

GRANGER

**VILLAGE OF LAKE ISABELLA, MICHIGAN
PROPOSAL FOR RESIDENTIAL REFUSE LICENSING**

**SUBMITTED TO: JEFFREY P. GREY, VILLAGE CLERK
1010 CLUBHOUSE DRIVE
LAKE ISABELLA, MI 48893
AUGUST 3, 2018**

**SUBMITTED BY: GRANGER WASTE SERVICES, INC.
16980 WOOD ROAD
LANSING, MICHIGAN 48906
1-888-9GRANGER
(1-888-947-2643)
www.grangernet.com**



16980 Wood Road
Lansing, Michigan 48906-1044
1-888-9GRANGER
P 517-372-2800
F 517-372-9220
www.grangernet.com

August 3, 2018

Mr. Jeffrey P. Grey, Village Clerk
Village of Lake Isabella
1010 Clubhouse Drive
Lake Isabella, MI 48893

RE: Village of Lake Isabella Request for Proposal, Residential Refuse Licensing

Dear Mr. Grey

For 52 years, Granger has built strong customer and community relationships by delivering quality waste collection services. We are a family-owned, Michigan based business, currently servicing existing customers in the Isabella County area. Adding the Lake Isabella Village residents to our route would be convenient and seamless.

We pride ourselves on our proven track record of providing waste hauling, disposal and recycling services to residential, commercial, and industrial customers. Our mission statement commits to creating and managing sustainable environmental solutions.

If you have any questions or need additional information, please contact Sales Representative, Bill Petersen at 517.372.8364 or at bpetersen@grangernet.com.

Thank you for your time and consideration. We look forward to working with the Village of Lake Isabella.

Most Sincerely,

Keith Granger
President & CEO

Village of Lake Isabella Request for Proposals Residential Refuse Licensing Submission Form

Please include pages 7-11 of this package as part of your proposal

Individual Customer Unit Based Pricing:

Please provide the monthly cost to be charged to individual residential customers for the following weekly collection services in the event that your entity is awarded a NON-EXCLUSIVE License Agreement:

A wheeled-cart of at least 65 gallons provided by the license holder	\$24.50* / 96-Gallon 4-5 bags inside cart/3 bags on the outside
A specific number of bags to be collected in a container (or just in bags) provided by the customer. (Example: a maximum of 4 bags per week for a monthly cost of \$20)	N/A
Individual bag collection on a "tag & bag" basis (Price per tag)	\$2 per tag
Fee structure of bulky item collection with at least once per month collection	\$28.85 on-call

***Based on Standard Residential Rate**

Please provide the monthly cost to be charged to individual residential customers for the following weekly collection services in the event that your entity is awarded an EXCLUSIVE License Agreement:

A wheeled-cart of at least 65 gallons provided by the license holder	\$15.50 / 96-Gallon
A specific number of bags to be collected in a container (or just in bags) provided by the customer. (Example: a maximum of 4 bags per week for a monthly cost of \$20)	N/A
Individual bag collection on a "tag & bag" basis (Price per tag)	\$2 each
Fee structure of bulky item collection with at least once per month collection	\$20 per item*

***Community Clean Up Compactor Truck \$150 per hour + \$42 per Ton Disposal**

***Blue Bag recycling is an additional \$2.50 per resident**

Customers to be billed on the following basis (check all that apply):

- Monthly
- Quarterly
- Annually

The Village is happy to offer the sale of collection tags/stickers at the Village Hall to any entity granted a license. If additional locations for the

purchase of tags/stickers is to be offered, please detail such on a separate sheet. Rates are subject to change based on market conditions, the Village's adopted ordinance does require that any entity granted an exclusive license provide written notice of rate changes to the Village sixty (60) days in advance of such changes. Please check the below box to acknowledge your understanding of the sixty (60) day requirement.

Sixty (60) Day Rate Change Notice Acknowledgment

In the event that the Village awards a single exclusive license, changes in prices to the entity awarded the exclusive franchise shall be limited to an annual basis. Any increase in pricing in excess of 3%, or an increase greater than the seasonally adjusted annualized rate for the previous 12 months to the Consumer Price Index (if that rate is higher than 3%), shall allow the Village Council the ability to resolicit for licenses, award new licenses, and/or cancel the exclusive nature of an existing license agreement. Please check the below box to acknowledge your understanding of the limitation on rate changes to an annual basis, and the described limited increase to those rates.

Exclusive license rate change limitation acknowledgement
**Rates for Second and Third Additional Years 3% or CPI, whichever is less*

Additional Services:

If additional services would like to be offered, please attach a separate sheet which details those services, and prices applicable to the customer or to the Village (Examples of items that could be billed to the Village would be a Community Clean-up Day, collection of yard waste/brush from the Village's DPW facility, collection bin at Village Hall for "sharps & needles" and similar.)

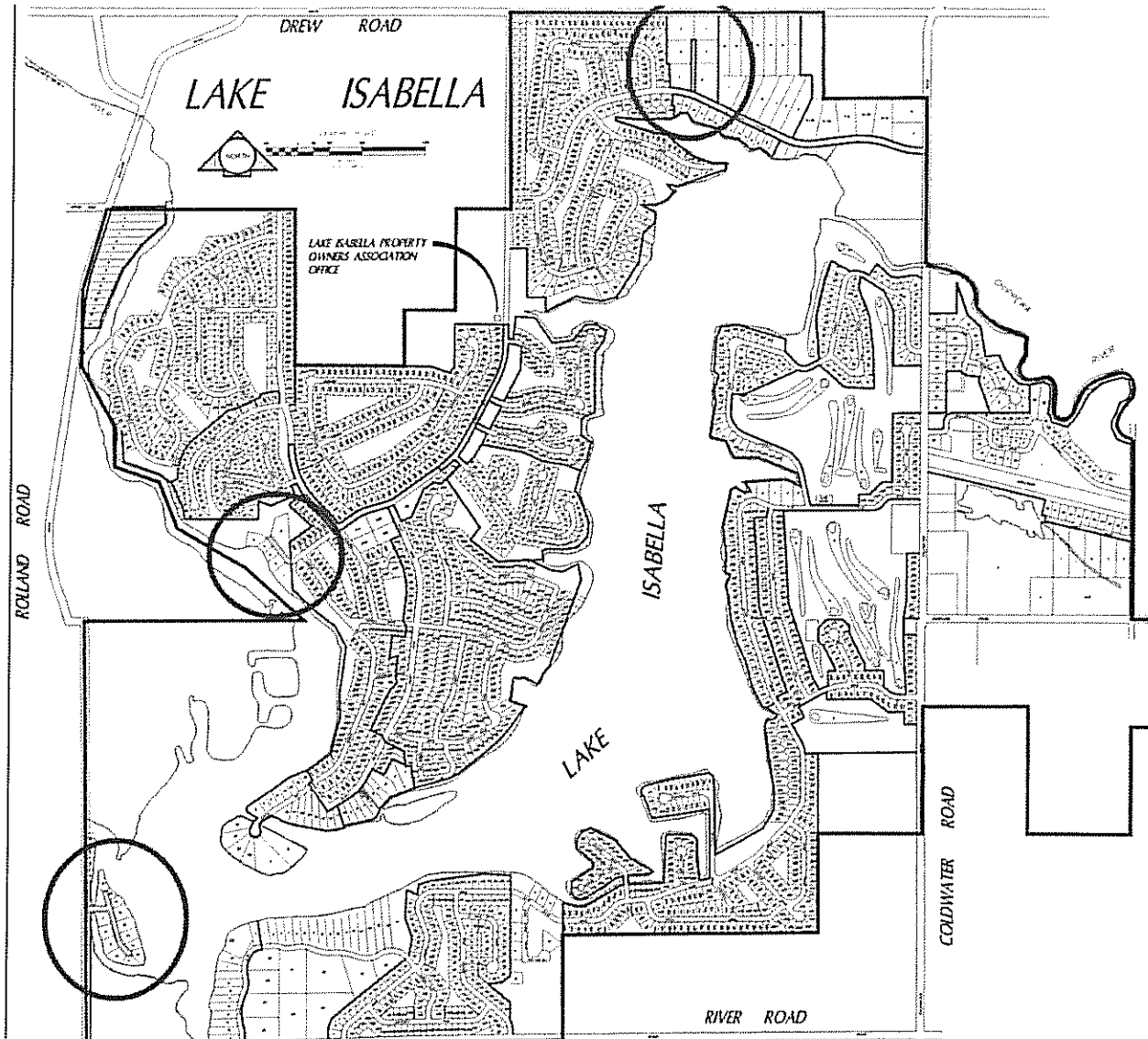
Please see Pricing on Page 7 for Additional Rates

Private Road Collection:

Provided at the top of the following page is the location of three private roads/shared driveways in the Village. Please check the below box to indicate your ability to provide service to these location. On a separate sheet, please detail any addition equipment or items needed to provide such service, or check the Not Applicable box on this page.

Acknowledgement of ability to provide service to Private Roads

Additional Equipment to service Private Roads NOT APPLICABLE



Proposed Collection Day & Schedule:

On a separate sheet, please provide a proposed collection schedule for the 2019 calendar year.

Trucks & Equipment:

The impact of vehicles with heavy loads is a central concern of the Village. Please provide on a separate sheet a list of vehicles proposed to be used as part of license. Information should include the following:

- Number of axels, and load capacity of each axel.
- Style of loader (front, rear, side...)
- Maximum truck weighted capacity
- Make, model, and year of item.

Use of Subcontractors:

If any subcontractors are proposed to be used, please list those on a separate sheet. If none are proposed, please check below to indicate that this is Not Applicable.

NA

Customer Service:

Please provide information on include information addressing your methods and time frame for communicating with the customers and responding to their questions and complaints. Relevant information to include would be a toll-free phone number (required), social media accounts, and the like.

Disposal Location:

Please list the name and address of any locations proposed for the landfilling and disposal of refuse collected under a granted license:

Granger Disposal Center of Alma - 2355 Michigan Ave., Alma, MI 48801

Granger Wood Street Landfill - 16980 Wood Road, Lansing, Michigan 48906

References:

Please provide the name, nature of relationship, and phone number at least 3 references:

1. **Village of Perrinton, MI, Current Customer, Doug Antes; 989-236-7036**
2. **Howard City, MI, Current Customer, Michael Falcon; 231-937-4311**
3. **City of Ithaca, MI, Current Customer, Chris Yonker; 989-875-3200**
**Additional references are listed in the Additional Information section - References*

The undersigned, as Bidder, hereby declares that this bid is made in good faith without fraud or collusion with any person or persons bidding of the same Contract; that he/she has carefully read and examined the Request for Proposal Document. The Applicant understands that the Village of Lake Isabella reserves the right to reject any or all proposals and to waive any irregularities in the proposal tabulation. The Applicant agrees that his/her proposal shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving the proposals. The prices indicated shall include all permits, labor, materials, overhead, profit, insurance, sub-contractor costs, and material costs for the finished work as described in the proposal documents:

Respectfully Submitted,

Company Name:

Granger Waste Services, Inc.

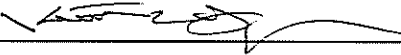
Address:

16980 Wood Road, Lansing, MI 48906

Telephone Number:

517-372-2800 / 1-888-9GRANGER

Authorized Signature:



Print or type Name and Title: **Keith Granger, President & CEO**

Proposals shall be addressed to:

Jeffrey P. Grey Village Clerk
1010 Clubhouse Drive
Lake Isabella, MI 48893
989.644.8654

Questions shall be address to:

Timothy R. Wolff, Village Manager
1010 Clubhouse Drive
Lake Isabella, MI 48893
989.644.8654
tim@lakeisabellami.org

Proposals seeking a license shall be received by the close of business at the above address by Friday, August 3, 2018.

ADDITIONAL INFORMATION

Granger Waste Services, Inc. is pleased to submit this proposal for residential refuse licensing services for the Village of Lake Isabella located in Lake Isabella, Michigan. We understand the Village is seeking licensed waste collection and disposal for the Village of Lake Isabella. Granger meets all requirements for the Chapter 822.07 Certified Ordinance for Refuse Hauler License for this three-year contract with the ability to supplement two additional years, starting upon notice to proceed or no later than January 1, 2019. Granger meets the Insurance requirements and maintains the necessary permits, licenses, ordinances and laws as referenced in the RFP. We have reviewed the RFP in detail, visited the area and have prepared the following response.

WHO WE ARE

Granger is a family-owned and operated business based in Lansing, Michigan, with additional operational locations in Alma, Jackson and Grand Rapids. Guided by strong ethics, integrity and service, Granger has served as a leading comprehensive environmental management firm for more than 50 years. Harnessing resources to create ethical environmental solutions, we provide a full range of hauling and disposal services, landfill management and recycling.



Second, Third and Fourth Generation Granger Family

Granger employs more than 250 associates in various professional, service and technical positions. Our reputation for excellent customer service and waste hauling experience in the Mt. Pleasant area make the Granger team highly qualified to satisfy the requirements of this request for proposal.

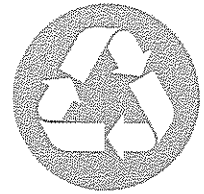
Primary Bid Contact

Bill Petersen
Sales Representative
Phone: 517-371-9744
Mobile: 517-819-9377
Email: bpetersen@grangernet.com
Website: www.grangernet.com

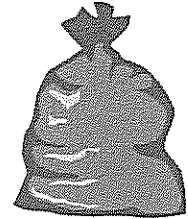


ADDITIONAL SERVICES

Granger would be pleased to offer additional services to the Village of Lake Isabella, as listed in the request for proposal. Additional services include blue bag recycling and bulk pick up.



Blue Bag Recycling: requires a purchase of specially designed recycling bags at a local retailer or online. Customers place all accepted recyclables in the blue bags and set them out next to their trash or in their trash cart on their designated trash day. Recycling is collected with the trash in the same truck and sorted out from trash when it gets to Granger's facility. The biggest advantage is that Granger only uses one truck for both trash and recycling. That means the process is more efficient, can be offered at no additional cost to Village residents.



Bulk Items: Bulk items such as furniture and appliances would be picked up as requested. Granger does not accept items containing Freon.

PRIVATE ROAD COLLECTION

We are willing and able to continue private road service. We don't anticipate any issues or special accommodations to service these areas.

PROPOSED COLLECTION DAY AND SCHEDULE

The proposed cart collection day for the Village of Lake Isabella is Tuesday. Granger currently services areas around Lake Isabella and can easily accommodate these additional residences. Bulk items would be collected on Wednesday. Cart deliveries, removals and exchanges are available weekly on Thursday.



During inclement weather conditions, driving may be hazardous and the collection of garbage and recycling may be delayed or postponed. When garbage collection must be delayed or postponed due to inclement weather, a reasonable effort will be made to pick up before the customer's next scheduled collection day. We will make every effort to remedy all weather-related misses in a timely manner. We will carefully monitor the weather and plan a recovery process as conditions allow. Communication on our website and social media pages will be updated during these events with any possible delays in collection.



Granger observes six holidays during the year. If the holiday falls on a weekday, there is no collection that day and service for the remainder of the week is delayed by one day. The holidays and delays for 2019 are detailed in the following table.



Holiday	Date	Delay
New Year's Day	January 1	Service delayed to Wednesday, January 2
Memorial Day	May 27	Service delayed to Wednesday, May 29
Independence Day	July 4	No service delay
Labor Day	September 2	Service delayed to Wednesday, September 4
Thanksgiving Day	November 28	No service delay
Christmas Day	December 25	No service delay

Holiday delays are communicated in a variety of different ways, including social media. Residents also have the option of signing up for a holiday service reminder email.

TRUCKS AND EQUIPMENT

Granger has a long and successful history of providing hauling services within the mid-Michigan region. The trucks that will be used to service The Village of Lake Isabella are listed in the following

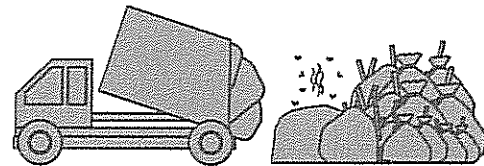


table. These trucks are owned, maintained and operated by Granger associates and are currently used to service existing customers in the Mt. Pleasant/Isabella County area.

Truck Type	Number of Axels	Load Capacity	Maximum Truck Weight	Make	Model /Year
Rear load	Tandem with Lift Axle	32 Yards	80,000	Freightliner	M2-106 / 2012
Rear load	Tandem with Lift Axle	32 Yards	80,000	Freightliner	M2-106 / 2012
Flatbed with Boom	3 Axles	Variable	48,000	International	7600 / 2013

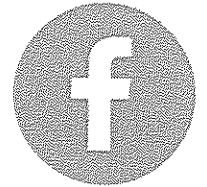
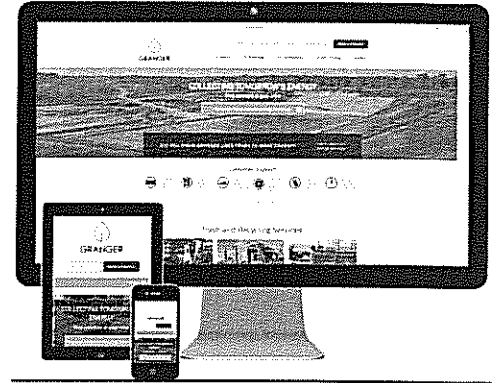
Truck Cameras/Tablets: Our state-of-the art on-board cameras and truck technology ensure efficient operations. The data we collect keeps our associates, customers and the general public safe and allow us to react swiftly and in real time to any issues, delays or changes in our service.

CUSTOMER SERVICE

We live by the Golden Rule—treating our customers the way we like to be treated—with integrity, courtesy and respect. We're here to help! Granger maintains several avenues for communication and customer service inquiries, including an extensive website, call center, email and social

media. Supervisors track in real time throughout the day, which allows us to quickly address issues and delays.

- Website: Our website (www.grangernet.com) contains valuable information and customer support, as well as a quick and convenient way for customers to contact us and order additional services.
- Customer Service: Granger has dedicated customer service representatives available Monday – Friday, 7 a.m. to 5 p.m. We can be contacted toll-free at 1-888-9GRANGER or by email at info@grangernet.com. Our customer service representatives will deal promptly with any service concern.
- Social Media: Granger maintains a Facebook at www.facebook.com/collectingtomorrowsenergy and LinkedIn Account for social media updates and information.
- Village of Lake Isabella Website Page: Granger will provide the Village with copy for its website including rates, collection dates, contact information, customer service policies, links to our website and social media pages and any other pertinent information.



DISPOSAL/LANDFILL LOCATION

Once trash is picked up from residents, it will be unloaded at the Granger Disposal Center of Alma, before being transferred to Granger's Wood Street Landfill located at 16980 Wood Road in Lansing, Michigan. Landfills are engineered to be secure spaces to put trash, meaning the groundwater and surrounding area are diligently protected from the trash inside using the best available practices and technologies. Our landfills also serve an important purpose of providing fuel for renewable energy generation. Granger follows all guidelines set forth by the Michigan Department of Environmental Quality.

REFERENCES

We invite you to contact any of the following references to evaluate our service performance. All are current Granger customers with similar service specifications.

Municipality Name	Contact Person Phone Number	Service(s) Provided	Customer Since
Village of Perrinton	Doug Antes Mayor 989-236-7036	Residential trash and blue bag recycling collection; community clean up	2017
Wise Township	Robert Moore Supervisor 989-465-9116	Residential trash and blue bag recycling collection	2016
City of Ithaca	Chris Yonker City Manager 989-875-3200	Residential trash and blue bag recycling collection	2015
Saginaw Chippewa Tribe	Kim Otto McCoy Administrative Assistant 989-775-4014	Residential trash collection	2014
Howard City	Michael Falcon Village Manager 231-937-4311	Residential trash collection	2006

Customer Testimonials:

I've been noticing the past few weeks the hustle and efficiency with which your employees collect the rubbish. I was in awe and meant to convey my appreciation of their hard work ethic. I forgot to do so until today, when we got to witness their hard work again. This time, however, my young son was outside with me, and he got to see this hard work for himself (and of course the big truck was a major fascination). The employees waved jovially to him and beeped the big truck horn both coming and going in our subdivision, and that extra touch on their part was not lost on me. My son was elated; them taking the time to do this made the day of a little guy and undoubtedly gave him lots of stories to share with his friends (even if it's in toddler gibberish). I know that it's easy to become burned out from any job and just do the bare minimum, but the employees that have been on this route are certainly not in such a predicament. We really appreciate them and their kindness shown to our little one, and just wanted to make sure that you, as their employers, were aware of this. I'm certain that people are quick to make complaints when the slightest thing goes wrong, but are not as diligent in reporting compliments, which these guys definitely deserve!



—A Mt. Pleasant customer

The guys who pick up in the Rosebush area on Fridays are so nice! One day I was in the garage bagging up my trash when they came. One of them ran up my driveway, took the bag from me and carried it out to the truck for me and it was heavy! Yesterday, I was out of tags and left them a note. They responded by leaving me the phone number to call for more tags and then took my trash even though there was no tag on it. Give them a raise, please.

—A Rosebush customer

SUMMARY

Granger Waste Services has the skill, experience and qualifications to provide outstanding service to the Village of Lake Isabella and residents. We thank you for the opportunity to submit our information and look forward to working with you. If you have any questions or need additional information, please do not hesitate to contact us.