



MOUNTAINS OF OPPORTUNITY

**CRANBROOK**

**CITY OF CRANBROOK**

**Request for Proposals**

**Curbside Recycling Collection**

**RFP NO.: CRA2026-R-003**

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**Issue Date:**

**Friday, March 13th, 2026**

**Closing Time:**

**Friday, April 3rd, 2026  
by 2:00 PM local time**

**Closing Location:**

**Attention: Cameron Stanton  
City of Cranbrook  
Public Works  
201 Cobham Avenue  
Cranbrook, BC V1C 4G4**

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## **1. REQUEST FOR PROPOSALS AND SUBMISSION INSTRUCTIONS**

### **1.1 Request for Proposals**

The Corporation of the City of Cranbrook is requesting competitive proposals from experienced, qualified contractors to provide the City with the following services:

- a) the Collection Services (bi-weekly, automated, physical collection of single-stream residential packaging and paper products (PPP), delivery of collected materials to the Designated Post-Collection Facility, and provision of customer service);
- b) the Cart Services (purchase of carts, delivery of carts, maintenance of carts, and delivery of replacement carts).

The initial contract term will be for a three (3) year term, with up to one (1), two (2) year extension.

Details of the collection services the successful Proponent will be required to provide are set forth in the following:

- a) This request for proposals (RFP);
- b) The agreement for curbside recycling collection services provided in Appendix 2.
- c) The Recycle BC Policies and Standards provided in Appendix 5.

The information contained in these documents must all be considered together in order to fully understand the scope of the services required.

### **1.2 Definitions**

Throughout this Request for Proposals, the following definitions apply:

- a) “Addenda” means all additional information regarding this RFP including amendments to the RFP;
- b) “Add-A-Day Service” means the collection of Recycling will take place one (1) or two (2) additional day(s), as applicable, after the following statutory holidays:
  - a. Christmas Day, December 26 (Boxing Day), Good Friday, Easter Monday;
  - b. B.C. Family Day, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, B.C. Day, New Year’s Day; and
  - c. Any additional day proclaimed by Federal or Provincial Government as a public holiday.

When a statutory holiday falls on a Saturday or a Sunday the following Monday and/or Tuesday shall be deemed to be the holiday.

- c) “Agreement” has the meaning set forth in Section 1.1 (Request for Proposals)
- d) “BC Bid” means the BC Bid website located at [www.bcbid.ca](http://www.bcbid.ca);
- e) “Business Day” means a standard day for conducting business in British Columbia, excluding government holidays and weekends;
- f) “Cart” means any reusable bin, box, tote, bag, open container or cart acceptable to RecycleBC used for household storage and curbside set-out of In-Scope PPP in the

- performance of the Curbside Collection but, for the avoidance of doubt, does not include single-use bags.
- g) “Cart Services” means the purchase, distribution and maintenance of all Carts as described in Section 2.4;
  - h) “City” means the Corporation of the City of Cranbrook;
  - i) “Closing Location” includes the location indicated on the cover page of this RFP;
  - j) “Closing Time” means the closing time and date for this RFP as set out on the cover page of this RFP;
  - k) “Collection Services” means the collection of recyclables as described in Section 2.4;
  - l) “Collection Vehicle” means the automated truck used for collection, transportation and delivery of Recyclable materials;
  - m) “Contract” means the written agreement resulting from the RFP executed by the City and the successful proponent;
  - n) “Contract Administrator” means the City staff member who has been duly hired by the City of Cranbrook to fulfill the duties of that position or his/her designated representative;
  - o) “Contractor” means the successful proponent selected from this RFP who enters into a contract with the City;
  - p) “Curbside Household” means a self-contained dwelling unit providing accommodation to one or more people, including (i) single-family dwellings, (ii) buildings with up to four Dwelling Units and (iii) condominium dwelling units wherein all individual Dwelling Units in a development front onto a public street, in each case where the resident of each unit is expected to individually deliver In-Scope PPP to the Curb for collection.
  - q) “Curbside Household Baseline” means the number of Curbside Households in the Service Area as initially set out in Appendix 4, as may be modified in accordance with Section 2.4.1.
  - r) “Designated Post-Collection Service Provider” means the entity, designated by RecycleBC, to receive Contractor-collected In-Scope PPP;
  - s) “Dwelling Unit” has the same meaning as Curbside Household.
  - t) “In-Scope PPP” means the single stream PPP in Category 1, Category 2, Category 3(a), Category 3(b), Category 6 and Category 7; and such other materials identified as In-Scope PPP by RecycleBC in writing from time-to-time;
  - u) “MMBC” means Multi-Material BC Society;
  - v) “Must”, “mandatory”, or “required” means a requirement that must be met in order for a proposal to receive consideration;
  - w) “Packaging and Printed Paper” or “PPP” means the materials set out in MMBC’s Packaging and Printed Paper Description;
  - x) “Proponent” means a person or entity with the legal capacity to contract, that submits, or intends to submit, a proposal in response to this RFP;
  - y) “Proposal” means a written response to the RFP that is submitted by a Proponent;

- z) “Proposal Price” means the total estimated price submitted by a Proponent as described in the Summary Form of Proposal;
- aa) “Recyclables” means the single stream PPP in Category 1, Category 2, Category 3(a), Category 3(b), Category 6 and Category 7; and such other materials identified as In-Scope PPP by RecycleBC in writing from time-to-time;
- bb) “Recyclables Facility” means the facility at which the Contractor delivers Contractor-collected In-Scope PPP to the Designated Post-Collection Service Provider.
- cc) “Request for Proposals” or “RFP” means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the City by Addenda;
- dd) “Service Area” means the geographic area delineated in Appendix 3 – Map of Service Area, as can be amended from time to time; and
- ee) “Should”, “may” or “weighted” means a requirement having a significant degree of importance to the objectives of the RFP.

### 1.3 **Delivery of Proposals**

Proposals **MUST** be in English and **MUST** be submitted using the one of the submission methods below:

**BC Bid Electronic Submission:** Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with BC Bid and e-bidding key requirements (found at [www.bcbid.ca](http://www.bcbid.ca)). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal. Use of an e-bidding key is effective as signature.

**Hard Copy Submission:** Proponents may submit two (2) hard-copies of their proposal as outlined in Section 1.4 of this RFP. Hard copy submissions must include a USB drive with a copy of the proposal.

Email and facsimile submissions will not be accepted.

All proposal submissions **MUST** include a completed and signed *Summary Form of Proposal* plus the information required as described in Section 1.5 of this RFP.

Proposals received after the Closing Time will not be accepted. There will be no public opening for this RFP.

### 1.4 **Submission of Proposals**

Proposals **MUST** be submitted before the Closing Time to the Closing Location using the submission method set out in Section 1.3 of this RFP. The Proponent is solely responsible for ensuring that the City receives a complete proposal, including all attachments or enclosures, before the Closing Time.

Hard copy submissions **MUST** be received in a sealed envelope at the Closing Location by registered mail, courier, or hand delivery before the Closing Time.

## 1.5 **Proposal Submission Format and Checklist**

The following format and sequence should be followed in order to provide consistency in Proponent response and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

- a) Title Page, showing Proponent’s name, contact person and title, address and contact information;
- b) Completed *Summary Form of Proposal* (**signature required**);
- c) Qualifications and Experience as described in Section 3.1;
- d) Approach and Methodology as described in Section 3.2; and
- e) Fees for Service as described in Section 3.3.

## 1.6 **Contact**

Enquiries related to this RFP, including any requests for information or clarification may only be directed in writing to the following people:

Cameron Stanton, Project Manager, Public Works  
Phone: (250) 489-0278  
Email: [cameron.stanton@cranbrook.ca](mailto:cameron.stanton@cranbrook.ca)

All questions relating to this RFP must be received by the City Contact no later than 4:00pm local time on March 20, 2026. Questions received after this time may not be answered. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid.

## 2. **PROJECT OBJECTIVES AND SCOPE OF WORK**

### 2.1 **Background**

The City of Cranbrook is the largest urban center in southeastern BC, with a population of 20,499 (Statistics Canada 2021 Census). The City is located in the East Kootenay Regional District along Highway 3

The City provides weekly residential garbage collection to 6,375 units. In July 2020, the City began working with RecycleBC to enter into an Agreement to provide automated, bi-weekly, single-stream, residential curbside collection of Recyclables. This agreement was renewed in 2024. The City intends to flow down many of its obligations under the RecycleBC Contract to the Contractor and, accordingly, much of the work required under the RecycleBC Contract is included in the Contract. The Contractor is not required to perform any activities in the RecycleBC Contract that are not included in the Contract (Appendix 2 - Sample Agreement for Curbside Recycling Collection Services).

The City is requesting proposals from qualified and experienced Contractors to:

- Provide automated, bi-weekly, single-stream collection of PPP at Curbside from residential customers, including single family dwellings, duplexes, and multi-family dwellings (up to four units) and condominium Dwelling Units wherein all the individual Dwelling Units in a development front onto a public street, within the boundaries of the City (Appendix 3 – Map of Service Area and Appendix 4 – Recycling Curbside Collection)
- Delivery of collected PPP to the Designated Post-Collection Facility;
- Weighing of collected PPP as directed by the Designated Post-Collection Service Provider;
- Delivery of recycling carts to households receiving the service in the Service Area;
- Accurate recording, reporting and reviewing of collection system metrics;
- Provision of customer service;
- Support for resident education services; and
- Coordinating with City staff (as directed by RecycleBC) on operational issues and projects as applicable and required.

Multi-family dwellings (more than four units) and industrial, commercial and institutional buildings are not serviced by the City's residential curbside collection program.

The Service Area for which services are to be provided are shown in Appendix 3 – Map of Service Area and are provided by location shown in Appendix 4 – Recycling Curbside Collection.

A selected Proponent will be responsible for providing all equipment, labour, facilities, supervision, and supplies necessary to perform the contracted services.

## **2.2 Project Description**

The City is seeking a Contractor to provide Automated, Bi-Weekly, Single-Stream Curbside Recycling Collection Services for a three (3) year term. As of January 2026, there are approximately 6,375 Dwelling Units requiring the recycling services. Additional Dwelling Units will be required to receive Services as the City expands; the Contractor will be compensated based on a unit rate for each additional Dwelling Unit. The Contract will include an option for the City to extend the Contract for up to an additional two (2) years. This option will be exercisable by the City, at its discretion, in accordance with the Contract.

The effective date of the Contract will be based on the date the Contract is signed, which will be well in advance of the commencement of the Collection Services.

Specific deliverables for the curbside recycling collection are provided in detail in Section 2.4 – Deliverables.

## **2.3 Information Available**

The following documents are attached as a part of this RFP:

- Appendix 1 – Contractor Recycling Services Score Card
- Appendix 2 – Sample Agreement for Curbside Recycling Collection Services
- Appendix 3 – Map of Service Area

- Appendix 4 – Recycling Curbside Collection
- Appendix 5 – Recycle BC Policies and Standards
- City of Cranbrook Recycle Zone Lookup & Schedule can be found at <https://maps.cranbrook.ca/portal/apps/experiencebuilder/experience/?id=b8c7314028fc4e7d8b11882b3811bc88>
- City of Cranbrook Solid Waste & Recycling Collection and Disposal Bylaw, No. 4145, 2024 can be found at <https://cranbrook.civicweb.net/document/91358/>
- Information relating to all relevant bylaws can be found at <https://cranbrook.civicweb.net/filepro/documents/2>

The following is a list of resource material that will be provided to the successful proponent by the City in order to undertake the Work, assuming all documents can be obtained.

1. Addresses for Curbside Households eligible for recycling collection
2. GIS information for Curbside Households
3. Other reports and relevant reference materials in possession of the City.

Should additional information, clarification or confirmation of provided information be necessary to complete the work, the Contractor shall notify the City in writing immediately.

All information is provided on an as-is basis, and although the City of Cranbrook has compiled and reviewed the information for general accuracy and correctness, the City offers no guarantees that the information or any portion thereof is correct and will not retain any liability as a result of its use.

## 2.4 **Deliverables**

The successful Proponent will be required to meet the deliverables and perform the services identified in the sections below.

### 2.4.1 **Household Baselines**

The 6,375 households that will be receiving curbside recycling collection services in the Service Area are shown in Appendix 4 – Recycling Curbside Collection, and are expressed as the Curbside Household Baseline. It should be understood that those baselines are based on the best information available by the City as of the release date of this RFP. It is expected that these numbers will be adjusted in advance of the Service Commencement Date as the City further validates and refines the list of households receiving curbside recycling collection services, and due to the regular process of household additions and removals in the Service Area.

Proponents should note the definition of the Curbside Household Baseline in the RFP and Agreement. Secondary suites that are not recognized by the City for utility billing are not counted as separate households and are therefore not reflected separately in household counts provided.

#### **2.4.2 Materials Collected**

Categories of packaging and printing paper are set out in Appendix 5 – Recycle BC Policies and Standards.

The successful Proponent shall collect:

- Categories 1, 2, 3(b) (paper and cardboard);
- Categories 3(a), 6, 7 (plastic, metal and paper containers); and
- Any materials added to the Recycle BC program in accordance with the terms of the Agreement.

Category 4 (Polyethylene Film Packaging), Category 5 (Polystyrene Foam Packaging), Category 8 (Glass Packaging), and Category 9 (Other Flexible Plastic Packaging) will not be collected in the Service Area. These materials are accepted for drop-off by residents at the contracted Recycle BC depot locations.

The Contractor may not collect any material or packaging containing hazardous or special waste.

Communication materials for customers will include instructions on how to exclude all items not in Categories 1, 2, 3(a), 3(b), 6, and 7. The successful Proponent will be expected to monitor customer compliance and provide feedback to the City and customers as required to meet the quality requirements set out in the Agreement.

Any spillage of materials that occurs during Curbside Collection will be immediately cleaned up or removed by the Contractor at its sole expense.

#### **2.4.3 Collection Containers**

Each registered Curbside Household requires one 240 Liter Cart. The City owns the existing cart inventory, which is already distributed to registered Curbside Households.

As part of the Services, the Contractor will maintain and, when necessary, replace or repair Carts, during the term of the contract. The Proponent will be expected to recover the cost of purchasing and replacing additional Carts through the City's monthly payments. The City requests that the total cost of additional Carts be paid monthly by the City. At the end of the term of the contract, the City would assume ownership of the additional Carts purchased or replaced.

The Contractor will be required to continue servicing distributed carts to approximately 6,375 Curbside Household Units. Subject to any time extension permitted by the Contract, the Contractor will be required to:

- a) Commence the Collection Services on May 1<sup>st</sup>, 2026; and
- b) Provide regular updates to the City regarding the status of the Contractor's procurement of the Carts.

If Curbside Households or geographical areas are added to a Service Area, the Contractor will deliver Carts to any new Curbside Household added to the Service Area at least ten Business Days prior to the start date provided by the City.

The Contractor will deliver a Cart to a requesting Customer within seven Business Days of the Customer's initial request. The Contractor will bill the City for the additional cart, and include the contact information for the requesting Customer on the invoice.

In the event that a particular Customer repeatedly damages a Cart or requests more than one replacement Cart during the Term, the Contractor must notify the City. In the event that the problem continues, the Contractor may notify the City to discontinue service to that Customer, provided RecycleBC provides written approval.

Except for logos of the City of Cranbrook, Recycle BC, Contractor or any subcontractor of the Contractor, the Contractor may not affix or otherwise include any logo of, or any reference to, any other party or person on a Cart in any manner whatsoever, including stickers and hot stamps.

The Contractor may only collect materials that are in the Cart provided by the City.

#### **2.4.4 Collection Schedule & Maps**

The Contractor will make collections in an orderly, non-disruptive, and quiet manner within the hours defined in the City's Solid Waste and Recycling Collection Disposal Bylaw No. 4145, 2024, as it's amended or replaced, from time-to-time. Collection must be completed between the hours of 7:00am and 7:00pm on Business Days.

The City requests the collection schedule and zones be the same as the City's curbside garbage collection (available at <https://cranbrook.ca/our-city/city-departments/public-works/solid-waste-pickup/>). The successful Proponent will be expected to follow the schedule as outlined (including the current system for holidays), with collection completed bi-weekly for recycling. Any major changes to the collection schedules or zones proposed by the Proponent to reduce cost or create operational efficiencies will be considered, but may not be able to be accommodated. Current zones may be split in half, so pickup is completed for one half of the zone one week, and the other half of the zone the following week.

#### **2.4.5 Designated Post-Collection Facility**

The current Designated Post-Collection Facility is located at the Cranbrook Transfer Station in Cranbrook, BC. RecycleBC may change the location of the Designated Post-Collection Facility upon 30 days' written notice. If RecycleBC changes the location of the Designated Post-Collection Facility such that the new location is greater than 10 kilometers beyond the applicable maximum distance set out in Section 2.01.6(d) of the Agreement, as the case may be, such change will be made (provided that the Contractor may not refuse such a change).

The Contractor will deliver all collected In-Scope PPP to the Designated Post Collection Facility on the day of collection, unless alternative arrangements have been approved in writing by RecycleBC. If the Contractor is unable to deliver collected In-Scope PPP to the Designated Post-Collection Facility on the day of collection for an unforeseen reason outside of the Contractor's reasonable control, the Contractor will deliver such collected In-Scope PPP to the Designated Post-Collection Facility as soon as possible thereafter and will store such In-Scope PPP during the interim in a safe and secure manner. Contractor may not charge any amounts to the Designated Post Collection Service Provider in connection with such storage. Contractor will not deliver In-Scope PPP to any location other than the Designated Post-Collection Facility or dispose of any collected In-Scope PPP without prior written authorization from RecycleBC.

The Contractor will follow all reasonable instructions and procedures regarding the delivery of In-Scope PPP as directed by the Designated Post-Collection Service Provider and RecycleBC, including but not limited to instructions and procedures pertaining to health and safety, delivery and unloading of In-Scope PPP, audit procedures and weigh scale operation.

If the Designated Post-Collection Service Provider rejects a load of In-Scope PPP from the Contractor due to a verified claim that such load contains more than 3% by weight of Not Accepted Materials or contains any hazardous or special waste, RecycleBC reserves the right to designate alternative procedures and requirements associated with that load.

The Contractor will implement and maintain reasonable procedures to ensure that loads delivered to the Designated Post-Collection Facility comply with the requirements set forth in the Contract, including procedures to monitor the content of collected materials and procedures to notify and reject material from Customers who do not comply with such requirements. Such procedures are subject to review by RecycleBC at any time, and from time to time. If RecycleBC determines that such procedures are inadequate, the Contractor will adopt such procedures as RecycleBC may reasonably require in order to ensure compliance.

The Contractor will not assume ownership of the Recyclables, will not be responsible for any tipping fees associated with Recyclables disposal, nor receive any additional compensation for any value of the Recyclables.

#### **2.4.6 Collection Vehicles**

The Contractor will be responsible for maintenance, repairs and all other operating costs of the automated Collection Vehicles, including a contingency plan to provide Collection Services without any reasonable delay in the event of Collection Vehicle breakdown. All Collection Vehicles will be maintained in a clean and sanitary manner, and will be thoroughly washed at least once each week. All Collection Vehicles will have appropriate safety markings, including all highway lighting, flashing and warning lights, clearance lights and warning flags, all in accordance with applicable law. All Collection Vehicles and all parts and systems of all Collection Vehicles will operate

properly and be maintained in a condition compliant with all applicable laws, good industry standards, and be in a condition satisfactory to RecycleBC. Any Collection Vehicles not meeting these standards will not be used within the Service Area until repairs are made. All Collection Vehicles will be equipped with variable tone or proximity activated reverse movement back-up alarms.

The Contractor will maintain all vehicles used in the performance of Curbside Collection in a manner intended to achieve reduced emissions and particulates, noise levels, operating costs, and fuel use. The City is committed to reducing greenhouse gas emissions to minimize environmental impact in the delivery of the Services. The Contractor will be required to submit greenhouse gas emissions data for greenhouse gases generated during the delivery of the Services, including the class of Collection Vehicles used for the Services, and the type and total amount of fuel used by each vehicle class.

The proposed Collection Vehicles must be able to collect Recyclables from the fleet of Carts with the approximate size of 240 Liters, or as proposed in the Proposal.

All Collection Vehicles must be identified with the Contractor's logo.

#### **2.4.7 Customer Service**

The Contractor will return Carts (with their lids closed) in their set out location in an orderly manner. The location of returned Carts should not block sidewalks, driveways or on street parking.

The Contractor's Customer service office and call center will be accessible by a local area code and prefix phone number, and local email address. Customer service representatives will be available through the Contractor's call center during office hours for communication with Customers and City representatives. Customer calls will be taken during office hours by a person, not by voice mail. During all non-office hours for the call center, the Contractor will have an answering or voice mail service available to record messages from all incoming telephone calls, and include in the message an emergency telephone number for Customers to call outside of normal office hours in case of an emergency.

The Contractor will maintain a 24-hour emergency telephone number for use by the City and RecycleBC. The Contractor will have a representative, or an answering service to contact, available at such emergency telephone number for the City or RecycleBC use during all hours, including normal office hours.

The Contractor's Customer service representatives will have instantaneous electronic access to Customer service data and history to assist them in providing excellent Customer service.

The contractor will maintain sufficient staffing to answer and handle complaints and service requests in a timely manner made by all methods, including telephone,

letters, e-mails and text messages. If staffing is deemed to be insufficient by the City or Recycle BC to handle Customer complaints and service requests in a timely manner, the Contractor will increase staffing levels to address the performance deficiency.

The contractor will record all Customer complaints and service requests, regardless of how received, including date, time, Customer's name and address, if the Customer is willing to give this information, method of transmittal, and nature, date and manner of resolution of the complaint or service request in a computerized daily log. Any telephone calls received via Contractor's non-office hours voice mail or answering service will be recorded in the log the following Business Day. The contractor will make a conscientious effort to resolve all complaints and service requests within 24 hours of the original contact. If a longer response time is necessary for complaints or requests, the reason for the delay will be noted in the log, along with a description of Contractor's efforts to resolve the complaint or request.

The contractor's customer service log will be available for inspection by the City and Recycle BC during Contractor's office hours, and will be in a format approved by Recycle BC. The contractor will provide a copy of this log in an electronic format from the Microsoft Office suite of software to the City or Recycle BC on request and, if requested by Recycle BC, as part of a regular report to be delivered with such frequency as requested by Recycle BC (but not more frequently than monthly).

The successful proponent will participate in the City's community-wide waste diversion and reduction education and promotion.

#### **2.4.8 Transition and Implementation Plan**

The Contractor will assist the City in developing a transition and implementation plan for the Curbside Recycling Collection. This plan must include a specific timeline as to when different activities and events will occur, details of how different events impact other events in the timeline, and the process to be used to ensure that implementation occurs on the commencement date with no disruption. This plan will cover the entire period from the commencement date to and including the six-month anniversary of the commencement date.

### **2.5 Reporting**

The Successful Proponent will submit bi-weekly, quarterly and annual reports in accordance with the Contract (Appendix 2 – Sample Agreement for Curbside Recycling Collection Services) and as requested by RecycleBC.

### **2.6 Timeline**

To further assist respondents, the following target dates are provided for information purposes only, and are subject to change based upon circumstances:

<b>Event</b>	<b>Date</b>
Issue Date of RFP	March 13, 2026
Deadline for Questions	March 27, 2026
Deadline for Issuing Addenda	March 27, 2026
Submission Deadline	April 3, 2026
Selection of Preferred Proponent	April 2026
Contract Finalization and Execution	April 2026
Contractor Sourcing of Carts and Collection Vehicles	Upon Contract Execution
Commencement of Curbside Collection Services	May 1, 2026

The RFP timetable is tentative only, and may be changed by the City at any time.

### **3. PROPOSAL**

The proposal should be prepared simply and economically. While additional data may be presented, the following Sections 3.1 – 3.3 **MUST** be included. They represent the criteria against which the Proposal will be evaluated.

#### **3.1 Qualifications and Experience**

Proponents should provide information regarding their qualifications and experience including the following:

- a) A brief description of the Proponent’s organization, size, services provided, areas of expertise, and length of time in operation.
- b) Supply the names and resumes of the officials involved in performing the substantive responsibilities required under the Agreement and who will be responsible for implementation of the Agreement.
- c) If applicable, list all items of work or services proposed to be performed by sub-contractors and the names/qualifications/resumes of sub-contractors. Provide a list of equipment/supplies to be purchased by the subcontractors along with an estimate of cost, expected time of purchase, and length of time necessary for delivery for each of the items.
- d) Describe the experience of your team responsible for providing the services requested in this RFP. Describe a minimum of three (3) similar projects completed, including the scope of services (summary of collection services covered by the contract), annual revenues, tonnages, number of customers, and reference contact information (phone number and email address) for each project. Describe any major problems encountered in establishing service or collecting recyclable materials.

#### **3.2 Approach and Methodology**

Proponents should provide a clear and concise description of their approach and methodology in sufficient detail to demonstrate that the Proponent understands the scope and requirements of the Services identified in Section 2.4, and how they intend to implement and execute the Services efficiently, safely and on time. This should include addressing the deliverables in Section 2.4 and the following:

a) Start-Up Schedule

- i. Proposed start-up schedule to set out how the Proponent intends to secure, plan and implement key components, while also complying with the timing requirements provided in the Contract.

b) Services and Approach Methodology

i. Carts

An overview of the Proponent's understanding of the requirements regarding Carts, including:

- The proposed approach to meet supply and delivery requirements;
- A technical description (dimensions, volume, weight, etc.) of proposed carts; and
- Warranty coverage of carts, including evidence/documentation required for warranty coverage.

ii. Curbside Collection Services

An overview of the Proponent's understanding of the requirements regarding the Services, including the Proponent's approach to meet the Contract's requirements. This includes:

- A description of the proposed automated fleet including:
  - Chassis model;
  - Body model;
  - Fuel type;
  - Capacity of compartment(s);
  - Total weight;
  - Total volume capacity;
  - Loading and unloading characteristics;
  - The number of vehicles necessary to perform the required services;
  - The average number of collections each vehicle can make in a day; and
  - The useful life and model year of each collection vehicle.
- Describe how each vehicle will be marked or signed so that witnesses to spills, leakage and/or damage may quickly report such occurrence.
- Describe your approach to preventative maintenance and the manner in which back-up/reserve capacity vehicles will be utilized to ensure uninterrupted collection service.
- Describe fully your overall approach to hiring, training and retaining collection staff, particularly as it relates to the competitive labour market in British Columbia. Describe how staffing levels are established and modified to ensure uninterrupted collection.
- Describe and provide examples of your route management system.
- Describe how routes are initially developed and modified over time, how your on-board computer systems manage route progress, route changes, exceptions (no set-out, blocked containers, contaminated materials, etc) and diversions from normal routes due to road maintenance, inclement weather or other unforeseen needs to deviate from the planned route.

iii. Customer Service Support

- Describe in detail the manufacturer and model of equipment and software used to maintain route lists and customer service histories, and the ability to provide City (and Recycle BC) requested hard copies of customer specific information and data.
- Discuss how your company has implemented services in other municipalities, and how your company developed accurate customer account data in the event records were unavailable.
- Outline your overall approach to customer service and how the various elements of customer service (call center versus web-based) work together. Describe the manner in which customers can request missed pick-up collection, and how you ensure web requests are accurately tracked and addressed.
- Describe how staffing levels are established and modified to ensure timely customer service, and how new and existing staff is trained.
- Describe how customer service performance is measured, including the specific targets or performance metrics used to evaluate your staff's performance. If call center staff handle calls from more than one Service Area, describe the procedures and aids used by those staff to address calls from different service areas without delaying responses to customers.
- Discuss how long it takes your firm to respond to service calls, how you monitor and adapt your field staffing to minimize your response time, and how the resolution of each service call is performed in a timely manner.
- Describe your procedures for handling "missed" collections including whether your company has separate route for handling misses at the end of each day or whether each route driver is responsible for collecting their missed collections on the day or day after regular collection or whether your company uses another system. Describe how your company's approach minimizes repeat misses and how you handle customers who repeatedly report missed collections.
- Describe your safety record and approach to employee and resident safety, with examples.
- City staff will complete the program promotion efforts, and will require your assistance and cooperation. Describe how you will work with the City to support and enhance efforts to educate customers regarding the new collection services and improve customer adherence to recycling standards and regulations, and reduce contamination.

**3.3 Fees for Services**

The City will compensate the Contractor for performing the Services based largely on an annual unit price multiplied by the number of Curbside Households that receive the Services. The unit price for the Services will only include the Collection Services. The annual unit price is subject to adjustment as described in the Contract, including:

- a) An adjustment to reflect the difference between the estimated quantity and actual quantity of Carts required as of the commencement of the Collection Services; and

- b) An adjustment to the unit numbers if the actual number of Curbside Households is different (either higher or lower) than what is currently forecasted by the City.

The City requests any additional Carts be purchased by the City, from the Contractor, over term of the contract, with costs billed monthly to the City.

The City will make monthly payments to the Contractor for performance of the Services starting from the commencement of the Collection Services.

#### **4. EVALUATION CRITERIA**

Evaluation of proposals will be by a committee formed by the City.

The selection will be based on four factors: (1) Mandatory Criteria; (2) Responsiveness and Demonstrated Qualifications and Capabilities; (3) Qualitative Assessment; and (4) Proposal Cost. Provided that the applicable Proponent has received a “pass” for (1) Mandatory Criteria and (2) Responsiveness and Demonstrated Qualifications and Capabilities, the City will continue to assign a weighted score to each Proposal as set out below.

##### **4.1 Mandatory Criteria (pass/fail)**

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

<b>Mandatory Criteria</b>
a) The proposal must be received at the Closing Location before the Closing Time.
b) The proposal must be in English.
c) The proposal must be submitted using the submission method set out in Section 1.3 of this RFP.
d) Hard copy submissions must be received in a sealed envelope.
e) The proposal must include a signed copy of the <i>Summary Form of Proposal</i> .

##### **4.2 Evaluation Criteria**

Proposals meeting all of the mandatory criteria will be further assessed against the following criteria.

##### **Responsiveness and Demonstrated Qualification and Capabilities (pass/fail)**

Proponents shall submit all information related to their ability to successfully perform the work described in this RFP, including a full and competent response to all items asked for in this RFP. Proponents who do not clearly outline their proposed services, equipment and approaches, and/or who fail to clearly

demonstrate their ability to perform the services required under the Agreement shall be determined to “fail” meeting the Minimum General Qualifications and shall not be considered further.

Proponents must have demonstrated knowledge, skills, creativity, experience, and capacity to design, deliver, manage, and improve all aspects of operations, maintenance, procurement, contingency planning, sustainability performance, customer service and other aspects associated with the provision of services under the Agreement. This requirement shall be met by the company as a whole and key staff contributing to the company’s qualifications must have worked together on similar projects for the Proponent.

Proponents must have experience operating either residential Curbside or garbage collection programs in service areas with a minimum of 1,000 households.

### **Qualitative Assessment (25 points)**

The qualitative assessment may include without limitation:

Customer service approach, including the Proponent’s ability to provide electronic route monitoring and photo documentation, ability to minimize “misses” or other service disruptions, provide feedback to customers regarding material quality, etc.

Sustainability, including type of collection equipment, fuel used, emissions reduction, efficiency of routing and operations and company procurement and management policies.

The size and composition of the Proponent’s leadership team, including the Proponent’s ability to coordinate with City and Recycle BC staff on operational issues and projects as required and applicable.

References, including reference checks and past and present clients of the Proponent.

### **Price Evaluation (75 points)**

Pricing will be evaluated using the following method:

Proponents Price for Curbside Recycling Program Score = (Lowest Price Total for the Curbside Recycling Program/Proponent’s Price Total for Curbside Recycling Program Score) x 75 points.

Where:

- (i) **Lowest Price Total for the Curbside Recycling Program** will be the lowest “Proponent’s Price Total for the Curbside Recycling Program” among all Proponents.
- (ii) **Proponent’s Price Total for the Curbside Recycling Program** will be the total annual cost for the curbside recycling program in such Proponent’s Proposal.

**Fees and Unit Rates (PLEASE INCLUDE IN SEPARATE SEALED ENVELOPE)**

Proponent must provide a fee proposal to complete all requirements in this RFP. Fees must not include costs associated with preparation of a response to this RFP.

<b>Residential Curbside Recycling Collection Services Fees (2026-2030) <i>Includes customer service requirements</i></b>				
<b>Year 1 – May 1, 2026 to December 31, 2026</b>				
	<b># of Units (A)</b> <i>(2026 Base Figure)</i>	<b>Monthly Unit Rate Flat Fee (B)</b>	<b>Total Monthly Amount (AxB=C)</b>	<b>Total Annual Amount (Cx12)</b>
<b>Residential Units</b>	6,375			
<b>Year 2 – January 1, 2027 to December 31, 2027</b>				
	<b># of Units (A)</b> <i>(To be adjusted in '27)</i>	<b>Monthly Unit Rate Flat Fee (B)</b>	<b>Total Monthly Amount (AxB=C)</b>	<b>Total Annual Amount (Cx12)</b>
<b>Residential Units</b>	6,375			
<b>Year 3 – January 1, 2028 to December 31, 2028</b>				
	<b># of Units (A)</b> <i>(To be adjusted in '28)</i>	<b>Monthly Unit Rate Flat Fee (B)</b>	<b>Total Monthly Amount (AxB=C)</b>	<b>Total Annual Amount (Cx12)</b>
<b>Residential Units</b>	6,375			
<b>OPTIONAL: Year 4 – January 1, 2029 to December 31, 2029</b>				
	<b># of Units (A)</b> <i>(To be adjusted in '29)</i>	<b>Monthly Unit Rate Flat Fee (B)</b>	<b>Total Monthly Amount (AxB=C)</b>	<b>Total Annual Amount (Cx12)</b>
<b>Residential Units</b>	6,375			
<b>OPTIONAL: Year 5 – January 1, 2030 to December 31, 2030</b>				
	<b># of Units (A)</b> <i>(To be adjusted in '30)</i>	<b>Monthly Unit Rate Flat Fee (B)</b>	<b>Total Monthly Amount (AxB=C)</b>	<b>Total Annual Amount (Cx12)</b>
<b>Residential Units</b>	6,375			

## **5. TERMS AND CONDITIONS**

### **5.1 Acceptance of Terms and Conditions**

Submitting a proposal indicates acceptance of all of the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

### **5.2 Additional Information**

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

### **5.3 Late Proposals**

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received after the Closing Time will be marked late and not considered or evaluated. In case of a dispute, the proposal receipt time as recorded by the City at the Closing Location will prevail whether accurate or not.

### **5.4 Proposal Validity**

Proposals will be open for acceptance for at least ninety (90) days after the Closing Time.

### **5.5 Firm Pricing**

Prices will be firm for the entire Contract period unless the RFP specifically states otherwise.

### **5.6 Due Diligence Required**

Proponents are responsible for conducting their own due diligence and should make their own investigations, projections and conclusions to independently verify the information contained in this RFP; rely on their own experience and knowledge; and obtain any additional information that they may require, prior to submitting their Proposals and prior to entering into an Agreement. In any event, historic information or provided estimates in this RFP may not be representative of future nature, timing, quality, quantity or volume of collected materials. The nature, timing, quality, quantity or volume of collected materials is expected to change over the term of an Agreement and will vary seasonally, weekly and daily. Respondents should anticipate and allow for such changes and variations.

Without limiting the foregoing, it is the responsibility of each Proponent to do the following before submitting a Proposal:

- Examine the RFP Documents, with special attention to the terms of the Agreement.

- Become familiar with local conditions that may affect costs, implementation, progress, performance, or furnishing of the services, equipment, or facilities required under the Agreement.
- Consider federal, provincial, and local bylaws, statutes, ordinances, regulations and other applicable laws that may affect costs, implementation, progress, performance, or furnishing of the services, equipment, or facilities required under the Agreement, including, but not limited to, applicable regulations concerning: industry wage rates; protection of public and employee safety and health; environmental protection; protection of natural resources; fire protection; emergency preparedness; and other permits, taxes and fees.
- Submit any questions concerning the RFP documents in writing to the City contact identified in Section 1.6.
- Notify the City contact identified in Section 1.6 of any conflicts, errors, omissions, or discrepancies in the RFP Documents;
- Obtain all required signatures on the Summary Form of Proposal; and
- Verify its Proposal is complete as to all requirements set forth in the RFP documents.

Proponents are expected to be knowledgeable about the Service Area, to understand the terrain and streets, and to be knowledgeable concerning the locations to be used for the residential recycling collection. Proponents are expected to ensure that their equipment can make the collections and provide the services required to be provided under the Agreement.

Additionally, Proponents are expected to be knowledgeable about customer service, service standards, complaint resolution, quality management, and other matters necessary to ensure high quality customer service throughout the term of the Agreement.

### **5.7 Recycle BC Policies and Standards**

The Contractor will comply at all times with all terms and requirements set out in the policies and standards set out in Appendix 5, as such policies and standards may be updated by Recycle BC from time to time, and such other policies and standards that Recycle BC brings to the attention of the City from time to time.

### **5.8 Completeness of Proposal**

By submitting a proposal, the Proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no additional charge.

### **5.9 Changes to Proposals**

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The

Proponent will not change any part of its proposal after the Closing Time unless requested by the City for purposes of clarification.

#### 5.10 **Liability for Errors**

While the City has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

#### 5.11 **Proponents' Expenses**

Proponents are solely responsible for their own expenses in participating in the RFP process, including the costs in preparing a proposal and for subsequent finalizations with the City, if any. The City will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract or any other matter whatsoever.

#### 5.12 **Agreement and Contract**

This RFP is not an Agreement to purchase goods or services. The City is not bound to enter into a Contract with any Proponent. Notice in writing to a Proponent that it has been identified as a successful Proponent will not constitute an Agreement. Only if a Proponent and the City enter into a subsequent full written and executed Agreement will a Proponent acquire any legal or equitable rights or privileges relative to the goods or services.

Any Agreement with the selected Proponent will be in accordance to the Terms and Conditions of the City of Cranbrook Agreement for Curbside Recycling Collection Services (See Appendix 2).

If a written Contract cannot be finalized with provisions satisfactory to the City within thirty (30) days of notification of the successful Proponent, the City may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

#### 5.13 **Agreement Term**

The Term of any agreement resulting from this RFP shall be for 3 years, unless otherwise agreed to in writing by both parties, or unless modified using extension clauses contained within the agreement.

#### 5.14 **Reservation of Rights**

In addition to any other reservation of rights set out in the RFP, the City reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to accept the proposal in total or in part;
- d) to waive any non-material irregularity, defect or deficiency in a proposal;
- e) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;
- f) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the City, or any material error, omission or misrepresentation in the proposal;
- g) at any time, to reject any or all proposals; and
- h) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.

#### 5.15 **Solicitation**

Any attempt by Proponents to influence the outcome of the RFP process by engaging in solicitation, either directly or indirectly, of any employee, contractor or representative of the City, including members of the evaluation committee and any elected or appointed officials of the City, or with the media, may result in disqualification of the Proponent.

#### 5.16 **Workers Compensation Act**

The Contractor must provide to the City their Worksafe BC registration number and a Letter of Clearance. The Contractor must ensure compliance on their part with the Workers' Compensation Act and the Occupational Health and Safety Regulations. This will extend to any subcontractors hired by the successful Proponent, who will be on City property.

In any case where pursuant to the provisions of the Workers' Compensation Act, the Workers' Compensation Board orders the Contractor, in respect of their operations under the RFP, to cease operations because of failure to install or adopt safety devices or appliances directed by the order of the said Board, or required under said Act or Regulations thereunder or because said Board is of the opinion the conditions or immediate danger exist that would be likely to result in injury to any person, or because of lack of payment of an account due to the Board, the City, on 24 hours written notice to the Contractor, may terminate the Contract.

The Contractor agrees that it is the prime contractor for the Services for the purposes of the Workers Compensation Act. The Contractor will have a safety program in place that meets the requirements of the Workers' Compensation Board Occupational Health and Safety Regulation and the Workers Compensation Act. As prime contractor, the

Contractor is responsible for appointing a qualified coordinator for ensuring the health and safety activities for the location of the Services.

#### 5.17 **Indemnity and Liability Insurance**

For the purpose of any Contract the City may enter into with the successful Proponent, the Contractor must indemnify and hold harmless the City, its employees and agents, from any or all claims, demands, actions, and costs whatsoever that may arise, directly or indirectly out of any act or omission of the Contractor, its employees, or agents, in the performance by the Contractor of this RFP. Such indemnification must survive termination of the Contract.

The Contractor must provide to the City proof of \$2 million General Liability Insurance with the City named as an additional insured party and proof of Professional Liability Insurance (errors and omissions coverage) with minimum \$500,000 per claim and \$1,000,000 aggregate. The City reserves the right to modify the type of insurance coverage and amount coverage (which may include increasing the amount of coverage) required to be carried by the Contractor.

#### 5.18 **Compliance with Laws and Permits**

The Contractor must apply and pay for all necessary permits or licenses, including City of Cranbrook Business License, required for the execution of the work. The Contractor must give all necessary notices and pay for all fees required by law and comply with all laws, ordinances, rules and regulations relating to the work and to the preservation of the public health. The Contractor must be responsible for the safety of all workmen and equipment on the project in accordance with all applicable safety legislation passed by Federal, Provincial and Local Authorities governing safety.

#### 5.19 **Trade Agreements**

This RFP has been issued in compliance with the City of Cranbrook Purchasing Policy No. 40-501 and meets the requirements of the Canadian Free Trade Agreement and the New West Partnership Trade Agreement.

#### 5.20 **Freedom of Information**

Without limiting other obligations under the *Freedom of Information and Protection of Privacy Act* and any other enactments that may apply to the City or the Proponent or to both, and despite any promises or commitment by the City to preserving the confidentiality of information to the extent permitted by law, the Proponent acknowledges that any information provided to the City in relation to this RFP, or that is created, produced, negotiated or otherwise comes within the City's custody or under its control pursuant to this RFP, may be subject to a legal requirement to disclose the information pursuant to a request for access under that Act.

#### 5.21 **Conflict of Interest**

A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the City's opinion, give rise to an

actual, perceived or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the City involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract.

A Proponent must disclose in its proposal any actual or potential conflict of interest and any existing business relationships it may have with the City of Cranbrook, its elected or appointed officials or employees. The City has the right to reject any proposal submitted by a Proponent who in the City's determination, has, or if awarded the Contract would have, an actual, perceived or potential conflict of interest.

If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the City Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

**CITY OF CRANBROOK  
SUMMARY FORM OF PROPOSAL**

**RFP NO:** CRA2026-R-003  
**NAME OF PROJECT:** **CURBSIDE RECYCLING COLLECTION**

---

**DESCRIPTION:** **BI-WEEKLY, SINGLE-STREAM RECYCLING CURBSIDE  
COLLECTION (3-YEAR TERM)**

**ACKNOWLEDGEMENT OF ADDENDA**

We acknowledge receipt of the following addenda which become part of this RFP:

ADDENDUM	
ADDENDUM	

**CONFIRMATION OF THE PROPONENT’S INTENT TO BE BOUND:**

The enclosed Proposal is submitted in response to the referenced Request for Proposals, including any Addenda. By submitting a Proposal, the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposals;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the Proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its Proposal.

**Proponent Name (please print):** \_\_\_\_\_

**Name & Title of Authorized  
Representative (please print):** \_\_\_\_\_

**Signature of Authorized Representative:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Executed this** \_\_\_\_\_ **day of** \_\_\_\_\_, **20** \_\_\_\_\_

<b>Document Number/Description:</b> CRA2026-R-008
<b>Proponent Name:</b>
<b>Evaluator Name:</b>

Number	Evaluation Criteria	Criteria Addressed	Available Points	Proponent Score	Comments/Rationale for Score
<b>4.1 Mandatory Criteria</b>					
	a) The proposal must be received at the Closing Location before the Closing Time.				
	b) The proposal must be in English.				
	c) The proposal must be submitted using the submission method set out in Section 1.3 of this RFP.				
	d) Hard copy submissions must be received in a sealed envelope				
	e) The proposal must include a signed copy of the <i>Summary Form of Proposal</i>				
	<b>Passed All Mandatories (Yes/No)</b>				

**NOTES FOR USING THIS EVALUATION HANDBOOK**  
 The evaluation team may award points for related, valuable information provided in the proposal that is not included in the lists below. Evaluators may also award partial points (i.e. 1/2 ) if a criterion is mentioned or additional related and valuable information is included, but details are lacking for the evaluators to understand what is being offered.  
  
 In all cases, evaluators are expected to check those criteria that are fully met in the response, and to include comments to support how it is met if this is not obvious. Comments are also expected where only 1/2 points are given explaining the rationale for the award, and to fully describe any points given for additional information not included in the list.

<b>4.2 Evaluation Criteria</b>					
<b>Responsiveness and Demonstrated Qualification and Capabilities</b>					
	Collection Containers - the proponent has identified all requirements in Section 2.4.3 of the RFP.				
	Collection Schedule & Map - the proponent is able to meet the requirements in Section 2.4.4 of the RFP				
	Designated post collection facility - the proponent will deliver all collected recyclables to the Post Collection Facility in accordance with Section 2.4.5 of the RFP.				
	Collection Vehicles - the proponent will meet the requirements identified in Section 2.4.6 for all collection vehicles.				
	Customer Service - the proponent demonstrated their ability to meet the customer service requirements in Section 2.4.7.				
	Transition & Implementation - the proponent has acknowledged their assistance in developing a transition and implementation plan as per Section 2.4.8.				
	Reporting -the proponent will meet reporting requirements as identified in Section 2.5.				
	Qualifications and Experience - the proponent has provided information for all items in Section 3.1.				
	Approach & Methodology - Thorough understanding of cart requirements (delivery, technical, warranty) identified in Section 3.2				
	Approach & Methodology - Understanding of requirements including description of automated fleet; fleet identification; route management (identified in Section 3.2).				
	Approach & Methodology - Understanding of requirements for customer support such as software; accurate account data; staffing levels; customer service performance; response to inquiries; safety record (identified in Section 3.2)				
	<b>Passed Responsive and Demonstrated Qualification and Capabilities (Yes/No)</b>				

<b>Qualitative Assessment</b>			<b>25</b>		
	Manufacturer and model of equipment/software used to maintain route lists and customer service histories, and the ability to provide City (and Recycle BC) requested hard copies of customer specific information and data.				
	Company has implemented services in other municipalities and developed accurate customer account data in the even records were unavailable.				
	Outlined overall approach to customer service and how the various elements of customer service (call center versus web-based) work together. Described the manner in which customers can request missed pick-up collection, and how web requests are accurately tracked and addressed.				
	Discussed how long it takes to respond to service calls, how monitor and adapt field staffing to minimize response time, and how the resolution of each service call is performed in a timely manner.				

RFP - Evaluation Sheet

Described procedures for handling "missed" collections including whether there is a separate route for handling misses at the end of each day or whether each route driver is responsible for collecting their missed collection on the day or day after regular collection (or another system). Described how company's approach minimizes repeat misses and how customers who repeatedly report missed collections are handled.				
Describe your safety record and approach to employee and resident safety, with examples.				
How will work with the City to support and enhance efforts to educate customers regarding the new collection services and improve customer adherence to recycling standards and regulations, and reduce contamination.				
Is the proponent available to coordinate with the City on operational issues				
Proponent considered sustainability (GHG emissions, routing and operational efficiencies) in the collection and delivery services.				
Was reference check positive? If 100% positive, award 1 point. If 50% positive, award 0.5 points, etc.				
Additional points awarded (if any) - justify in comments				
<i>Award 25 points if 10 criteria are met;</i> <i>Award 10 points if 4 criteria are met; and</i> <i>Award 0 points if no criteria are addressed</i>	0	25	0	
<b>Price Evaluation</b>	<b>75</b>			
Lowest Price Total for the Curbside Recycling Program				
Proponents Price Total for Curbside Recycling Program				
Additional points awarded (if any) - justify in comments				
<i>Award 75 points if lowest price</i>	#DIV/0!	75	#DIV/0!	
<b>TOTAL SCORE FOR PROPONENT</b>	<b>#DIV/0! 100</b>			

**AGREEMENT  
FOR  
CURBSIDE RECYCLING COLLECTION SERVICES**

**MEMORANDUM OF AGREEMENT** dated the \_\_\_\_ day of March, 2026

**-BETWEEN-**

**THE CORPORATION OF THE CITY OF CRANBROOK**

Hereinafter called the 'Client'

THE PARTY OF THE FIRST PART

**-AND-**

**CONTRACTOR NAME**

Hereinafter called the 'Contractor'

THE PARTY OF THE SECOND PART

WHEREAS the Client intends to engage the Contractor to **provide services in connection with the bi-weekly, automated, residential curbside recycling collection.**

hereinafter called the 'Services' and has requested the Contractor to provide the personnel, equipment, expertise and skills to provide the Services in connection therewith;

**NOW THEREFORE WITNESSETH** that in consideration of the covenants contained herein, the Client and the Contractor mutually agree as follows:

## **ARTICLE 1 - GENERAL CONDITIONS**

### **1.01 Definitions**

For the purpose of this Agreement, the following definitions shall apply:

**“Add-A-Day Service”** means the collection of Recycling will take place one(1) or two (2) additional day(s), as applicable, after the following statutory holidays:

- a) Christmas Day, December 26 (Boxing Day), Good Friday, Easter Monday;
- b) BC Family Day, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, BC Day, New Year’s Day; and
- c) Any additional day proclaimed by Federal or Provincial Government as a public holiday.

When a statutory holidays falls on a Saturday or a Sunday the following Monday and/or Tuesday shall be deemed to be the holiday.

**“Business Day”** means a standard day for conducting business in British Columbia, excluding government holidays and weekends.

**“Cart”** means any reusable bin, box, tote, bag, open container or cart acceptable to RecycleBC used for household storage and curbside set-out of In-Scope PPP in the performance of the Curbside Collection but, for the avoidance of doubt, does not include single-use bags.

**“Claim Information”** means the meaning set out in Section 2.01.14.

**“Corrugated Cardboard”** means paper-based material consisting of a fluted corrugated sheet and one or two flat linerboards.

**“Curb”** or **“Curbside”** means a location within one metre of a Public Street or Private Road.

**“Curbside Collection”** has the meaning set out in Section 2.01

**“Curbside Household”** means a self-contained dwelling unit providing accommodation to one or more people, including (i) single-family dwellings, (ii) buildings with up to four suites and (iii) rowhouses and townhouses, in each case where the resident of each unit is expected to individually deliver In-Scope PPP to the Curb for collection.

**“Curbside Household Baseline”** means the number of Curbside Households in the Service Area as initially set out in Section 2.01.1, as may be modified in accordance with Section 1.09 of the Agreement.

**“Customer”** means residents of Curbside Households within the Service Area.

**“Designated Post-Collection Facility”** means the facility at which the Contractor delivers Contractor-collected In-Scope PPP to the Designated Post-Collection Service Provider.

**“Designated Post-Collection Service Provider”** means the entity, designated by RecycleBC, to receive Contractor-collected In-Scope PPP.

**“In-Scope PPP”** means the single stream PPP in Category 1, Category 2, Category 3(a), Category 3(b), Category 6 and Category 7; and such other materials identified as In-Scope PPP by RecycleBC in writing from time-to-time.

**“Industrial, Commercial, Institutional” or “ICI”** means any operation or facility other than a Curbside Household, including but not limited to industrial facilities such as warehouse, distribution centres, manufacturing facilities; commercial facilities such as retail stores, offices, strip malls and vacation facilities, such as hotels, motels, cottages, cabins and rental, co-operative, fractional ownership, time-share or condominium accommodation associated with sports and leisure facilities (e.g. ski resorts); and institutional facilities such as schools, churches, community buildings, local government buildings, arenas, libraries, fire halls, police stations and residences at which medical care is provided, such as nursing homes, long-term care facilities and hospices.

**“Missed Collection”** means any failure of Contractor to collect In-Scope PPP that has been set out by a Customer on the Customer’s scheduled collection day by the appointed set out time.

**“MMBC”** means Multi-Material BC Society

**“Not Accepted Materials”** means, collectively, any material that is not In-Scope PPP (as that term is defined in the Agreement).

**“Private Road”** means a privately-owned and maintained way that allows for access by a service vehicle and that serves multiple residences.

**“Public Street”** means a public right-of-way used for public travel, including public alleys.

**“Service Area”** means the geographic area delineated in Appendix 1 – Map of Service Area.

**“Packaging and Printed Paper”** or **“PPP”** means the materials set out in MMBC’s Packaging and Printed Paper Description.

**1.02 Retainer**

The Client hereby retains the services of the Contractor in connection with the Service and the Contractor hereby agrees to provide the services described herein under the general direction and control of the Client.

In this Agreement the word Contractor shall mean professionals and other specialists engaged by the Client directly and whose names are party to this Agreement.

**1.03 Services**

The services to be provided by the Contractor and by the Client for the Service are set forth in Article 2 and such services as changed, altered or added to under Section 1.09 are hereinafter called the 'Additional Services'.

**1.04 Compensation**

The Client shall pay the Contractor in accordance with the provisions set forth in Article 3. For purposes of this agreement, the basis of payment shall be as specified in Article 3.2.3.

**1.05 Staff and Methods**

The Contractor shall perform the services under this agreement with that degree of care, skill and diligence normally provided in the performance of such services as contemplated by the agreement at the time such services are rendered and as required by Recycle BC. The Contractor shall employ only competent staff who will be under the supervision of a senior member of the Contractor’s staff.

**1.06 Drawings and Documents**

Subject to Section 3.2.4 of Article 3, drawings and documents or copies thereof required for the Service shall be exchanged between the parties on a reciprocal basis. Documents prepared by the Contractor for the Client, including record drawings, may be used by the Client, for the Service herein described. In accordance with Article 1.07, the Client indemnifies the Contractor for unauthorized use of the documents and deliverables.

**1.07 Intellectual Property**

All concepts, plans, drawings, specifications, designs, models, reports, photographs, computer software, surveys, calculations, construction and other data, documents, and processes produced by the Contractor in connection with the Service (the “Instruments of Service”), including all copyright and other intellectual property therein, are and shall at all times remain the property of the Contractor unless otherwise agreed in writing between the parties.

The Client shall have permanent exclusive royalty-free license to use any concept, product or process, which is patentable, capable of trademark or otherwise produced by or resulting from the Services rendered by the Contractor in connection with the Service and for no other purpose or Service.

**1.08 Records and Audit**

~~(a) In order to provide data for the calculation of fees on a time basis, the Contractor shall keep a detailed record of the hours worked by staff employed for the Service.~~

- ~~(b) The Client may inspect timesheets and record of expenses and disbursements of the Contractor during regular office hours with respect to any item which the Client is required to pay on a time scale or disbursement basis as a result of this Agreement.~~
- (c) The Contractor, when requested by the Client, shall provide copies of receipts with respect to any disbursement for which the Contractor claims payment under this Agreement.
- (d) The Contractor will keep and maintain complete and accurate data, records, and documents in accordance with generally accepted accounting principles consistently applied to support and document all claims and amounts becoming payable to the Contractor, and all data, records and documents relating to the performance of the services, and compliance with Contractor's obligations under this agreement.

#### **1.09 Changes and Alterations and Additional Services**

With the consent of the Contractor the Client may in writing at any time after the execution of the Agreement or the commencement of the Services delete, extend, increase, vary or otherwise alter the Services forming the subject of the Agreement, and if such action by the Client necessitates additional staff or services, the Contractor shall be paid in accordance with Section 3.2 for such additional staff employed directly thereon, together with such expenses and disbursements as allowed under Section 3.2.4. In the event that the client delays the Service then the Contractor shall have the right to renegotiate the agreement.

#### **1.10 Suspension or Termination**

Either Party may at any time by notice in writing to the other party, suspend or terminate the Services or any portion thereof at any stage of the Service. Upon receipt of such written notice, the Contractor shall perform no further Services other than those reasonably necessary to close out his Services. In such an event, the Contractor shall be entitled to payment in accordance with Section ~~3.2~~ 3.3. for any of the Contractor's staff employed directly thereon together with such expenses and disbursements allowed under Section 3.2.

If the Contractor is practicing as an individual and dies before his Services have been completed, this Agreement shall terminate as of the date of his death, and the Client shall pay for the Services rendered and disbursements incurred by the Contractor to the date of such termination.

#### **1.11 Indemnification**

The Contractor shall indemnify and save harmless the Client from and against all claims, actions, losses, expenses, costs or damages of every nature and kind whatsoever which the Client, his employees, officers or agents may suffer, to the extent the Contractor is legally liable as a result of the negligent acts of the Contractor, his employees, officers or agents in the performance of this Agreement.

The Client agrees to hold harmless, indemnify and defend the Contractor from and against any and all claim, losses, damages, liability and costs of defense arising out of or in any way connected with the presence, discharge, release or escape of contaminants of any kind, excluding only such liability as may arise out of the negligent acts of the Contractor in the performance of consulting services to the Client within this Service.

#### **1.12 Insurance**

The Client will accept the insurance coverage amount specified in this clause section (a) as the limit of liability of the Contractor and its employees for the Client's damages.

- (a) Commercial General Liability and Automobile Insurance

The Insurance Coverage shall be no less than \$2,000,000 per occurrence and in the aggregate for General Liability and \$2,000,000 per occurrence and in the aggregate for products and completed operations with respect to Commercial General Liability and no less than \$2,000,000 per occurrence for Automobile Insurance. Prior to commencement of the Service, the Contractor shall provide the Client with proof of Comprehensive General Liability and when requested, Automobile Insurance (Inclusive Limits) for both owned and non-owned vehicles.

(b) Professional Liability Insurance

The Insurance Coverage shall be in the amount of \$2,000,000 per claim and in the aggregate. Prior to commencement of the Service, the Contractor shall provide to the Client proof of Professional Liability Insurance carried by the Contractor.

(c) Change in Coverage

If the Client requests to have the amount of coverage increased or to obtain other special insurance for this Service then the Contractor shall endeavour forthwith to obtain such increased or special insurance at the Client's expense as a disbursement allowed under Section 3.2.

**1.13 Contracting for Construction**

Neither the Contractor nor any person, firm or corporation associated or affiliated with or subsidiary to the Contractor shall tender for the construction of the Service, or have an interest either directly or indirectly in the construction of the Service.

**1.14 Assignment**

Neither party may assign this Agreement without the prior consent in writing of the other.

**1.15 Previous Agreements**

This Agreement supersedes all previous agreements, arrangements or understandings between the parties whether written or oral in connection with or incidental to the Service.

**1.16 Approval by Other Authorities**

Unless otherwise provided in this Agreement, where the work of the Contractor is subject to the approval or review of an authority, department of government, or agency other than the Client, such applications for approval or review shall be the responsibility of the Contractor, but shall be submitted through the offices of the Client and unless authorized by the Client in writing, such applications for approval or review shall not be obtained by direct contact by the Contractor with such other authority, department of government or agency.

~~**1.17 Principals and Executives**~~

~~The use of Principals and Executives on a time basis by the Contractor, will be in accordance with Section 1.24.1 (c).~~

**1.18 Sub-Contractors**

The Contractor may engage others as sub-contractors for specialized services provided that prior approval is obtained, in writing, from the Client and may add a mark-up of not more than 5% of the cost of such services to cover office administration costs when claiming reimbursement from the Client plus the cost of the additional insurance incurred by the Contractor for the specialized services.

**1.19 Inspection**

The client, or persons authorized by the Client, shall have the right, at all reasonable times, to inspect or otherwise review the Services performed, or being performed, under the Service and the premises where they are being performed.

**1.20 Publication**

The Contractor agrees to obtain the consent in writing of the Client before publishing or issuing any information regarding the Service.

**1.21 Confidential Data**

The Contractor shall not divulge any specific information identified as confidential, communicated to or acquired by him, or disclosed by the client in the course of carrying out the Services provided for herein. These obligations of confidentiality shall not apply to information which is in the public domain, which is provided to the Contractor by a third party without obligation of confidentiality which is independently

developed by the Contractor without access to the Client's information, or which is required to be disclosed by law or by court order. No such information shall be used by the Contractor on any other Service without the approval in writing of the client

#### **1.22 Dispute Resolution**

- (a) If requested in writing by either the Client or the Contractor, the Client and the Contractor shall attempt to resolve any dispute between them arising out of or in connection with this Agreement by entering into structured non-binding negotiations with the assistance of a mediator on a without prejudice basis. The mediator shall be appointed by agreement of the parties. If a dispute cannot be settled within a period of ninety (90) calendar days with the mediator, the dispute shall be referred to and finally resolved by arbitration under the rules of the province having jurisdiction or by an arbitrator appointed by the agreement of the parties.
- (b) No person shall be appointed to act as mediator or arbitrator who is in any way interested, financially or otherwise, in the conduct of the work on the Service or in the business or other affairs of either the Client or the Contractor.
- (c) The provisions of Commercial Arbitration Act, R.S.B.C. 1996. c. 55.as amended shall apply.

#### **1.23 Time**

The Contractor shall perform the Services expeditiously to meet the requirements of the Client and shall complete any portion or portions of the Services in such order as the Client may require.

The Client shall give due consideration to all designs, drawings, plans, specifications, reports, tenders, proposals and other information submitted by the Contractor, and shall make any decisions which he is required to make in connection therewith within a reasonable time so as not to delay the work of the Contractor.

#### **1.24 Estimates, Schedules and Staff List**

##### **1.24.1 Preparation of Estimate of Fees, Schedule of Progress and Staff List**

When requested by the Client, and where payment is calculated on a time basis, the Contractor shall provide, for approval by the Client:

- (a) An estimate of the total fees to be paid for the Services.
- (b) A Schedule showing an estimate of the portion of the Services to be completed in each month and an estimate of the portion of the fee which will be payable for each such month.
- (c) A Staff list showing the number, classifications and hourly rate ranges for staff, Principals and Executives, for which the Contractor will seek payment on a time basis. The Contractor shall relate such information to the particular type of work that such staff is to perform, while employed on the Service. Such list shall designate the member of the Contractor's staff who is to be the liaison person between the Contractor and the Client.

##### **1.24.2 Subsequent Changes in the Estimate of Fees, Schedule of Progress and Staff List**

The Contractor will require prior written approval, from the Client for any of the following changes:

- (a) Any increase in the estimated fees beyond those approved under Subsection 1.24.1 (a).
- (b) Any change in the schedule at progress which results in a longer period than provided in Subsection 1.24.1 (b).
- (c) Any change in the number, classification and hourly rate ranges of the staff provided under Subsection 1.24.1 (c).

##### **1.24.3 Monthly Reporting of Progress**

When requested by the Client, the Contractor shall provide the Client with a written report showing the portion of the Services completed in the preceding month.

## 1.25 Additional Conditions

As of the effective date, the following Appendices form part of this Agreement  
Appendix 1 – Map of Service Area  
Appendix 2 – Unit Rates from Submitted Proposal

As of the effective date, the following reference documents form part of this Agreement  
1. Response to Request for Proposal submitted by **CONTRACTOR on XXXX, XX, 2026**  
2. Request for Proposals Curbside Recycling Collection issued on **March 6, 2026**

## ARTICLE 2 - SERVICES

### 2.01 Services to be provided by Contractor

Curbside Collection Services: Beginning on May 1, 2026, or another date that is mutually agreed upon, the Contractor will collect In-Scope PPP at Curbside from all Customers within the Service Area as further described in this Section 2.01 and in accordance with the terms of this Agreement

#### 2.01.1 Service Area

- (a) Contractor will perform Curbside Collection from 6,375 Curbside Households in the Service Area as shown in Appendix 1 – Map of Service Area.
- (b) Notwithstanding the Curbside Household Baseline of 6,375 and subject to Section 2.01.2(d) and 2.01.4(d), the Contractor is obligated to provide Curbside Collection from all Curbside Households in the Service Area.
- (c) The Contractor will not collect In-Scope PPP from ICI locations, unless approved by the City and RecycleBC in advance. The City and RecycleBC shall have the right, exercisable at any time in its sole discretion, to revoke its approval of any one or more ICI locations.

#### 2.01.2 PPP Materials

- (a) Contractor will collect all In-Scope PPP from all Customers that is placed in Carts.
- (b) Materials collected by the Contractor may not contain more than 3% by weight of Not Accepted Materials. Loads exceeding 3% by weight of Not Accepted Materials may be subject to rejection by the Designated Post-Collection Service Provider.
- (c) Materials collected by the Contractor may not contain (i) any packaging containing hazardous or special waste or (ii) Categories 4, 5 or 9.
- (d) Contractor will assist the City in implementing and maintaining reasonable procedures to ensure that loads delivered to the Designated Post-Collection Facility comply with the requirements set forth in this Section 2.01.2. The Contractor will report concerns regarding compliance of Section 2.01.2 to the City, and assist the City in procedures to monitor the content of collected materials and procedures to notify and reject material from Customers who do not comply with such requirements. Such procedures are subject to review by RecycleBC at any time and from time to time. If RecycleBC determines that such procedures are inadequate, the Contractor will adopt such procedures as RecycleBC may reasonably require in order to ensure compliance with this Section 2.01.2.

#### 2.01.3 Collection

- (a) The Contractor will not place limits on the quantity of In-Scope PPP contained in the City supplied carts that will be collected from Customers.
- (b) Contractor will pick up In-Scope PPP placed by Customers (in accordance with Section 2.01.2 (a)) at the Curb along the collection vehicle route, which may be a Public Street or a Private Road.
- (c) Contractor will perform bi-weekly Curbside Collection from each Curbside Household in the Service Area on Business Days. Add-A-Day Service will be applied as required.

- (d) Contractor will make collections in an orderly, non-disruptive, and quiet manner within the hours defined in the City's Solid Waste Collection Bylaw No. 3444, as it's amended or replaced, from time-to-time.
- (e) The Contractor will return Carts (with their lids closed) in their set out location in an orderly manner. The location of returned Carts should not block sidewalks, driveways or on street parking.
- (f) Contractor will assist the City in providing education and promotional information for Curbside Collection.

#### **2.01.4 Carts**

- (a) The Contractor will provide Carts to each Curbside Household in the Service Area that provides Customers with sufficient volume to accommodate In-Scope PPP generated by Customers between collections so that the Cart capacity is not a barrier to Customer use of the Curbside Collection service.
- (b) If Curbside Households or geographical areas are added to a Service Area, the Contractor will deliver Carts to any new Curbside Household added to the Service Area at least ten Business Days prior to the start date provided by the City.
- (c) The Contractor will deliver a Cart to a requesting Customer within seven Business Days of the Customer's initial request.
- (d) In the event that a particular Customer repeatedly damages a Cart or requests more than one replacement Cart during the Term, the Contractor may charge the City a one-time lump-sum payment for the replacement Cart, if the replacement Cart is outside the City's original order amount. In the event that the problem continues, the Contractor may notify the City to discontinue service to that Customer, provided RecycleBC provides written approval.
- (e) The Contractor will deliver Carts that meet the requirements set out in this Agreement to each Customer in the Service Area at least ten Business Days prior to the Service Commencement Date unless otherwise approved by RecycleBC in writing.
- (f) The request for delivery and/or repair of Carts will be received and processed by the City. The City will notify the Contractor directly for requests for new Carts, removal of Carts, and any requests for repair/replacement of damaged Carts.
- (g) The Contractor may not collect In-Scope PPP in single-use bags.
- (h) Except for logos of the applicable local government, Recycle BC, Contractor or any subcontractor of Contractor, Contractor may not affix or otherwise include any logo of, or any reference to, any other party or person on a Cart in any manner whatsoever, including stickers and hot stamps.

#### **2.01.5 Collection Vehicles**

Without limiting any other requirements or obligations of the Contractor, the Contractor will meet or exceed the following standards in respect of collection vehicles used to perform Curbside Collection:

- (a) All collection vehicles will be maintained in a clean and sanitary manner, and will be thoroughly washed at least once each week. All collection vehicles will have appropriate safety markings, including all highway lighting, flashing and warning lights, clearance lights and warning flags, all in accordance with applicable law. All collection vehicles and all parts and systems of all collection vehicles will operate properly and be maintained in a condition compliant with all applicable laws, good industry standards, and be in a condition satisfactory to RecycleBC. Any vehicles not meeting these standards will not be used within the Service Area until repairs are made. All collection vehicles will be equipped with variable tone or proximity activated reverse movement back-up alarms.
- (b) Contractor will maintain all vehicles used in the performance of Curbside Collection in a manner intended to achieve reduced emissions and particulates, noise levels, operating costs, and fuel use.

- (c) All collection vehicles must be clearly identified with the Contractor's logo.

#### **2.01.6 Designated Post Collection Facility**

- (a) The Contractor will deliver all collected In-Scope PPP to the Designated Post Collection Facility on the day of collection, unless alternative arrangements have been approved in writing by RecycleBC. If the Contractor is unable to deliver collected In-Scope PPP to the Designated Post-Collection Facility on the day of collection for an unforeseen reason outside of the Contractor's reasonable control, the Contractor will deliver such collected In-Scope PPP to the Designated Post-Collection Facility as soon as possible thereafter and will store such In-Scope PPP during the interim in a safe and secure manner. Contractor may not charge any amounts to the Designated Post Collection Service Provider in connection with such storage. Contractor will not deliver In-Scope PPP to any location other than the Designated Post-Collection Facility or dispose of any collected In-Scope PPP without prior written authorization from RecycleBC.
- (b) The Contractor will deliver all collected In-Scope PPP to the Designated Post-Collection Facility in single stream including Category 1, Category 2, Category 3(a), Category 3(b), Category 6 and Category 7. To the extent beverage containers as defined in Schedule 1 of the *Recycling regulation* to the *Environmental Management Act* (BC) are comingled with In-Scope PPP to be collected by Contractor, such beverage containers shall be deemed to be In-Scope PPP for the purposes of this Agreement, with polycoated beverage containers defined as Category 3(a), plastic beverage containers defined as Category 6, metal beverage containers defined as Category 7.
- (c) The Contractor will follow all reasonable instructions and procedures regarding the delivery of In-Scope PPP as directed by the Designated Post-Collection Service Provider and RecycleBC, including but not limited to instructions and procedures pertaining to health and safety, delivery and unloading of In-Scope PPP, audit procedures and weigh scale operation.
- (d) The Designated Post-Collection Service Provider will locate the Designated Post-Collection Facility within 60 kilometers from the Service Area boundary at the point of least distance to the Designated Post-Collection Facility. If the Designated Post-Collection Service Provider has used commercially reasonable efforts to locate the Designated Post-Collection Facility within such area but is unable to do so, the Contractor will not be required to deliver In-Scope PPP to the Designated Post-Collection Facility except on terms mutually acceptable to the Contractor and the Designated Post-Collection Service Provider.
- (e) RecycleBC may change the location of the Designated Post-Collection Facility upon 30 days' written notice. If RecycleBC changes the location of the Designated Post-Collection Facility such that the new location is greater than 10 kilometers beyond the applicable maximum distance set out in Section 2.01.6(d), as the case may be, such change will be made (provided that the Contractor may not refuse such a change).
- (f) If the Designated Post-Collection Service Provider rejects a load of In-Scope PPP from the Contractor due to a verified claim that such load contains more than 3% by weight of Not Accepted Materials or contains any hazardous or special waste, RecycleBC reserves the right to designate alternative procedures and requirements associated with that load.

#### **2.01.7 Spillage**

- (a) All loads collected by the Contractor will be completely contained in collection vehicles at all times, except when material is actually being loaded. Hoppers on all collection vehicles will be cleared frequently to prevent the occurrence of blowing or spillage.
- (b) Any spillage of materials that occurs during Curbside Collection will be immediately cleaned up or removed by the Contractor at its sole expense. The Contractor will keep accurate records of each occurrence of spillage and its clean-up, and will make such records available to the City on request and, if requested by the City, as part of a regular report to be delivered with such frequency as requested by the City (but not more frequently than monthly). The Contractor expressly acknowledges it is solely responsible for any violations of Applicable Law that may result from said spillage.

- (c) Without limiting Section 2.01.7(b) above, the Contractor will maintain all collection vehicles to ensure that no liquid wastes (e.g. leachate) or oils (e.g. lubricating, hydraulic, or fuel) are discharged to Customer premises or Public Streets or Private Roads. All collection and route supervisor vehicles used by the Contractor will be equipped with a spill kit sufficient in size to contain a spill of equivalent volume to the largest lubricating, hydraulic or fuel tank on the largest collection vehicle. Any discharge to liquid wastes or oils that may occur from Contractor's collection vehicles prior to them being removed from service will be cleaned up or removed by the Contractor within three hours of being noticed by route staff, Customers, the City, or RecycleBC, and will be remediated by the Contractor at its sole expense. Such clean-up or removal will be documented with pictures, and notice of such clean-up or removal will be provided to the City in writing. The Contractor will immediately notify the City-designated and RecycleBC-designated spill coordinator of any spills that enter ground-water or drainage systems.

**2.01.8 Routes**

- (a) The Contractor Curbside Collection routes may not extend outside the Service Area. Contractor collection vehicles used to perform Curbside Collection may only be used for collection services outside the Service Area or for any other use if they are emptied before and after such other use and the Contractor has obtained prior approval from the City in writing.

**2.01.9 Customer Service Requirements**

- (a) The contractor's Customer service office and call center will be accessible by a local area code and prefix phone number. Customer service representatives will be available through the Contractor's call center during office hours for communication with Customers and City representatives. Customer calls will be taken during office hours by a person, not by voice mail. During all non-office hours for the call center, the Contractor will have an answering or voice mail service available to record messages from all incoming telephone calls, and include in the message an emergency telephone number for Customers to call outside of normal office hours in case of an emergency.
- (b) The contractor will maintain a 24-hour emergency telephone number for use by the City and RecycleBC. The contractor will have a representative, or an answering service to contact such representative, available at such emergency telephone number for the City or RecycleBC use during all hours, including normal office hours.
- (c) The contractor's Customer service representatives will have instantaneous electronic access to Customer service data and history to assist them in providing excellent Customer service.

**2.01.10 Customer Service Representative Staffing**

- (a) The contractor will maintain sufficient staffing to answer and handle complaints and service requests in a timely manner made by all methods, including telephone, letters and e-mails. If staffing is deemed to be insufficient by the City or Recycle BC to handle Customer complaints and service requests in a timely manner, Contractor will increase staffing levels to address the performance deficiency.
- (b) If the Contractor did not provide Curbside Collection from Curbside Households in the Service Area immediately prior to the Service Commencement Date, Contractor will provide additional staffing from Service Commencement Date through the four-month anniversary of the Service Commencement Date to ensure that sufficient staffing is available to minimize Customer waits and inconvenience. Contractor will receive no additional compensation for increased staffing levels during the implementation period. Staffing levels during the implementation period will be subject to prior Recycle BC review and approval.

**2.01.11 Customer Complaints and Requests**

- (a) The contractor will record all Customer complaints and service requests, regardless of how received, including date, time, Customer's name and address, if the Customer is willing to give this information, method of transmittal, and nature, date and manner of resolution of the complaint or service request in a computerized daily log. Any telephone calls received via Contractor's non-office hours voice mail or answering service will be recorded in the log the following Business Day. The contractor will make a conscientious effort to resolve all complaints and service requests within 24 hours of the original contact. If a longer response time is

necessary for complaints or requests, the reason for the delay will be noted in the log, along with a description of Contractor's efforts to resolve the complaint or request.

- (b) The contractor's customer service log will be available for inspection by the City and Recycle BC during Contractor's office hours, and will be in a format approved by Recycle BC. The contractor will provide a copy of this log in an electronic format from the Microsoft Office suite of software to the City or Recycle BC on request and, if requested by Recycle BC, as part of a regular report to be delivered with such frequency as requested by Recycle BC (but not more frequently than monthly).

#### **2.01.12 Personnel Conduct**

- (a) Contractor personnel performing Curbside Collection will at all times be courteous, refrain from loud, inappropriate or obscene language, exercise due care, perform their work without delay, minimize noise, and avoid damage to public or private property. If on private property, Contractor personnel will follow the regular pedestrian walkways and paths, returning to the street after replacing empty Carts. Contractor personnel will not trespass or loiter, cross flower beds, hedges, or property of adjoining premises, or meddle with property that does not concern them or their task at hand.

#### **2.01.13 Service Delivery Reporting**

In addition to the record keeping and reporting requirements above, the Contractor will:

- (a) Maintain an electronic record of all calls related to Missed Collections and the response provided by the Contractor;
- (b) Maintain an electronic record of all Customer requests, complaints and inquiries, including Customer name, mailing address, contact information (both telephone number and e-mail, if available), property name and service address, if different from mailing address, date of contact, reason for contact, results of Customer request, complaint or inquiry, resulting changes, additional follow-up needed, follow-up conducted, results of follow-up, and list of educational or outreach materials provided;
- (c) Maintain such other records as may be requested by Recycle BC. including:
  - i. tonnage by collection date and weight scale ticket (which must include the collector name and truck number);
  - ii. customer communications related to Curbside Collection including telephone calls, letters, e-mails, text messages or webpage messages received; and
  - iii. notices left for Customers;
- (d) Make all records maintained pursuant to this Agreement available to RecycleBC and the City upon request and, if requested, provide a regular (but no more frequently than monthly) report to the City and Recycle BC, in a format and by a method approved by Recycle BC, setting out or summarizing (at Recycle BC's discretion) such records as may be indicated by Recycle BC for the reporting period;
- (e) Upon Recycle BC's request, provide up to two reports each year on associated collection metrics necessary to the calculation of the greenhouse gas emissions associated with the performance of Curbside Collection;
- (f) Upon Recycle BC's request, provide up to four ad-hoc reports each year, at no additional cost to Recycle BC. These reports may include Customer service database tabulations to identify specific Service Level or participation patterns or other similar information. Reports will be provided in Recycle BC-defined format and software compatibility. These reports will not require Contractor to expend more than 60 staff hours per year to complete; and
- (g) Provide the City with greenhouse gas emissions data generated during the delivery of the services in the previous year, by March 30. This must include the class of collection vehicle use for the services, and the type and amount of fuel used by vehicle class.

#### **2.01.14 Claims Reporting**

- (a) At Recycle BC's discretion, responsibility for claim reporting under Section 2.01.14(b) shall be assigned by the Contractor to the Designated Post-Collection Service Provider.
- (b) All loads must be documented by Contractor or the Designated Post-Collection Service Provider, as the case may be, in a manner specified by Recycle BC from time to time, including by a certified scale ticket provided by the Designated Post-Collection Service Provider, with Contractor name and address, Designated Post-Collection Service Provider name and address, date, time, truck number, net weight by material type (by material types set out in Section 2.01.6(b)) and such other information as Recycle BC may designate (collectively, "Claim Information"). Claim Information with respect to any delivery of In-Scope PPP to the Designated Post-Collection Facility must be submitted within 10 Business Days of the delivery date.
- (c) Recycle BC will issue a claim summary to the Contractor based on Claim Information directly provided to Recycle BC pursuant to Section 2.01.14(b), and the Contractor will review the claim summary for accuracy. Contractor must report to Recycle BC any content in the claim summary that Contractor disputes within five days of the claim summary being issued.
- (d) Standard tare weights for specific trucks may only be used on specific written permission of Recycle BC.

**2.01.15 Scavenging Forbidden**

Contractor will not scavenge, or permit any employee (or, at the request of Recycle BC, any other person) to scavenge, any materials (including, if permitted by law, materials other than In-Scope PPP that have been set out to be collected by other collection service providers) at any time and at any location during Contractor's performance of the Services or otherwise.

**2.01.16 Risk**

Contractor will be responsible for all risks, including risk of loss of, or damage caused by, the In-Scope PPP from the time the In-Scope PPP is collected by the Contractor until delivery to the Designated Post-Collection Facility. In-Scope PPP will be deemed to be delivered when off loaded from Contractor's vehicles at the Designated Post-Collection Facility and accepted by the signature of an authorized representative of the Designated Post-Collection Service Provider. The contractor will be responsible for the cost of any damage to Carts or the Designated Post Collection Facility caused by the Contractor.

**2.02 Services to be provided by Client**

**ARTICLE 3 - FEES AND DISBURSEMENTS**

**3.1 Definitions**

For the purpose of this Agreement, the following definitions shall apply:

(a) **Cost of the Work:**

- (i) The "Cost of the Work" shall mean the total cost of the Services including all materials, equipment, sales taxes, labour and contractor's overhead and profit, necessary to complete the work for which the Contractor prepares designs, drawings or specifications, for which he is responsible. Where sales taxes are not included in the cost of the work, the fee shall be adjusted upwards by the factor equivalent to the sales taxes. The adjusted fee may be computed to the nearest one-tenth of one percent (1/10%).
- (ii) Wherever the Client furnishes labour or other service which is incorporated in the work, the current price of labour or other service when the work was executed shall be used to compute the Cost of the Work.
- (iii) Whenever used materials or equipment is furnished by or on behalf of the Client, the fair market value of such materials or equipment, as though it was purchased new, shall be used to compute the Cost of the Work.
- (iv) The Cost of the Work shall not include any fees and disbursements due to the Contractor, the Client's engineering and office expenses, or cost of land.

(b) **Site:**

Site includes the actual work site and other locations where the checking of materials, equipment and workmanship is carried out.

**3.2 Basis of Payment (STRIKE OUT INAPPLICABLE PARAGRAPHS)**

**3.2.1 Fees Calculated on a Percentage of Cost Basis**

~~The Client shall pay the Contractor fees to be calculated as a percentage of the Cost of the Work for normal Services as follows:~~

~~**CALCULATION OF FEE**~~

<del>TYPE OF SERVICE</del>	<del>PERCENTAGE</del>
<del>_____</del>	<del>_____</del>
<del>_____</del>	<del>_____</del>
<del>_____</del>	<del>_____</del>

**3.2.2 Fees Calculated on a Time Basis**

~~The Client shall pay the Contractor a fee, calculated on a time basis, for that part of the Services described in Article 2. Fees on a time basis for all staff shall be hourly rates based on job classifications as follows:~~

~~Classification: \_\_\_\_\_ Hourly Rate:~~

~~For services of over one (1) year duration, or for services which become extended beyond one (1) year in duration, the Contractor may from time to time seek approval from the client to adjust hourly rates and such approval shall not be unreasonably withheld~~

~~**3.2.2.2 Time Expended**~~

~~All time expended on the assignment, whether in the Contractor's office, at the Client's premises, or elsewhere, and including travel time, shall be chargeable. This also includes, but is not limited to, stenographic and clerical staff engaged in the preparation of documents such as reports and specifications.~~

**3.2.3 Lump-Sum Fee / Negotiated Fee**

**3.2.3.1 Lump-Sum Fee Basis**

- (a) Fees for the scope of work covered under this Agreement will be on a Lump-Sum Fee Basis, inclusive for labour and reimbursable expenses.
- (b) Monthly progress invoices will be based on the percentage of Service completed or milestone achieved. Invoices for fees are due upon presentation. Accounts unpaid after 30 days are subject to monthly interest charges at a rate of ~~XX~~% per annum. The Contractor reserves the right, without penalty, to discontinue services in the event of non-payment.
- (c) If the Service is abandoned or delayed for any reason beyond the Contractor's control, the Client shall pay a fee for services rendered to that date, plus the termination expenses reasonably incurred by the Contractor in winding down the Service.
- (d) GST will be added to the Lump-Sum Fee.

### 3.2.4 Reimbursable Expenses

In addition to the fee, the Contractor shall be reimbursed at cost plus an administrative charge of 5%, plus the cost of additional insurance incurred by the Contractor, for all expenses properly incurred by him in connection with the Service, including but not limited to: vehicle use charges, travelling and living expenses, long distance telephone charges, facsimile transmission charges, printing and reproductions, progress photography, advertising for tenders, special delivery and express charges, overtime premium costs, and the cost of providing and maintaining site offices, supplies and equipment, chemical and physical tests.

3.2.4.1 ~~Information Technology and Reprographic (ITR) costs incurred by the Contractor shall be reimbursed at a standard charge rate of \$\_\_\_\_\_ per labour hour expended. The assessment shall include all information technology resources required for purposes of providing the services contemplated under this agreement, including: computer equipment/systems, computer software, computer supplies, networking (local and wide area), and labour associated with computer management, administration and support. Computer systems include all types of computers, such as: general purpose microcomputers, PC CADD microcomputers, graphic design workstations, and notebooks. The ITR charge shall also include all regular in-house convenience copying and printing. Cost for reproducing specifications and drawing set shall not be included in this rate.~~

3.2.4.2 ~~Telecommunication costs (COM) other than video conferencing incurred by the Contractor shall be reimbursed at a standard charge rate of \$\_\_\_\_\_ per labour hour expended. The assessment shall include in-house costs for use of telephone/telecommunication services (including maintenance and support) and facsimile transmissions.~~

### 3.3 Payment

#### 3.3.1 Fees Calculated on a Time Basis

~~The Contractor shall submit an invoice to the Client for all Services completed in the immediately preceding month. Interest at the annual rate of \_\_\_\_\_ percent (\_\_\_\_\_ percent monthly) will be paid on the total outstanding unpaid balance commencing 30 days after the Client has received the Contractor's invoice.~~

#### 3.3.2 Fees Calculated on a Percentage of Cost Basis

##### ~~(a) Monthly Payment~~

~~The Contractor shall submit an invoice to the Client for that part of the design of the Service completed in the immediately preceding month calculated upon the basis of the Contractor's estimate of the cost of that part of the Service, and, if the Client agrees with such estimate and that such part has been completed, the Contractor will be paid the amount of the fee so invoiced. Interest at the annual rate of \_\_\_\_\_ percent (\_\_\_\_\_ percent monthly) will be paid on the total outstanding unpaid balance commencing 30 days after the Client has received the Contractors' invoice.~~

##### ~~(b) On Award of Contract~~

~~Following the award of the contract for the construction of the Service, the Contractor shall recalculate his fee on the basis of the tender quantities and prices on which the contract for the construction of the Service was awarded, plus the estimated cost of materials and other services supplied by the Client and upon such recalculation, the amount paid to the Contractor shall be adjusted to equal the full amount of the recalculated fee including the repayment by the Contractor of any overpayment made to the Contractor.~~

##### ~~(c) Delay of Award of Contract~~

~~In the event the contract for construction of the Service is not awarded within \_\_\_\_\_ months of the acceptance of the Design by the Client the final fee for design shall be determined as in paragraph (a) above, and paragraph (b) shall not apply.~~

~~Further services for the Service beyond the \_\_\_\_\_ months will be undertaken on a time basis.~~

##### ~~(d) On Completion of the Work~~

Following Completion of the Work, the Contractor shall recalculate his fee on the basis of the actual cost of the work and upon such recalculation the amount paid to the Contractor shall be adjusted to equal the full amount of the recalculated fee including the repayment by the Contractor of any overpayment to the Contractor.

**3.3.3 Lump Sum Fee/Negotiated Fee**

(a) Compensation

The Client will compensate the Contractor in accordance with the fees and charges for services as set out in the proposal or as otherwise mutually agreed. All fees and charges will be payable in Canadian funds unless noted otherwise. Invoices will be due and payable, as presented and without hold backs, by the Client upon receipt. Interest on overdue accounts will be charged at the rate of \_\_\_% per annum

**ARTICLE 4 – AGREEMENT TERM**

- 4.1 The Agreement for the service collection will be for a three (3) year term, commencing on **XXXX XX, 2026** and ending on **XXXX, XX, 2029**.
- 4.2 At its sole discretion, the City may extend the service collection Term for an additional two (2) years upon providing the Contractor with written notice of such extension on or before January 1, 2028.
- 4.3 If the Term is extended, the provisions of this Agreement, as may be amended in writing by the parties, will remain in force except that the City will not have the right to extend the term.

Any notice forwarded by prepaid registered mail shall be deemed to have been received on the fourth day following mailing thereof.

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement the day and year first above written.

Per: \_\_\_\_\_ Title  
 Contractor  
 (I have the authority to bind the Contractor)

\_\_\_\_\_  
 Mayor

\_\_\_\_\_  
 Chief Administrative Officer

City of Cranbrook			
Approved		Date	Ini.
Municipal Clerk	Legal & Form		
Chief Administrative Officer	Principle		
Department Head	Content		

# City of Cranbrook Solid Waste Curbside Collection

## Legend

 Curbside Collection

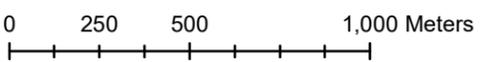
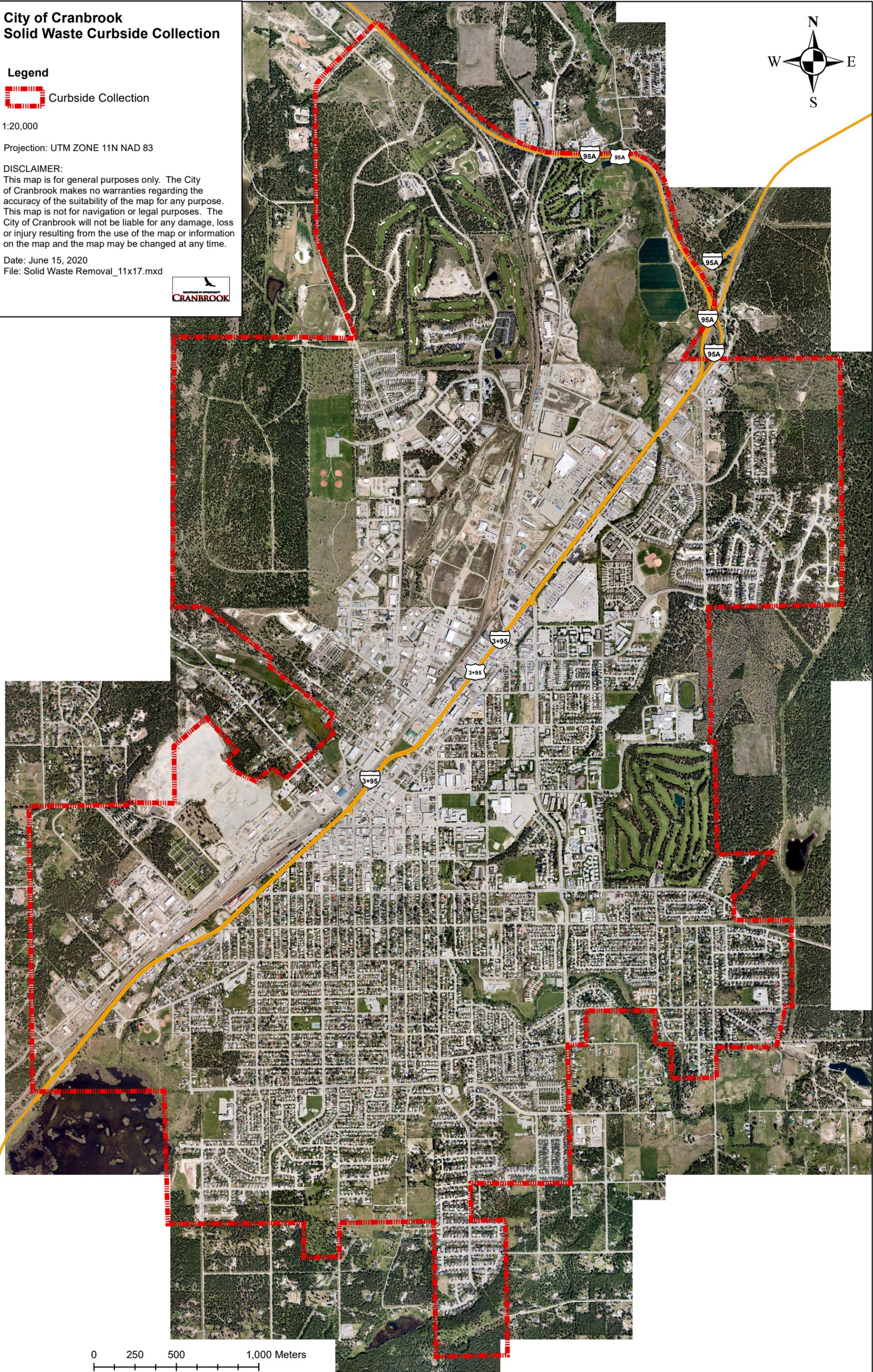
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Projection: UTM ZONE 11N NAD 83

**DISCLAIMER:**  
This map is for general purposes only. The City of Cranbrook makes no warranties regarding the accuracy of the suitability of the map for any purpose. This map is not for navigation or legal purposes. The City of Cranbrook will not be liable for any damage, loss or injury resulting from the use of the map or information on the map and the map may be changed at any time.

Date: June 15, 2020

File: Solid Waste Removal\_11x17.mxd



# Recycle Pickup Zones

Recycle Pickup Zone LABEL	Color
1-A	Red
1-B	Grey
2-A	Purple
2-B	Light Purple
3-A	Blue
3-B	Light Blue
4-A	Green
4-B	Light Green
5-A	Orange
5-B	Yellow

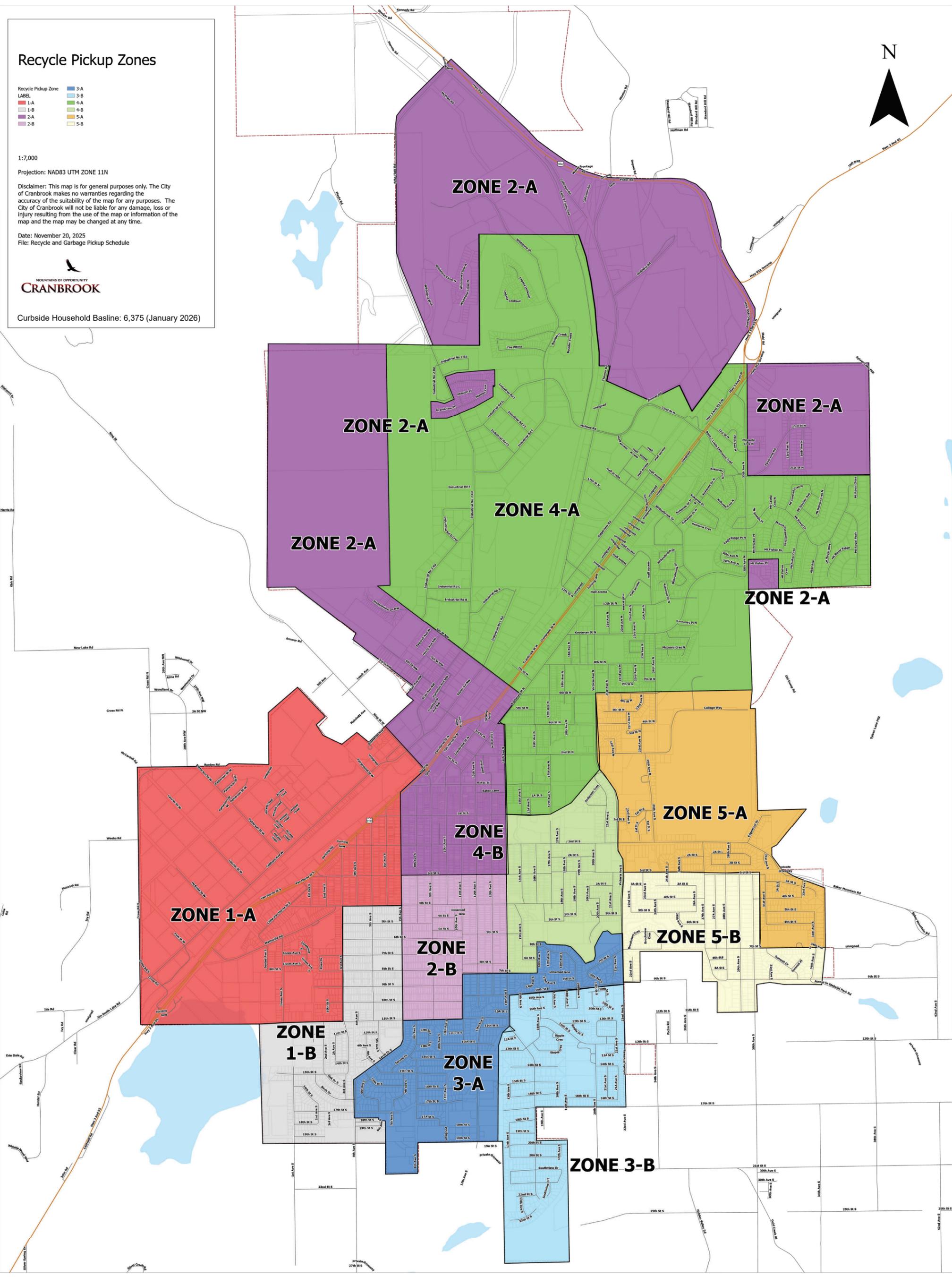
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Projection: NAD83 UTM ZONE 11N

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Date: November 20, 2025  
File: Recycle and Garbage Pickup Schedule



Curbside Household Baseline: 6,375 (January 2026)



## SCHEDULE 4.2 RECYCLE BC POLICIES AND STANDARDS

As of the Effective Date, the following are Recycle BC Policies and Standards:

1. Recycle BC's Weight and Measurement Standards, a copy of which is set out below:

Recycle BC requires that materials collected by Contractor in connection with the Services ("**Inbound Material**") be weighed, and that accurate weights be reported to Recycle BC.

Weight is defined by Recycle BC as the following:

**"Gross Weight"** means the weight of the truck or container plus its contents, measured in kilograms unless otherwise noted.

**"Tare Weight"** means the weight of the empty truck, container or equipment without its contents, measured in kilograms unless otherwise noted.

**"Net Weight"** means the weight of the contents of the container or truck, calculated as Gross Weight minus Tare Weight, measured in kilograms unless otherwise noted.

The following equation must always be true.

$$\text{Net Weight} = \text{Gross Weight} - \text{Tare Weight}$$

Measurement Canada has produced a comprehensive guide on taking and recording weights, available at <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00205.html>.

### **Contractor Responsibilities**

All loads must be documented in a manner specified by Recycle BC, as amended by Recycle BC from time to time, including a certified scale ticket. The certified scale ticket may be provided by the Designated Post-Collection Service Provider to the Contractor if the weighing is performed by the Post-Collection Service Provider. If the Contractor is performing the actual weighing, the Post-Collection Service Provider responsibilities noted below must be followed by the Contractor.

Contractors are to maintain the following Net Weight records and provide upon request to Recycle BC:

- Curbside Collection: Tonnage of Inbound Material by collection date and individual truck number
- Multi-Family Building Collection: Tonnage of Inbound Material by collection date and individual truck number
- Depot Collection: Tonnage of Inbound Material by each container type, material category, and by the date on which the Designated Post-Collection Service Provider removed the PPP from the depot

2. "Packaging and Printed Paper" or "PPP" means the materials set out in Recycle BC's Packaging and Printed Paper Description, a copy of which is set out in the table below:

Material Type	Examples of PPP Accepted	Examples of PPP Not Accepted
<b>Category 1 - Printed Papers</b>		
Newspapers	Daily and community newspapers	
Newspaper Inserts	Newsprint advertising inserts and flyers	
Magazines	Daily, weekly, monthly magazines; travel or promotional magazines	
Catalogues	Retailer product catalogues; automotive and real estate guides/catalogues	
Telephone Directories	Phone books; newsprint directories	
Other Printed Media	Notepads; loose leaf paper; non-foil gift wrap	
Residential Printed Paper	White or coloured paper for general use, printers and copiers	
Miscellaneous Printed Papers	Blank and printed envelopes; greeting cards	
<b>Category 2 - Old Corrugated Cardboard (OCC)</b>		
Old Corrugated Cardboard	Grocery store/liquor store boxes; pizza boxes	
<b>Category 3 (a) – Other Paper Packaging (containing liquids when sold)</b>		
Paper Cup (hot) (polycoated liner)	Non-foam paper cups	
Paper Cup (hot) (biodegradable liner)	Non-foam paper cups	
Paper Cup (cold) (waxed)	Non-foam paper cups	
Paper Cup (cold) (2-sided polycoated)	Non-foam paper cups	
Polycoated Milk Cartons	Milk, soy, rice milk and cream cartons	
Aseptic Containers	Milk, soy, rice milk, cream, soup, broth and sauce containers, typically about 1 litre in size	
Multi-laminated Paper Packaging	Microwavable paper containers; paper bowls/cups for soup	
<b>Category 3 (b) – Other Paper Packaging (not containing liquids when sold)</b>		
Old Boxboard (OBB)	Cereal boxes; shoe boxes; tissue boxes; paper towel and toilet paper tubes; detergent boxes	
Wet Strength Boxboard	Carrier boxes for soft drink containers; some frozen food paper packaging	
Moulded Pulp	Egg cartons; formed coffee take put trays; paper based flower pots	

Material Type	Examples of PPP Accepted	Examples of PPP Not Accepted
Kraft Papers	Paper bags	
Polycoated Boxboard	Some frozen food packaging	
<b>Category 4 - Polyethylene (PE) Film Packaging</b>		
HDPE Films	Some retail bags; some frozen vegetable bags	
LDPE/LLDPE Films	Grocery bags; newspaper bags; dry cleaning bags; bread bags; frozen vegetable bags; soft drink case over-wrap; garden product bags; paper towel over-wrap; diaper and feminine hygiene product outer bags	Stretch film
<b>Category 5 - Polystyrene (PS) Foam Packaging</b>		
PS Clamshells (EPS)	Egg cartons	
PS Trays/Plates (EPS)	Deli and take-out food trays	
PS Meat Trays (EPS)	White and coloured meat trays	
PS Hot Drink Cups (EPS)	Foam drink cups	
PS Cushion Packaging (EPS)	White foam cushion packaging used for appliances, computers, TVs, printers	Foam packaging peanuts
<b>Category 6 - Other Plastic Packaging</b>		
PETE Bottles (non-beverage)	Salad dressing bottles; edible oil bottles; dish soap or mouthwash bottles; window cleaners	
PETE Jars	Peanut butter containers; wide-mouth jars for nuts	
PETE Clamshells	Bakery trays; pre-made fruit and salad packages; egg cartons	
PETE Trays	Single serve meals; deli and bakery items; housewares and hardware products	
PETE Tubs & Lids	Plastic lids for some containers	
PETE Cold Drink Cups	Take-out drink cups	
HDPE Bottles (non-beverage)	Shampoo bottles, milk jugs; spring water containers; bleach containers; vinegar containers; windshield washer fluid containers; pill bottles	
HDPE Jars	Personal care products; pharmaceuticals, vitamin and supplements containers	
HDPE Pails	Laundry detergent, ice cream pails	Pails for lubricants
HDPE Trays	Single serve meals; deli and bakery items; housewares and hardware products	
HDPE Tubs & Lids	Plastic lids for spreads and dairy containers	
HDPE Planter Pots	Plastic garden pots	
PVC Bottles	Water bottles; travel sized personal and hair care product bottles; household and automotive liquids containers	

Material Type	Examples of PPP Accepted	Examples of PPP Not Accepted
PVC Jars	Peanut butter containers	
PVC Trays	Housewares and hardware products	
PVC Tubs & Lids	Plastic lids for some containers	
LDPE Bottles (non-beverage)	Hygienic, cosmetics and hair care containers	
LDPE Jars	Cosmetics containers	
LDPE Tubs & Jars	Plastic lids for spreads and dairy containers	
PP Bottles (non-beverage)	Butter and margarine containers; translucent squeeze bottles; travel sized personal and hair care product bottles	
PP Jars	Cosmetics containers	
PP Clamshells	Hinged containers e.g. sanitary wipes	
PP Trays	Single serve meals; deli and bakery items; housewares and hardware products	
PP Tubs & Lids	Large yogurt tubs; kitty litter containers; ice cream containers	
PP Cold Drink Cups	Some cold drink cups	
PP Planter Pots	Garden planter pots	
PS Bottles (non-beverage)	Pharmaceuticals, vitamin and supplements containers	
PS Clamshells (rigid)	Clear clamshell containers such as berry, muffin and sandwich containers	
PS Trays (rigid)	Clear rigid trays used for deli foods	
PS Tubs & Lids (rigid)	Dairy product tubs and lids	
PS Tubs & Lids (high impact)	Single serve yogurt containers	
PS Cold Drink Cups (rigid)	Clear rigid plastic drink cups	
PS Planter Pots	Some garden pots and trays	
Other <sup>1</sup> Plastic Bottles (non-beverage)	Bottles without a resin code or with resin code # 7	
Other Plastic Jars	Jars without a resin code or with resin code # 7	
Other Plastic Clamshells	Clamshells without a resin code or with resin code # 7	
Other Plastic Trays	Trays without a resin code or with resin code # 7	
Other Plastic Tubs & Lids	Tubs & lids without a resin code or with resin code # 7	
Other Plastic Cold Drink Cups	Cold drink cups without a resin code or with resin code # 7	
Other Plastic Planter Pots	Planter pots without a resin code or with resin code # 7	

<sup>1</sup> 'Other' plastic packaging is typically: manufactured from a combination of recycled resins; manufactured with a barrier layer; or, lacking a resin code mark.

Material Type	Examples of PPP Accepted	Examples of PPP Not Accepted
<b>Category 7 – Metal Packaging</b>		
Steel Cans (non-beverage)	Steel dog food and vegetable cans; metal lids and closures	
Steel Aerosol Cans	Food spray cans; solvent spray cans	
Spiral Wound Cans (steel ends)	Spiral wound containers for frozen juice, chips, cookie dough, coffee, nuts	
Aluminum Cans (non-beverage)	Cat food and other food cans	
Aluminum Aerosol Cans	Air freshener, deodorant and hairspray containers; food spray cans; wax and polish spray cans	
Aluminum Foil and Foil Containers	Foil wrap; pie plates; aluminum food trays	
Bimetal Containers/Aerosols	Lubricating oil spray cans; insulating foam spray cans; pesticide spray cans	
<b>Category 8 – Glass Packaging</b>		
Clear Glass Bottles and Jars (non-beverage)	Food containers; ketchup bottles; pickle jars; jam and jelly containers; cosmetic jars	
Coloured Glass Bottles and Jars (non-beverage)	Cooking oils; vinegar bottles; cosmetic containers	
<b>Category 9 – Other Flexible Plastic Packaging</b>		
<p>Flexible Plastic Packaging includes laminated film and laminated flexible plastic packaging comprised of multiple plastic resin types and/or combinations of plastic resins, metalized foils, and wax.</p> <p>This material category also includes flexible plastic packaging made of mono-materials such as PET, PP, EVA.</p>	<p>Stand-up and Zipper Lock Pouches</p> <ul style="list-style-type: none"> <li>- Zipper lock pouches for frozen foods like prawns, berries, prepared food, etc.</li> <li>- Zipper lock bags for fresh foods like grapes, berries, deli meat, etc.</li> <li>- Stand-up pouches for baby food, hand soap refills, etc.</li> <li>- Stand-up and zipper lock pouches for products like dried fruits, granola, sugar, oatmeal, quinoa, dish detergent pods, grated cheese, etc.</li> </ul> <p>Crinkly Wrappers and Bags</p> <ul style="list-style-type: none"> <li>- Bags for potato chips, candy, dried pasta, cereal, etc.</li> <li>- Wrappers for cheese slices, snack bars, instant noodles, etc.</li> <li>- Flexible Packaging with Plastic Seal</li> <li>- Packaging for fresh pasta, pre-packaged deli meats, pre-packaged cheese, etc.</li> </ul> <p>Woven and Net Plastic Bags</p> <ul style="list-style-type: none"> <li>- Net bags for avocados, onions, oranges, lemons, limes, etc.</li> <li>- Woven plastic bags for rice, etc.</li> </ul>	<p>Flexible Plastic that contains any paper or is made from Biodegradable plastics or Oxo-degradable Plastic</p> <p>Plastic tubes for lotions and toothpastes</p> <p>Plastic strapping</p> <p>6-pack Rings</p> <p>Flexible Plastic Packaging made of PVC/Vinyl</p>

<b>Material Type</b>	<b>Examples of PPP Accepted</b>	<b>Examples of PPP Not Accepted</b>
	Non-food Protective Packaging - Padded protective plastic like plastic shipping envelopes, plastic air packets, bubble wrap	

SAMPLE