

# RFP Guide to Electronic Waste and Household Hazardous Waste

RESIDENTIAL WASTE SERVICE PROGRAMS

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This document provides general guidance for an Illinois municipality interested in requesting proposals for Electronic Waste (E-Waste) and Household Hazardous Waste (HHW) service options in conjunction with a residential waste service program.

This will provide a comprehensive overview and example of how to present the scope of service in the request for proposal (RFP) as of October 2019. This includes a wide range of content and may be adjusted to exclude or include content presented to suit the characteristics of the program(s) desired.

## **OVERVIEW OF HOW TO REQUEST INFORMATION FOR E-WASTE AND/OR HHW SERVICES:**

Municipality to provide explanation of each service option to include;

1. Describe/identify if one or both of the services (E-Waste/HHW) are alternative service(s) or required as part of the RFP.
2. Describe the materials and items included in each program collection.
3. Describe current provisions or programs in place for E-Waste/HHW.
4. Describe desired goal(s) for the service such as; home owner convenience, reduce illegal dumping, proper disposal/environmental stewardship, etc.
5. Describe flexibility with program options:
  - a. Allow contractor to offer programs separately or as one.
  - b. Allow or do not allow for events in place of curbside or home collection service.
    - i. If allowing for an event, keep in mind the location is typically at a municipal-owned facility and may require municipal staff present.
6. Some service providers may provide E-Waste and HHW as one service, while others consider it two separate services. Some may only offer one and not the other service. Using a program model that only one service provider may offer might prevent the other proposers from submitting options that may be suitable and competitive.
  - a. If flexible with how the service is provided, do not create pricing fields aligned with assumptions. Instead, leave it open for the proposer to describe.
  - b. Explain preferences associated with health and safety liabilities and overall service expectations. If available, please include;
    - i. Specific outdoor placement of HHW or E-Waste in association with residential home collection.
    - ii. Licensing/certifications of individuals managing the materials.
    - iii. Identify the end disposition of the materials (where possible).
    - iv. Staff training/frequency of training/applicable emergency response capabilities.
    - v. Technology used in conjunction with service (i.e. online communication capabilities and apps).
    - vi. Describe desired service frequency (monthly, bi-monthly, quarterly, annually, etc.)
    - vii. Describe expected process for a collection/event.
  - c. Provide space within RFP for proposer to describe their program(s) to include;
    - i. Description of the entire process from start to finish.
    - ii. Limitations and requirements for collection.

## I) Example - Electronic Waste Home Collection- Optional Proposal Request

Currently, ([Municipality Name](#)) does not offer home collection of electronic waste (E-Waste). Residents are able to take part in a countywide event, once per year. Residents are required to submit a request prior to the event as limited quantities are accepted.

It is the goal of ([Municipality Name](#)) to provide a convenient, affordable program, in which all residents may participate. The outcome desired by ([Municipality Name](#)) is to ensure the proper handling, recycling and disposal of unwanted E-Waste items while having the most favorable, overall environmental impact.

E-Waste includes the 17 items banned from Illinois landfills as described by the Illinois General Assembly in section 415 ILCS 150 of the Electronic Products Recycling and Reuse Act. These include the following items:

- Cable Receivers, Computers (desktop, laptop, netbook, notebook, tablet), Digital Converter Boxes, Digital Video Disc Players, Digital Video Disc Recorders, Electronic Keyboards, Electronic Mice, Facsimile Machines, Portable Digital Music Players, Printers, Satellite Receivers, Scanners, Small Scale Servers, Videocassette Recorders, Video Game Consoles
- *Additional eligible items: Cell Phones, Portable Digital Assistant (PDA), Computer Cable, Zip Drive*

As an option, the Contractor is requested to provide an additional proposal and corresponding pricing for providing residential home collection of E-Waste. Provide a comprehensive description of the program offered.

E-Waste being collected from a resident's home is one known method of offering the service, referred to herein as **E-Waste Home Collection**. Another known method is a special event, held at a specific location, referred to herein as **E-Waste Event**.

If the Contractor does not offer either the E-Waste Home Collection or E-Waste Event, ([Municipality Name](#)) encourages a full description of an alternative option. ([Municipality Name](#)) will give full consideration to options presented.

**E-Waste Home Collection** service proposals should include the following information, where available, in no particular order;

- a. E-Waste Home Collection Program service location (curbside, doorstep, etc.).
- b. Frequency of collection (on-demand, monthly, quarterly, annually, etc.).
  - 1) 'On-demand' service references must be defined to include time frame description. For example, E-Waste will be collected within 3 weeks of the request. Explain any possible exceptions to the general allotted time.
- c. Corresponding pricing structure and rate (i.e. \$1.50 per home/per month).
- d. Provide collection limitations, if any, to include total accepted weight or the total number of items allowed per collection. Please describe special provisions for items that exceed the limitation(s).
- e. Describe how the initial E-Waste requests from residents are:
  - 1) Received
  - 2) Processed
  - 3) Include description of staff/subcontractors involved in process
  - 4) Include scheduling process and response time
- f. Resident Communications – Describe structure/process for contractor response to resident's initial request:
  - 1) Initial contact options and process
  - 2) Missed collections
  - 3) Complaints
- g. Provide example of report from contractor that includes data (item description, quantity, number of participants, end disposition) of collected E-Waste.
- h. Provide any additional E-Waste items (accepted and/or unaccepted) identified as the materials banned from Illinois landfills.
- i. Description of how the program will be introduced and communicated to residents.
- j. Apps or tools used in process that are available to residents.
- k. Include name and address of any subcontractors used.
- l. Explain the contractor/subcontractor's experience providing program.
- m. Provide name and location of where E-Waste is sent post collection.
- n. If applicable, provide information on E-Waste certification(s) held by the E-Waste Recycler or facility where collected materials are sent post collection that may provide additional assurance of the proper management of the materials.
- o. Provide related municipal references/program description, if available.

**II) Example - Household Hazardous Waste Home Collection - Optional Proposal Request**

Currently, ([Municipality Name](#)) does not offer home collection of Household Hazardous Waste (HHW). Residents are able to take part in a countywide event, once per year. Residents are required to submit a request prior to the event as limited quantities are accepted.

It is the goal of ([Municipality Name](#)) to provide a convenient, affordable program, in which all residents may participate. The outcome desired by ([Municipality Name](#)) is to ensure the proper handling, reuse/recycle, refining, fuel blending or disposal of HHW, while having the most favorable environmental impact, overall.

([Municipality Name](#)) is seeking a program for the proper management, transportation and end disposition for the following items/materials being referred to as HHW collectively herein:

Aerosols Air Fresheners, Corrosive Acids Corrosive Bases Fire Extinguishers Fluorescent Lamps Hairspray HID Bulbs Non-PCB Ballast Oven Cleaner PCB Ballast Spray-paint	Driveway Sealer Enamel (Combustible Paints) Flammable Solvents/Oils Household Cleaners Mercury Articles Mixed Solvents and Oils Oil-Based Paints/Stains Oil, Lead, Urethane, or Chromium Based Paints Resins/Glues/Spray Adhesives Shellac/Varnish	Automotive Chemicals Fertilizers/Weed Killers Gasoline/Diesel Insecticide Bug Spray Lead Acid Batteries Lithium Batteries NiCad Batteries Pesticides/Herbicides Poison Pool Chemicals Sump Pump Batteries Used oil filters WD-40
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As an option, the Contractor is requested to provide an additional proposal and corresponding pricing for providing residential home collection of HHW. Provide a comprehensive description of the program offered.

HHW being collected from a home is one known method of offering the service, referred to herein as **HHW Home Collection**. Another known method is a special event, held at a specific location, referred to herein as **HHW Event**.

If the Contractor does not offer either the HHW Home Collection or HHW Event, ([Municipality Name](#)) encourages a full description of an alternative. ([Municipality Name](#)) will give full consideration to the options presented.

**HHW Home Collection** service proposals should include the following information, where available, in no particular order;

- a. HHW Home Collection Program service location (curbside, doorstep, etc.).
- b. Frequency of collection (on-demand, monthly, quarterly, annually, etc.).
  - 1) 'On-demand' service references must be defined to include time frame description. For example, HHW will be collected within 3 weeks of the request. Explain any possible exceptions to the general allotted time.
- c. Corresponding pricing structure and rate (i.e. \$1.50 per home/per month).
- d. Provide collection limitations, if any, to include total accepted material weight or total number of items allowed per collection. Please describe special provisions for items that exceed the limitation(s), if applicable.
- e. Describe how the initial HHW requests from residents are:
  - 1) Received
  - 2) Processed
  - 3) Include description of staff/subcontractors involved in process
  - 4) Include scheduling process and response time
- f. Resident Communications – Describe structure/process for contractor response to resident's initial request:
  - 1) Initial contact options and process
  - 2) Missed collections
  - 3) Complaints
- g. Provide example of report from contractor that includes data (item description, quantity, number of participants, end disposition) of collected HHW.
- h. Provide any additional HHW items accepted and/or unaccepted.
- i. Description of how program will be introduced and communicated to residents.
- j. Apps or tools used in process/available to residents.
- k. Include name and address of any subcontractors used to provide this service.
- l. Explain contractor/subcontractor's experience providing program.
- m. Provide any additional insurance available from contractor/subcontractor in excess of standard insurance requirement described in RFP.
- n. If applicable, provide information on hazardous waste certification(s) and/or licensing held by the HHW Collector that may provide additional assurance of the proper management of the materials.
- o. Provide information on final disposition of material types collected to include collector owned and non-collector owned resources for fuel blending, reuse, recycle, refining, subtitle C landfills, incinerators, etc.
- p. Provide examples of program education for the residents such as marketing content, mailers, online resources, etc.
- q. Resident provisions such as placement instructions, questions and answers, kits provided, etc.
- r. Provide related municipal references/program description, if available.

### III) Example - Event Service for E-Waste and/or HHW – Optional Proposal Request

If **home collection is not an option** for either E-Waste or HHW but the Contractor will provide an event as part of the collection program, please provide a comprehensive description of the event to include items listed below where applicable and available. Provisions or costs not described or unaccounted in the Contractor's proposal will be considered the Contractor's responsibility.

The following should be included in the proposal information:

- a. Description of event location requirements (space needed, indoor/outdoor, grounding needs, safety provisions).
- b. Frequency of events within one year (monthly, quarterly, annually, etc.).
- c. Corresponding pricing structure and rate (i.e. \$1.50 per home/per month or \$15,000 per event).
- d. Describe limitations, if any, to include total accepted weight or total number of items allowed per person and restrictions on number of participants per event.
- e. If any, describe pre-registration requirements and process for event participation.
- f. If any, describe process for participant proof of residency.
- g. Include description of contractor staff/subcontractors involved in process.
- h. Describe any additional materials or items accepted and/or unaccepted.
- i. Provide examples of event education for the residents such as marketing content, mailers, online resources, etc.
- j. Include name and address of any subcontractors used to provide this service.
- k. Explain contractor/subcontractor's experience providing program.
- l. Provide any additional insurance available from contractor/subcontractor in excess of standard insurance requirement described in RFP.
- m. If applicable, provide information on hazardous waste certification(s) and/or licensing held by the HHW Collector that may provide additional assurance of the proper management of the materials.
- n. Provide information on final disposition of material types collected to include collector owned and non-collector owned resources for fuel blending, reuse, recycle, refining, subtitle C landfills, incinerators, etc.
- o. Provide related municipal references/program description, if available.
- p. Provide example of report from contractor that includes data (item description, quantity, number of participants, end disposition) of collected HHW.