



*Infrastructure Services*

**Request for Proposals  
No. 2025-IS-09**

**RESIDENTIAL CURBSIDE WASTE  
COLLECTION SERVICES**

For further information  
please contact:  
**Len Thew**  
Manager of Operations  
250-245-6447  
lthew@ladysmith.ca

RFP Issue Date: **August 1, 2025**  
RFP Closing Date: **August 29, 2025 1:30 pm,**  
RFP Opening: **August 29, 2025 1:45 pm,**  
Location of Bid Opening: **Ladysmith City Hall**



## 1. Introduction

The Town of Ladysmith is seeking proposals from qualified Contractors to provide Residential Curbside Waste Collection Services for a period of 5 years beginning January 1, 2026, with two optional one-year contract extensions.

## 2. Required Project Deliverables

Contractors to provide Residential Curbside Waste Collection Services:

- a) Bi-Weekly Garbage collection from single-family and equivalent homes, duplexes, triplexes and fourplexes and delivery of collected garbage to the CVRD Bings Creek Transfer Station in North Cowichan;
- b) Bi-Weekly Recyclables collection from single-family and equivalent homes, duplexes, triplexes and fourplexes and delivery of collected recyclables to the CVRD Bings Creek Transfer Station in North Cowichan;
- c) Weekly Collection of Organics from single-family and equivalent homes, duplexes, triplexes and fourplexes and delivery of collected organics to the CVRD Bings Creek Transfer Station in North Cowichan; and
- d) One annual Large Item Collection. All items collected shall be delivered to the Bings Creek Transfer Station for disposal.
- e) Two Yard Waste Pickups, one each in spring and fall.

All waste streams are currently delivered to the CVRD Bings Creek Transfer Station in North Cowichan. Although no changes are anticipated during the course of the collection contract, the potential for change does exist.

Any substantive changes to hauling destinations during the course of the contract would be subject to a price renegotiation. All proponents, by responding to this RFP, indicate their willingness to negotiate in good faith to accommodate any changes in hauling destinations, should this be required.

### 1.1. Manual and Automated Collection

The current collection program in the Town of Ladysmith is manual, although bids for automated collection service (with the Town providing the necessary bins) will also be considered.

### 1.2. Collection Schedule

The current collection is based on an Add-a-Day schedule. Proponents are required to provide prices for continuation of the Add-A-Day collection schedule.

## 3. Proposal Content

Proponents must complete all the basic information requested in the Proposal Submission Forms (Appendix F). In addition, proposals must include the following information under the same headings and in the same order as presented below:

- a) **Location:** Provide an address for the works yard where the staff and equipment for this work will be located if this is different from the business address.

- b) **Employees:** The average number of persons the Contractor will employ and maintain to provide the Collection Services.
- c) **Supervisor:** The name of the supervisor that the Contractor proposes to place on the project and his/her previous experience on this type of operation.
- d) **Subcontractors:** Identification of subcontractors, if any, the Proponent intends to use for the performance of the Collection Services.
- e) **Vehicles:** A list of the Proponent's vehicles to be used for this contract, including year of manufacture, GPS and other monitoring equipment, and fuel type.
- f) **References:** A summary of similar relevant contracts performed by the Proponent and references for these contracts, including the owner's name, address, and a contact person..
- g) **Contamination:** Provide a description of the Proponent's experience with other curbside collection contracts and monitoring contamination, along with a description of the compliance and enforcement actions undertaken. Provide detailed procedures (including design and content of left behind tags) for non-compliant materials and potential contamination.
- h) **Transition:** If the Proponent is not the Town's current contractor, a description of the approach and steps that the Proponent would take to transition the Collection Services from the current contractor so as to minimize disruption and complaints.
- i) **Routing and Schedule:** Provide an outline of the scheduling and routing for Collections Services. It is the Proponent's responsibility to understand the topography, geography, street layout, route distances, and location of Designated Post-Collection Service Facilities to satisfy themselves of their ability to provide the collection service should they be awarded the contract.
- j) **On-Route Monitoring:** Describe the system of on-route record keeping and route monitoring the Proponent will use.
- k) **Customer Service:** Describe how the Proponent will handle customer inquiries and complaints. Identify the proposed location of customer service staff.

### 3.1 Proposal Fee Information

Proponents shall provide the requested financial information in Appendix F.

All pricing should NOT include applicable Sales Taxes.

A separate price table is included in Appendix F for the annual Large Item Collection and two Yard Waste Pickup services.

## 4. Inquiries

All inquiries should be directed in writing to the Town's Representative shown below. Information obtained from any person or source other than the Town's Representative may not be relied upon.

Town's Representative:  
Len Thew, Manager of Operations  
Ph. 250.245.6447  
Email [lthew@ladysmith.ca](mailto:lthew@ladysmith.ca)

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Inquiries must be made no less than five business days prior to Closing Time. The Town will not respond to inquiries made less than five days prior to Closing Time. Inquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the Town.

Proponents finding discrepancies or omissions in the Contract or RFP documents or having doubts as to the meaning or intent of any provision should immediately notify the Town Representative. If the Town determines that an amendment is required to this RFP, the Town Representative will issue a written addendum to Proponents and post it electronically with the RFP. No oral conversation will affect or modify the terms of this RFP.

Proponents shall carefully examine the RFP documents and fully inform themselves as to the intent, existing conditions and limitations which may affect their Proposal submission and their ability to provided the service should they be awarded the contract. No consideration will be given after submission of a Proposal to any claim that there was any misunderstanding with respect to the conditions imposed.

## 5. RFP Addenda

It is the responsibility of the proponents to check periodically for any addenda that may be issued by the Town of Ladysmith. Addenda will be posted on the Town of Ladysmith website ([www.ladysmith.ca/city-hall/bid-opportunities](http://www.ladysmith.ca/city-hall/bid-opportunities)) and on BC Bid. All Addenda shall become part of the Proposal Documents and receipt of Addenda shall be acknowledged by the Proponent in their submission.

## 6. Proposal Timeline

The timelines anticipated for this proposal process are:

RFP Release: August 1, 2025

Last day for questions regarding this Request for Proposals: August 24, 2025

Proposals due by: 1:30 PM August 29, 2025

Award by Town Council: September 16, 2025

Commencement of contracted services: January 1, 2026

## 7. Proposal Submission

Proponents must submit hard copy proposals clearly marked "Request for Proposals No. 2025-IS-09", in a sealed envelope, **no later than 1:30 pm on August 29, 2025** to the attention of:

Sue Bouma, Manager of Corporate Services  
Town of Ladysmith  
410 Esplanade - PO Box 220  
Ladysmith, BC V9G 1A2  
Email: [bid@ladysmith.ca](mailto:bid@ladysmith.ca)

All submissions must provide name, address, email address and telephone number and be signed by a duly authorized official whose legal status and business address shall be disclosed and with documents to include:

- Completed proposal
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- Completed submission forms

Proponents are advised to read and respond appropriately to all sections of the RFP. Incomplete proposals may be rejected at the sole discretion of the Town of Ladysmith.

The successful bidder will be required to obtain and provide proof of the following:

- A current business licence for operating in the Town of Ladysmith
- A Clearance Letter from WorkSafe BC that confirms they are registered and in good standing with WorkSafe BC
- Minimum \$5 million per occurrence each of General Liability and Vehicle Third Party insurance with the Town of Ladysmith named as additional insured
- Federal, provincial and municipal permits when and where applicable
- Performance Bond or Irrevocable Letter of Credit in the amount of the lesser of 4 months of the estimated total annual cost of such Contract with the Town or \$100,000.00.
  - A letter of credit, if used, must be in a form acceptable to the Town of Ladysmith and be issued by a Bank in British Columbia.
  - Performance Bonds shall be issued by a Bonding company licensed in the Province of British Columbia. In the event of any default of the Contractor under this Contract, the Town may call upon the Performance Bond.

Submissions in response to this RFP will be opened at the Town of Ladysmith City Hall on **August 29, 2025 at 2:15pm**. Proposals will be opened and evaluated in private.

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the Town, its elected or appointed officials or employees. The Town may rely on such disclosure.

## **8. Proposal Preparation Costs**

All expenses for preparation and submission of this Proposal are to be borne by the Proponent, with the express understanding that no claims for reimbursements against the Town of Ladysmith will be accepted.

The Town of Ladysmith shall not be responsible for any costs for any following meetings, discussion or negotiation that could lead to acceptance of the Proposal and award of a contract.

## **9. Proposal Evaluation**

The Town will evaluate proposals based upon but not limited to, the following:

- Quality of the proposal
  - Fee quote
  - Principles of best value (see below)
  - Demonstrated proven experience
  - Accessibility and responsiveness
  - Reference checks
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The Town reserves the right to accept or reject any or all proposals either in whole or in part at any time, or waive formalities in, or accept a proposal either in whole or in part which is deemed most favourable in the interest of the Town. The Town will be under no obligation to proceed further with any submitted proposal and, should it decide to abandon same, it may, at any time, invite further proposals for the supply of the described services or enter into any discussions or negotiations with any party for the provision of the services. No alterations, amendments or additional information will be accepted after the closing date and time unless invited by the Town.

The lowest or any submission in response to this RFP will not necessarily be accepted. The bids will be considered on their merits and it is not the intention of the Municipality to buy on price alone.

The Town of Ladysmith Purchasing Policy entails the following Principles of “Best Value”:

- Procure the goods and services requirements of all departments in an efficient, timely and cost effective manner while maintaining the necessary controls;
- Engage in an open bidding process wherever practical;
- Ensure maximum value is obtained during the acquisition of goods and services. Where applicable, the total cost of the goods and services purchased should be taken into account. Total cost may include but not be limited to acquisition cost, disposal cost, residual value, training cost, maintenance cost, product performance and environmental impact;
- Take into account wherever practical the commitment to protection of the environment, and energy conservation;
- Up to five (5) percent of the evaluation score will be allocated based on the proposal's contribution to the following community benefits:

*a) Economy*

- Demonstrate job creation within the local area, which is defined as the Cowichan Valley Regional District and the Regional District of Nanaimo.
- Contribute to a stronger local economy (buy local)
- Increase training and apprenticeship opportunities
- Provide work experience and employment opportunities for youth aged 15 to 24
- Ensure that a Living Wage for the local area is paid

*b) Public Spaces*

- Enhance community recreation, arts and/or culture infrastructure
- Improve and enhance public spaces
- Improve access to public spaces for people living with disabilities

*c) Environment*

- Demonstrate that work undertaken exceeds requirements for environmental standards
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The Town will not be liable for misunderstandings by Proponents or errors in the Request for Proposals, and by submitting a Proposal the Proponent agrees to release and save harmless the Town, its elected and appointed officials and employees from any and all liability, damages, claims, suits or loss, including economic loss, arising from any action related to or arising from the submission, consideration, evaluation or award of a proposal.

## **10. Ownership of Proposals**

All Proposals and subsequent information materials shall become the property of the Town of Ladysmith after the closing date and time and will not be returned.

The Proposals will be held in confidence by the Town subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. This Request for Proposals and all associated documentation is the property of the Town of Ladysmith and shall not be copied or distributed without the prior written approval of the Town.

If a Proponent believes any of the information requested in this RFP and provided by them is confidential, then they should identify it as such and provide a rationale as to why it should not be released under FIPPA.

## **11. Litigation**

Proponents who, either directly or indirectly through another corporation or entity, have been or are in litigation, or who have served notice with intent to proceed with court action against the Town of Ladysmith in connection with any contract for works or services, may be considered ineligible Proponents. Receipt of Proposals from such Proponents may be disqualified from the evaluation process.

## **12. No Contract**

This RFP is not a tender and does not commit the Town in any way to select a preferred Proponent. By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contractual, tort or other legal obligation of any kind is formed under or imposed on the Town by this RFP or submissions prior to the completed execution of a formal written contract.

## **13. Proposal Acceptance**

Following acceptance and approval to proceed with the Proposal by the Town of Ladysmith, the Proponent is expected to enter into a contract for Services with Town to perform the works or services set out and agreed upon in the Proposal.

The contract that the successful Proponent will be expected to execute will contain terms similar to those contained in the Statement of Work (Section 14). The Proposal must meet all of the operational specifications included in the Statement of Work.

Notwithstanding anything herein to the contrary, the Town reserves the right to add to or delete from the requirements of this RFP prior to the acceptance of the proposal, subject to the agreement of the Proponent.

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## 14. Statement of Work

This section outlines the scope of work to be included in the *Contract for Residential Curbside Waste Collection Services*.

### 14.1 Definitions

In this Statement of Work for Residential Curbside Waste Collection Services, the following terms will have the following meanings:

**“Add-a-Day Schedule”** means a schedule that is adjusted after each statutory holiday by moving any given pick-up to the day following the pick-up day prior to the Holiday.

**“Agreement”** means the executed Contract Services Agreement including all Parts and Attachments of the RFP.

**“Banned Materials”** means all materials that have been banned by the Cowichan Valley Regional District from disposal at its transfer stations.

**“Bi-weekly collection”** means collection every second week.

**“Changes in the Collection Services”** means additions, deletions or other revisions to the Collection Services within the general scope of this agreement and includes without restricting the generality of the foregoing changes in the Collection Area, changes of Recycling or of Organic Waste Containers, additions to or deletions of In-Scope PPP, changes in Curbside Collection, changes in the type of collection and the time for pick-up (including increases or decreases to the frequency of Curbside Collection), changes in the Contractor's records and reporting requirements and changes in the source of Garbage, Organic Waste and In-Scope PPP to be collected

**“Collected Materials”** means the Contract Garbage, In-Scope PPP and Organics collected by the Contractor from each Customer.

**“Collection Area”** means those lands within the boundaries of the Town of Ladysmith on which Eligible Residences are located. The Collection Area may be modified during the term of this contract by mutual agreement between the Town and Contractor.

**“Collection Services”** or **“Statement of Work (SoW) Services”** or **“Service Levels”** means the services to be provided by the Contractor as set out in the Contract which broadly include but are not limited to:

- a) Curbside Collection of In-Scope PPP once every two weeks and disposal at a Designated Post-Collection Service Facility;
  - b) Curbside Collection of Organic Waste once every week and disposal at a Designated Post-Collection Service Facility;
  - c) Curbside Collection of Contract Garbage once every two weeks and disposal at a Designated Post-Collection Service Facility;
  - d) Annual Large Item Collection (if included in the final Contract);
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- e) Accurately reporting all data in accordance with the Collection Services to be provided under the Contract;
- f) Provision of reasonable levels of customer service;
- g) Contamination Reduction Plan actions; and,
- h) Participation in public education and awareness campaigns, including enforcement of curbside program requirements.

**“Commencement Date”** means January 1, 2026 or such later date mutually agreed by the parties in writing.

**“Contract”** means this executed Residential Curbside Waste Collection Services Agreement including all Parts and Attachments of the RFP.

**“Contract Garbage”** means discarded matter and includes refuse, waste, noxious, offensive and unwholesome materials, but does not include In-Scope PPP or Organic Waste collected from Eligible Residences within the Collection Area.

**“Contractor”** means the person or persons under contract to the Town of Ladysmith to provide curbside waste collection services to Customers within the Service Area.

**“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 meter of a Public Street or Private Road.

**“Curbside Collection”** means the collection of Contract Garbage, In-Scope PPP and Organic Waste from Containers placed at the Curb adjacent to Eligible Residences, and includes retrieval of all debris which are dropped or blown about by the wind including any debris or liquid which falls from a Collection Vehicle.

**“Customer”** means resident of an Eligible Residence within the Service Area

**“Designated Post-Collection Service Facility”** means the delivery point, designated by Town of Ladysmith, for each of the waste streams (Contract Garbage, In-Scope PPP and Organic Waste). May be more than one location.

**“Dwelling Unit”** means one or more rooms for residential occupancy connected together with facilities for living, sleeping, cooking and having a separate entrance.

**“Eligible Residence”** means a Single Family Dwelling. It does not include an apartment building containing more than four dwelling units, a hotel, motel, resort or marina, any commercial property, seasonal campsite, or multi-family development, strata residence and row housing development that is unable to be serviced as part of the Municipal Solid Waste Collection System and has commercial garbage collection containers.

**“Enactment”** means an enactment as defined in the *Interpretation Act* (British Columbia).

**“Fixed Day Schedule”** means a Monday to Friday collection schedule that provides collection service on the same day of the week for an Eligible Residence through the term of the contract.

**“Garbage”** means discarded matter and includes refuse, waste, noxious, offensive and unwholesome materials, but does not include In-Scope PPP, Banned Materials, ICI waste or

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unacceptable waste as set out in Town of Ladysmith Bylaw 1588, as that bylaw may be amended or replaced from time to time.

**"Garbage Container"** means One rigid plastic or galvanized metal can containing a maximum volume of 77 litres garbage and a maximum weight of 20kg.

**"Holiday"** means New Year's Day, BC Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day or any other day proclaimed by the Parliament of Canada or the Legislature of British Columbia as a public holiday.

**"In-Scope PPP"** means the recyclable printed papers and packaging as described in the Town's contract with Recycle BC, and set out in Appendix D, and such other materials identified as In-Scope PPP by Town of Ladysmith in writing from time to time.

**"Large Item Collection"** means the annual collection service of specific large items including furniture, large appliances (such as washers and dryers), carpets, rugs, mattresses (plastic wrapped and sealed), barbecues, toys and bicycles, and such other materials identified by Town of Ladysmith in writing from time to time.

**"Manager"** means the person duly appointed by the Town of Ladysmith to the position of "Manager of Operations".

**"Manufactured Home"** means any structure, whether equipped with wheels or not, that is designated, constructed or manufactured for full-time occupancy and to be moved from one place to another by being towed or carried, and which is used as a dwelling.

**"Missed Collection"** means the failure of the Contractor to collect Garbage, In-Scope PPP or Organic Waste that has been set out by a Customer on the Customer's scheduled collection day by the appointed set out time.

**"Non-PPP Items"** means any material that is not In-Scope PPP that is found in a curbside recycling container.

**"Organic Waste" or "Organics"** means kitchen waste that is compostable and includes egg shells, bones, tea bags, coffee grounds, paper filters, dairy products (such as butter, cheese), fruits, vegetables, breads, pasta, cakes, biscuits, paper towels, napkins, paper plates, paper cups, pizza boxes, food soiled cardboard, and other compostable organic material produced from within a dwelling unit including raw and cooked food waste, food soiled paper, tissues, paper towels, meat and fish products, and other material as identified in writing by the Town from time to time. Organic Waste excludes any plastic or Styrofoam or other packaging other than cardboard or paper board containers and excludes Yard and Garden Waste.

**"Organics Container"** means a small green cart (maximum of 46 litres in volume) with a lid that can be tightly sealed that is used for the manual collection of residential food waste.

**"PPP"** means packaging and printed paper from residential sources identified in a stewardship plan approved by the Ministry of Environment (British Columbia) under the Recycling Regulation.

**"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 and laneways.

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**“Recycle BC”** means the producer responsibility organization that has contracted the Town of Ladysmith to provide curbside residential collection of In-Scope PPP.

**“Recyclable Materials”** means In-Scope PPP.

**“Recycling Container”** means any appropriate container, including boxes, reusable bags and cans clearly marked “Recycling” or “Recyclable Material” used for household storage and curbside set-out of In-Scope PPP.

**“Scavenging”** means unauthorized rerouting of collected In-Scope PPP to anyone other than the Designated PPP Post-Collection Service Provider.

**“Single Family Dwelling”** means a single family detached dwelling, each dwelling unit of a duplex, triplex or quadruplex, and includes a Manufactured Home and a single family equivalent as provided for in Bylaw No. 1588, as that bylaw may be amended or replaced from time to time.

**“Term”** means the term of the agreement as defined in Section 1.

**“Transition and Implementation Plan”** means the plan that Contractor will develop pursuant to Section 3(h).

**“Work”** or **“Works”** means, unless the context otherwise requires, the whole of the work, equipment, labour, matters and things required to be done, furnished, and performed by the Contractor under the Contract.

**“Yard and Garden Waste”** means all organic material produced by a yard or garden including grass clippings, hedge and tree pruning material, weeds and material from flower beds and vegetable gardens.

**“Zero Waste”** means the recycling and waste reduction programs carried out by the Town including educational and promotional initiatives and program changes intended to reduce waste and increase participation in recycling activities.

## **14.2 Containers**

### **14.2.1 Provision of Containers**

The provision of containers will be the responsibility of each Customer.

For the Garbage Container, Customers must use a lidded rigid plastic or galvanized metal can with handles. The maximum volume of garbage allowed in the container is 77 litres. The total weight of the container, including garbage cannot exceed 20kg.

For the Recycling Container, Customers may use a reusable bag, box or container clearly marked with the words “Recycling” or “Recyclable Material”. Large reusable yellow poly bags are available at Town facilities and sold to residents for a nominal charge. Although Customers are not limited to the amount of In-Scope PPP that can be set out for collection, a Customer may not set out any single Recycling Container containing Recyclable Materials that exceeds:

- a. 77 litres in volume;
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- b. 20 kilograms in weight; or;
- c. 1.2 meters long in any dimension.

For the Organics collection, Customers must use an approved small volume (under 46 litres in capacity) Organics Container with a tight-fitting lid that is recognizable as containing Residential Food Waste.

The Contractor will handle the Customer-owned Curbside Containers in such a way as to prevent undue damage, be responsible for unnecessary or unreasonable damage to Customer-owned Containers. Any damage to a resident's container as a result of the provision of collection services will be remedied by the contractor within 24 hours of the damage occurring.

#### 14.2.2 New Residential Premises

The Town will be responsible for the addition and removal of dwellings from the list of Customers.

### 14.3 Curbside Collection Services

The Contractor will provide Curbside Collection to all Eligible Residences in the Town of Ladysmith. The Contractor will ensure that only Garbage, Recyclable Materials and Organics placed at the curb by Eligible Residences is collected and that no other material from other sources is contained in the same load as material collected pursuant to the Contract.

#### 14.3.1 Garbage Collection

The Contractor will collect Garbage from Customers on a bi-weekly basis and transport the Garbage to the Designated Post Collection Service Facility, currently the Cowichan Valley Regional District Bings Creek Transfer Station at 3900 Drinkwater Road, North Cowichan.

The Contractor will collect Garbage from each Customer up to the following maximum bi-weekly amount:

- (i) one Garbage Container containing a maximum volume of 77 litres garbage and a maximum weight of 20kg lb, and
- (ii) if present, one additional container displaying an Extra Garbage Tag as described in Section 14.3.1.1 below.

##### *14.3.1.1 Extra Garbage*

The Contractor will collect Garbage in excess of the one Garbage Container per dwelling per collection if the excess Garbage Container bears an Extra Garbage Tag purchased from the Town. The maximum number of additional Containers is one. The tag will be removed from any Container that is left with the resident.

##### *14.3.1.2 Garbage Tipping Fees*

The Town shall be responsible for payment of Tipping Fees incurred in the Contractor's performance of the Collection Services pursuant to this Agreement. The Contractor will be responsible for any fines or penalties relating to improper delivery of Garbage and for inclusion of

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unacceptable materials in a load (unacceptable materials are any items not included in the definition of acceptable Garbage). Notwithstanding the above, the Town will work with the Contractor to identify and eliminate any source of unacceptable materials entering the Garbage system.

#### *14.3.1.3 Collection*

- a) Contractor will pick up Contract Garbage placed by Customers at the Curb along the collection route which may be a Public Street or a Private Road.
- b) Contractor will make collections and return containers in an orderly, non-disruptive manner. Location of Containers should not block sidewalks, driveways or on-street parking.
- c) In-Scope PPP materials, Organics and yard and garden waste are not acceptable in Garbage Containers. Contractor will engage in the Contamination Reduction Plan as described in Appendix E to reduce the levels of unacceptable materials in the collection streams.
- d) Contractor will supply collection schedules to the Town of Ladysmith for approval. The Town of Ladysmith must approve all changes to the Collection Schedule in advance.
- e) Collection Services will not commence before 8:00 a.m.

#### *14.3.2 Organics Collection*

The Contractor will collect Organics from Customers on a weekly basis. Organics collected will be delivered to the Designated Post Collection Service Facility, currently the Cowichan Valley Regional District Bings Creek Transfer Station at 3900 Drinkwater Road, North Cowichan.

The Contractor will collect Organics from each Customer up to one Organics Container containing a maximum volume of 46 litres garbage and a maximum weight of 20kg.

#### *14.3.2.1 Organics Tipping Fees*

The Town shall be responsible for payment of Tipping Fees incurred in the Contractor's performance of the Collection Services pursuant to this Agreement. The Contractor will be responsible for any fines or penalties relating to improper delivery of Organics and for inclusion of unacceptable materials in a load. Notwithstanding the above, the Town will work with the Contractor to identify and eliminate any source of unacceptable materials entering the Organics system.

#### *14.3.3 Recycling Collection*

The Contractor will collect In-Scope PPP from customers on a bi-weekly basis.

#### *14.3.3.1 In-Scope PPP Materials*

- a) Contractor will collect all In-Scope PPP from all Eligible Residences in the following manner:
  - i. PPP placed in Recycling Containers; and
  - ii. any Corrugated Cardboard, tied securely and stacked adjacent to the Recycling Container (or stacked alone if no Container is present).



- b) Collected In-Scope PPP may not contain more than three percent by weight of Non-PPP Items (Contamination). Loads exceeding three percent by weight of Non-PPP Items may be subject to rejection by the Designated Post-Collection Service Provider and Service Level Failure penalties to the Town.
- c) Provided the Contractor has used reasonable efforts to avoid them, the parties will share any additional demonstrable costs of the Contractor, fines or penalties related to improper delivery of In-Scope PPP and for inclusion of Non-PPP items in a load. Such fines or penalties include any amounts payable by the Town to Recycle BC for service level failures under the Town's agreement to provide curbside residential collection of In-Scope PPP. The Contractor acknowledges that it has been provided with access to the Town's agreement with Recycle BC and the various service level failures thereunder. The Contractor further acknowledges that if the service level failures change during the Term, such new amounts will apply for the purposes of this Section
- d) Notwithstanding Section 14.3.3.1(b) above, Contractor may not collect, and collected In-Scope PPP may not contain, any packaging containing hazardous or special waste.

#### *14.3.3.2 Collection*

- a) The Contractor will not place limits on the quantity of In-Scope PPP collected from Customers.
- b) Contactor will pick up In-Scope PPP placed by Customers at the Curb along the collection vehicle route which may be a Public Street or a Private Road.
- c) Contractor will not compact In-Scope PPP in Curbside Collection vehicles at a ratio higher than 2.5:1.
- d) Contractor will make collections and return containers in an orderly, non-disruptive manner. Location of Containers should not block sidewalks, driveways or on-street parking.
- e) Contractor will monitor the quality of In-Scope PPP set out for collection by each customer and will engage in the contamination reduction actions (submitted as part of this RFP response which will form part of the final version of the Contamination Reduction Plan - Appendix E), to reduce the levels of unacceptable materials in the collection streams.

#### *14.3.3.3 Designated Post-Collection Service Facility*

- a) Contractor will deliver all collected In-Scope PPP to the CVRD Bings Creek Transfer Station in North Cowichan.
  - b) Based on direction from Recycle BC, the Town of Ladysmith may change the Designated Post-Collection Service Facility upon 30 days' notice. If this change increases the distance traveled for PPP delivery by more than 10 km, the Contractor
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will be compensated in a manner that replicates the compensation the Town receives from Recycle BC.

- c) If the Designated Post-Collection Service Facility refuses to receive In-Scope PPP from Contractor due to a verified claim that Contractor's collected In-Scope PPP contains more than three percent (3%) by weight of Non-PPP Items or contains any hazardous or special waste, Town of Ladysmith reserves the right to designate an alternative Designated Post-Collection Service Facility and deduct any additional costs associated with use of the alternative Designated Post-Collection Service Facility from the Fees due to Contractor.

#### 14.3.4 Cross Contamination

Contractor will ensure that the collection vehicle does not permit waste streams to be mixed within the truck and that if cross-contamination is experienced that the source of the problem will be identified and fixed within one business day.

#### 14.3.5 Spillage

- a) All loads collected by 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 Contractor at its sole expense. Contractor will keep accurate records of each occurrence of spillage and of its cleanup and will make such records available to Town of Ladysmith on request, and if requested by Town of Ladysmith, as part of a regular report to be delivered with such frequency as requested by Town of Ladysmith (but not more frequently than monthly). Contractor expressly acknowledges it is solely responsible for any violations of Applicable Law that may result from said spillage.
  - c) Without limiting subsection (b) above, 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 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 of 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 Contractor within three hours of being noticed by Contractor's staff, Customers or Town of Ladysmith, and will be remediated by Contractor at its sole expense. Such cleanup or removal will be documented with pictures and notice of such cleanup or removal will be provided to Town of Ladysmith in writing. Contractor will immediately notify Town of Ladysmith-designated spill coordinator of any spills that enter ground water or drainage systems.
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#### 14.3.6 Schedule and Routes

The Contractor will maintain the existing collection schedule unless the Town chooses to implement a Fixed Day Collection schedule in response to this Request for Proposals.

Contractor Curbside Collection routes may not extend outside the Service Area. Contractor collection vehicles used to perform Curbside Collection may only be used elsewhere if they are emptied before and after such other use and Contractor has obtained prior approval from Town of Ladysmith in writing.

Route maps must be provided to the Town of Ladysmith for approval at least two months in advance of the commencement of the Collection Contract. The Town and Contractor will cooperate in the preparation of annual collection schedules. The Town currently oversees the printing of schedules. The Contractor will be responsible for the costs of printing and for distributing the collection schedules to Customers, including if necessary, in advance of the commencement of the Collection Contract.

Contractor-initiated pilot programs will require prior written notification to and written approval by Town of Ladysmith. Contractor-initiated pilot programs will be performed at no additional cost to the Town; however, savings accrued may be subject to negotiations prior to implementation at the Town's request.

### 14.4 Customer Service and Management

As part of Residential Curbside Collection, Contractor will provide the following Services.

#### 14.4.1 Customer Service Requirements

- a) 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 Contractor's call center during office hours for communication with Customers and Town of Ladysmith 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, Contractor will have an answering or voice mail service available to record messages from all incoming telephone calls and will respond within the first business day.
- b) Contractor will maintain a twenty-four hour emergency telephone number for use by Town of Ladysmith. Contractor will have a representative, or an answering service to contact such representative, available at such emergency telephone number for Town of Ladysmith use during all hours, including normal office hours.
- c) Contractor's Customer service representatives will have instantaneous electronic access to Customer service data and history to assist them in providing excellent Customer service.

#### 14.4.2 Customer Service Representative Staffing

- a) Contractor will maintain sufficient staffing to answer and handle complaints and service requests in a timely manner made by all methods including telephone, letters,
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e-mails, social media and text. If staffing is deemed to be insufficient by Town of Ladysmith to handle Customer complaints and service requests in a timely manner, Contractor will increase staffing levels to, in the case of Customer calls, meet the requirements of the Contract Agreement and in the case of other forms of Customer communications to otherwise address the performance deficiency.

#### **14.4.3 Customer Complaints and Requests**

- a) 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. Contractor will make a conscientious effort to resolve all complaints and service requests within twenty-four 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) Customer service log will be available for inspection by Town of Ladysmith during Contractor's office hours and will be in a format approved by Town of Ladysmith. Contractor will provide a copy of this log in an electronic format to Town of Ladysmith on request.

### **14.5 Promotion and Education**

The Town of Ladysmith wishes to minimize contamination rates for all three material streams collected through this residential curbside collection service. To that end, the Town has prepared a draft Contamination Reduction Plan which requires the Contractor to work with the Town in reducing collection of non-acceptable items.

It is anticipated the Town and Contractor will collaborate to finalize the Contamination Reduction Plan prior to it being implemented, which will include a description of the consistent and effective actions the Contractor will take to meet the Town's contamination reduction objectives.

### **14.6 Transition and Implementation Plan**

Where the Contractor did not provide curbside collection services to Customers immediately prior to the Service Commencement Date, Contractor will develop and submit to Town of Ladysmith no later than two weeks after the finalization of the contract, a transition and implementation plan for implementing Curbside Collection Services, including 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 Service Commencement Date.

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## **14.7 Preparation for Service Commencement**

Prior to service commencement the Contractor will be required to undertake the following actions to ensure that they are ready to begin the service on January 1, 2026:

- a) Design of collection routes
- b) Field testing of the routes to ensure all Customers on the route can be effectively serviced
- c) Identification of Customers whose properties will pose a problem for the provision of collection services and suggestions to resolve the problem
- d) Verification of the actual number of dwellings that will be serviced. Any discrepancies found between the actual number of dwellings within a collection area and the data supplied in these documents are to be reported with backup information to the Town at least twenty-one days prior to commencement of service;
- e) In cooperation with the Town, prepare a written collection day schedule including an explanatory map and providing the Contractor's name, telephone numbers for complaints or missed pickup and any other pertinent information. This schedule is to be distributed to all Customers at least at least twenty-one days prior to commencement of service;
- f) Prepare notifications, to be approved by the Town, to be used for field communication with customers with respect to proper container set out, unsuitable container, contamination and non-acceptable items, where extra bag tags may be purchased and any other pertinent communication items.
- g) Print sufficient quantities of approved notifications for collection staff to use at the commencement of the Contract, and maintain sufficient quantities throughout the Term.
- h) Submission of any required Plans indicated within this Scope of Work.

## **14.8 Performance Standards and Operational Requirements**

### **14.8.1 Personnel Conduct**

- a) Contractor personnel 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 Containers. Contractor personnel will not trespass or loiter, cross flower beds, hedges or property of adjoining premises, or meddle with property that does not concern their task at hand.
  - b) Contractor personnel will wear a professional and presentable uniform with an identifying badge with photo identification and company emblem.
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#### 14.8.2 Vehicle Standards

Without limiting any other requirements or obligations of the Contractor, the Contractor will meet or exceed the following standards in respect of collection vehicles.

- a) All collection vehicles will be maintained in a clean and sanitary manner and will be thoroughly washed at least once each week.
- b) 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 Town of Ladysmith. 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.
- c) 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.
- d) Contractor will receive prior written approval from Town of Ladysmith for all vehicle signage, including Contractor labeling, program and non-program information.
- e) All Contractor route, service and supervisory vehicles will be equipped with properly licensed two-way communication equipment. Contractor will maintain a base station or have equipment capable of reaching all locations within the Service Area in which they are being used.
- f) Collection vehicles will be equipped with cameras on both sides of the vehicle and in the rear, as well as route-recording cameras integrated with their on-board route management system.

#### 14.9 Plans Required By the Contractor

No later than two months prior to the Commencement Date, the Contractor shall provide the following Plans to the Town. These Plans shall be updated on an ongoing basis and revised Plans shall be provided to the Town as updates occur. The Plans shall include:

- (a) A 'Contamination Reduction Plan' with Contractor actions which has been finalized in conjunction with the Town, that details steps the Contractor will take to reduce contamination of the materials collected. The Plan will provide a clearly laid out methodology to evaluate contents and reduce contamination, along with measures for public education, enforcement (including design and content of compliance notices), and monitoring. This plan should include the training and oversight of employees responsible for evaluating materials as they are collected by the Contractor. Please refer to Appendix E for additional information.
  - (b) A 'Communications Plan' which shall include key contacts, phone numbers and e-mail addresses for use by municipal staff, phone numbers and e-mail addresses for the public, the twenty-four hour emergency number, the record keeping methods of customer service
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calls and e-mails and any activities that the Contractor will undertake to promote the collection program, provide outreach or educate the public.

#### **14.10 Record Keeping and Reporting Requirements**

##### **14.10.1 Record Keeping**

- a) The Contractor shall keep an accurate record of the number of extra garbage tag set outs and non-compliance notices left per route, per day, which shall form part of the Monthly Report.
- b) Maintain and present in a monthly report the following Collection records:
  - i. Tonnage by collection date and weight scale ticket, including collector name and truck number;
  - ii. An electronic record of all Customer requests, complaints and inquiries, including Customer name, mailing address, contact information, 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;

##### **14.10.2 Service Reporting**

- a) Make all records available to Town of Ladysmith on a monthly basis, in a format approved by Town of Ladysmith for the reporting period;
  - b) Submit to the Manager within five days after the end of each month during the Term of this Agreement, the following Monthly Report which shall include at least all of the following:
    - i. Summaries of tonnages of all Residential Garbage, Food Waste, and In-Scope PPP collected, by material category;
    - ii. A summary of Missed Collections by route;
    - iii. A summary of customer complaints by category (including missed collection, lost or damaged container, information request, or other);
    - iv. A summary of non-compliance notices left, by material category;
    - v. A summary of the number of extra garbage tag set outs per route, per day;
    - vi. Spill information;
    - vii. Such further and additional information as may be required by the Town from time to time, acting reasonably.
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- c) Accidents or damage occurring to Collection Vehicles which could adversely affect the performance of the Contractor shall be reported to the Manager within 24 hours of occurrence.

#### 14.10.3 Claims Reporting

- a) All Curbside collection loads must be documented in a manner specified by Town of Ladysmith, from time to time, including by a certified scale ticket provided by the receiving facility, with Contractor name and address, receiving facility name and address, date, time, truck number, net weight by Waste Stream (Garbage, Recycling and Organics). Standard tare weights for specific trucks may only be used on specific written permission of Town of Ladysmith.

### 14.11 Service Levels

If Contractor fails to meet any service level set out in this Statement of Work, Town of Ladysmith will be entitled to the applicable Service Level Failure Credits set out in the Contract.

### 14.12 Problem Customers

- a) Town of Ladysmith and Contractor acknowledge that, in rare cases, some Customers may cause disruptions or conflicts that make continued Curbside Collection from that Customer unreasonable. Those disruptions or conflicts may include unwillingness to properly prepare materials, repeated suspect claims of timely set-out followed by demands for Curbside Collection, repeated unsubstantiated claims of Contractor damage to Customer's property, or other such problems.
- b) Contractor will make every reasonable effort to provide Curbside Collection for those problem Customers. However, Contractor may deny or discontinue Curbside Collection for a problem Customer after prior written notice is given to Town of Ladysmith of the intent to deny or discontinue service, including the name, service address, reason for such action, and what reasonable efforts to accommodate the Customer have been made and in what manner they have failed. If Customer submits a written letter or e-mail to Town of Ladysmith appealing Contractor's decision, Town of Ladysmith may, at its discretion, intervene in the dispute. In this event, the decision of Town of Ladysmith will be final. Town of Ladysmith may also require, in its sole discretion, the denial or discontinuance of Curbside Collection to any Customer who is determined by Town of Ladysmith to be ineligible.

### 14.13 Contingency Planning

Without limiting Contractor's liability for performance of its obligations under this Agreement, Contractor will implement and maintain throughout the Term such contingency measures as may be appropriate, in the Town's sole discretion (acting reasonably), including a comprehensive business continuity plan, to continue the

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performance of its obligations under this Agreement under various scenarios including equipment failure, fuel shortage, strike, road closures (including due to weather, construction or otherwise), fire, pandemic, quarantine, and natural disasters. The Town will have the right to review the Business Continuity Plan. Contractor will update its Business Continuity Plan at least once each year and in the event of any material change in operations or circumstance. Contractor will invoke its Business Continuity Plan where necessary due to any incident or event, including an event of Force Majeure that has the potential to have a material impact on Contractor's ability to provide any material part of the Services for any material period of time, or upon the request of the Town. Without limiting Contractors' obligations under this Agreement, whenever an incident or event that invokes the Business Continuity Plan also impacts other services provided by Contractor, and as a result Contractor is allocating resources or implementing temporary service changes or workarounds, Contractor will treat the Town and the Services no less favourably than any of its other customers, in each case in the allocation of such resources or in the implementation of such temporary service changes or workarounds.

#### **14.14 Labour Disruption**

- a) Contractor will provide the Town with at least thirty days prior written notice of the expiration of any labour agreement(s) and Contractor will include, with such notice, an assessment of the likelihood of a Labour Disruption (as defined below).
  - b) In the event that a labour disruption of any kind causes a reduction in Collection Service, Contractor will inform the Town within four hours by phone and e-mail of the nature and scope of the disruption, as well as Contractor's immediate plans to invoke any or all of its Business Continuity Plan.
  - c) Without limiting Contractor's obligations under this Agreement, where a Labour Disruption also impacts other services provided by Contractor, and as a result Contractor is allocating resources or implementing temporary service changes or workarounds, Contractor will treat the Town and the Services no less favourably than any other services it provides, or any of its other customers, in the allocation of such resources or in the implementation of such temporary service changes or workarounds (for example, if Contractor provides collection Services hereunder and other collection services, and Contractor proposed to provide temporary drop-off sites in respect of its other collection services, then Contractor will also provide such sites in respect of the Services hereunder).
  - d) The Town will have the right to make an equitable reduction to any Fees to reflect the value of any Services not received by the Town due to a Labour Disruption.
  - e) In the event that a Labour Disruption lasts more than seven days, and for so long as the Labour Disruption continues, the Town will have the right to terminate this Agreement for cause, immediately upon delivery of written notice of termination by the Town to Contractor.
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## **14.15 Term**

The Work will commence on January 1, 2026 and will continue until the expiry of a five year period unless it is terminated earlier by Town of Ladysmith or Contractor as set out in the Agreement. The Town of Ladysmith may, at its sole discretion, extend the Agreement for up to two further periods of one year each, by giving Contractor notice in writing not less than 185 days before the expiration of the initial term or any such additional term or terms.

## **14.16 Payment**

### **14.16.1 Number of Eligible Residences**

The Contract shall commence on the basis that the number of Eligible Residences within the Town of Ladysmith Collection Area will match the actual number of properties serviced as of the Service Commencement Date.

### **14.16.2 Change in Number of Eligible Residences**

The Town of Ladysmith will, from time to time and generally annually, provide the Contractor with an updated number of Eligible Residences, based on demolition permits, occupancy permits and other information available to the Town of Ladysmith, and after that updated number is provided to the Contractor, that updated number will apply to payments owing to the Contractor under this Agreement until such time as the number of Eligible Residences is again updated.

### **14.16.3 Consumer Price Index**

Prices submitted by the proponent shall be increased or decreased on each January 1 during the Contract term, commencing January 1st, 2027; by an amount equal to multiplying the preceding December 31 price by the annual change in the amount of the Transport Consumer Price Index (TCPI) for British Columbia as published by Statistics Canada for the immediately preceding year provided however any such change shall not exceed three percent per year.

### **14.16.4 Payment Withheld**

Upon receipt of a certificate in writing from the Manager stating that, in his opinion, justification exists and stating the basis and the amount of such deduction, Town of Ladysmith may withhold or nullify, on written notice to Contractor specifying the ground or grounds relied on, the whole or part of any progress payment to the extent necessary to protect himself from loss on account of one or more of the following:

- a) That Contractor has failed to perform the Work in accordance with the Contract.
- b) That Contractor is failing to make prompt payments as they become due to Subcontractors or for equipment, labour or supplies.
- c) That there exist unsatisfied claims for damages caused by Contractor to anyone employed in connection with the Work.
- d) That Contractor has not submitted a Statutory Declaration for each monthly progress payment in the form required under the Agreement.
- e) That the Work is interrupted due to strikes, lockouts or any other labour dispute.

Where Subcontractors or suppliers of materials, equipment or labour are not receiving prompt payment, Town of Ladysmith may make payment to such Subcontractors or suppliers directly and deduct the amount of such payments from amounts otherwise due to Contractor

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## **14.17 Additional Terms**

### **14.17.1 Scavenging Forbidden**

Contractor will not Scavenge or permit employees to Scavenge any materials from In-Scope PPP that have been set out by Customers at the curb at any time and at any location during Contractor's performance of the Services or otherwise.

### **14.17.2 Risk**

Contractor will be responsible for all risks, including risk of loss of, or damage caused by, the Collected Materials from the time the Waste is collected by Contractor until delivery to the Designated Post-Collection Receiving Facility/Facilities. Collected Materials will be deemed to be delivered when off-loaded from Contractor's vehicles at the Receiving Facilities and a scale ticket is provided. Contractor will be responsible for the cost of any damage to the Receiving Facilities caused by the Contractor.

### **14.17.3 No Exclusivity**

Execution of the Contract does not confer the Contractor exclusive access to Customers in the Service Area

## **Appendices**

- A. Public information on existing services**
  - B. List of addresses included in the curbside collection service**
  - C. Maps of the Town of Ladysmith and the current collection routes**
  - D. In-Scope PPP**
  - E. Proposed Contamination Reduction Plan**
  - F. Submission Forms**
  - G. Evaluation Forms**
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## **Appendix A**

### **Public information on existing services**

1. Proponents are encouraged to visit the Town's website for information available to residents on the current curbside collection program. <https://www.ladysmith.ca/our-services/garbage-recycling>

Information contained therein includes:

- Collection Routes
  - Collection Schedules
  - Fact Sheets & Information to assist residents in sorting their waste and recycling
2. The Collection Routes Map included at Appendix C of this RFP is the most recent version.
  3. The 2024 Spring Clean Up Poster is attached (next page)
  4. Spring and Fall Yard Waste Pick-up Posters are attached (following page).

**TOWN OF LADYSMITH**

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# NOTICE

## SPRING CLEAN UP WEEK 2025



Spring Clean Up Week is back for another season!

From Tuesday, April 22 to Monday, April 28, the following additional oversized items will be picked up as part of your regular collection day.

- Furniture (wooden or fabric-covered wood)
- Washers, Dryers, Stoves
- Carpets, Rugs and Mattresses\*
- Barbecues
- Toys and Bicycles

*\*For the health and safety of the Collector, mattresses must be fully contained in plastic and be taped/sealed.*

All items must be placed at the curbside the day **BEFORE** your regular collection day.

**Please Note:** If items left at curbside are not on the list they will not be picked up. The Cowichan Valley Regional District (CVRD) Peerless Road Facility has expanded the list of acceptable items.

For more information, please visit the CVRD's website at [www.cvrld.bc.ca](http://www.cvrld.bc.ca) or call toll-free 1-800-665-3955.

Peerless Recycling Centre hours:

- Winter Hours  
November 1<sup>st</sup> to March 31<sup>st</sup>  
Wednesday, Saturday & Sunday  
Open 9 am -5 pm
- Summer Hours  
April 1<sup>st</sup> to October 31<sup>st</sup>  
Wednesday through Sunday  
Open 9 am -5 pm

**CONTACT US** 250.245.6445 / [is@ladysmith.ca](mailto:is@ladysmith.ca)  
330 6th Avenue MAIL PO Box 220 . Ladysmith . BC . V9G 1A2

[www.ladysmith.ca](http://www.ladysmith.ca)

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# NOTICE



The Town of Ladysmith and our contractor Waste Connections have partnered to bring you a Spring Yard Waste Pickup. The following items and quantities can be placed curbside for collection during the week of **May 12-16, 2025**:

**Yard Waste** — Up to 10 yard waste bags or reusable bins, no larger than 77L and weighing less than 44lbs/20kg.

**Sticks** — Up to 2 bundles of sticks which are no more than 3' in length and 2" in diameter. Bundles of sticks must be tied with cotton string and not exceed 44lbs/20kg in weight.

**Acceptable materials include:**

- Leaves
- Grass clippings
- Flowers
- Non-invasive plants
- Tree or hedge clippings
- Branches (maximum diameter 2", maximum weight 20kg or 44lbs)

Due to the potential for rainy weather, please only place paper bags at the curb the morning of your collection.

Visit our website for more information on your collection date.

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250.245.6445 / [is@ladysmith.ca](mailto:is@ladysmith.ca) [www.ladysmith.ca](http://www.ladysmith.ca)  
330 6th Avenue MAIL PO Box 220 Ladysmith BC . V9G 1A2

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# NOTICE



The Town of Ladysmith and our contractor Waste Connections have partnered to bring you a Fall Yard Waste Pickup. The following items and quantities can be placed curbside for collection during the week of **October 7-11, 2024**:

**Yard Waste** — Up to 10 yard waste bags or reusable bins, no larger than 77L and weighing less than 44lbs/20kg.

**Sticks** — Up to 2 bundles of sticks which are no more than 3' in length and 2" in diameter. Bundles of sticks must be tied with cotton string and not exceed 44lbs/20kg in weight.

**Acceptable materials include:**

- Leaves
- Grass clippings
- Flowers
- Non-invasive plants
- Tree or hedge clippings
- Branches (maximum diameter 2", maximum weight 20kg or 44lbs)

Due to the potential for rainy weather, please only place paper bags at the curb the morning of your collection.

Visit our website for more information on your collection date.

**CONTACT US** 250.245.6400 / [info@ladysmith.ca](mailto:info@ladysmith.ca)  
410 Esplanade **MAIL** PO Box 220 . Ladysmith . BC . V9G 1A2

[www.ladysmith.ca](http://www.ladysmith.ca)

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## Appendix B

### List of addresses included in the curbside collection service



#### Town of Ladysmith Collection Routes by Street

Zone	Odd	Even	Street
2	121-1041	Odds only	1st Avenue
4	Evens only	110-930	1st Avenue
2	1125-1151	1110-1154	2nd Avenue
4	321-841	110-1040	2nd Avenue
2	1111-1153	1148-1156	3rd Avenue
4	311-941	110-1040	3rd Avenue
2	1111-1337	Odds only	4th Avenue
4	211-941	110-1040	4th Avenue
1	Evens only	1106-1144	4th Avenue
1			4th Avenue
4			5th Avenue
4	631-641	Odds only	6th Avenue
5	Evens	710-1040	6th Avenue
2			Alderwood
1			Arbutus
3			Ashwell Place
4		100-	Baden Powell
2	Below	100	Baden Powell
2	All		Baker Road
3	All		Ballou Place
3	All		Battie Drive
1	All		Bayview
1	All		Belaire Street
1	All		Bertram Place
5	All		Bickle Drive
2	All		Birchwood
2	All		Blair Place
5	All		Brown Drive
4		100-599	Buller Street
2	Below	100	Buller Street
1			Burns Place
5	All		Cameron Way
5	All		Carey Place
2	All		Cedarwood
2	All		Chemainus
2	All		Christie Road
2	All		Churchill Place
1	All		Clarke Road
1	All		Cloke Road
5	All		Coburn Place

5	All	Colonia Drive	
1	All	Cook Street	
3	All	Craig Road	
5	All	Davidson Road	
3	All	Davis Road	
5	All	Defrane Court	
5	All	Delcourt	
1	All	Dogwood	
3	All	Douglas Place	
5	All	Dunsmuir Cres	
2	All	Esplanade	
3	All	Farrell Road	
1	All	Forrest Place	
1	All	Forward Road	
3	All	Fourmeaux	
3		Francis Place	
4	100-599	French Street	
2	Below	100	French Street
4	100-599		Gatacre Street
2	Below	100	Gatacre Street
1	All		Gifford Road
2	All		Gill Road
1	All		Gilson Place
1	All		Giovando Way
2	All		Gladden Road
2	All		Glen Avenue
3	All		Gourlay Place
2	All		Greenhorn
3	All		Hall Road
3	All		Halliday Place
5	All		Hanington
2	All		Hawley Place
5	All		Hayden Place
1	All		Hambrook
1	All		Hartley Place
4	100-599		High Street
2	Below	100	High Street
3	All		Hillcrest
4	All		Hillside
3	All		Hillview
1	All		Holland Creek

Zone	1 - Blue	2 - Green	3 - Orange	4 - Yellow	5 - Red
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Updated January 2, 2024



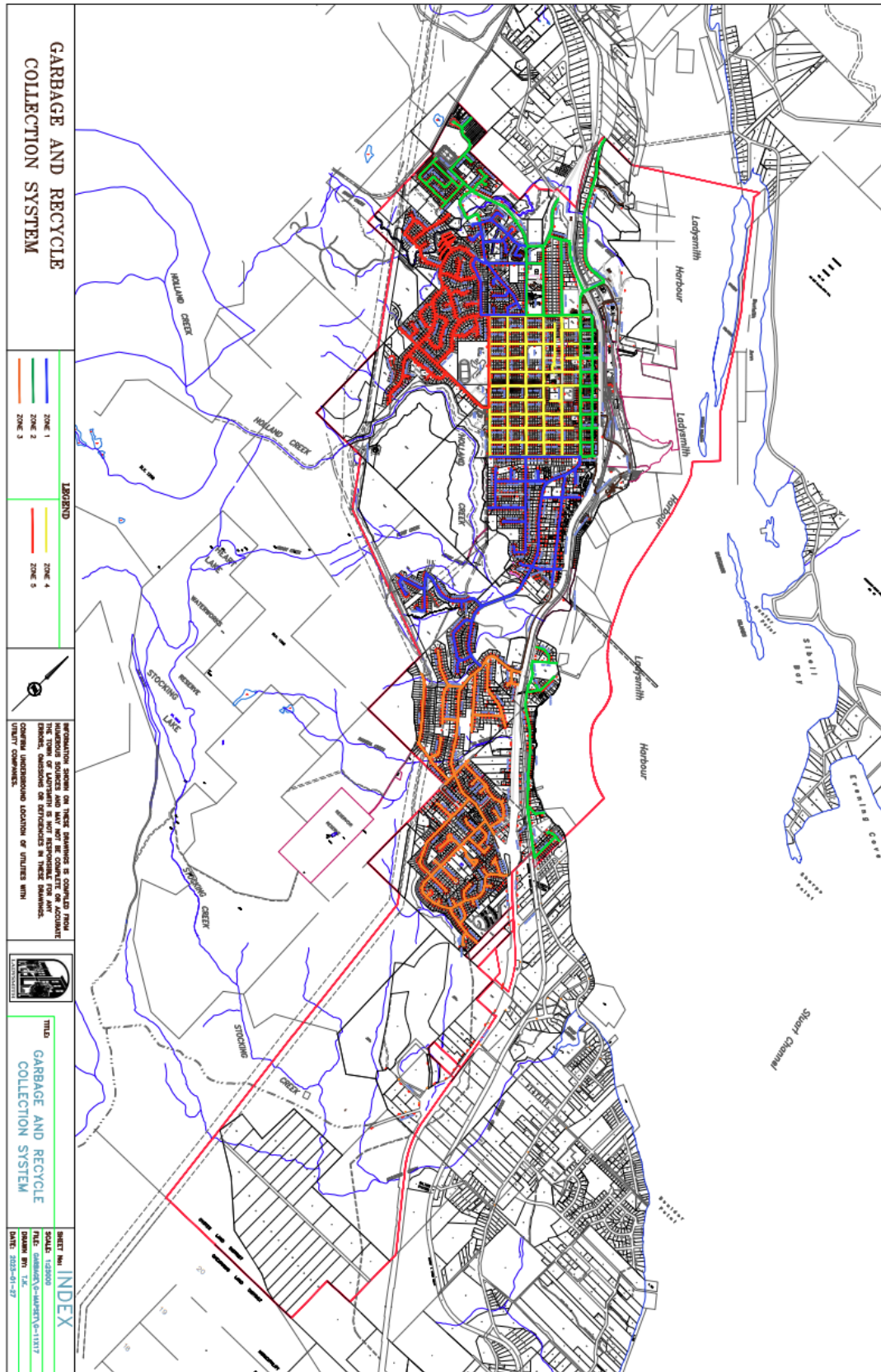
3	All	Hooper Place
5	All	Hunter Way
2	All	James Place
1	All	Jamison Road
2	All	Jim Cram Drive
1		John Wilson Pl.
2	All	King Road
1	All	Kinsmen Place
4	100-599	Kitchener
2	Below 100	Kitchener
1	All	Lavandusky Pl
1	All	Lions Way
3	All	Louise Road
2	930	Ludlow Road
5	All	Mackie Road
5	All	Malone Road
2	All	Maplewood
5	All	McKinley Road
1	All	McMillan Rd
3	All	McNiven Road
	109-525	Odd only Methuen
4	Even Only	112-532 Methuen
2	Below 100	Methuen
2	All	Morgan Road
3	All	Mylene Cres
5	All	Nash Place
3	All	Neville Street
2	All	Oakwood Road
5	All	Oliver Terrace
3	All	Parkhill Terr
2	All	Parks Place
5	All	Poulain Place
1	All	Ray Knight Dr
1	All	Resolution Pl
3	All	Ridgway Place
1	All	Rigby Place
4	100-599	Roberts Street
2	Below 100	Roberts Street
2	All	Rocky Creek
2	All	Roland Road
1		Rollie Rose
1	All	Root Street
3	All	Rothdale Road
1	All	Rozanno Place

3	All	Russell Road
3	All	Ryan Place
3	All	Sanderson
3	All	Schubert Place
3	All	Selinger Place
1	All	Sharp Place
1	All	Short Close
5	All	Sivers Place
3	All	Snaith Place
1	401-413	South Colonia
2	All	South Watts
3	All	Spurling Drive
3	All	Steel Place
1	All	Stephenson
3	All	Stevens Place
1	1117- Odds Only	Stillin Drive
5	Evens 1118-	Stillin Drive
3	All	Stirling Drive
3	All	Strang Drive
2	All	Strathcona Rd
5	All	Stuart Place
3	All	Sweetenham
4	109-535	Odds Only Symonds St
1	Evens 402-602	Symonds St
2	Below 100	Symonds St
3	All	Tassin Place
1	All	Taylor Cres
5	All	Therres Cres
3	All	Thetis Drive
2	All	Thicke Road
2	All	Trans Canada
2	All	Tyrrell Road
1	425-525	Walkem Road
5	605-1153	Walkem Road
2	310	Walkem Road
3	All	Walker Avenue
5	All	Wallace Place
4	100-599	Warren Street
2	Below 100	Warren Street
2	All	Westdowne Rd
4	100-599	White Street
2	Below 100	White Street
1	All	Wilrose Place
2	All	Woodley Road

## **Appendix C**

### **Map of the Town of Ladysmith and the current collection routes**

- The current collection routes map is attached (next page).
- The Town's Representative can provide a larger format printed version of the map to Proponents.





## Appendix D

### In-Scope PPP (Recyclable Materials) Acceptable For Curbside Collection

Material Type	Examples of Acceptable Materials
<b>Category - 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 - Old Corrugated Cardboard (OCC)</b>	
Old Corrugated Cardboard	Grocery store/liquor store boxes; pizza boxes
<b>Category – 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

Material Type	Examples of Acceptable Materials
<b>Category – 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
Kraft Papers	Paper bags
Polycoated Boxboard	Some frozen food packaging
<b>Category - 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 (except pails having contained engine 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
PVC Jars	Peanut butter containers
PVC Trays	Housewares and hardware products

<b>Material Type</b>	<b>Examples of Acceptable Materials</b>
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

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<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 Acceptable Materials
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
<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	Foils wrap; pie plates; aluminum food trays
Bimetal Containers/Aerosols	Lubricating oil spray cans; insulating foam spray cans; pesticide spray cans

### What is non-PPP?

For the Town of Ladysmith In-Scope PPP Curbside Collection Service, Non-PPP represents items that are placed by a resident into the curbside PPP collection system in error as a result of misunderstanding or confusion about the scope of the collection program and typically includes:

- Glass packaging
- Film plastic packaging (e.g. bags and wrap)
- Composite flexible packaging (foil pouches, zippered pouches)
- Polystyrene foam packaging
- Consumer products manufactured from:
  - Paper, some examples of which are paper towelling, paper napkins
  - Metal, some examples of which are hardware, small appliances
  - Plastic, some examples of which are toys, dishware, hoses, plastic cutlery, straws, toner cartridges, single use cameras, CD/DVD cases
  - Glass, some examples of which are dishware, vases, decorative items, mirrors, plate glass

- Packaging containing hazardous or special waste
  - Hardcover and paperback books
  - Waxed corrugated cardboard packaging
  - Steel gas cylinders
  - PET-G packaging
  - HDPE pails of 25 litres or more
  - LDPE cushion packaging
  - PLA and PHA packaging
  - Multi-laminated plastic packaging
  - Composite packaging
  - Wood, ceramic, crystal, rubber and leather packaging
  - Items managed under other Extended Producer Responsibility (EPR) programs and not handled as part of curbside collection
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## Appendix E

### Proposed Contamination Reduction Plan

The following contamination reduction plan was prepared to assist the Town and Contractor in reducing curbside contamination rates. It identifies recommended tools and the organization that would be responsible for the implementation. A final version of this Plan will be incorporated into the Curbside Collection Contract for curbside collection services.

The overall objective of this plan is to reduce the curbside contamination rate, particularly for the recycling stream. The specific objectives are to:

- Inform residents regarding what materials are in / out of the collection program (what goes in each stream) and how to prepare materials for collection
- Inform residents of the consequences of on-going contamination issues
- Establish engagement and enforcement protocols for the curbside collection contractor.

The plan involves a 3-pronged approach: promotion and education (P&E), enforcement and monitoring.

#### 1. Promotion and Education

Proper sorting and preparation requires that residents are informed. The table below outlines the recommended promotion and education tools for use by the Town. These initiatives are strongly linked with, and support, the recommended enforcement procedures.

Tool	Stakeholder Responsible	Details
Newsletter	Town of Ladysmith	To highlight the issues and the Town's intention to improve the contamination rates, a newsletter can be mailed to all homes. This newsletter would include an invitation to a community meeting. Although this newsletter would be targeted to the issue of contamination, an annual newsletter could be prepared on the curbside collection service to help keep residents informed and engaged, and to help address issues as they emerge. Clearly and frequently communicating to residents on the materials targeted for collection

		and common materials that should NOT be included with their PPP is critical to keeping contamination levels low. An annual newsletter could be distributed as part of a regular mailer sent out by the Town (such as utility bills) or sent separately.
<b>Community Meeting</b>	Town of Ladysmith	A meeting where the details of the contamination issue are presented using PowerPoint. Participation by the collection company and Recycle BC is recommended. A summary of the presentation with a voiceover can be posted on line.
<b>Promotion</b>	Town of Ladysmith	To promote the community meeting and why it is being held, some or all of the following promotional activities can be undertaken: <ul style="list-style-type: none"> <li>• Media release</li> <li>• Advertisement in the local paper, as well as posted in the Community Notices section</li> <li>• Notices out through social media feeds (either through the Town's or through Council members)</li> <li>• A prominent notice on Town's main web page, as well as on the waste collection page</li> <li>• Announcement at the Council meetings preceding the community meeting</li> <li>• Poster on local bulletin boards</li> </ul>
<b>Calendar</b>	Collector	Use the collection calendar to highlight and address the main contamination issues. Distributed to all customers. No additional cost. Note that this tool may be of limited value for residents who solely reference the calendar for the schedule (i.e. they don't read the whole thing).
<b>Targeted Communication Campaign</b>	Town of Ladysmith	To address specific issues, a targeted communication campaign can be developed to address specific behaviours or audiences. A good example is the CVRD's billboards that inform readers to not include plastic film in their curbside program. Communication tools and templates developed by CVRD and/or Recycle BC could be acquired for use by Ladysmith. Recycle BC has a collector resource area of their website (registered access for collectors like Ladysmith) with a broad range of pamphlets, handouts, "oops" stickers, posters, etc. which can be manipulated to

		have the Town logo, local contact info, and any other pertinent local information included.
<b>Website</b>	Town of Ladysmith	All information developed on the issue of contamination (brochures, newsletter, media release) should be posted on the waste collection webpage. Links should be provided to information on where to take non-curbside materials (e.g. RCBC's Recyclepedia).
<b>Media Releases</b>	Town of Ladysmith	Local media coverage on the issue and the activities that the Town is undertaking to tackle contamination should be encouraged through media releases or direct media engagement (interviews, editorials). The outcomes of the activities should also be reported to the media (e.g. changes to contamination levels).
<b>Staffed Display</b>	Town of Ladysmith	To create more opportunities for direct engagement and to create awareness of the issue of contamination, a staffed display can be set up at main venues for community engagement, such as the community center and farmers market. Staffing could be done by the Town's ambassadors.
<b>Recognition Program</b>	Town of Ladysmith	As the Oops stickers are a "stick", recognition programs can be a "carrot". The Cariboo gold star given for no contamination is a good example of positive reinforcement. The Town of Hamilton, Ontario has a Gold Box program where residents can sign up for to have their recycling randomly audited, and if they are found to have no contamination, they are rewarded with a gold recycling box (like a blue box) that they can use for curbside collection. A recognition program is a great, feel-good way of creating awareness. A recognition program could be undertaken as part of the ambassador program, and could expand to include water conservation.

## 2. Curbside Compliance and Enforcement

While promotion/education and monitoring are critical conditions for improvement, consistent and effective enforcement procedures are required to have a significant impact on actual contamination rates.

Enforcement is primarily the responsibility of the collection contractor (the drivers in particular) and should be included in the collection contract and be part of the contract's performance measures. Enforcement means that collection staff are actively reviewing

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materials before they are placed in the truck, tagging non-compliant materials and leaving non-accepted materials behind.

Recycle BC reports that this prong is probably the most effective approach to affecting contamination rates. Because the engagement is specific to a home and its contaminants, the feedback is immediate, direct and useful.

**The Contractor's proposed approach(es) to enforcement shall be submitted as part of the RFP submission process. The cost of printing non-compliance notices will be borne by the Contractor. The approved approach(es) as submitted by the Contractor and approved by the Town shall be inserted here into the final version of this Plan.**

### 3. Monitoring

Program performance will be regularly monitored by the Town to track issues and improvement. The receipt and review of audit information by Recycle BC is important, but other monitoring approaches will also be applied and will require participation by the Contractor as outlined below.

- Town staff will regularly review the audit information provided by Recycle BC. Information regarding audit results, problematic contamination levels and types will be shared with the collection staff. Town staff will meet with the local Recycle BC representative to discuss progress on reducing contamination and on-going strategies, as well as possible tools available from Recycle BC.
  - At least once annually, a staff person may join a collection vehicle for a ride-along to see firsthand what the issues are, where they are occurring and how to address them. By getting in the field and assisting with actual collection (even if only for a couple hours), Town staff may gain insights to assist in contamination reduction strategies.
  - Regular check-ins with collection staff – Town staff would like to meet regularly (e.g. twice annually) with route supervisors and collection drivers to review issues, brainstorm strategies and celebrate successes. Collection staff often have a direct window into what strategies are working and what areas of their routes are more problematic than others.
  - Observing material delivery – Town staff may occasionally observe collection vehicles offloading their materials at the Bings Creek Transfer Station to visually audit the loads to obtain high-level information on contamination (extent and types of contamination in the recycling and organics, and the amount of organics/recycling in the garbage).
-

**Examples of Non-Compliance Notices (Oops) stickers and the positive message stickers developed by Regional District of Nanaimo and Cariboo Regional District for use in their collection programs**

LEFT BEHIND 	LEFT BEHIND 	LEFT BEHIND 
<p>Some of your material was not collected today because</p> <div> GLASS</div> <div> SOFT PLASTICS</div> <div> STYROFOAM™</div> <p>OTHER _____</p>	<p><b>Garbage</b></p> <p>Some of your material was not collected today because</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Container (bag or can) is over 50lbs or 22kg in weight</li><li><input type="checkbox"/> Untagged extra garbage container</li><li><input type="checkbox"/> Contains construction or demolition waste</li><li><input type="checkbox"/> Contains yard waste or wood</li><li><input type="checkbox"/> Non-compliant container</li><li><input type="checkbox"/> Contains recyclable material</li><li><input type="checkbox"/> Garbage too far back from road edge</li><li><input type="checkbox"/> Container is deteriorated – please replace</li><li><input type="checkbox"/> Other _____</li></ul>	<p><b>Food Waste (Green Bin)</b></p> <p>Some of your material was not collected today because</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Plastics, glass, metal, Styrofoam</li><li><input type="checkbox"/> Use of non-compostable bag</li><li><input type="checkbox"/> Juice boxes, foil bags, plastic wrap</li><li><input type="checkbox"/> Yard and garden waste</li><li><input type="checkbox"/> Diapers</li><li><input type="checkbox"/> Pet waste</li><li><input type="checkbox"/> Other _____</li></ul>
<p>To learn where you can return these items and much more:</p> <ul style="list-style-type: none"><li>■ Download the RDN Curbside App for android or Apple® devices</li><li>■ Recycling Directory <a href="http://www.rdn.bc.ca">www.rdn.bc.ca</a></li><li>■ or Contact 1-866-999-8227</li></ul> 	<p>To learn where you can return these items and much more:</p> <ul style="list-style-type: none"><li>■ Download the RDN Curbside App for android or Apple® devices</li><li>■ Recycling Directory <a href="http://www.rdn.bc.ca">www.rdn.bc.ca</a></li><li>■ or Contact 1-866-999-8227</li></ul> 	<p>To learn where you can return these items and much more:</p> <ul style="list-style-type: none"><li>■ Download the RDN Curbside App for android or Apple® devices</li><li>■ Recycling Directory <a href="http://www.rdn.bc.ca">www.rdn.bc.ca</a></li><li>■ or Contact 1-866-999-8227</li></ul> 



  
REDUCE . REUSE . RECYCLE

**OOPS! RECYCLING REMINDER**

THE FOLLOWING CONTAMINATION WAS IN YOUR RECYCLING TODAY

- ☐ GLASS
- ☐ FOAM PACKAGING (Styrofoam)
- ☐ PLASTIC BAGS, PLASTIC FILM
- ☐ OTHER \_\_\_\_\_

**Next time your tote will not be collected.**

Please attend the CRD's Recycling Meeting on Wed. June 7 at 6 pm at the 108 Community Hall and enter to win a Samsung tablet!

Questions?  
Contact the CRD  
Call: 1-800-665-1636  
Email: [talktrash@cariboord.ca](mailto:talktrash@cariboord.ca)  
Web: [cariboord.ca](http://cariboord.ca)



**We Picked Up** 

your recycling today and noticed what a great job you are doing:

- ☐ Clean, Rinsed Material
- ☐ Cardboard flattened and bundled
- ☐ No plastic bags/film/wrap, Styrofoam or glass
- ☐ Other \_\_\_\_\_

To Learn More about new items accepted at the curbside, visit [www.recycling2014.ca](http://www.recycling2014.ca) or contact 1-866-999-8227

**Thanks!** your cooperation is appreciated



The Town reserves the right to work with the successful Proponent to finalize the Contamination Reduction Plan, its implementation and budget.

**Appendix F  
Submission Forms**

**FORM OF PROPOSAL**

**RFP Project Title:** Residential Curbside Waste Collection Services

**RFP Reference No.:** 2025-IS-09

**Legal Name of Proponent:** \_\_\_\_\_

**Contact Person and Title:** \_\_\_\_\_

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

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

**Fax:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

TO: Town of Ladysmith

- 1.0 I/We, the undersigned duly authorized representative of the Proponent,** having received and carefully reviewed the RFP and any addenda transmitted by email, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Collection Services, submit this Proposal in response to the RFP.
  - 2.0 I/We confirm that I/we agree to all terms of the RFP.**
  - 3.0 I/We confirm** that the following information is included with and forms a part of this Proposal:  
  
A – Proponent’s Technical Proposal; and
-

B – Proponent's Financial Proposal; and

C – Confirmation of Performance Bond.

**4.0 I/We confirm** that this proposal is accurate and true to best of my/our knowledge.

This Proposal is submitted this \_\_\_\_\_ day of \_\_\_\_\_, 2025.

**I/We have the authority to bind the Proponent to statements made in this RFP.**

\_\_\_\_\_  
(Name of Proponent)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)



**Price Proposal Form**

Collection Service	A	B	C	D
	# of homes as at June 2025	MONTHLY Unit Price	Total MONTHLY Amount	Total ANNUAL Amount
	3517		A x B = C	C x 12 = D
Add-a-Day Scheduled Collection, Including Garbage, Recycling & Organics				
<b>Alternative Service Model</b> Automated Collection with Carts supplied by Town				

Collection Service	A	B	C
	# of homes as at June 2025 3517	ANNUAL Unit Price	Total ANNUAL Amount A x B = C
Spring Cleanup (Large Item Collection)			
Spring Yard Waste Pickup			
Fall Yard Waste Pickup			

**Appendix G  
Evaluation Forms**

**REQUEST FOR PROPOSALS EVALUATION FORM**

Proponent's Name: _____			
Project Title: RESIDENTIAL CURBSIDE WASTE COLLECTION SERVICES			
Evaluation Date: _____			
Evaluator: _____			
Step 1:		YES	NO
Mandatories	Proposal received prior to closing		
	Subcontractor list submitted		
	Proposed schedule included		
	Reference List		
	Complete proposal as requested		
Step 2:		Assigned Points	Points
Proponent	Qualifications of firm	5	
	Experience of firm	5	
	Past Performance / References	10	
	Resources	5	
Proposal	Methodology	10	
	Collection Equipment	10	
	Scheduling	5	
	Level of Effort	5	
	Clarity of Proposal	10	
	Contamination Reduction Plan & Proponent Actions	20	
	Environmental Performance	5	
	Customer Service Location	5	
Price	Points for Price = (lowest cost Proposal divided by Proposal being evaluated) x (30% weight)	30	
Total Score	Proponent + Proposal + Price Scores	125	

1. Requests for Proposals (RFP's) shall be reviewed by an Evaluation Team, which shall consist of at least two staff members.
2. Each Evaluation Team member shall complete the RFP Evaluation Form for each Proposal.
3. Evaluation Team Members will use the following list of questions to complete the RFP Evaluation Form:

### **Mandatory Evaluation Criteria**

(i) **Qualifications of Firm and Project Team Members**

Are the firm and project team members specialized and qualified in the nature of the project work?

(ii) **Experience of Firm and Project Team Members**

Has the firm provided similar work?

(iii) **Past Performance**

Is the firm's record of past performance sound? Do reference checks reveal weaknesses? Was abnormal level of monitoring required? Does the firm consistently complete work on time and within budget?

(iv) **Resources**

Does the firm have ample resources (e.g. staff, equipment, etc.) to apply to this work?

### **Proposal Evaluation Criteria**

(i) **Methodology**

Do the objectives, scope, work plan, and prediction of results comply with the terms of reference and work objectives? Is the methodology clear and in sufficient detail to cover all necessary aspects? Does the Proposal reflect the required understanding of the work? Does the methodology for the Large Item Collection meet or exceed the current service. Is each task clearly outlined and in logical sequence?

(ii) **Collection Equipment**

What kind of collection equipment will be used to perform the service? Does the proposal clearly describe how the collection equipment is suited to service the Town of Ladysmith? What is the age of the vehicles?

(iii) **Scheduling**

Does the Proposal indicate that the achievement of objectives will be met according to an acceptable schedule? Are they within the timelines set by the terms of reference (if outlined in the terms of reference)? Are problems or delays accounted for? Is timing realistic for the work?

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(iv) Level of Work

Is the level of effort (proposed services) adequate, low or high?

(v) Clarity of Proposal

Is the Proposal clear, concise, and logical?

(vi) Contamination Reduction Plan & Proponent Actions

Does the Proposal demonstrate the Proponent's experience with reducing contamination, and the application of enforcement measures to support contamination reduction efforts? Do the proposed actions adequately describe the approaches that the Proponent will be implementing to limit the contaminants collected in the Garbage, Recycling and Organics Streams to meet the Town's objectives?

(vii) Environmental Performance [see criteria below]

Does the Proposal provide environmental benefits and/or reduce the environmental impact of waste collection services in a quantifiable manner?

(viii) Customer Service Location

Will the location of Customer Service staff be in Ladysmith, elsewhere on Vancouver Island, or not located on Vancouver Island?

(ix) Total Price as Provided on the Price Proposal Sheet

4. Upon completion of Step 2, the Evaluation Team shall determine, by consensus, the score for each Proposal and will forward these scores to Council for its consideration to select the successful Proponent.

### **Environmental Performance Decision Criteria**

Basic evaluation criteria for rationalizing the purchase of environmentally sound alternatives:

- (i) Does the alternative product meet or exceed the minimum required performance specifications? (e.g.) durability, safety, structural integrity. (If no, use the conventional product; if yes move to (ii)).
  - (ii) Is the unit pricing of the alternative product equal, or less than, the conventional product? (If yes purchase the alternate product; if no move to (iii)).
  - (iii) What is the total annual cost differential of using the alternate product instead of the conventional? (If the effect on budget is nominal use the alternate product; if the effect on budget is more than nominal go to (iv)).
-

- (iv) By using the alternate product are there any offsetting benefits that can be clearly measured and recorded in cost avoidance accruing to the same Business Unit, or to other business Units and, if so, do those benefits equal or exceed the extra acquisition costs? (If yes purchase the alternate product; if no go to (v)).
  - (v) Are there any other benefits that are not measurable in any direct monetary sense but are benefits that we ought to realize for other non-pecuniary reasons? For example, “green benefits” such as reduced pollution, air emissions, effluent release, recyclable & disposal issues etc. (If no, purchase the conventional product. If yes, define those reasons and report them through established reporting channels to get the increased budget commitment approved. In either case go to (vi)).
  - (vi) If acquisition of the alternative product at the higher cost is approved, purchase the alternate product; if not purchase the conventional product.
-