



REQUEST FOR PROPOSALS

Municipal Solid Waste Collection and Disposal Services

RFP No. 2026-SWASTE-01

Issue Date	August 6, 2026
Deadline for Written Questions	August 21, 2026, at 4:00 p.m. Central Time
Final Addendum, if needed	On or before August 26, 2026
Proposal Due Date	September 4, 2026, at 4:00 p.m. Central Time
Anticipated Council Award	September 2026
Service Commencement	January 1, 2027

SEALED PROPOSALS REQUIRED

Clearly mark the outside of the sealed envelope or package:

“RFP: City of Carterville Solid Waste Services”

Deliver to: Office of the City Administrator, Attn: Jonathan Cook
1200 E. 1st Street, Carterville, Missouri 64835

Late, emailed, or faxed proposals will not be accepted.

RFP ORGANIZATION

This solicitation consists of the following sections and proposal forms. Proposers are responsible for reviewing the entire document and all addenda.

Section	Title
1	Purpose and Procurement Schedule
2	Background and City Objectives
3	Definitions
4	Proposal Structure
5	Required Scope of Services
6	Billing, Customer Service, and Administration
7	Equipment, Staffing, and Operational Standards
8	Transition and Service Commencement
9	Contract Term and Rate Adjustments
10	Insurance, Bonding, and Risk Requirements
11	Proposal Evaluation and Award
12	Proposal Submission Requirements
13	General Terms and Conditions
14	Anticipated Contract Provisions
Forms A-F	Required Proposal Forms and Certifications

1. PURPOSE AND PROCUREMENT SCHEDULE

The City of Carterville, Missouri (“City”) is requesting sealed proposals from qualified solid waste contractors for municipal solid waste collection and disposal services beginning January 1, 2027. The City is issuing this RFP to obtain current market pricing and service proposals before determining whether to renew its existing solid waste contract or award a new contract. Issuance of this RFP does not obligate the City to award a new contract. The City may reject all proposals and pursue renewal or negotiation with its existing provider if the City Council determines that doing so is in the City’s best interest. All communications concerning this RFP must be directed to Jonathan Cook, City Administrator, at admin@cartervillemo.com. Questions must be submitted in writing by the deadline on the cover page. Answers that materially affect the RFP will be issued by written addendum. Oral statements are not binding.

Proposals shall remain firm and may not be withdrawn for ninety (90) calendar days after the proposal deadline. The City may revise the schedule by addendum.

2. BACKGROUND AND CITY OBJECTIVES

Cartersville is a third-class city in southwest Missouri. The City currently bills approximately 903 residential solid waste accounts. The existing provider serves residential customers and certain municipal facilities. Commercial solid waste service is presently open market.

The City's primary objectives are to:

- Provide dependable once-weekly residential collection with contractor-furnished carts;
- Offer clear and comparable pricing for the full contract term;
- Provide regular curbside bulky-item service;
- Maintain responsive complaint and missed-collection procedures;
- Protect the City through appropriate insurance, performance security, records access, and termination rights;
- Allow the Council to compare an exclusive residential model with an optional exclusive residential-and-commercial model; and
- Ensure an orderly transition with no interruption in service on January 1, 2027.

3. DEFINITIONS

Term	Definition
Base Proposal	The mandatory proposal for exclusive residential solid waste collection and disposal services, together with the required municipal-facility services.
Bulky Item	A household item too large to fit inside the provided cart, including furniture, mattresses, and similar items, but excluding hazardous waste, construction and demolition debris, tires, large quantities resulting from property cleanouts, and items requiring special handling unless expressly included.
Cart	A wheeled, lidded polycart furnished by the Contractor for residential collection. The standard cart shall be not less than ninety-five (95) gallons. Proposers may offer 95-, or 96-gallon options as shown on Form B.
City	The City of Cartersville, Missouri.
Commercial Customer	A nonresidential customer using cart, dumpster, or other commercial collection service.
Contractor	The successful proposer entering into a contract with the City.
Disposal Site	A properly permitted landfill, transfer station, processing facility, or other lawful disposal facility designated by the Contractor.

Excluded Waste	Hazardous, infectious, radioactive, explosive, liquid, special, industrial-process, asbestos-containing, regulated, or other material that cannot lawfully be collected or disposed of as ordinary municipal solid waste.
Residential Customer	An occupied residential dwelling unit within the City limits that receives City-billed solid waste service.
Solid Waste	Nonhazardous household garbage and rubbish generated by Residential Customers and accepted at the Contractor's designated Disposal Site.
White Goods	Large appliances such as refrigerators, freezers, air conditioners, washers, dryers, stoves, and water heaters. Refrigerant-containing appliances may require separate handling and pricing.
Yard Waste	Grass, leaves, brush, branches, tree trimmings, and similar vegetative material. Yard Waste is excluded unless specifically offered as an alternate service.

4. PROPOSAL STRUCTURE

4.1 Base Proposal – Exclusive Residential Services

Every proposer must submit a complete Base Proposal. The Contractor shall have the exclusive right and obligation to provide the residential and municipal-facility services described in this RFP. Commercial service and temporary construction and demolition roll-off service will remain open market under the Base Proposal.

4.2 Alternate Proposal 1 – Exclusive Residential and Commercial Services

A proposer is encouraged to submit Alternate Proposal 1 in addition to the Base Proposal. The alternate shall include all Base Proposal requirements and exclusive collection and disposal service for Commercial Customers within the City. The City estimates approximately 20 to 40 potential Commercial Customers, but does not guarantee participation or container counts. Temporary construction and demolition roll-off service shall remain open market unless the City expressly negotiates otherwise. The City shall handle billing for both Residential & Commercial services to customers.

4.3 Other Voluntary Alternates

A proposer may submit clearly identified voluntary alternates for recycling, yard waste, senior or low-volume service, or other enhancements. Voluntary alternates must be complete, separately priced, and may not replace or condition the required Base Proposal.

5. REQUIRED SCOPE OF SERVICES

5.1 Residential Collection

- Collect accepted Solid Waste from every active Residential Customer once each week on a consistent scheduled day.
- Provide one standard Cart to each Residential Customer before service commencement. The Contractor shall retain ownership of Contractor-furnished carts.

- Offer an additional-cart option at the monthly price stated on Form B.
- Collect material placed inside the Cart with the lid substantially closed. The proposer shall clearly state any limits on bagged overflow or extra material.
- Provide service throughout the City limits and to newly developed or annexed residential areas within thirty (30) days after City notice.
- Establish routes and schedules subject to City review. Route changes affecting customers require advance notice approved by the City.

5.2 Cart Delivery, Repair, and Replacement

The Contractor shall deliver, assemble, maintain, repair, and replace carts as necessary. Normal wear-and-tear replacement shall be at no charge. The proposal shall state charges, if any, for replacement resulting from customer abuse, loss, theft, or fire. Carts must be uniform, lidded, wheeled, and clearly identified with the Contractor's name and customer-service information.

5.3 Bulky-Item Service

The Base Proposal shall include one scheduled curbside bulky-item collection opportunity each week for every Residential Customer at no additional charge. The proposer shall describe the scheduling method, limits per household, accepted items, excluded items, and handling of White Goods. The proposer shall also state unit prices for additional on-demand bulky-item collection.

5.4 Municipal-Facility Service

The Base Proposal shall include collection and disposal service for the following existing municipal containers. The bidder shall identify the collection frequency and provide a separate monthly lump-sum price on Form B. The City may adjust locations, sizes, or frequencies by mutual written agreement.

Location	Existing Container	Minimum Frequency
City Hall	One 2-yard dumpster	Proposer to recommend
Public Works Facility	Two 2-yard dumpster	Proposer to recommend
Sewer Lift Station	One 2-yard dumpster	Proposer to recommend

5.5 Annual City Cleanup Roll-Off

The Base Proposal shall include three thirty-yard roll-off containers for one annual City cleanup event, including delivery, removal, and disposal of up to fifteen (15) tons. The proposal shall state the price for excess tonnage, additional haul charges, and additional roll-off containers requested by the City.

5.6 Collection Location and Hours

Residential carts and bulky items shall be placed at curbside or another safe location approved by the Contractor and City. Collection shall not begin before 6:00 a.m. or continue after 8:00 p.m. except when unusual circumstances require completion of an existing route. The Contractor shall avoid blocking traffic and shall not damage streets, curbs, sidewalks, mailboxes, or private property.

5.7 Holidays

The Contractor shall identify observed holidays and its holiday-delay procedure. Any suspension must be followed by collection within one (1) day or another schedule approved by the City. Service must remain at least once per week.

5.8 Missed Collections and Complaints

The Contractor shall investigate complaints promptly and courteously. Verified missed collections reported by the City or customer before the Contractor's daily cutoff shall be collected within twenty-four (24) hours or one business day. Repeated missed collections may be treated as a performance deficiency.

5.9 Litter, Spillage, and Damage

The Contractor shall contain waste during collection and transportation so that leaking, spilling, or blowing is minimized. The Contractor shall promptly clean up litter or spillage caused by its operations and shall be responsible for damage caused by its negligence or misconduct.

5.10 Disposal

All collected waste shall be delivered to a lawful, properly permitted Disposal Site. The Contractor shall bear disposal costs unless an approved rate adjustment expressly provides otherwise. The proposal must identify the intended facility, location, owner or operator, and regulatory status. The City may require notice before the Contractor changes the primary Disposal Site.

5.11 Excluded Waste and Extraordinary Events

The Contractor may refuse Excluded Waste or material outside the contract scope. Disaster debris, extraordinary volumes caused by flood, tornado, fire, or other force majeure, and major property cleanouts are excluded unless separately authorized in writing. The Contractor shall notify the City when excluded material is discovered and cooperate in identifying the generator.

6. BILLING, CUSTOMER SERVICE, AND ADMINISTRATION

6.1 City Billing and Contractor Invoicing

The City intends to continue billing Residential Customers. The Contractor shall invoice the City monthly based on the active customer count and contract rates. The invoice must identify the service month, active account count, additions, removals, municipal-facility charges, approved extra services, credits, and fees. The City will pay undisputed amounts in accordance with City procedures.

6.2 Start, Stop, and Delinquent Accounts

The City will provide regular lists of new, closed, and delinquent accounts. The Contractor shall start, suspend, or resume service as directed by the City on the next practical scheduled collection day. The Contractor shall not independently discontinue City-billed residential service without City authorization.

6.3 Account Reconciliation

The City and Contractor shall reconcile active residential account counts at least annually and upon reasonable request. The Contractor shall maintain service records sufficient to verify the counts and charges billed to the City.

6.4 Customer Service

The Contractor shall maintain a staffed local or telephone number and an email or web contact available during normal business hours on collection days. The Contractor shall provide the City with an escalation contact authorized to resolve service failures.

6.5 Records, Reports, and Audit Rights

The Contractor shall retain route, customer, complaint, missed-collection, disposal, invoice, and adjustment records for at least five (5) years. Upon reasonable notice, the City may inspect records supporting charges billed under the contract. The Contractor shall provide monthly complaint and missed-collection information upon request.

7. EQUIPMENT, STAFFING, AND OPERATIONAL STANDARDS

- Maintain a sufficient number of vehicles, carts, containers, employees, and backup resources to perform all services without interruption;
- Use vehicles that comply with applicable federal and state laws, display the Contractor's identity, and are maintained in safe, sanitary, and presentable condition;

- Provide backup collection capability when a primary vehicle is unavailable;
- Ensure employees are trained, properly licensed, courteous, and identifiable;
- Comply with all applicable laws, permits, safety requirements, environmental regulations, and disposal-facility rules;
- Remain fully responsible for the work of all subcontractors; and
- Notify the City promptly of accidents, spills, regulatory violations, service interruptions, labor disruptions, or other events materially affecting service.

8. TRANSITION AND SERVICE COMMENCEMENT

The successful Contractor shall provide a written transition plan within thirty (30) days after award. The plan must include cart procurement and delivery, route development, customer communications, staffing, equipment availability, complaint handling, and coordination with the outgoing provider. All carts must be delivered and service systems operational before January 1, 2027.

The Contractor shall cooperate with the City and outgoing provider to prevent interruption. The City may require progress meetings and written status reports during implementation.

9. CONTRACT TERM AND RATE ADJUSTMENTS

9.1 Term

The anticipated initial contract term is five (5) years, January 1, 2027, through December 31, 2031. The City may approve up to two (2) additional three-year renewal terms by mutual written agreement and City Council approval. No automatic renewal is intended.

9.2 Fixed First-Year Rates

All proposed rates shall remain fixed through December 31, 2027, except for a documented change in law approved by the City Council.

9.3 Annual CPI Adjustment

Beginning January 1, 2028, the Contractor may request one annual adjustment. The maximum increase shall be the lesser of: (a) the percentage change in the Consumer Price Index for All Urban Consumers, Midwest Region, All Items (CPI-U), for the most recent twelve-month period available; or (b) four percent (4%). The Contractor must submit the calculation and supporting index at least ninety (90) days before the proposed effective date. No adjustment is effective without City Council approval.

9.4 Extraordinary Adjustments

A Contractor may request an extraordinary adjustment for a material change in law, tax, governmental fee, or disposal charge that directly affects contract costs and was not reasonably foreseeable. The request must include detailed documentation and proposed mitigation. Fuel-market changes, labor costs, equipment costs, ordinary inflation, and business risk are included in the contract rates unless the City expressly approves otherwise. The City may approve, deny, defer, or negotiate any extraordinary request.

10. INSURANCE, BONDING, AND RISK REQUIREMENTS

The following requirements are based on the City's existing municipal contract and are subject to final review by the City's attorney and insurance advisor. Proposers shall identify any requested exception on Form E.

Coverage	Minimum Limit	Additional Requirements
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Workers' Compensation	Statutory	Employers Liability: \$1,000,000 each accident; \$1,000,000 policy limit disease; \$1,000,000 each employee disease.
Commercial Automobile Liability	\$3,000,000 combined single limit	All owned, non-owned, hired, and leased vehicles; MCS-90 or equivalent pollution endorsement where applicable.
Commercial General Liability	\$2,500,000 each occurrence / \$5,000,000 aggregate	Contractual liability, products/completed operations, cross-liability or separation of insureds.
Umbrella / Excess Liability	\$2,000,000	Follow-form coverage over required liability policies.
Pollution Liability	\$1,000,000 each claim / aggregate	Cover collection, transportation, spills, and disposal-related pollution liability.

The City shall be named as an additional insured on applicable policies on a primary and noncontributory basis. Certificates and endorsements shall be provided before contract execution. Policies shall provide thirty (30) days' advance notice of cancellation when commercially available. Insurers must be licensed in Missouri and acceptable to the City.

10.1 Performance Bond

Within ten (10) days after award and before contract execution, the successful Contractor shall provide a \$50,000 performance bond guaranteeing faithful performance. The surety must be licensed in Missouri, have an A.M. Best rating of at least B+, Class V, and be acceptable to the City. The bond must provide thirty (30) days' written notice before cancellation or nonrenewal.

10.2 Indemnification

The final contract will require the Contractor to defend, indemnify, and hold harmless the City, its elected officials, officers, employees, and agents from claims, losses, damages, fines, penalties, and expenses arising from the Contractor's work, negligence, misconduct, legal violations, or subcontractors, except to the extent caused by the City's sole negligence or willful misconduct.

11. PROPOSAL EVALUATION AND AWARD

Responsive proposals will be evaluated using the following criteria. The City may verify references, request clarification, inspect facilities or equipment, and consider documented past performance. The City Council will make the final award.

Criterion	Points	Evaluation Considerations
Cost and Rate Structure	60	Base residential rate, additional cart, municipal facilities, bulky items, annual cleanup, transparency of fees, and long-term affordability.
Experience and References	20	Municipal experience, regulatory record, references, financial capacity, and past performance.
Plan of Operation	20	Routes, carts, equipment, staffing, complaint handling, transition, disposal site, backup capability, and reporting.

The City may reject a proposal as nonresponsive if it omits required forms, conditions or qualifies mandatory pricing, materially alters the Base Proposal, contains an unbalanced pricing structure, or takes exception to a material requirement without clearly identifying the exception. The City reserves the right to reject any or all proposals, waive minor informalities, request clarification, and award the proposal according to our procurement policy.

12. PROPOSAL SUBMISSION REQUIREMENTS

Submit three (3) complete printed copies in one sealed package. Include one digital copy on a USB drive or email the digital copy after timely delivery of the sealed physical proposal. The digital copy does not replace the sealed submission requirement.

Organize the proposal in the following order:

1. Cover letter signed by an authorized representative;
2. Form A – Contractor Qualifications;
3. Narrative describing experience, financial and operational capacity, and municipal references;
4. Detailed plan of operation and transition plan;
5. Form B – Base Proposal Pricing;
6. Form C – Alternate Commercial Proposal Pricing, if offered;
7. Form D – Service Plan, Vehicles, and Subcontractors;
8. Proof of current insurance and ability to obtain the required bond;
9. Form E – Exceptions and Requested Modifications;
10. Form F – Certifications and Signature; and
11. Any voluntary alternates, clearly separated and fully priced.

13. GENERAL TERMS AND CONDITIONS

Addenda	Proposers are responsible for obtaining and acknowledging all addenda.
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Costs	The City is not responsible for proposal preparation, travel, presentation, legal, or other proposer costs.
Public Records	Proposals are public records to the extent required by Missouri law. Proposers should clearly identify information claimed to be protected and provide the legal basis; the City cannot guarantee confidentiality.
No Collusion	The proposal must be independently prepared without collusion, price fixing, or other unlawful restraint of competition.
Compliance	The Contractor must comply with all applicable federal, state, and local laws, permits, environmental rules, labor requirements, and solid-waste regulations.
Conflicts and Gratuities	Proposers shall disclose actual or potential conflicts and shall not offer gifts, favors, or compensation intended to influence City action.
Subcontractors	All subcontractors must be disclosed and approved. Approval does not relieve the Contractor of responsibility.
Assignment	The contract may not be assigned without prior written City consent, except as specifically approved in the final contract.
City Approval	No contract exists until approved by the City Council and signed by authorized representatives.
Governing Law	The final contract will be governed by Missouri law, with venue in Jasper County unless otherwise required.

14. ANTICIPATED CONTRACT PROVISIONS

The City expects the final contract to include the RFP, all addenda, the successful proposal, negotiated clarifications approved by the City, and provisions addressing the following:

- Exclusive service rights only for the awarded service categories;
- Service standards, performance reporting, corrective action, and remedies;
- Thirty-day notice and cure for material breach, with shorter action when public health or uninterrupted service requires;
- City termination for cause and the right to secure replacement service and recover lawful excess costs;
- City termination for convenience upon reasonable written notice, subject to final legal review;
- Contractor termination rights limited to uncured material City breach;
- Force majeure relief limited to events beyond reasonable control, with prompt notice and service-restoration obligations;

- Ownership, maintenance, removal, and transition of Contractor carts and containers;
- Title to accepted waste passing to the Contractor when loaded, while excluded waste remains the generator's responsibility;
- Records retention, audit rights, invoice disputes, and credits;
- No amendment except by written agreement approved by authorized City representatives;
- Severability, waiver, notices, entire agreement, and survival of indemnity and records obligations.

FORM A – CONTRACTOR QUALIFICATIONS

Legal name of firm: _____

DBA / trade name: _____

Principal address: _____

Missouri business registration number: _____

Primary contact name and title: _____

Telephone: _____

Email: _____

Years providing solid waste service: _____

Years providing municipal service: _____

List at least three municipal references for comparable services performed during the last five years.

Municipality	Contact	Phone / Email	Population / Accounts	Service Dates

Has the firm, an affiliate, or a principal been cited for a material environmental or solid-waste violation during the past five years? ☐ No ☐ Yes (attach explanation)

Has any municipal solid-waste contract been terminated for cause or not renewed due to performance during the past five years? ☐ No ☐ Yes (attach explanation)

Is the firm currently involved in litigation or administrative proceedings that could materially affect performance?
☐ No ☐ Yes (attach explanation)

Can the firm obtain all required insurance and a \$50,000 performance bond? ☐ Yes ☐ No

Attach a brief company history, organizational structure, relevant licenses and permits, financial-capacity information, and a description of municipal experience.

FORM B – BASE PROPOSAL PRICING

All prices must include collection, transportation, disposal, labor, equipment, carts, taxes, fees, overhead, and profit except where a separate line is expressly provided. State “Included” or “No Charge” where applicable. Do not leave required lines blank.

Base Proposal Item	Unit	Monthly / Unit Price	Notes
Residential service – one standard cart, once weekly	Per active account	\$_____	Standard cart size: _____ gallons
Additional residential cart	Per cart / month	\$_____	Cart size: _____ gallons
Weekly curbside bulky-item service	Per active account	Included / \$_____	Describe limits in service plan
Municipal-facility service	Monthly lump sum	\$_____	City Hall, Public Works, Lift Station
Annual three 30-yard City cleanup roll-off, up to 15 tons	Per event	Included / \$_____	
Excess tonnage for annual cleanup	Per ton	\$_____	
Additional 30-yard roll-off haul	Per haul	\$_____	Disposal/tonnage: \$_____
Lost or abused cart replacement	Per cart	\$_____	Normal wear replacement must be included

Five-Year Price Schedule

Service	2027	2028*	2029*	2030*	2031*
Residential account	\$_____	\$_____	\$_____	\$_____	\$_____
Additional cart	\$_____	\$_____	\$_____	\$_____	\$_____
Municipal facilities	\$_____	\$_____	\$_____	\$_____	\$_____

*For years after 2027, the proposer may show anticipated rates for comparison. The executed contract’s approved adjustment formula will control.

By submitting this form, the proposer confirms that all ordinary charges are included above and that no fuel surcharge, environmental fee, administrative fee, or other recurring charge will be imposed unless expressly listed and approved in the executed contract.

FORM C – ALTERNATE COMMERCIAL PROPOSAL PRICING

Complete this form only when offering Alternate Proposal 1. Prices must include collection, transportation, disposal, container, and ordinary fees. Attach additional pages for compactor or specialized service.

Container	1x Week	2x Week	3x Week	Extra Pickup	Delivery / Exchange
95/96-gallon cart	\$_____	\$_____	\$_____	\$_____	\$_____
2-yard dumpster	\$_____	\$_____	\$_____	\$_____	\$_____
4-yard dumpster	\$_____	\$_____	\$_____	\$_____	\$_____
6-yard dumpster	\$_____	\$_____	\$_____	\$_____	\$_____
8-yard dumpster	\$_____	\$_____	\$_____	\$_____	\$_____

Commercial bulky-item or special pickup pricing: _____

Commercial late, lock, contamination, or other fees: _____

Commercial billing model to the City: _____

Minimum service or contract requirements for customers: _____

FORM D – SERVICE PLAN, VEHICLES, AND SUBCONTRACTORS

Provide concise responses and attach supporting pages as needed.

Proposed residential collection day(s), route structure, and estimated start/finish times:

Observed holidays and delayed-service schedule:

Standard cart size, manufacturer, delivery schedule, and replacement procedure:

Weekly bulky-item scheduling method, limits, and accepted/excluded materials:

Complaint intake, escalation, and missed-collection response process:

Primary Disposal Site, address, operator, permit status, and backup site:

Backup plan for vehicle failure, labor shortage, severe weather, or disposal-site interruption:

Transition plan for January 1, 2027 commencement:

Vehicle and Equipment Schedule

Type	Year	Capacity	Owned / Leased	Primary / Backup	Location

Subcontractors

Name	Service / Responsibility	Contact	Percent of Work

FORM E – EXCEPTIONS AND REQUESTED MODIFICATIONS

List every exception, qualification, proposed substitution, or requested modification. Failure to identify an exception may be treated as acceptance of the RFP requirement. Stating “see proposal” is not sufficient.

RFP Section	Requirement	Requested Change	Reason / Cost Effect

☐ No exceptions are requested.

FORM F – CERTIFICATIONS AND SIGNATURE

- ☐ The proposer has examined the RFP, all forms, and all issued addenda and can perform the proposed services.
- ☐ The proposal was independently prepared without collusion, price fixing, or unlawful restraint of competition.
- ☐ All information supplied is true and complete to the best of the signer's knowledge.
- ☐ The proposer will comply with applicable laws and will disclose any conviction or legal restriction affecting eligibility to perform solid-waste services.
- ☐ The proposer understands that the City may reject any or all proposals and that no contract exists until approved and executed.
- ☐ The signer is authorized to bind the proposer.

Firm name: _____

Authorized representative: _____

Title: _____

Signature: _____

Date: _____

Email: _____

Telephone: _____

Addenda Acknowledgment

Addendum Number	Date Issued	Initials

END OF REQUEST FOR PROPOSALS