; CSWD's Williston MRF with recycling; and Casella's Williston depackaging facility with organic waste.
- E. **Facility Hours:** The facility will be open a minimum of three days per week from 8:00am-3:30pm, including Saturdays.
- a. The facility will be in operation Saturday, Tuesday, and Thursday from 8:00am-3:30pm. Any changes in hours will be first approved by the Town Manager.
- F. **Permits:** Operator shall obtain and maintain all permits required for construction and operation of the facility.
- a. We will obtain and maintain all requisite permits for operation and construction. Permits will be obtained upon commencement of new contract. We will pay all permit and application fees and assume the full cost of construction and operation of the facility. We will be listed as co-applicant with the Town of Richmond if so required.
- G. **User Rates:** The Operator will define how they will set user rates and on what basis they will propose to adjust the rates. Operator will list fee's to be in effect between January 1, 2022 and December 31, 2022. In addition, the operator will specify the maximum potential percentage increase for each user fee between January 1, 2023 and December 31, 2023.
- a. Attached you will find our pricing sheet for the Richmond Drop-Off Center. This sheet includes all materials we will accept at the facility and the rate for drop off.
 - b. Rate Changes: We plan to keep our rates consistent for the first two years of operation. After the 2023 year we will conduct market assessments and present our findings to the Town and work together on changes to our pricing system if necessary.
- H. **Community Engagement and Feedback:** The Operator will include in their proposal details on how they will include community engagement and feedback related to the operation of the facility.

- a. We will include onsite a “bottle bank” where residents can return eligible cans and bottles. The five-cent deposit will be returned to a charity chosen by the residents, for example the local legion or youth sports.
- b. We will set up a webpage where residents can view the hours of operation, materials accepted, and contact information for the Drop-off Center. This page will include a place where residents can leave feedback and ask questions.

Response to Conditions of the Lease

- A. **Repairs and Maintenance:** the operator shall at its own cost and expense maintain the premises in neat and orderly repair.
 - a. We will maintain the premise including ordinary wear and tear and incidental damages from fire or casualty expected and assume any expense for repairs.
- B. **Property:** All the Operator’s structures, improvements, equipment and other personal property on the premises shall remain the property of the Operator. Property will be removed from the premises upon termination of the lease and land shall be returned to the condition which existed prior to the inception of the lease unless otherwise arranged with Richmond.
 - a. If awarded the bid, Casella will remove all property from the premises upon the termination of the lease unless agreed upon by the Town of Richmond.
- C. **Subletting and Assignment:** The Operator shall not assign its rights to lease the premises without the Town’s prior consent.
 - a. If awarded the bid, Casella will not assign its right to lease the premises without the Town of Richmond’s prior consent.
- D. **Indemnifications:** Operator will indemnify and save Richmond and its agents, harmless from and against any and all causes of action, claims, obligations, judgements, losses, costs, damages, liabilities, or expenses arising from injury or death of any person or damage to property arising out of or in connection with the Operator’s use of the leased premises, including but not limited to injury or death of any person or damage to property caused by environmental contamination.
 - a. We agree to this system of indemnification.
- E. **Insurance:** The Operator shall keep in force at its expense comprehensive liability insurance insuring the premises and the facility from an insurance company selected by the Operator and name the Town of Richmond as an additional insured.
 - a. Casella will provide a copy of the insurance policy which names the Town of Richmond as an additional insured.
- F. **Access:** Operator shall allow the Town to pass through the premises to provide access and egress, to monitor wells, and other legitimate purposes. The Operator may enter the premises during normal business hours to provide access to and egress from the premises.
 - a. We agree to these terms of access for both the Town and Casella.
- G. **Security:** The Operator shall erect and maintain all signs, gates, and fences for the facility and secure the premises during nonworking hours.
 - a. We will erect a fence and gate around the premises. Signage will be included to create order within and outside the facility. See site map for more detail.

- b. Each compactor will be locked out at the end of the night and the premises will be secured nightly.
- H. **Entrance Road**: The Town shall provide routine maintenance for the entrance road and its right-of-way including snow removal and ditch maintenance. The Town allows Operator to use Richmond's entrance road right-of-way for the purposes of utility extensions or other changes.
 - a. We agree to these terms of maintenance.
- I. **Additional land and buildings**: The parties agree to negotiate in good faith with each other for the Operator's use of additional land and buildings within the Richmond Site. New buildings may need review under the Richmond Zoning Regulations.
 - a. We acknowledge that any buildings on the premises may require review under the zoning regulations.
- J. **Affirmative Covenants**: The facility shall be screened or fenced. The Operator will undertake reasonable efforts to prevent offensive odors or unreasonable noise created from the facility.
 - a. The Facility will be screened and fenced. See site plan for more detail.
 - b. All trash and compost will be kept in closed containers and hauled regularly.
- K. **Miscellaneous**: The lease shall be binding. The lease will represent the entire agreement of the parties with respect to the premises. The operator and Town will agree to take further actions to produce documents and instruments as may be reasonably requested by the other in order to fulfil the terms and conditions of the lease. The agreement shall be construed in accordance with the laws of the state of Vermont and will take effect as a sealed instrument.
 - a. If awarded the contract, we acknowledge that the lease shall be binding and represent the entirety of the agreement. We will provide any further documentation and instruments requested by the Town.

Re-Use Zone

We are excited by the opportunity to expand the capacity of the Richmond Drop-Off Center to include a Re-use zone. No additional fee will be applied to those dropping off items to the Re-Use zone or to those picking up from the Re-use zone.

Discarded goods heading to the Re-Use zone will be inspected by an employee before they are permitted to be unloaded. The employee may refuse anything not in good working condition. This is to prevent trash build up in the Re-Use Zone, which has been known to occur if standards are not enforced. Donations will be removed after they have been in the Drop-off center for two to three weeks, depending on the volume of donations. The Re-Use zone hut will include a functional electrical outlet so that patrons may test small electronics and appliances before they take them home.

Guidelines:

- Items must be free of stains, odor, animal fur, mildew
- Free of damage or rust
- Complete and assembled
- No broken or chipped glass
- No items in garbage bags

Materials Accepted (including but not limited to):

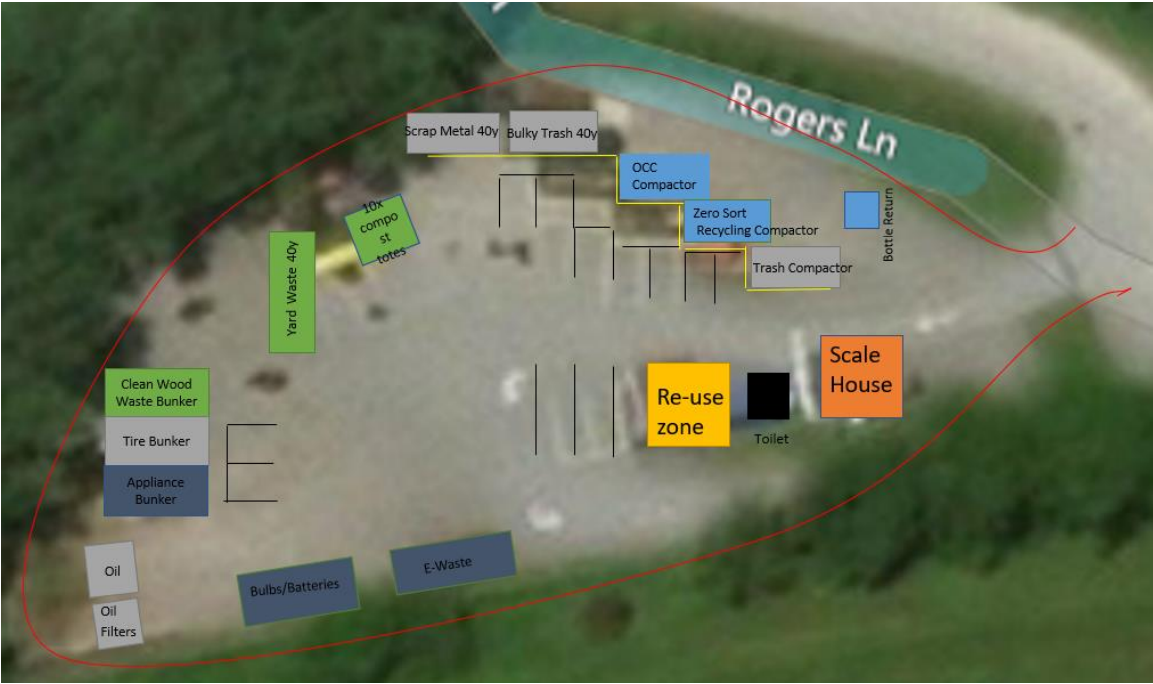
- Books, games, DVD's
- Wood furniture
- Small appliances including microwaves, toaster ovens, lamps
- hand-held tools
- Knick-knacks & antiques
- Kitchenware

Materials Prohibited:

- Any items with fabric including clothing, curtains, bed linens, couches, recliners, rugs, mattresses etc. Explanation: We will not be cleaning items upon arrival and therefore cannot ensure that items with fabric are free of pests like bed bugs.
- Any items that may have met mold such as dishwashers, air conditioners, humidifiers/dehumidifiers, washing machines, refrigerators
- No items in garbage bags
- Used printer ink, batteries, lightbulbs
- Liquids/foods

Site Plan

Below is a markup of the proposed layout of the drop-off center. The red line around the perimeter represents the fence to be installed to enclose the premises.



Price Sheet

Trash		
15 Gallon Bag	\$	1.75
30 Gallon Bag	\$	5.75
45 Gallon Bag	\$	7.75
Cubic Yard (including C&D)	\$	42.00
Recycle		
Up to First 30 Gallons Recycle	\$	2.00 Recycling is free when dropping off trash
OCC		No Cost
Food Scraps		
Compost (per gallon)	\$	0.20 Compost is free when dropping off trash
Yard Waste		
Yard Waste		No Cost
Clean wood waste		1 yard free \$5 for additional wood waste
E-Waste		
Computer		No Cost
TV		No Cost
Printer		No Cost
Cell Phones		No Cost
Computer Peripherals		No Cost
Florescent bulbs		No Cost
Batteries		No Cost
Tires		
Up to 19.5"	\$	3.00
20"-24"	\$	15.00
Large Equipment Tires	\$	56.00
Other		
Auto Batteries		No Cost
Motor Oil/ Filter		No Cost
Bulky Rigid Plastics		No Cost
Scrap Metal		No Cost
Appliances		
Washers	\$	5.00
Dryers	\$	5.00

Dishwashers	\$	5.00
Stove	\$	5.00
Gas Grill	No Cost	
Hot Water Heater	\$	5.00
Bike	No Cost	
Plastic Lawn Mower	\$	3.00-6.00
Metal lawn mower	No Cost	
Snow blowers	No Cost	
Refrigerator	\$	10.00-15.00
Freezers	\$	10.00-15.00
AC Units	\$	15.00
Dehumidifiers	\$	15.00
Mattresses		
Twin	\$	20.00
Full	\$	25.00
Queen	\$	25.00
King	\$	30.00
Furniture		
Loveseat	\$	19.00
Sofa	\$	22.00
Sleeper Sofa	\$	7.00
Recliner	\$	11.00
Over Stuff Chair	\$	11.00
Carpet 10x12	\$.2/ square foot
Toilet	\$	15.00