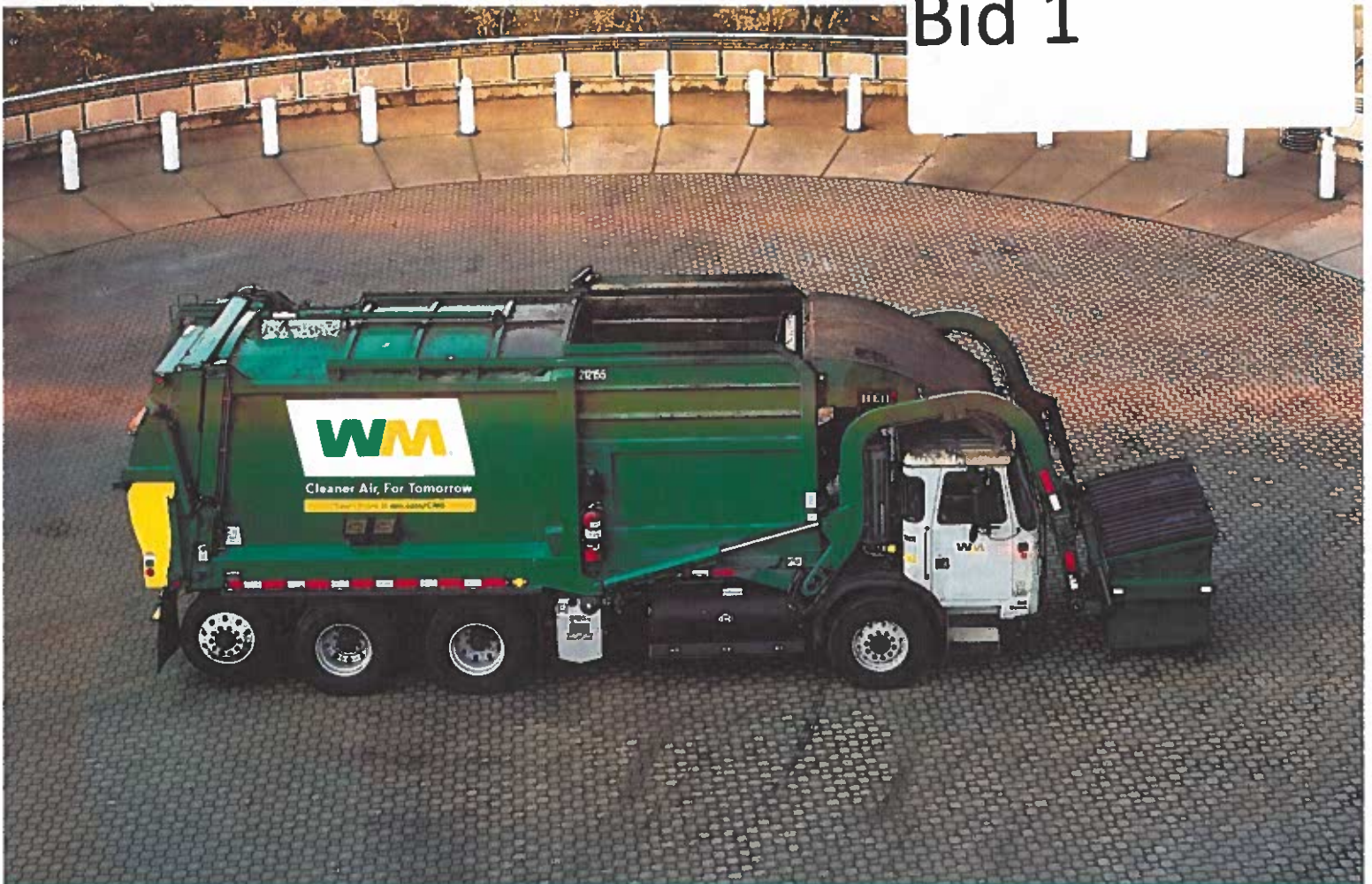


Bid 1



CITY OF RICHMOND

Management of Hopkins Road Transfer Station
Ordinance No. 2024-218 | October 11, 2024

SUBMITTED BY

Waste Management of Virginia, Inc.

CONTACT

Rob Clendenin | Senior Account Executive Public Sector
(757) 558-6149 | rclenden@wm.com





Waste Management of Virginia, Inc.
3520 N Hopkins Rd,
Richmond, VA 23224

October 11, 2024

City of Richmond
City Clerk
900 E. Broad Street, Room 200
Richmond, Virginia 23219

Attn: Candice Reid, City Clerk

Dear Ms. Reid:

Waste Management of Virginia, Inc. (WM) is pleased to provide this response to RFP Ordinance No. 2024-218 for the Management of the City's Hopkins Road Transfer Station, and East Richmond Road Convenience Center. We have been Richmond's partner in providing the services at the Hopkins Road Transfer Station for more than 24 years and have established a solid foundation to move forward with you into the future. As you may know, we worked together to design and construct the current facilities, so we are uniquely qualified to operate them and provide the outstanding level of service that you have come to expect.

We have prepared our response to your Request for Proposal in accordance with the requirements and trust that our response demonstrates that we are your clear choice.

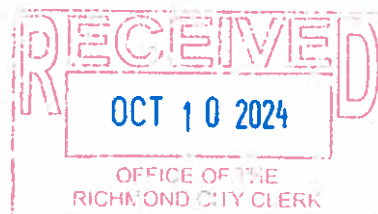
WM is the leading provider of environmental services in North America. We operate our local facilities with local people who know the market and its needs, but we are also able to bring the Company's national resources into service as needed. Accordingly, the local business unit responding to this solicitation is:

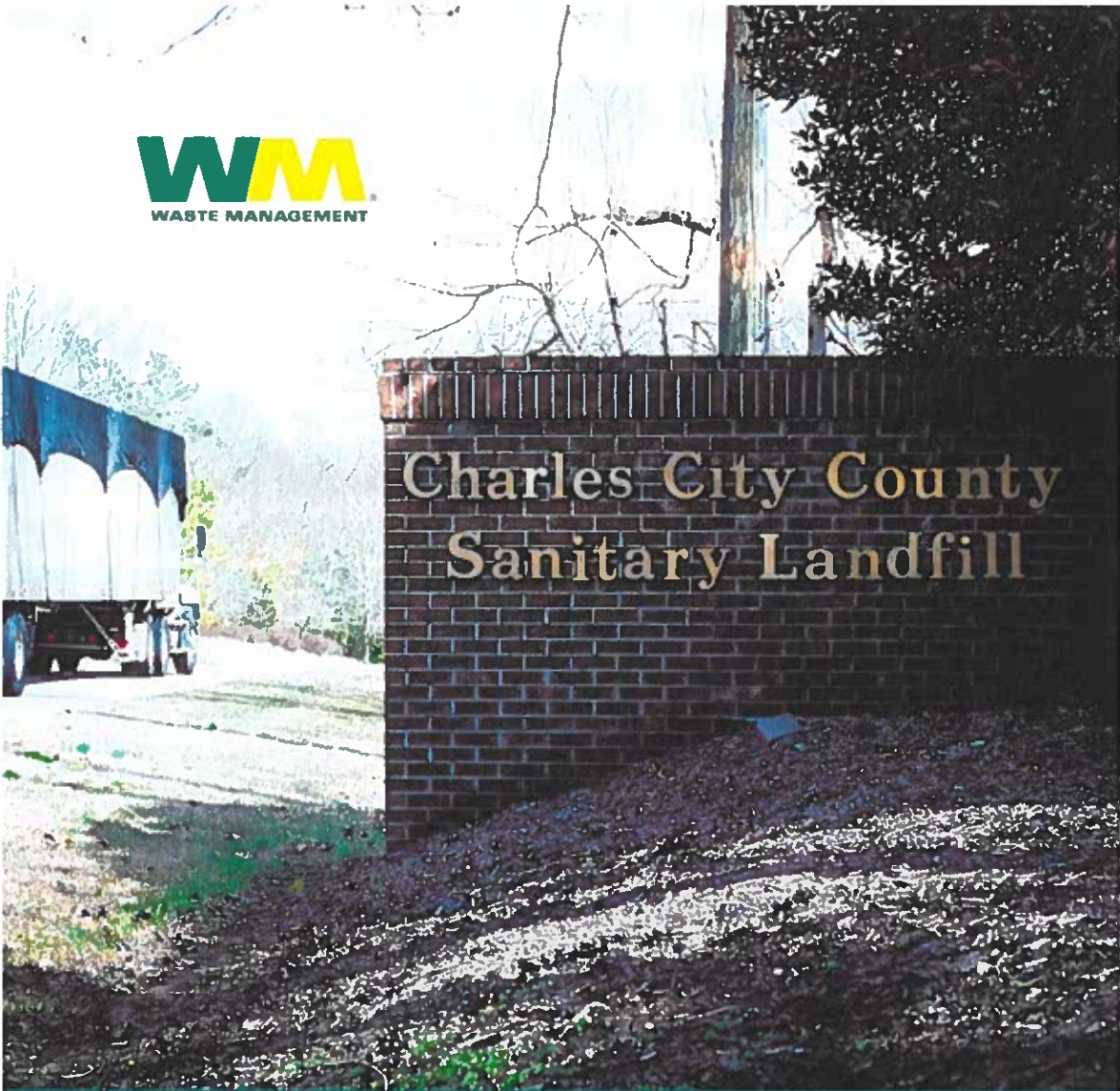
Firm's Name	Waste Management of Virginia, Inc.
Firm's Address	1405 Gordon Ave., Richmond, VA 23224
Contact Name & Telephone Number	Rob Clendenin, 757-558-6149
Fax Number & E-mail Address	757-485-4617, rclenden@wm.com

We look forward to your feedback, and if you have any questions or need clarification regarding our proposal or the information provided, please do not hesitate to contact me. I will be the primary and day-to-day contact for your staff. You may reach me at rclenden@wm.com or (757) 558-6149.

Sincerely,

Rob Clendenin, Senior Account Executive Public Sector
(757) 558-6149, rclenden@wm.com





The majority of the waste and debris collected at the Richmond Transfer Station is ultimately transported for disposal at the Charles City County Landfill.

Table of Contents

Cover Letter.....	i
Table of Contents.....	iii
1 Signed Forms.....	1
2 Executive Summary.....	2
3 Statement of Scope.....	5
4 Company History.....	6
WM: Who We Are and What We Do	6
WM is Evolving from Service Provider to Sustainability Leader	6
5 Our Approach	9
6 Personnel.....	16
Introducing our the City Service Team	16
7 Conclusion.....	18
8 Pricing.....	19

Data contained in this proposal represents the most recently published information for WM's wholly owned operations, unless otherwise indicated.



1 | Signed Forms

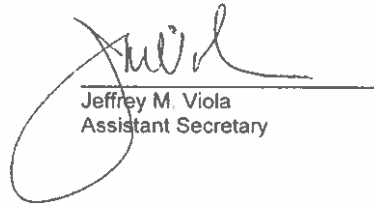
ASSISTANT SECRETARY'S CERTIFICATE

WASTE MANAGEMENT OF VIRGINIA, INC.

I, Jeffrey M. Viola, Assistant Secretary of Waste Management of Virginia, Inc., a Virginia corporation (the "Corporation"), do hereby certify that the following resolution was adopted by the Board of Directors of the Corporation and that such resolution has not been amended, modified or rescinded and is in full force and effect as of the date hereof:

RESOLVED, that Robert E. Clendenin, Senior Account Executive Public Sector, or any officer of this Corporation, and each of them, are hereby authorized, following compliance with appropriate corporate policies and procedures, to prepare, execute and to submit on behalf of the Corporation a Bid Proposal to the City of Richmond for Franchise Operation of Richmond Transfer Station (the "Bid"), and to execute on behalf of the Corporation any and all documents required to be submitted by the Corporation in connection with the Bid and to execute the contract contained in any such Bid or resulting from the award of the Bid to the Corporation.

Dated: September 26, 2024



Jeffrey M. Viola
Assistant Secretary

2 | Executive Summary

Proven Solutions from a Trusted Partner

Waste Management of Virginia, Inc. (WMVA) has fulfilled the individual tenets and each requirement of the RFP within the context of the broader goals of the City of Richmond. We are your long-time incumbent business partner. The City is familiar with our company and our professional approach over the long term. WMVA has organized its response to follow the required sections in the RFP, ensuring that all elements are covered in our response.

WMVA is a Richmond business. In addition to the operation of the Richmond Transfer Station, we also operate a waste and recycling collection services business in the City. We own the facility and the equipment at our Gordon Avenue site in Richmond and pay property taxes, utilities and other fees and expenses to the City. We employ over 40 staff members who reside in the City. We believe that we are the only offeror responding to this RFP who can make this statement.

In making this offer of services, WMVA represents that we have reviewed and understand the requirements in the RFP documents, the instructions of the pre-bid meetings, and the answers to the clarifying questions provided by the City.

Beginning with the contract renewal date, WMVA will continue to provide the City with qualified facility operation for the processing, transport, and disposal services for waste, which meets or exceeds the requirements.

- WM is restricting our offer to providing Front-End Loaders (FEL) and Roll off cans to the Convenience Center. As the City currently staffs the Convenience Center, WM proposes that they continue to do so.
- We will continue to operate the Transfer Facility within all the permit guidelines and will adhere to all federal, state, and local laws.
- WMVA will continue to provide all personnel, equipment, and vehicles necessary to operate the Transfer Facility, with contingencies in place to handle any peak volume.
- WM will accept at the Transfer Facility deliveries of Transfer Facility waste from residents of the City of Richmond.
- WM will accept at the Transfer Facility all deliveries of Transfer Facility waste from City refuse trucks.
- WM will accept at the Transfer Facility deliveries of yard waste and, on a weekly basis, transport all yard waste from the Transfer Facility to the Convenience Center.
- WM will accept deliveries of small appliances, and notify the City of such deliveries so that the City can arrange for the removal of Freon from the appliances, and eventually dispose of the small appliances.
- We will accept deliveries of tires and dispose of the tires as required by the City.
- We will operate, use and maintain the City-supplied truck scale located at the Transfer Facility.
- WM will deliver open-ended trailers and storage containers to the Transfer Facility at 6 a.m. daily for the acceptance of Transfer Facility waste, yard waste, small appliances and tires.

- We will remove all Transfer Facility waste from the Transfer Facility on a daily basis, or more frequently if necessary to keep the Transfer Facility in compliance with all applicable laws and regulations.
- WM will accept at the Transfer Facility recyclable materials including glass bottles, cardboard, aluminum cans, and newspaper from City residents.
- WM will provide security, cleaning and maintenance services at the Transfer Facility.
- WM will, upon request, supply pick-up, transport and disposal of grit and screenings from the wastewater treatment facility and transport the grits and screens for disposal.

We believe this to be a very important contract for both WMVA and the City. WMVA has a solid waste collection facility located within the city limits. This local collections operation handles approximately 100,000 tons annually that is delivered to the transfer station, benefiting the City through host fee revenues. It is our intention to pursue additional volume during the term of the new agreement that will further benefit the city.

Secondly, WMVA is committed to strengthening our current relationship by providing high quality service for the entire term of the agreement. We have already shown ourselves to be reliable partners and fair negotiators in our current agreement and all extensions with the City. We have the resources to make the needed adjustments, when necessary, to ensure continuing satisfaction in a long-term agreement. WMVA intends to continue to offer uninterrupted stability backed by value and price.

Waste Management of Richmond Hauling, the local solid waste company that operates 55 trucks with more than 75 employees. This facility pays property taxes, utilities, and their fees and expenses to the City. Between the Hauling Company and Transfer Station, Waste Management is proud to employ more than 40 residents of the City of Richmond.



3 | Statement of Scope

Doing the Right Thing, the Right Way

WM has read and fully understands the scope of services requested. As your current service provider, we have a complete knowledge and understanding of the day-to-day work being requested, and we look forward to continuing our partnership.

In making this offer of services, WMVA represents that we have reviewed and understand the requirements in the ITB and city ordinance it incorporates.

Beginning on December 1, 2024, WMVA will continue to provide the City with the acceptance, transportation and disposal of the City's non-recyclable municipal solid waste (MSW), which meets or exceeds all of the requirements and deliverables of the Operational Requirements within section 2.0., with the exception of the operation of the East Richmond Road Convenience Center, which we propose that the City continue to operate.

WMVA will continue to operate the Hopkins Road Transfer Facility. As further described in our proposal, we will receive MSW at the required level, with more than sufficient capacity for any growth for the duration of the proposed contract and optional extensions.

WMVA will operate within all of the site permit guidelines at the facility and will adhere to all federal, state and local laws.

WMVA is proposing to continue providing the Charles City County Landfill as the primary disposal facility for the volume contemplated. All information requested by the City is in the included operations plan. The site now takes the current volumes.

The current daily volume of the Charles City County Landfill is 1,200 tons per day with a capacity of 6,000 tons per day. It has a life expectancy of more than 34 years. City of Richmond volumes are first in line at the facility and will continue to receive priority status for the entire contemplated term and renewals. WMVA has also provided a list of back up sites, should events require movement of waste there to fulfill the terms and obligations of the contract.

In summation, WMVA has provided all of the technical information needed to make a clear decision based on a service that the City knows well.



4 | Company History

WM Who We Are and What We Do

As North America’s leading provider of comprehensive environmental services, WM serves millions of residential, commercial, industrial, and municipal customers throughout the U.S. and Canada by collecting, transporting, and finding new uses for the waste they generate. We also collaborate with our customers to help them achieve their sustainability goals through managing and reducing waste and operating more sustainably.

To serve our diverse customer base, we have developed the industry’s largest network of collection operations, transfer stations, and recycling and disposal facilities, led by a team of ~48,000 employees motivated to go above and beyond. Unmatched in geographical reach and ability, our resources enable us to manage every aspect of our customers’ waste streams.

WM At-A-Glance

People

~48,000 team members

Operations

\$20.4 billion revenue

263 operating landfills

18,347 collection vehicles

Material is Repurposed

102 recycling facilities

49 organics processing facilities

15.2 million tons of material recovered in 2023

3 CORE® facilities processing organics into bioslurry

Energy is Renewable

12,000 alternative-fuel vehicles

18 landfill gas-to-energy facilities

~200 natural gas fueling stations

136 renewable energy projects owned or hosted at WM landfills

Communities are Thriving

800+ community organizations supported through monetary and in-kind contributions

13,500 acres actively managed through certified wildlife habitat programs

300 habitat, species, and education projects

70+ Wildlife Habitat Council-certified programs across North America

Data represents the most recent information published in the WM 2024 Sustainability Report

WM is Evolving from Service Provider to Sustainability Leader

WM is more than just a waste management company. We are advancing from a service provider to a true sustainability leader by making it easier for customers to reduce waste, decrease emissions, and use more recycled materials in a manner that is good for people, communities, and the environment.



As we continue to evolve, a critical component of this sustainability strategy is expanding services that support a transition to a lower-carbon economy. With this new strategy, we aim to help customers increase circularity and accelerate their decarbonization goals.

Sustainability is in the spotlight as never before, and WM is leading the way by incorporating sustainability into everything we do.
Always Working For A Sustainable Tomorrow®.

We are investing – significantly – in the following five strategic sustainability growth areas that will continue to shape WM’s path to a true sustainability leader.

Sustainability programs	Our customers have expectations to reduce waste, enhance their sustainability reporting, and contribute to a circular economy. WM, in turn, is continuing to adapt to meet these needs and become a true sustainability leader to help our customers increase circularity and accelerate decarbonization goals.
Modern landfills and renewable energy	As part of our overarching company goals to reduce our operations' climate impact, WM plans to invest over \$1 billion in growth capital to build around 20 new WM-owned renewable natural gas facilities by 2026 to help meet our target to capture 8X more landfill gas than in 2021. As we build more renewable natural gas facilities, we aim to allocate renewable natural gas to 100% of our compressed natural gas fleet by 2026.
Recycling infrastructure	We plan to invest over \$1 billion in new and upgraded recycling infrastructure through 2026 – investments that will make our material recovery facilities more efficient so we can reduce contamination and recycle more. With these investments, we aim to add more than 2.5 million tons of material recovery capacity annually to our existing recycling network by 2026 from a 2021 baseline.
Integrated organics	Creating new value from discarded materials goes beyond traditional recycling. A growing number of states and municipalities are enacting or considering regulations that would promote diversion of organics, particularly food waste. We are investing in a range of technologies and programs to proactively grow our infrastructure for handling food waste and other organic materials.
Circular logistics	By recycling materials, we help to avoid GHG emissions by preventing the mining and manufacture of products from virgin materials. The more we can recycle, the more materials we can keep in the circular economy and the more emissions we can avoid. From educating consumers on how to Recycle Right® , to investing in technologies that allow us to divert from landfills, to helping create new markets for recyclables – WM participates in creating a circular economy.

We are the incumbent service provider based on an agreement signed in 1999 with the City of Richmond. WMVA has an extensive network of disposal sites within reach of the transfer station, located in neighboring counties. These multiple disposal options provide WMVA with the unique

capabilities to provide optimal service to the City of Richmond with uninterrupted continuous service.

In addition to the many benefits enjoyed by the City under our current service agreement, the neighboring County of Charles City also benefits from the delivery of waste to the regional landfill located there. The payment of host fees to the County over the years has generated funding for the construction of new schools and other County facilities.

Currently, WMVA operates eight transfer stations in Virginia, Maryland, Washington DC, and West Virginia. In addition, WMVA provides transportation and disposal to six municipally owned and operated facilities in Virginia, Maryland, Washington DC, and West Virginia. WMVA is responsible for providing maintenance, security and technical support for all of the facilities that we operate. We have extensive experience providing services to facilities similar to the Richmond Transfer Station.

Please see the following chart.

Virginia, Maryland, District of Columbia, and West Virginia							
WM of Virginia Operated Transfer Stations				WM of Virginia Provided Transportation and Disposal			
Transfer Station Name	Volume (Tons/Day)	Address	Yrs WM Open	Transfer Station Name	Volume (Tons/Day)	Address	Yrs WM Open
Northeast	550	2160 Queens Chapel, Rd NE Washington, DC 20018	26	Baltimore County Cockeysville	650	10275 Beaver Dam Rd, Cockeysville, MD 21030	26
Annapolis Junction	1950	8077 Brock Bridge Rd Jessup, MD 20794	24	Baltimore County Eastern	250	6259 Days Cove Rd. White Marsh, MD 21162	26
Calvert County	675	401 Sweetwater Ln Lusby, MD 20657	23	Ft. Totten	175	4900 Bates Rd NE Washington, DC 20011	19
Merrifield	180	2801 Corr Ave. Fairfax, VA 22031	24	Benning Road	175	3200 Benning Rd NE Washington DC 20019	19
Sterling	170	1505 Moran Rd. Sterling, VA 20166	25	Patrick County	30	106 Rucker St, Stuart, VA 24171	27
Manassas	325	8305 Quarry Rd Manassas, VA 20110	24	Green County, VA	55	40 Celt Road Standardsville, VA 22973	19
James City County	95	1204 Jolly Pond Rd Williamsburg, 23185	22	Salem, VA	250	1271 Indiana St, Salem, VA 24153	27
Jefferson County	90	332 Jefferson Orchard Rd Kearneysville, WV 25430	15				

5 | Our Approach

2.3 Disposal Facility Requirements.

Franchisee shall utilize a Class I Landfill permitted facility operated in accordance with all applicable laws for the Disposal Facility required by this Agreement. Franchisee shall, no later than two business days after the Effective Date, provide the City with the address of the Disposal Facility to be utilized by Franchisee under this Agreement. The Disposal Facility may not be changed unless Franchisee receives prior written approval from the City, or in the event Franchisee must proceed in accordance with section 2.8 herein. The City reserves the right to require a review of any Disposal Facility's regulatory history, permit status, and other operational aspects.

WM utilizes the Richmond Transfer Station located at 3520 N Hopkins Rd, Richmond, VA 23224.

WMVA is proposing to continue providing the Charles City County Landfill as the primary disposal facility for the volume contemplated. All information requested by the City is in the included operations plan. The site now takes the current volumes.

The current daily volume of the Charles City County Landfill is 1,200 tons per day with a capacity of 6,000 tons per day. It has a life expectancy of 34 years. City of Richmond volumes are first in line at the facility and will continue to receive priority status for the entire contemplated term and renewals. WMVA has also provided a list of back up sites, should events require movement of waste there to fulfill the terms and obligations of the contract.

2.4 Convenience Center Facility Services.

WM is restricting our offer to providing Front-End Loaders (FEL) and Roll off cans to the Convenience Center. As the City currently staffs the Convenience Center, WM proposes that they continue to do so.

2.5 Transfer Facility Services.

WM utilizes the Richmond Transfer Station located at 3520 N Hopkins Rd, Richmond, VA 23224.

WMVA will continue to operate the Hopkins Road Transfer Facility. As described in our proposal, we will receive MSW at the required level, with more than sufficient capacity for any growth for the duration of the proposed contract and optional extensions. WMVA has provided the necessary documentation as required.

WMVA will operate within all of the site permit guidelines at the facility and will adhere to all federal, state and local laws.

2.5.1 Operations Generally. Franchisee shall provide all personnel, equipment and vehicles necessary to operate the Transfer Facility as required by the Agreement. Franchisee shall comply with the 1,000 tons per day maximum capacity limit at the Transfer Facility.

WMVA will staff the Transfer Facility with the appropriate personnel and equipment to operate at current volume, with contingencies in place to handle any peak volume.

2.5.2 Acceptance of Transfer Facility Waste from City Residents in Accordance with City Code § 23-97. Franchisee shall accept at the Transfer Facility deliveries of Transfer Facility Waste from residents of the City of Richmond in accordance with City Code § 23-97. Franchisee shall verify the residency of any individual claiming to be a City resident for the purposes of utilizing the Transfer Facility for the delivery of Transfer Facility Waste. Upon delivery, Franchisee shall transfer all Transfer Facility Waste from resident vehicles to open-ended trailers or storage containers in accordance with all applicable laws and regulations. If a resident is delivering more than 2,000 pounds of Transfer Facility Waste, Franchisee shall weigh-in the vehicle at the scale house upon their arrival at the Transfer Facility in accordance with City Code § 23-97, record all weigh-in information using the computerized scale system required by section 2.5.11 herein, and weigh-out the vehicle after emptying the vehicle of Transfer Facility Waste.

WM accept deliveries of Transfer Facility Waste from residents of the City of Richmond in accordance with all local city codes and ordinances.

2.5.3 Acceptance of Residential Collection Program Waste. Franchisee shall accept at the Transfer Facility all deliveries of Transfer Facility Waste from City refuse trucks. The City estimates deliveries of Transfer Facility Waste from City refuse trucks will reach or exceed 400 tons per day. Franchisee shall not charge any additional fees to the City if deliveries from City refuse trucks differs from the estimate of 400 tons per day. Franchisee shall weigh-in all City refuse trucks at the scale house upon their arrival at the Transfer Facility. All weigh-in information shall be recorded by Franchisee using the computerized scale system required by section 2.5.11, herein. Upon delivery, Franchisee shall transfer all Transfer Facility Waste from the City refuse trucks to open-ended trailers or storage containers in accordance with all applicable laws and regulations. Franchisee shall complete the weigh-in and the transport of Transfer Facility Waste from City refuse trucks for each City refuse truck within fifteen minutes of that City refuse truck's arrival at the Transfer Facility.

WM will accept at the Transfer Facility all deliveries of Transfer Facility waste from City refuse trucks.

2.5.6 Acceptance and Transport of Yard Waste.

Yard waste will be directed to a specific area of the transfer station isolated from the tipping floor area where transfer facility waste is collected. In addition, our personnel will mine yard waste that is delivered via city boom trucks with contaminated material. This process has been at place through WM at the Richmond transfer station for the last eight years. As yard waste accumulates to levels needing transport, it will be loaded onto transfer trailers and delivered to a yard waste facility designated by the City of Richmond.

2.5.7 Acceptance and Disposal of Small Appliances.

Small appliances are directed to a specific area of the transfer station. This area is isolated from the tipping floor area where transfer facility waste is collected. It is a non-permeable area where the appliances are safe from being knocked over or damaged prior to being properly serviced of all Freon. Once Freon is safely removed and this step is documented, the appliances are removed from the site.

2.5.8 Acceptance and Disposal of Tires.

Tires will be accepted in accordance of with the City codes. The tires will be safely stored in a covered tractor trailer until they can be transported to the proper disposal facility.

2.5.9 Industrial Waste, Building Materials and Hazardous Refuse Prohibited. Franchisee shall not accept industrial waste as defined in City Code § 23-1, building materials as defined in City Code § 23-1, or hazardous refuse as defined in City Code § 23-1 at the Transfer Facility.

WM will not accept industrial waste, building materials or hazardous refuse, as defined by Richmond City codes

2.5.10 Operation and Utilization of Truck Scale. Franchisee shall operate, use and maintain the truck scale located at the Transfer Facility. The City will supply the truck scale at the Transfer Facility. Franchisee shall bear all costs and expenses of testing, recalibration, corrective maintenance and preventative maintenance of the truck scale. Franchisee shall ensure the truck scale is capable, at minimum, of calculating the total weight of vehicles, identifying the date of each weight calculated, and identifying the time of each weight calculated. Franchisee shall fully cooperate with any requests received from the City for the inspection or observation by representatives of the City of Franchisee's operation of the truck scale.

The facility is equipped with both inbound and outbound electric platform truck scales. The scales are routinely calibrated and inspected for accuracy by the Virginia Department of Agriculture and Consumer Services. WM personnel and scale vendors will perform routine maintenance on the scales as needed. Both the inbound and outbound scales are connected to desktop computers that run a proprietary intranet-based point of sale software, Fastlane.

City vehicles will pull onto the inbound scale. The scale personnel will enter the City's residential collection truck's six-digit City-issued truck number into the Fastlane system. The Fastlane system will then record the date, the time, and the weight of each vehicle. Initially, all trucks will also weigh out so that their empty/tare weight is recorded in the system. Once a tare weight is entered into the system, the City residential collection trucks will be able to exit the back gate, thereby expediting the time spent at the facility itself. Once every ninety days, each City residential collections truck will have its tare weight retaken.

All transactional data, referenced above, will be stored in the Fastlane centralized ticket database. This database is intranet-based. This feature will grant the City access to real time reports, 24/7, from specific City computers. We will provide, at our own cost, installation, training and onboarding to select City personnel for this service. In addition, our corporate IT will provide technical support with any access issues. These reports are easily exportable into Excel and PDF files, allowing for easy importing into most data systems. WM corporate IT, supported by local management, will work with the City to develop an automated integration between Fastlane and the CityWorks system to provide detailed disposal information. The delivery of this information may be via a batch integration method or by "near real-time" API calls. WM's computerized scale system IS COMPATIBLE with the Department of Public Works "CityWorks" software.

2.5.11 Computerized Scale System.

Please see our answer provided in 2.5.10.

2.5.12 Delivery of Open-Ended Trailers and Storage Containers. Franchisee shall deliver open-ended trailers and storage containers to the Transfer Facility at 6 a.m. daily for the acceptance of Transfer Facility Waste, Yard Waste, small appliances, and tires. Franchisee shall provide a sufficient number of open-ended trailers and storage containers to accept 1,000 tons of Transfer Facility Waste, Yard Waste, small appliances, and tires per day. The open-ended trailers and storage containers must comply with all applicable laws and regulations including, but not limited to, the regulations of the Virginia Department of Transportation governing such trailers.

WM will deliver open-ended trailers and storage containers to the Transfer Facility at 6 a.m. daily for the acceptance of Transfer Facility waste, yard waste, small appliances, and tires. We will also provide a sufficient number of open-ended trailers and storage containers to accept 1,000 tons of Transfer Facility waste, yard waste, small appliances, and tires per day.

2.5.13 Disposal Operations.

The transfer station will receive and remove all transfer facility waste, tires, small appliances, and yard waste from the transfer station as required by the RFP with regards to Sections 2.5.6, 2.5.7, 2.5.8 and 2.5.9. The facility, staffed by our personnel, will receive materials at the transfer station during normal business hours. WM currently holds the Virginia Department of Environmental Quality (DEQ) special use permit #160 and has an approved operations and maintenance plan that allows us to operate the transfer station. This permit expires March 20, 2020.

The current permit and plan, approved by Virginia DEQ, allows for the acceptance of 2,000 tons per day. Transfer facility waste is accepted and loaded into transfer open-ended vehicles. These vehicles are tarped as required and then transported to permitted disposal facilities. As materials are delivered to the transfer station, they are observed to ensure that prohibited materials are not accepted. Prohibited materials observed by the transfer station personnel during offloading are rejected and the hauler is required to leave the site with the prohibited material. Prohibited materials detected after the hauler leaves the site are transported to an approved disposal facility and reported to the Virginia Department of Environmental Quality as required.

WM ensures that the appropriate number of transfer trailers are provided to efficiently move transfer facility waste from the transfer station. At times, WM implements a drop and hook practice whereby a yard tractor moves empty transfer trailers into the loading position. These trailers then are loaded, covered, and pulled off site by the tractors for delivery at the final disposal facility. At the end of the day, partially loaded trailers are covered in accordance with all applicable laws and regulations. They are removed from the site the next day when they have been fully loaded. This helps prevent potential odors, vectors, and other nuisances.

2.5.14 Recycling Operations. Franchisee shall accept at the Transfer Facility recyclable materials including glass bottles, cardboard, aluminum cans, and newspaper from City residents. Franchisee shall remove all recyclable materials from the Transfer Facility no less frequently than weekly. Franchisee shall provide for the recycling of the recyclable materials in accordance with all applicable laws and regulations.

WM will accept at the Transfer Facility recyclable materials including glass bottles, cardboard, aluminum cans, and newspaper from City residents, and in turn will remove all recyclable materials from the Transfer Facility no less frequently than weekly.

2.5.15 Transfer Facility Hours. Franchisee shall operate the Transfer Facility and provide the services required by section 2.4 during the following hours of operation: Monday 6:30 a.m. to 4:30 p.m., Tuesday 6:30 a.m. to 4:30 p.m., Wednesday 6:30 a.m. to 4:30 p.m., Thursday 6:30 a.m. to 4:30 p.m., Friday 6:30 a.m. to 4:30 p.m., and Saturday 8:30 a.m. to 2:00 p.m. Franchisee shall not provide the services required by section 2.4 on any holidays observed by the City, unless specifically requested by the City.

WM will operate the Transfer Facility and provide the services during the following hours of operation: Monday 6:30 a.m. to 4:30 p.m., Tuesday 6:30 a.m. to 4:30 p.m., Wednesday 6:30 a.m. to 4:30 p.m., Thursday 6:30 a.m. to 4:30 p.m., Friday 6:30 a.m. to 4:30 p.m., and Saturday 8:30 a.m. to 2:00 p.m.

2.5.16 Security at Transfer Facility. Franchisee shall implement, operate and maintain a security system at the Transfer Facility, including any staging areas located along the access roads to the Transfer Facility and perimeter security and fence lines surrounding the Transfer Facility.

WMVA is responsible for providing maintenance, security and technical support for all of the facilities that we operate. We have extensive experience providing services to facilities similar to the Richmond Transfer Station.

2.5.17 Cleaning Services. Franchisee shall provide cleaning services at the Transfer Facility

Odor control will be maintained through a cleaning and maintenance program. To minimize odors, no putrescible waste will be stored on the tipping floor overnight. The tipping floor will be swept regularly. When necessary, the floor will be washed or dry-swept.

Due to the fact that the transfer operations take place in an enclosed building, dust should not be a problem. If necessary, the area will be treated with commercial dust control compounds or other methods as approved by the City. The entire transfer area will be swept as needed.

2.5.18 Maintenance Requirements.

WM will implement a preventive maintenance program to correct minor problems and avoid potential major problems. The program will include routine inspection and monitoring of the facility and mobile equipment for possible malfunctioning equipment or structural problems and spills or leaks that could lead to a potential hazard to public health or the environment.

The program also helps prevent unnecessary downtime of the equipment. The major objective of the program is to identify and correct any problems, before they cause an incident. Safety equipment (e.g., first aid kits, fire extinguishers) will be inspected regularly to ensure that it is operable and available at all times.

2.5.19 Building Envelope and Structure. Franchisee shall properly maintain the Transfer Facility and any existing systems in a manner that ensures the integrity of the building and existing systems.

WM will properly maintain the Transfer Facility and any existing systems in a manner that ensures the integrity of the building and existing systems.

2.5.20 Compliance with City Law and Regulations. Franchisee shall require that all persons utilizing the Transfer Facility comply with all City laws and regulations regarding the use of the Transfer Facility.

WM will comply with all City laws and regulations regarding the use of the Transfer Facility.

2.6 Grounds and Landscape. Franchisee shall perform all grounds-keeping at the Transfer Facility. "Grounds-keeping" includes all cleaning, mowing, weeding, trimming of lawns and parking areas.

WM will perform all grounds-keeping at the Transfer Facility, including all cleaning, mowing, weeding, trimming of lawns and parking areas.

2.7 No Queuing on Public Roads. Franchisee shall not allow any vehicles to queue on public roads or highways when entering or exiting the Convenience Center or the Transfer Facility.

City residential collection trucks will enter the facility through the main gate and pull onto the inbound truck scale. The truck information will be entered into the Computerized Scale System.

City residential collection trucks, after being weighed, will then leave the scale, proceed in a counter-clockwise direction to the top of the access road, and stop at the stop sign. Transfer personnel will direct City residential collection trucks to a specific section of the entrance of the transfer-tipping floor. This direction will expedite the ability to discharge their loads while ensuring that trucks are safely spaced between all other vehicles.

Once the City residential collection truck discharges the load, they will pull forward and continue in a counter-clockwise direction and pull directly out of the back gate and onto the access road. City residential collection trucks will only need to cross over the outbound scale once a quarter to verify their empty "tare" weights. This use of the tare weight system will help with line congestion and will reduce the amount of time the City residential collection trucks spend at the transfer station.

There will be times during the workday when the rate of delivery of refuse will exceed the rate at which transfer trailers can be loaded. These times are considered peak loading times. Peak loading times commonly occur when City residential collection trucks, which start their routes at the same time, pack out on their route and head in to the transfer at the same time.

The tipping floor is designed to store approximately 350 tons of material on the floor while still allowing space for trucks to continue to discharge their loads. WMVA has right sized the equipment at the station, with a combination of rubber tire loaders and excavators to continue to push and stack inbound volume while also loading outbound tractors trailers. This process will allow for the smooth flow of City residential collection trucks. In addition, we will have back up equipment for the front line equipment, allowing our personnel to continue operations even during both planned and unplanned equipment service issues.

2.8 Emergency Operations Plan.

Through our past experiences, we have developed effective emergency operational plans to prevent or limit service interruptions to our customers. Examples of these potential interruptions include equipment breakdown, power outages, strikes, floods, severe weather, and fire. Our plans are detailed in our current Operations and Maintenance Plan for WMVA Richmond Transfer Station.

As stated above, we have unmatched industry experience in fulfilling contracts such as this. The most common potential service interruption for a solid waste transport and disposal services contract is the inability to deliver the transfer facility waste from the transfer station to the final disposal facility. This can occur when the landfill itself has direct access or operational issues.

It can also occur through circumstances, traffic, or weather that prevent the transportation from reaching the final disposal facility. WMVA intends to continue to deliver material from the Richmond Transfer Station to the Charles City County Landfill as it has for the previous 20 years. WMVA can also provide additional disposal facilities to serve as alternatives to ensure continuous service.

No other company in Central Virginia can match the breadth and options of WMVA alternatives. The City of Richmond is fortunate to be surrounded by WMVA landfills, which provide the transfer station with flexibility for operational continuance of service. In addition, in the unlikely event that material from the City cannot be delivered to the transfer station, these landfills allow for the City to directly deliver the volume to the closest WMVA landfill. Any additional cost or mileage incurred by the City vehicles would be reimbursed through reasonable negotiations. These options and steps would provide 100 percent redundancy for the operation of the contract as required in the RFP.

2.9 Pick-up, Transport and Disposal of Grit and Screenings. Franchisee shall, upon request from the City, pick-up, transport and dispose of all grit and screenings produced by the City's wastewater treatment operations that are identified by the City as requiring disposal.

WMVA will collect, transport, and dispose of grit and screenings from locations designated by the City within seven business days of receiving notification from City's bio solids supervisor or designee. WMVA will provide a suitable number of trucks for the transport of grit and screen to a disposal facility with no intermediate transfer or staging at another site. This will be provided in accordance with all applicable laws, rules, and regulations.

2.10 Inclement Weather. Franchisee shall report to the Convenience Center and the Transfer Facility within one hour of being notified by the City during any inclement weather events, including, but not limited to, snow, ice, wind, and hail.

Waste Management of Virginia, Inc., agrees to report to the Transfer Facility within one hour of being notified by the City during any inclement weather events, including, but not limited to, snow, ice, wind and hail.

6 | Personnel

Introducing our the City Service Team

At WM, we believe that developing a strong relationship with you and your community is important to our long-term partnership. Our priority is to thoroughly understand our customers' program goals and service expectations – we listen first and act second. Through on and off the street research, our conversations with you, and this RFP process, we have developed substantial insight into your expectations for your program.

Appreciating our customers' unique needs allows us to customize services and program offerings. We will collaborate with you, your community, and internally, as your WM the City service team, to implement and execute collection services that align with all your requirements and expectations.

Your local the City service team brings a diversity of backgrounds, skillsets, and job responsibilities. However, we all connect back to a common denominator, you - our customer.

Your WM the City service team will include:

Rob Clendenin, Senior Account Executive Public Sector – (757) 558-6149, rclenden@wm.com

Rob will be the main point of contact for Richmond, ensuring contract compliance and administration. Rob is a life-long resident of Virginia and has been with WM for more than 28 years. He has experience in the financial, collections operations, disposal operations, and business development areas of the company.

Rob works from WMVA's Chesapeake VA location and resides in Virginia Beach, VA. Currently, Rob is a Senior Account Executive and has more than 15 years of experience in the Public Sector arena with WM, serving customers in the local, state, and federal government with solid waste, recycling, and environmental solutions. Prior to joining WM, Rob was in the Public Accounting field, as a CPA serving customers in both the public and private sectors. Rob is active in environmental and community endeavors, including Board of Director positions with Keep Virginia Beautiful, the Virginia affiliate of Keep America Beautiful and the Old Dominion Chapter of the Solid Waste Association of North America (SWANA). He is an active member of the Virginia Waste Industries Association. Rob has a BS in Business Administration from Old Dominion University in Norfolk, Virginia.

Chris Isakov, Senior District Manager Transfer Stations & Transportation

Chris is the Senior District Manager for Area Transfers and Transportation. He directly manages multiple operating districts and is responsible for transfer station operations, waste hauling contracts and coordinating contractor transportation for multiple municipalities. He also assists with annual budgets and business plans while supporting implementation of corporate and area initiatives. Chris has 32 years of experience in the waste industry, 25 with WM alone, and is a graduate of Virginia Military Institute.

Chris is located at WM's Annapolis Junction Transfer Facility in Jessup, MD.

Brian McClung, Senior District Manager

Brian came to WM in 1993. As the Senior District Manager, he manages all aspects of the Amelia Landfill and Charles City Landfill. He has 28 years of experience in the industry and holds a Bachelor of Science in Environmental Management from Columbia Southern University. Brian works out of the WMVA's Charles City County Landfill and is a resident of Powhatan County, VA.

Scott Thacker, Director, Post-Collection Operations

Scott has been with WM since 2008 in various roles, including Operations Manager, District Manager, and Director. He has been in the environmental industry since 1982, including eight years with the Virginia Peninsulas Public Service Authority as a Transfer System Supervisor. He holds a Bachelor of Science in Business Administration from Virginia Commonwealth University and has his Class I and II Solid Waste Operators licenses from the Commonwealth of Virginia. Scott works out of WMVA's Bethel landfill in Hampton, VA and resides in Yorktown, VA.

7 | Conclusion

Waste Management of Virginia, Inc. (WM) is your longtime environmental solutions partner. We have provided transfer station management services to the City for 28 years. You are familiar with our company, our team, and our professional approach over the long term, and we are excited about the opportunity to continue to work with you in managing your disposal needs.

We have fulfilled the individual tenets and each requirement of your RFP and have organized this response to provide our proposal in response to each element outlined in the RFP.

We believe this to be a significant contract for both WM and the City. As your long-term partner, we are strongly invested in your Community and want to be your waste solutions provider of the future.

We are committed to strengthening our current relationship by continuing to provide high-quality, reliable service for the entire term of the agreement. We have already shown ourselves to be a dependable partner in our current agreement. We have the resources to make needed adjustments, when necessary, to facilitate continued satisfaction for your community. WM intends to continue to offer uninterrupted stability backed by innovation, value, and price, and to be an active partner in attaining the City's goals and objectives.

Lastly, continuing a partnership with WM will provide your Community with uninterrupted, reliable service delivery for an essential and highly regulated operation. There will be no transition period where costly mistakes and problems are most likely to occur, as our team is intimately familiar with your operations and has developed a strong working partnership with your staff. Our best-in-class transfer stations, landfills, and recycling operations, along with our industry-leading safety and environmental practices, should give you the peace of mind that your waste is being managed in full compliance with all regulatory requirements and standards.

WM is dedicated to being the best environmental solutions partner for the City now and in the future.

8 | Pricing

Exhibit A
Fee Schedule

Item No.	Section from Agreement	Service Description	Unit of Measure	Fee ¹	Estimated Quantity ²	Estimated Cost to City ³
1	2.4	Convenience Center Facility Services	Monthly Operating Cost	\$ 4,000.00 Dollars	U.S. 12 months	\$ 48,000.00 Dollars
2	2.5.2	Acceptance of Transfer Facility Waste from City Residents and non-City Residents	per ton	\$ 47.00 Dollars	U.S. 20 tons	\$ 940.00 Dollars
3	2.5.3	Acceptance of Residential Collection Program Waste	per ton	\$ 47.00 Dollars	U.S. 77,000 tons	\$ 3,619,000.00 Dollars
4	2.5.6	Acceptance and Transport of Yard Waste	per ton	\$ 47.00 Dollars	U.S. 100 tons	\$ 4,700.00 Dollars
5	2.5.7	Acceptance and Transport of Small Appliances	per ton	\$ 47.00 Dollars	U.S. 50 tons	\$ 2,350.00 Dollars
6	2.5.8	Acceptance and Disposal of Tires	per ton	\$ 60.00 Dollars	U.S. 300 tons	\$ 18,000.00 Dollars
7	2.5.14	Recycling Operations	Monthly Operating Cost	\$ 4,000.00 Dollars	U.S. 12 months	\$ 48,000.00 Dollars
8	2.9	Pick up, transport, and disposal of Grit and Screenings	per ton	\$ 54.00 Dollars	U.S. 2,000	\$ 108,000.00 Dollars
9	2.5	Other transfer facility services	Monthly Operating Cost	\$ 53,000.00 Dollars	U.S. 12 months	\$ 636,000.00 Dollars
10	3	Host Community Fee (TO BE PAID BY THE FRANCHISEE)	per ton	\$ (5.05) Dollars	U.S. 160,000 tons	\$ (808,000.00) Dollars

1. These proposed fees are to be submitted by all those bidding for the award of this Franchise. The fees submitted by the bidder to whom the Franchise is awarded shall become part of Exhibit A to the Agreement and shall be binding upon Franchisee. 2. These estimated quantities are provided for informational purpose only, and are to be used to calculate the estimated cost to the City. Bidders are to provide the estimated quantity for lines ten. 3, 4 The estimated cost to the City and estimated total annual cost are included only for purposes of evaluating bids.

Estimated Total Annual Cost⁴ =
\$ 3,676,990.00 U.S.
Dollars (equals the estimated sum of the Cost to the City for items 1-9 less the estimated amount of item ten to be paid to the City)