



TOWN OF STRATHAM

DEPARTMENT OF PUBLIC WORKS

Request for Proposal

RFP # 08-26-01

**Residential Municipal Solid Waste and Single-Stream Recycling
Collection Services**

Documents Included

Request for Proposal

Project Details

Key Dates

Submitting Requirements

Evaluation Criteria

References

Cost Sheets

RFP Receipt Acknowledgement

Proposals Due by Monday, October 5th, 2026 at 3:30 PM



REQUEST FOR PROPOSAL

TOWN OF STRATHAM

DEPARTMENT OF PUBLIC WORKS

Residential Municipal Solid Waste and Single-Stream Recycling Collection Services

The Town of Stratham is requesting proposals from qualified contractors to provide automated curbside collection and transportation of residential municipal solid waste (MSW) and single-stream recyclable materials, together with collection services for designated municipal facilities located throughout the Town of Stratham, New Hampshire. The selected contractor shall furnish all labor, supervision, equipment, vehicles, materials, supplies, and other resources necessary to perform the services described in this Request for Proposal (RFP).

The Town's objective is to secure a qualified contractor capable of providing dependable, efficient, and customer-focused collection services while maintaining the high level of service currently provided to Stratham residents. The resulting contract will be for an initial term of five (5) years, with the option to extend the agreement upon mutual written agreement of both parties and approval by the Town.

This RFP establishes the minimum service requirements expected by the Town. Proposers may submit alternate proposals for the Town's consideration; however, each proposer shall submit a proposal fully meeting the minimum requirements contained herein. Alternate proposals should not reduce the required frequency of residential municipal solid waste or recycling collection.

The Town reserves the right to request additional information or clarification of any submitted proposals. Proposals and pricing must remain open for sixty (60) days after the proposal's due date. This Request for Proposal, together with all addenda issued by the Town and the successful proposer's submission, shall become part of the resulting contract.

The RFP is available on our website at

https://www.strathamnh.gov/departments/administration/bids_rfps_for_sale/index.php

Proposals will be evaluated in accordance with the Evaluation Criteria contained within this RFP. Award of the contract shall be made to the proposer offering the best overall value to the Town of Stratham and shall not necessarily be awarded to the lowest-priced proposal. In evaluating proposals, the Town may consider price, qualifications, municipal experience, technical approach, customer service, transition planning, references, and any other factors deemed to be in the best interest of the Town.

The Town reserves the right to reject any or all proposals, waive informalities or irregularities in any proposal, negotiate with one or more proposers, and accept the proposal determined to be in the best interest of the Town.



Interested firms should submit five (5) paper bound copies of the proposal and one (1) copy of the sealed proposal price with the submission to the following address:

Town of Stratham NH
Attn: Department of Public Works
10 Bunker Hill Avenue
Stratham, NH 03885

They shall also submit an electronic copy of the proposal in a PDF format provided via email to admincoordinator@strathamnh.gov or on a USB jump drive. The electronic file name should contain the project name and the submitting firm.

The sealed proposal package shall be plainly marked:
Residential Municipal Solid Waste and Single-Stream Recycling Collection Services- RFP # 08-26-01

Interested firms are encouraged to submit succinct, well-organized proposals where the requirements of this RFP can be easily identified. Sealed proposals are due by Monday, October 5th, 2026 by 3:30 PM, either by mail or personal delivery. Proposals received after that due date and time will not be considered.



PROJECT DETAILS

INTRODUCTION:

The Town of Stratham currently provides Town-funded curbside collection of municipal solid waste and single-stream recyclable materials to eligible residential properties utilizing an automated cart collection system.

Residential municipal solid waste and recycling are each collected once per week, with collection occurring on designated routes established by the Contractor. The Town seeks to maintain these existing collection frequencies under this procurement. Proposals shall provide for weekly collection of both residential municipal solid waste and single-stream recyclable materials.

In addition to residential collection, the Contractor shall provide collection services for designated municipal facilities identified by the Town. These locations include municipal buildings and other Town-owned facilities requiring dumpster collection service. A complete inventory of municipal collection locations, container sizes, and collection frequencies is provided within this RFP and shall be incorporated into the resulting contract.

The Town has experienced continued residential growth since the previous procurement and anticipates additional growth during the term of the next contract. An updated inventory of eligible residential service locations will be provided prior to contract execution. The successful Contractor shall accommodate normal residential growth throughout the contract term in accordance with the pricing structure contained within the proposal. The Town currently services approximately 3,300 eligible residential collection units. This number is provided for informational purposes only and may fluctuate during the contract term.

The Town is generally satisfied with the level of collection services currently being provided and seeks to maintain existing service standards while encouraging innovation, operational efficiencies, and value-added services that benefit the Town and its residents. Proposers may identify additional optional services or operational efficiencies for the Town's consideration, provided such options do not reduce the required frequency or level of residential collection services.

SCOPE OF SERVICES

The Contractor shall provide all labor, supervision, personnel, equipment, vehicles, collection carts, fuel, maintenance, transportation, and incidentals necessary to furnish complete residential municipal solid waste and single-stream recycling collection services for the Town of Stratham.

The scope of work shall include, but not be limited to, the following:

- Weekly automated curbside collection of residential municipal solid waste.
- Weekly automated curbside collection of single-stream recyclable materials.
- Furnishing, maintenance, repair, and replacement of contractor-owned collection carts maintained in the Town's inventory.
- Collection services for designated municipal facilities.



- Transportation and lawful disposal of municipal solid waste.
- Transportation and processing of recyclable materials.
- Collection of materials only from eligible service locations identified by the Town.
- Missed collection response.
- Holiday collection scheduling.
- Severe weather service coordination.
- Customer service and resident communication.
- Annual collection calendar preparation and distribution.
- Reporting and performance documentation.
- Coordination with the Town regarding new residences, service changes, and cart inventory.
- Transition planning and implementation upon contract commencement.

SPECIFIC WORK REQUIREMENTS:

The Contractor shall provide collection services in a manner that minimizes inconvenience to residents while maintaining safe, dependable, and efficient operations.

Unless otherwise authorized by the Town, all residential collection shall be performed using automated collection vehicles compatible with the collection carts provided under this contract.

Residential municipal solid waste and single-stream recyclable materials shall each be collected once per week on designated collection days established by the Contractor and approved by the Town.

The Contractor shall provide sufficient personnel and equipment to complete all scheduled collection routes on the designated collection day except where delays are caused by severe weather, emergencies, or other circumstances beyond the Contractor's reasonable control.

The Contractor shall immediately notify the Town whenever service interruptions are anticipated and shall provide a recovery plan for completing delayed collections.

Collection vehicles shall be maintained in safe operating condition and operated in accordance with all applicable federal, state, and local regulations.

The Contractor shall conduct operations in a manner that minimizes litter, noise, traffic disruption, and damage to public or private property. Any waste or recyclable material spilled during collection shall be immediately cleaned by the Contractor.

The Contractor shall be responsible for maintaining a dedicated customer service telephone number and email address for residents to report missed collections and other collection-related concerns. This contact information shall be prominently displayed on annual collection calendars, educational materials, and the Contractor's website.

Residents shall first contact the Contractor regarding collection-related service issues. The Contractor shall coordinate with the Town's Department of Public Works regarding replacement of



damaged or defective Contractor-owned collection carts maintained within the Town's inventory. Service matters not satisfactorily resolved by the Contractor may be referred to the Town for review.

The Contractor shall prepare an annual collection calendar covering the period of February 1 through January 31. A draft calendar shall be submitted to the Town for review and approval no later than December 15 of each year. Following Town approval, the Contractor shall distribute the calendar to all customers and provide an electronic version suitable for posting on the Town's website no later than January 15. The approved calendar shall take effect on February 1.

SUMMARY OF REQUIREMENTS:

The following summarizes the minimum requirements of this procurement. Detailed technical specifications are provided throughout this Request for Proposal.

1. Provide weekly automated curbside collection of residential municipal solid waste.
2. Provide weekly automated curbside collection of single-stream recyclable materials.
3. Furnish, maintain, and replace contractor-owned collection carts utilized within the Town's collection program.
4. Provide collection services for designated municipal facilities in accordance with the schedules established by the Town.
5. Prepare, distribute, and maintain annual collection calendars and customer communication materials.
6. Maintain responsive customer service, including a dedicated telephone number and email address for collection-related concerns.
7. Coordinate with the Town regarding cart inventory, service changes, new residential development, municipal facilities, and contract administration.
8. Maintain sufficient staffing, vehicles, and equipment to ensure dependable collection services throughout the contract term.
9. Comply with all applicable federal, state, and local laws, regulations, licensing requirements, and occupational safety standards.
10. Submit a Transition Plan describing how uninterrupted collection services will be implemented upon commencement of the contract.

KEY DATES

Event or Requirement	Date
RFP Posted to Town's Website	8/28/2026
Deadline for submissions of questions due via email to admincoordinator@strathamnh.gov	9/14/2026
Responses to comments and questions posted to Town's website and distributed to all those who made inquiries	9/21/2026
Proposals Due (via paper or electronically)	10/5/2026 by 3:30 PM
Opening of Proposals	10/5/2026 at the Select Board Meeting
Contract Execution	By 10/30/2026



MANDATORY SUBMITTING FIRM REQUIREMENTS

Submitting firms shall assume full responsibility for all services proposed, regardless of whether such services are performed directly by the firm or through approved subcontractors. The submitting firm shall remain solely responsible for the satisfactory performance of all work under the resulting contract.

The submitting firm shall designate a Project Manager who will serve as the Town's primary point of contact for all contractual, operational, administrative, and customer service matters throughout the term of the contract. The Project Manager shall have the authority to make decisions on behalf of the Contractor and shall be readily available to respond to Town inquiries.

The successful proposer shall demonstrate the personnel, equipment, financial capability, operational experience, and organizational resources necessary to provide uninterrupted residential municipal solid waste and single-stream recycling collection services throughout the contract term.

PROPOSAL FORMAT / EVALUATION CRITERIA

To facilitate a consistent and equitable evaluation process, proposals shall be organized in the order outlined below. Proposals should be clear, concise, and provide sufficient detail to demonstrate the firm's ability to successfully perform the services requested.

1. Cover Letter
 - a. Include:
 - i. Name of the submitting firm.
 - ii. Principal office address.
 - iii. Name, title, telephone number, and email address of the primary contact.
 - iv. A statement acknowledging receipt of all addenda.
 - v. Signature of an individual authorized to bind the firm.
2. Table of Contents
 - a. Provide a table of contents with page numbers corresponding to each section of the proposal.
3. Company Qualifications and Experience
 - a. Provide a description of the firm's history, ownership, organizational structure, and experience providing residential municipal solid waste and recycling collection services to include:
 - i. Years in business.
 - ii. Number of municipal collection contracts currently serviced.
 - iii. Description of comparable municipalities.
 - iv. Experience with automated collection programs.
 - v. Experience providing contractor-owned cart programs.
4. Equipment and Operational Capacity
 - a. Describe the equipment proposed for this contract and include:
 - i. Collection vehicle fleet.
 - ii. Reserve equipment available during breakdowns or emergencies.
 - iii. Maintenance program.
 - iv. Cart inventory management procedures.



- v. Facilities from which the operation will be dispatched.
- 5. Transition Plan
 - a. Provide a detailed Transition Plan describing how uninterrupted collection services will be implemented should your firm be selected. At a minimum, please address:
 - i. Contract start-up schedule.
 - ii. Staffing.
 - iii. Equipment deployment.
 - iv. Route implementation.
 - v. Cart inventory coordination.
 - vi. Resident communications.
 - vii. Coordination with the Town prior to service commencement.
- 6. Customer Service Plan
 - a. Describe the firm's approach to customer service and include:
 - i. Telephone and email support.
 - ii. Missed collection procedures.
 - iii. Complaint response process.
 - iv. Hours of operation.
 - v. Procedures for communicating service interruptions.
 - vi. Annual collection calendar preparation and distribution.
- 7. References
 - a. Provide a minimum of three (3) municipal references for contracts of similar size and scope utilizing the form included in this RFP.
- 8. Cost Proposal
 - a. Complete Appendices B and C and include any other relevant costs. The pricing proposal shall include:
 - i. Residential collection pricing for each contract year.
 - ii. Municipal dumpster collection pricing.
 - iii. Any optional alternate pricing requested by the proposer.
 - iv. Pricing shall remain valid for sixty (60) days following the proposal due date.
- 9. Exceptions
 - a. Clearly identify any exceptions, deviations, exclusions, or proposed modifications to the requirements contained within this Request for Proposal. Failure to identify exceptions shall be interpreted as acceptance of all requirements.
- 10. Subcontractors
 - a. Provide a list of all subcontractors proposed for use under this contract, including their anticipated responsibilities. If no subcontractors will be utilized, so state.

SELECTION CRITERIA

A selection committee will score proposals based on the following factors:

- 1. The proposal's responsiveness to the RFP, including the format of the proposals, capabilities of the firm, professional and technical approaches, clarity, and demonstrated ability to lead the project.



2. The ability of the firm to address the project scope and core competencies outlined in this RFP.
3. Innovation and creativity in the proposal's approach to the project.
4. A proven track record of working with clients to navigate comparable efforts, overcome impediments, and successfully complete projects on time and within budget.
5. The capabilities and experience of the Project Team.
6. Cost Proposal.

RESERVATION OF RIGHTS

The Town of Stratham reserves the right to reject any or all proposals or accept the proposal the Town deems to be in its best interest. The Town of Stratham assumes no responsibility or liability for costs incurred by consultant teams in responding to this RFP or in responding to any further request for interviews, additional data or information, or clarification of any items included in the proposal. The Town reserves the right to request additional data or information or that the firm provide the Town a presentation in support of written proposals. The Town further reserves the right to:

1. Not award a contract for the requested services;
2. Waive any irregularities or informalities in any proposals;
3. Accept the proposal deemed to be the most beneficial to the public and the Town;
4. Negotiate and accept, without advertising, the proposal of any other respondent in the event a contract cannot be successfully negotiated with the selected firm; and
5. Retain products submitted by respondents for its own use at its sole discretion.

GENERAL INFORMATION

1. Interview: The submitting firm may be required to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal, but will not, in any way, provide an opportunity to change any cost or fee amount originally proposed. Should the Town choose to schedule presentations, the submitting firms will be notified of time and location.
2. Modifications: The Town will allow both submittal modifications and withdrawals up to the RFP's closing time.
3. Request for Additional Information: The submitting firm will furnish clarifying information if requested by the Town.
4. Acceptance/Rejection/Modification to Proposals: The Town reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and waive minor irregularities in the proposals and/or Town procedures.

OTHER DEFINITIONS, CONTRACT TERMS AND CONDITIONS:

Contract Documents – The contract documents shall consist of the “Residential Municipal Solid Waste and Single-Stream Recycling Collection Services- RFP # 08-26-01”, all documents submitted by the firm in satisfying this request, and a signed contractual agreement executed in a form approved by the Town.

Default – The Town shall have the right to declare the firm in default if (a) the firm becomes insolvent; (b) the firm makes an assignment for the benefit of creditors; (c) a voluntary or



involuntary petition of bankruptcy is filed by or against the firm; or (d) the firm is unable to provide evidence of required insurance coverage as set forth below. Further, the Town may declare the firm in default if it fails to perform as required by the contract and such failure continues after notice is provided to the firm and it fails to cure the default. If the firm is declared in default or is in breach of the contract for any reason, the Town shall have the right to terminate the contract.

Firm – Any combination of the firm and its respective sub-contractors that will provide the services requested. All subcontractors will be required to provide evidence of insurances and name the Town as an Additional Insured in the same way as the submitting firm.

Indemnification – The firm must agree to defend, hold harmless, and indemnify the Town, their officers, agents and employees against any and all claims, or injuries to any person or entity, arising out of the actions of the firm, its officers, agents, or employees arising from or related in any way to its contract with the Town.

Liability Coverage – The successful Firm will be required to provide certificate(s) of insurance as follows:

- General Liability in the amount of \$1,000,000 per occurrence; \$3,000,000 aggregate
- Automobile Liability in the amount of \$1,000,000 combined single limit
- Workers' Compensation per State of NH Statutes
- Professional Liability in the amount of \$1,000,000

The Town of Stratham is to be named as an additional insured.

Certificates of insurance naming the Town of Stratham as an additionally insured entity must be filed with the Town Administration Office within two weeks of the award of the contract. The firm shall provide no less than thirty (30) days prior notice of insurance cancellation, or any material change in coverage.

Non-Appropriation – Any contract shall include a non-appropriation clause which states, "In the event that sufficient funds are not appropriated for project completion and other requested services during the ensuing fiscal year, the Town of Stratham may terminate this agreement by written notice within thirty (30) days of adoption of the budget for the fiscal year in question, and the agreement shall be terminated effective immediately."

Non-Transferable – The firm shall not have the right to transfer or assign the contract to any other person, company or corporation.

Payment Terms – To be determined. If, in the opinion of the Town, the quality of service is unsatisfactory or if any other non-performance or sub-standard issues arise, payment may be withheld, and/or the contract may be terminated. The amount and withholding period are at the discretion of the Town.

Termination for Performance – The contract may be terminated at any time by the Town for unsatisfactory performance. In such case, the Town will provide written notice to the firm citing the unsatisfactory performance and giving the firm ten (10) working days to improve its performance



to the satisfaction of the Town. If the firm's performance does not improve to the satisfaction of the Town, the contract for services may be immediately terminated by the Town.

Termination Options – In the event the Contract is terminated, the Town reserves the right to employ another firm to complete the term of this agreement. The original firm shall be responsible for any extra or additional expense or damage suffered by the Town. In that event, the firm shall be required to indemnify the Town of Stratham for any loss that may be sustained.



Town of Stratham Request for Proposal

Residential Municipal Solid Waste and Single-Stream Recycling Collection Services

APPENDIX A:

LIST OF REFERENCES

IMPORTANT: This form must be returned with the bid proposal form.

1. Name of Client/Company: _____
Address: _____
Contact Person/Title: _____
Telephone Number: _____
Email Address: _____

2. Name of Client/Company: _____
Address: _____
Contact Person/Title: _____
Telephone Number: _____
Email Address: _____

3. Name of Client/Company: _____
Address: _____
Contact Person/Title: _____
Telephone Number: _____
Email Address: _____

Authorized Signature _____ Date _____

Printed Name _____ Title _____



Town of Stratham Request for Proposal

Residential Municipal Solid Waste and Single-Stream Recycling Collection Services

APPENDIX B:

Automated Curbside Collection & Disposal Price Sheet

Indicate prices in whole dollar amounts for each of the services below.

The total estimated number of residential units to receive curbside collection is **3,300**.

Contract Year:	Annual Collection Costs*		Disposal Cost	
	Annual Residential MSW Collection Services	Annual Residential Recycling Collection Services	Price per Ton for Disposal of MSW	Price per Ton for Disposal of Recycling
Year 1: 2027				
Year 2: 2028				
Year 3: 2029				
Year 4: 2030				
Year 5: 2031				

** Collection costs shall include weekly automated collection and transportation of municipal solid waste and single-stream recycling together with the furnishing, maintenance, repair, and replacement of one (1) 96-gallon MSW cart and one (1) 96-gallon recycling cart for each eligible residential service location.*

Price for Additional Carts:

Indicate the yearly price to be charged for additional carts requested by a resident, including the impact of collection and disposal.

Cart Size	Annual Cost for Additional Cart
64 Gallon	
96 Gallon	



Town of Stratham Request for Proposal

Residential Municipal Solid Waste and Single-Stream Recycling Collection Services

APPENDIX C:

Bulk Container Disposal & Hauling Costs

All of the following to be hauled once every week.

Location	Container Size	Quantity	Material	Annual Collection Cost	Disposal Cost per Ton
Police Department 76 Portsmouth Ave	10 YD	1	MSW		
Municipal Center 10 Bunker Hill Ave	96 Gal Cart	4	Co-Mingle		
Fire Department 4 Winnicutt Road	4 YD	1	MSW		
Fire Department 4 Winnicutt Road	96 Gal Cart	1	Co-Mingle		
Dept of Public Works 70 Bunker Hill Ave	8 YD	1	MSW		
Stratham Hill Park 270 Portsmouth Ave	10 YD	1	MSW		
Transfer Station 25 Union Rd	10 YD	2	MSW		
Lane Property 132 Portsmouth Ave	4 YD	1	MSW		

The following transfer station containers shall be serviced on an on-call basis at the request of the Town. Provide pricing for each haul and the applicable disposal cost.

Waste/Commodity:	Hauling per 30 Yard Container	Disposal Cost Per Ton or Unit
Co-Mingle Recycling		
C&D – Unsorted		
Mattresses		
Box Springs		



Town of Stratham Request for Proposal

Residential Municipal Solid Waste and Single-Stream Recycling Collection Services

APPENDIX D:

RFP Receipt Acknowledgement

Contractor Name: _____

Contractor Address: _____

Contact Person: _____

Phone Number: _____

Contact person's E-mail Address: _____

Date RFP Acquired: _____

Signature: _____

Printed Name: _____

Title: _____