



Request for Tender

Household Waste & Recycling Collection Services

Submission Deadline: 3:00 p.m. CT, Friday, August 28, 2026

For Inquiries contact:

Kat Bridgeman, Chief Administrative Officer

Phone: 204-242-2838

Email: cao@pembina.ca

1.0 DEFINITIONS

Cart: A durable wheeled cart to be used for the storage of trash and recycling that will be rolled to the curb for curbside collection. Must have durable lid.

Pick-Up: Shall mean the bi-weekly cart collection for household solid waste and recyclables from urban households.

Urban Households: shall mean pre-determined residential properties in the communities of Darlingford, La Riviere and Manitou

Recyclables: Includes paper and cardboard, plastics, metals and glass and other products that comply with Multi-Material Stewardship Manitoba (MMSM).

Household Solid Waste/Refuse/Garbage: any household solid waste, garbage and litter

2.0 SCOPE OF WORK

The current collection process involves curbside pickup (maximum of 2 garbage bags) on a weekly basis for residential in the communities of Darlingford, La Riviere and Manitou. Recycling is unlimited curbside bag pickup on a weekly basis for residential.

The Municipality of Pembina ("**Municipality**") will be introducing a new contract curbside cart collection system for household solid waste and recycling. Pickup will change from weekly collection to an alternating bi-weekly collection.

Residential curbside cart collection of household solid waste and recycling to approximately 532 locations and 547 carts in 3 communities on an alternating bi-weekly basis.

- Manitou – 356
- La Riviere – 111
- Darlingford - 80

The **Contractor's bid price** will include the supply of waste & recycle carts as well as the collection, hauling and disposal of material. The hauling and disposal of such materials from all premises within the 3 communities are to be hauled to the RM of Thompson Landfill (excluding recycling). Recycling will be hauled to a processing facility of the contractor's choice.

The contract shall be for a five (5) year period, commencing on the date in which service begins, with the option to extend the contract on a year to year basis by resolution of Council.

3.0 DELIVERY AND OPENING OF BIDS

The date and time of Bid Closing is 3:00 p.m. CT, Friday, August 28, 2026

The Municipality will receive Bids through one of three ways:

- (a) in a sealed envelope/package delivered to the Municipal Office (360 PTH3, Manitou, MB, R0G 1G0)
- (b) electronically by email, addressed to tenders@pembina.ca
(subject line: "PEMBINA - Household Waste & Recycle Collection - Bid Submission").
- (c) On the MERX bid submission section of the MERX website.

This Request for Tender (RFT) will be posted on MERX and on the Municipality of Pembina website; however, it is the Bidder's responsibility to ensure it has obtained and reviewed all Tender Documents and any Addenda issued by the Municipality.

Bid submissions must be clearly labeled. For hard copy submissions, the sealed envelope/package must be labeled as follows.

Municipality of Pembina

Household Waste & Recycle Collection – Bid Submission

Contract Bidder's Name/Entity

Bidder's Contact Information (address, phone number, email)

The Bid submission must contain the following documents:

- Bid Form
- Form A - Schedule of Prices
- Form B - Schedule of Equipment
- Form C - Schedule of References
- Form D – Bidder Submitted Written Responses

The Municipality reserves the right to reject an incomplete Bid. Bids submitted after the above time will be returned to the Bidder unopened.

The Municipality will not consider oral submissions, or any other form of submission not identified herein, for acceptance.

The Municipality will accept amendments to a Bid submission providing that such amendment is submitted in writing, signed by the person(s) who signed the original submission, and that it arrives prior to Bid Closing in a sealed envelope labeled with the details described above. Such amendments must be in accordance with the Bid Documents.

The Municipality reserves the right to accept or reject any or all offers.

The Bidder may withdraw an unopened bid submission in writing until Bid Closing. After Bid Closing, Bids may not be withdrawn.

Bid submissions will remain unopened until such time as the Municipality chooses to open. There will not be a public bid opening for this RFT

4.0 PROJECT ORGANIZATION

Contact Information:

Kat Bridgeman, CAO
204-242-2838
cao@pembina.ca

5.0 PROJECT LOCATION

The Project is located in the communities of Darlingford, La Riviere and Manitou within the municipal boundaries of the Municipality of Pembina, Manitoba (the "Service

Area"). Curbside Household Waste and Recycle collection services are required for all Eligible Households in the communities of Darlingford, La Rivière and Manitou.

6.0 Agreement Terms & Specifications

Equipment Requirements

- a. A list of all equipment available must be provided, attached as "*Schedule B – List of Equipment*".
** Collection equipment must have automated pick-up & compaction capabilities **
- b. Carts must be a 300-400-litre wheeled cart. There must be 1 cart for recycling, and 1 cart for Household Waste. A minimum of 2 additional carts must be kept on hand to be immediately available for replacement, or new pickups.
- c. The **Contractor** must be willing to provide, at no charge to the municipality, assistance to those with short-and long-term accessibility issues. Residents who pre-register for this program may have the **Contractor** roll the cart(s) to the curbside for pickup and return them to the home for any resident unable to physically do so themselves.
- d. An electronic system must be in place to allow residents to download collection calendars and get service reminders 24/7 via various electronic methods.

Safety and Insurance

- e. The **Contractor** must be COR/SECOR-Certified, be in good standing and maintain such certification and standing for the duration of the contract. A copy of this certification must be included with the proposal.
- f. Third party liability: The **Contractor** during the term of the contract, provide, maintain and pay for third party liability policy in the amount of five million dollars (\$5,000,000.00) all inclusive with the Municipality of Pembina being named as "Additional Insured" with a cross-liability clause, such liability policy to also contain a contractual liability, an unlicensed motor vehicle liability and a completed operations endorsement to remain in place for the term and to provide a certified copy of the policy to the Municipality, satisfactory to the Municipality's Solicitor. Deductible must be borne by the **Contractor**.
- g. The **Contractor** agrees to indemnify and save harmless the Municipality of Pembina from all claims of every nature and kind which may be made or brought against the Municipality by reason of the **Contractor** carrying out the terms of the agreement.

Workers Compensation

- h. The **Contractor** shall be registered with the Worker's Compensation Board of Manitoba and

shall provide and maintain Workers Compensation coverage, in Good Standing, for the duration of the contract.

Reporting Requirements

- i. The **Contractor** must be familiar with the reporting requirements of the Multi-Material Stewardship Manitoba (MMSM) and Waste Reduction & Recycling Support Program (WRARS) and be willing to provide information in an organized and timely matter to the Municipality of Pembina to ensure compliance reports are completed each month.

Service Guarantee & Collection Schedules

- j. The **Contractor** must guarantee scheduled curbside services. A yearly calendar must be provided to the **3 communities** that outlines any pre-scheduled changes to holidays by December 15th of each preceding year.
- k. It will be the responsibility of the **Contractor** in consultation with the C.A.O or their designate, to determine the collection route and days of collection for garbage and recycling collection. Once established, the collection days shall remain unchanged for the duration of the contract except for the following conditions:
 - Statutory Holiday
 - Force Majeure event (such as flood, ice, or an exceptionally heavy snowfall)
 - Others as mutually agreed upon in writing to improve service and efficiency

Missed pickup must be re-scheduled within 48 hours with notification to residents

- l. It is the responsibility of the **Contractor** to work in conjunction with the receiving landfill for disposal of Household solid waste.
- m. Curbside collection shall commence no earlier than 8:00 a.m.
- n. Any changes to the curbside collection calendar must be pre-approved by the C.A.O or their designate with a minimum of ten (10) working days' notice.

Communication Requirements

- o. The **Contractor** shall provide to the C.A.O and/or their designate a telephone number and/or email address for which all communications are to be directed.

Complaints/Uncollected Materials

- p. The **Contractor** must have a system in place that monitors missed cart pickups and a tracking system to ensure the property owner is compliant. This must be supplied to the Municipality

when requested.

- q. The **Contractor** agrees that in the event of complaints being received which result in the **Contractor** being at fault, the **Contractor** must remedy the situation within twenty-four (24) hours receipt of such notice.
- r. It will be the responsibility of the Municipality to enforce any by-law infractions. The **Contractor** must report such infractions within twenty-four (24) hours to the C.A.O.

Refuse/Recyclable Spillage

- s. The **Contractor** shall be responsible for cleaning up any spillage. No additional payment will be made for any such work.

Other

1. The **Contractor** agrees that in the event it fails to perform or observe any of the conditions, covenants or agreements contained within this agreement that the Municipality reserves the right to cancel the contract within ninety (90) days upon written notice.
2. The Municipality and **Contractor** agree that funding from MMSM is to remain with the Municipality and if the MMSM funding is terminated it will have no financial effect on the **Contractor**.
3. The **Contractor** agrees to comply with all instructions and regulations imposed by the Council of the Municipality of Pembina by by-law or resolution in connection with the manner in which the **Contractor** shall carry out the term of this contract, and upon acceptance of the proposal, enter into a service agreement contract which will outline payment schedule.
4. The **Contractor** agrees that it shall not assign its rights or obligations pursuant to this agreement without the express written consent of the Municipality.
5. The Municipality and **Contractor** agree that all covenants, undertakings, and conditions of this agreement may be amended at any time upon the written and mutual approval of both the **Contractor** and the Municipality.
6. The Municipality and **Contractor** agree that this agreement shall be binding upon and ensure to the benefit of the parties hereto and their respective successors and assignees provided that no assignment of any part hereof shall be made except with the prior written approval of the Municipality.

7. The Municipality agrees to provide a revised count of all pickup locations and the nature of such pickup prior to February 15th of each year.
8. The Municipality agrees to pay the **Contractor** for the said services during the term of the agreement in equal monthly payments or an agreed upon payment schedule, to be invoiced to the Municipality by the **Contractor**.

The Contractor agrees that should this proposal be accepted, to faithfully perform all work necessary or incidental to the completion of the herein described service in accordance with the conditions and specifications, provided by the Municipality of Pembina in the Request for Proposal and all attached schedules. The terms of this Request for Proposal are limited to the undersigned and cannot be transferred or assigned to another party except with the prior written approval of the Municipality of Pembina.

The Contractor agrees, prior to the execution of this agreement, to provide the Municipality all necessary information on the following:

- Copy of Third-Party Liability Insurance (or letter from insurer)
- Copy of COR / SE-COR Certification
- Proof of registration in good standing with Workers Compensation Board of Manitoba

Name of Bidder: _____

Company Name: _____

Address of Bidder: _____

Contact Information: _____

Witness

Bidders Signature

Date

7.0 BID DOCUMENTS AND SUBMISSION OF BIDS

Bids shall be made on the prescribed attached Schedules with the following information:

Bidders will complete the forms attached indicating their price to provide curbside cart collection of:

- Garbage on a bi-weekly collection schedule (26 collections per year) for residential
- Recycling on a bi-weekly collection schedule (26 collections per year) for residential

Schedule A – Schedule of Prices – all unit prices must be clearly indicated and all extensions and lump sum prices written in figures. Prices proposed are to be in Canadian funds and to include all necessary labour, material, equipment required for the execution of the services and all applicable Provincial taxes. Prices quoted shall not include Federal (GST).

**** Fuel Escalation****

The unit bid price for the five-year tender term shall include all fuel costs and anticipated fuel escalations. No additional fuel escalation claims or adjustments will be accepted during the contract term. Contractors are responsible for incorporating fuel cost increases into their bid pricing.

Schedule B – List of Equipment – The Bidder must specify the type of equipment in first class working condition that the bidder proposes to employ for collection of waste & recycling . The Bidder must identify similar equipment in first class working condition that the Bidder is prepared to employ “In Reserve” if directed by the agreement/contract administrator.

Schedule C – Bidder Qualification – The Bidder must give a list of previous or current work, similar in nature and value to demonstrate ability and experience to perform the required scope of work.

Schedule D – Bidder Submitted Written Responses – The Bidder shall provide a written explanation describing its approach, systems, resources, and practices.

8.0 ACCEPTABILITY AND EVALUATION OF BID

The Municipality, at its own discretion, reserves the right to:

- Accept any Bid;
- Reject any Bid;
- Accept a Bid which is not the lowest Bid;
- Reject a Bid even if it is the only Bid received by the Municipality;
- Accept all or any part of a Bid.

The Municipality reserves the right to reject any Bid containing errors, omissions, erasures, items not part of the Bid form, or any obviously unbalanced Bid.

The Municipality may disqualify or reject Bids containing non-qualifying conditions or otherwise failing to comply with the Bid Documents. The Municipality reserves its right to reject or retain for its consideration non-qualifying Bid submissions.

The Municipality reserves the right to require a Bidder to submit qualifications and experience to prove that the Bidder is capable of completing the Curbside Collection of solid waste and recycling. The Municipality may choose to disqualify any Bidder who it deems as inexperienced, or for any other reason may not be capable of completing the works.

The Municipality will request that a list of equipment to complete the Works is supplied by the contractor in the Bid Form (FORM B - SCHEDULE OF EQUIPMENT).

The Municipality will notify the successful Bidder in writing that its Bid has been accepted.

The Municipality may take into account the following criteria to determine the successful bidder:

- the qualifications of the Bidder;
- Bid Prices of any one section or all sections; and/or of any item in any section;
- the Municipality's (positive or negative) relationship with any Bidder;
- the quality and responsiveness of the Bid, including, without limitation, all requested information;
- reference check;
- quality of previous work done for the Municipality if any.

Evaluation Scoring Guide

The bids will be evaluated in accordance with the overall evaluation weighting:

Evaluation Component	Weight
Resident Customer Service & Operational Approach (Items 1-8)	60%
Price	40%
Total	100%

A. Resident Customer Service & Operational Approach - 60%

Each Bidder's written responses to items **1 through 8** will be evaluated individually. All items are weighted equally unless otherwise stated.

Item Weighting

Item	Description	Max Points	Minimum Score
1	Route tracking and service verification	7.5	4
2	Response to resident complaints and service requests	7.5	4
3	Resident communication methods	7.5	4
4	Damage reporting and claims handling	7.5	4
5	Service notifications outside the published schedule	7.5	4
6	Set-out compliance, rejection, and resident education	7.5	4
7	Base of equipment operations	7.5	4
8	Equipment breakdown and service continuity planning	7.5	4
Subtotal			60 points

Evaluation Basis:

Responses will be evaluated based on the **quality, completeness, and feasibility** of the approach described. No preference shall be given based on geographic location. If a bid does not achieve the minimum score in all of the categories, it shall not be evaluated further, and the pricing will not be reviewed.

B. Price Evaluation - 40%

Price will be evaluated using a **proportional scoring method**. **Price Scoring Formula**

$$\text{Price Score} = \left(\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \right) \times 40$$

The lowest compliant bid receives the full **40 points**

- All other bids receive a proportionally lower score
- Prices must be evaluated on the same basis (same scope, term, and inclusions)

C. Total Score Calculation

Component	Max Points
Customer Service & Operational Approach	60
Price	40
Total Available	100

The Bidder achieving the **highest total combined score** may be recommended for award, subject to compliance with all RFT requirements and Municipality approvals.

ADDENDA

Addenda, bulletins or corrections issued during the open time of the tender are to be included in the submission and will become a part of the agreement/contract.

DISCREPANCIES, OMISSIONS

Prospective Bidders finding discrepancies in, or omissions from the agreement/contract, or having any doubt as to the meaning or intent of any part thereof, should immediately notify the agreement/contract administrator who will send written instructions or explanations.

Checklist

- Bid Form
- Schedule A – Schedule of Prices
- Schedule B – List of Equipment
- Schedule C – Bidder Qualification
- Schedule D – Bidder Submitted Written Responses
- Copy of Third-Party Liability Insurance (or letter from Insurer)
- Copy of COR / SE-COR Certification

BID FORM

I, We _____

The undersigned, having examined the invitation and Instructions to Bidders and the contract documents for performance of the scope of work, for Household Waste & recycling Collection Services, offer to perform the scope of work in conformity with the said documents and to enter into an agreement/contract if selected, in consideration of the sum arrived as may be ascertained in accordance with said documents.

Bidder Name (printed clearly)

Date

Bidder Signature

Bidder Name (printed clearly)

Date

Bidder Signature

Schedule A – Schedule of Prices

RESIDENTIAL WASTE COLLECTION

Item	Area	Approx # of Units	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
			Annual Cost	Annual Cost	Annual Cost	Annual Cost	Annual Cost
Cart Service /collection	Manitou	356					
	La Riviere	111					
	Darlingford	80					
TOTAL							

Per Unit Cost for adjustments for add/remove \$_____.

Item	Area	Approx # of Units	Annual Cost	Annual Cost	Annual Cost	Annual Cost	Annual Cost
			Annual Cost	Annual Cost	Annual Cost	Annual Cost	Annual Cost
Cart Service / Collection	Manitou	356					
	La Riviere	111					
	Darlingford	80					
TOTAL							

Per Unit Cost for adjustments for add/remove \$_____.

Price includes all taxes, and incidental cost, only GST shall be extra

Signature of Bidder

Schedule B – List of Equipment

The Proposer shall state the types of vehicles intended for use to perform the work. The garbage collection vehicle(s) must be equipped with a waste compactor and be completely enclosed. The vehicles must be capable of automated collection using the wheeled carts as detailed in this document. No other vehicle(s) shall be used to perform the work unless permitted by the Municipality. The equipment intended for use must meet all provincial regulations.

Please list all equipment to be used during the terms of the contract (excluding carts)
General Description of equipment available

Signature of Bidder

Schedule C – Bidder Qualification

Statement of experience in similar work (please list a minimum of three (3) within the past five (5) years):

Name of Municipality	Description of Contract (Contract Start/End Dates)	Name & Contact Information

Signature of Bidder

Schedule D – Bidder Submitted Written Responses

Bidder Response Requirement

As part of its Bid Form, each Bidder should include the responses below. For each item listed below, each Bidder shall provide a written explanation describing its approach, systems, resources, and practices.

Responses will be evaluated based on the quality, completeness, and feasibility of the approach described.

The written responses will be reviewed and evaluated by the Municipality to determine the Bidder's ability to meet the Municipality's service expectations and deliver a consistent, reliable level of customer service to residents.

The written responses form part of the Bid submission and will be evaluated as part of the Municipality's overall evaluation.

The Municipality of Pembina

Curbside Household Waste and Recycling Collection Tender

Resident Customer Service Items Requiring Bidder Response

1. **Route Tracking and Service Verification**

The Bidder should provide a written explanation of how collection routes are tracked and how service can be verified at the address or area level, including how missed collection inquiries are investigated and confirmed.

2. **Response to Resident Complaints and Service Requests**

The Bidder should describe its process for receiving, managing, and resolving resident complaints and service requests related to waste and recycle collection, including response timelines and escalation procedures where required.

3. **Resident Communication Methods**

The Bidder should explain what communication methods are provided to residents (e.g., phone, email, online portal, mobile application/App) and how these tools are used to address service-related inquiries beyond the Municipality's published schedule.

4. **Damage Reporting and Claims Handling**

The Bidder should describe its process for handling reports of damage to private property or Municipality infrastructure arising from collection activities, including investigation, communication with affected residents, and claim resolution.

5. **Service Notifications Outside the Published Schedule**

The Bidder should explain how residents are notified of service disruptions, delays, or operational issues that occur outside of the Municipality's published waste and recycle collection schedule.

6. **Set-Out Compliance, Rejections, and Resident Education**

The Bidder should describe how non-compliant set-outs, contamination, overweight containers, or improper placement are handled, including the use of rejection notices, tags, or other communication methods to educate residents and reduce repeat issues.

7. **Base of Equipment Operations**

The Bidder should identify and explain the location of its base of equipment operations from which waste and recycle collection services will be **deployed**, and describe how this location supports timely service delivery, customer service response, and issue resolution within the Municipality of Pembina.

8. **Equipment Breakdown and Service Continuity Planning**

The Bidder should provide a written explanation of its contingency plans in the event of equipment failure or breakdown, including access to backup equipment, spare vehicles, and measures to ensure continuity of service and timely service recovery.