

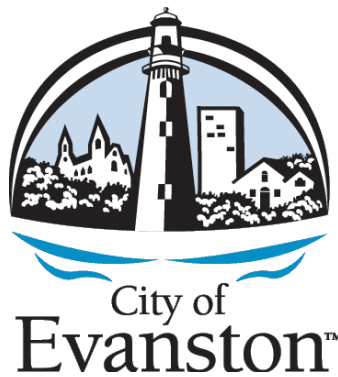
CITY OF EVANSTON
REQUEST FOR INFORMATION

NUMBER: 26-42

For

Multi-Family Waste Services

August 20, 2026



INFORMATION DEADLINE: 2:00 P.M., SEPTEMBER 10, 2026

**NON-MANDATORY
INFORMATION SESSION:** 11:00 A.M., September 1, 2026
Google Meet joining info
Video call link: <https://meet.google.com/yyh-gckj-qbh>
Or dial: (US) +1 224-407-4554 PIN: 716 551 049#
More phone numbers: <https://tel.meet/yyh-gckj-qbh?pin=1169982762258>

ELECTRONIC SUBMITTAL:

Responses will only be accepted electronically
via E-bidding through DemandStar (WWW.DEMANDSTAR.COM)

It is highly recommended that new DemandStar users complete the account setup process prior to the due date/time.

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**CITY OF EVANSTON
NOTICE TO RESPONDENTS**

The City's Purchasing Office will receive responses until 2:00 P.M. local time on **September 29, 2026**. Responses will only be accepted electronically via E-bidding through DemandStar (www.demandstar.com). Although registration is required, responders can download solicitations and upload responses for free. Proposals shall cover the following:

**Multi-Family Waste Services
RFI Number: 26-42**

The City of Evanston's Public Works Agency is seeking information from experienced firms for how to best structure services for waste services at Multi-Family properties.

There will be a Non-Mandatory Informational Session on September 1, 2026, at 11:00A.M. Meeting ID: meet.google.com/ecj-cbgt-cgc, Phone Number: 224-407-4554, PIN: 716 551 049#. All firms intending to submit a proposal for this project are encouraged to attend to discuss the proposed work and receive answers to questions related to the project.

Parties interested in submitting information should contact the Purchasing Office to receive a copy of the RFI or see the City's website at: www.cityofevanston.org/business/bids_proposals.php or DemandStar at: www.demandstar.com.

Jessica Cooper
Purchasing Specialist

CITY OF EVANSTON

Request for Information

1.0 INTRODUCTION

This Request for Information (RFI) seeks to gather insights from various stakeholders on improving multi-family waste services within the City of Evanston. The Public Works Agency aims to enhance cost-effectiveness, collection efficiency, code compliance, and waste diversion practices (recycling, composting) for these properties.

In conjunction the City will be looking to conduct a survey with condo associations, property management groups, multi-family property owners, and tenant/condo owners asking them for input related to waste services as well.

Please note that this Request for Information (RFI) is for informational purposes only, and no contract will be awarded as a result, nor does it constitute a promise to issue an RFP in the future. A firm or organization's response to the RFI—or lack thereof—will have no impact on the evaluation of responses to any subsequent Request for Proposals (RFP) or Invitation to Bid (ITB) released. Responses will be used solely for information and planning purposes. Please be aware that the City will not cover any costs associated with responding to this RFI; all expenses incurred will be the sole responsibility of the interested party.

Please note that all responses will be public record. **Do not submit confidential information in your response.**

2.0 SCOPE OF SERVICES

The City of Evanston has a desired goal to try and create new ways of identifying service offerings organized around multi-family properties that increase the cost effectiveness, collection efficiency, code compliance, as well as waste diversion opportunities (recycling, composting, etc.). Information collected through this Request for Information may be used to help inform likely future Request for Proposal(s) for this service.

The Public Works Agency is interested in hearing feedback from the following firms, organizations, or individuals:

- Waste and Recycling Haulers
- Food Scraps Service Providers
- Other Firms with experience managing waste at multi-family properties

A. Current Services

Since 2017, the City of Evanston has provided waste, recycling, and yard/food waste (where applicable) collection services to multi-family properties through a combination of municipal services provided by the City's Recycling and Environmental Maintenance Division and two separate agreements that maintain

two waste agreements that provide service to multi-family properties. Service providers are as follows:

- The first is a condo-specific program. For condos, waste and yard/food waste collection services are provided, which involve a combination of services provided by privately contracted service providers and recycling collection services provided by the City's Recycling and Environmental Maintenance Division.
- For all other multi-family properties with more than six units or those classified as mixed-use properties, waste and recycling collection services are provided under the City's Commercial Municipal Solid Waste Franchise agreement, which is exclusively contracted out to a single service provider.

Additional services include food scraps and special pickups/bulk service. More information and details on all current multi-family programs can be found in the Appendix.

B. Sustainability and Waste Goals

In late 2018, the Evanston City Council approved the [Climate Action and Resilience Plan](#), which calls for carbon neutrality by 2050, zero waste by 2050, and 100% renewable electricity by 2030, among other goals. The plan identifies critical actions that need to be taken for Evanston to play its part in avoiding cataclysmic climate change, as well as identify key strategies in ensuring Evanston is prepared to deal with those climate hazards.

The City's Public Works Agency has identified one of the primary avenues to support the waste diversion elements from the Climate Action and Resilience Plan as helping build better programming for residents residing in multi-family dwellings.

3.0 SUBMITTAL REQUIREMENTS

The City will no longer accept hard copy paper submittals for any solicitation. Responses will only be accepted electronically via E-bidding through DemandStar. Respondents are still required to complete all of the bid documents and provide all of the requested information in a PDF file(s). **Please refer to the attached DemandStar e-bidding documents.**

A. Cover Letter

The cover letter will include the following:

- introduction of the firm signed by an authorized Principal of the firm
- name of firm
- address of firm
- phone number of the firm submitting the proposal
- include the name and signature of an authorized official who is authorized to answer questions

B. Qualifications and Experience of Firm and/or Team

- All respondents shall describe other contracts similar in scope, size, or discipline to the required services described herein, performed or undertaken within the past five years.
- The respondent must provide references, including name, address, and telephone number of a contact person for each project identified and described.

4.0 ADDITIONAL SUBMISSION REQUIREMENTS

A. Questionnaire

Respondents are invited to provide information on the following questions listed in Exhibit A

Questionnaire. Additional information or attachments beyond what is asked may be provided; additional information or attachments are limited to ten (10) pages.

B. Additional Information

Responders interested in supplying more information beyond what is being asked regarding the topic of multi-family waste collections are welcome to do so. Additional information or attachments are limited to ten (10) pages and should be marked as Exhibit B Additional Information and attached to your response.

5.0 PROPOSED SCHEDULE

The tentative schedule for this RFI is as follows:

- | | |
|--------------------------------------|--------------------|
| 1. RFI issued | August 20, 2026 |
| 2. Non-mandatory Information Session | September 1, 2026 |
| 3. Last Day to submit questions | September 10, 2026 |
| 4. Final Addendum Issued | September 15, 2026 |
| 5. RFI Submission Due Date | September 29, 2026 |

6.0 QUESTIONS REGARDING RFI

All questions related to this RFI should be submitted in writing to Jessica Cooper, Purchasing Specialist at jcooper@cityofevanston.org with a copy to Brian Zimmerman Solid Waste Coordinator with the Public Works Agency at wastefranchises@cityofevanston.org

7.0 GENERAL TERMS AND CONDITIONS

A. Confidentiality

Please note that all responses will be public record. **Do not submit confidential information in your response.**

B. Costs Incurred

The City of Evanston assumes no responsibility or liability for costs incurred by the Respondent for preparing a response to this RFI.

Exhibit A

Questionnaire

Waste Haulers

Qualifications & Service Scope

1. Is your company currently capable of offering all services noted in the Appendix? If so, please provide examples of where you are currently providing these services. If not, can any of these services be subcontracted through a different vendor?

2. What specific services should be included in a potential future proposal, and what services currently provided should not be included? (e.g., waste streams, container types, service frequency). Please justify why these services are suitable or unsuitable for inclusion in a potential service agreement.

3. Does your company have experience with, or do you perceive any challenges in, subcontracting organic/food scrap collection services with one of the City's pre-qualified vendors? Please describe how subcontracting could be effectively structured or suggest alternative mechanisms for providing food scrap collection.

Program Structure & Policy

4. Should services to multi-family properties—and agreements for those services—differ based on building type or scale (e.g., number of units, square footage, owned vs. rented, multiple story building vs. townhomes)? Please explain your reasoning.

5. What are the core differences in service and cost if multi-family properties are served under a separate multi-family-only agreement versus being integrated into a broader Commercial Franchise program? Which approach delivers services at the most cost-effective rate? Please provide a rationale for your recommendation.

Operations, Compliance, & Education

6. How can a multi-family collection service best support properties to comply with the City's Health and Property Standards waste requirements? Specifically, how do you recommend addressing issues such as illegal dumping, overflowing dumpsters, and rodent infestations?

7. How does your company manage operational disruptions to regular service (e.g., snow/ice, holidays, blocked alley access, missed pickups)? Do you offer automatic make-up services? Please share examples of contract terms you recommend for addressing these disruptions.

8. Please outline the educational and outreach strategies required to support multi-family dwellings in achieving code compliance and improving waste diversion/reducing contamination. Why is your proposed approach optimal, and how can it be effectively integrated into a future agreement?

Data, Metrics, & Reporting

9. What data is reasonably available that your company can provide for the municipality to assess diversion progress, participation, and waste diversion rates? Is any of those data able to be relayed for both the entire program and individual buildings? What is the typical frequency and preferred format (e.g., Excel, API, PDF) for this data?

10. How would bundling multi-family services into a larger commercial franchise affect your ability to isolate and report data exclusively for multi-family properties?

Procurement, Pricing, & Timeline

11. What kind of pricing structure (e.g., cost per unit, cost per container per pickup, base rate + variable) would serve both the hauler and customers best in a theoretical program? Please describe why you feel this structure is best.

12. Please provide typical or historical rate structures for multi-family services, broken down by waste stream, if possible (trash, recycling, and yard/food waste), in communities similar in size and scope to Evanston. What similarities or differences should the City keep in mind when evaluating these example rates? (Note: Estimated cost information can be provided as ranges, per-unit, or service-frequency rates).

13. What is your estimated cost structure or operational approach for managing additional bulk/illegal fly-dumping material at multi-family properties? Would your company be able to serve all multi-family customers for bulk items effectively?

14. What is the optimal lead time between contract award and the start of service for a company to transition service delivery smoothly? For instance, if a contract were to commence on January 1st, approximately how much time is required to hire staff, order equipment/containers, and manage customer communications?

15. To ensure prospective haulers submit the strongest possible proposals, what information should municipalities prioritize including in future RFPs for this service? Are there scope elements that should be optional or that traditionally create cost-efficiencies/challenges? What is a suitable timeframe for preparing a proposal after an RFP is posted?

16. What is the optimal number of years for an initial contract term? Please provide a rationale for why this timeframe is optimal and how a shorter or longer term would impact service quality and/or pricing.

17. What additional opportunities, challenges, issues, or factors should the City consider when looking to provide these services?

Food Scrap & Organics Service Providers

Qualifications & Subcontracting Experience

1. Is your company currently able to provide all food scrap collection services outlined in the Appendix? If so, please provide examples of properties and contracting structures (e.g., individual property agreements, municipal exclusive contracts) where you currently offer these services, including the scale or size of operations if possible.

2. Has your company previously provided food scrap hauling services as a subcontractor to a primary waste and recycling collection company? If so, please provide details and examples of how those partnerships were structured. If not, what specific conditions or contract terms would your company require to consider a subcontracting arrangement?

Operations & Continuity

3. How does your company manage operational disruptions to regular service (e.g., snow/ice, holidays, blocked alley access, missed pickups)? Do you offer automatic make-up services for affected properties? Please share examples of contract terms you recommend for addressing service continuity.

4. Please outline the educational and outreach strategies required to support multi-family dwellings in achieving code compliance and improving waste diversion/reducing contamination. Why is your proposed approach optimal, and how can it be effectively integrated into a future agreement?

Data, Metrics, & Reporting

5. Please provide typical or historical rate structures for multi-family organics collection in communities similar in size and scope to Evanston. What similarities or differences should the City keep in mind when evaluating how these rates might correlate to Evanston? (Note: Estimated cost information can be provided as ranges, per-unit, or service-frequency rates).

6. Would your company offer reduced rates, tiered pricing, or other cost-saving structures if multiple multi-family properties were bundled together? If so, please outline how a bulk rate structure might work, including the number of properties or geographic density (e.g., clustering properties) required to qualify for those savings.

7. What data is reasonably available that your company can provide for the municipality to assess diversion progress, participation, and waste diversion rates? Is any of those data able to be relayed for both the entire program and individual buildings? What is the typical frequency and preferred format (e.g., Excel, API, PDF) for this data?

Open Feedback

8. What additional opportunities, unique challenges, policy issues, or market factors should the City consider when looking to successfully procure food scrap collection services for multi-family properties?

Exhibit B

Additional Information

Appendix

City of Evanston Waste Code Requirements:

- [Building Regulations](#)
- [Health and Sanitation](#)

Container Requirements

- All containers (carts or dumpsters) must be lidded (PM 308.2.1)
- Containers that stay on site need to have the accounts (name or address of the account) on them (PM 308.2.2)
- Leak-proof (PM 308.2.1)
- Rodent Resistant (PM 308.2.1)
- If an external provider services the container, it must display the provider's logo or contact information. (8-4-6 C 2)

Service Requirements

- Multi-Family Properties with 4+ units need to provide 0.25 cubic yards (yd³) of Trash service per week per unit (PM 308.3)
 - Example: 12 Unit Property needs to provide 3 cubic yards of service per week for all the units at its property for just Trash service (12 units x 0.25 yd³/unit/week = 3 yds³ per week)
- All material must be able to fit within the volume dimensions of the waste container and allow the lid to close completely. If material is staged outside the container or if the lid of a container is crested, this technically goes against this requirement. (PM 308.3.1)
 - If a part of the Commercial Franchise, the external hauler may also issue overage fees or loose yard charges for collecting these materials
- Trash service cannot be any less frequent than once a week (PM 308.3.2)

Collection Site Requirements

- Containers that are serviced from the alley need to be placed adjacent to the alleyway to promote service (8-4-8 D)
- Snow and Ice must be cleared from all containers in the event of winter weather by the property owners. If not, it poses a significant safety risk for the drivers collecting this material and maybe grounds for service being skipped. (8-4-8 G)

Historical programming information

(Condo, Commercial, Food Scraps, Special Pickups, and Bulk Service)

Commercial:

This service, established under the current agreement in 2022, provides refuse and recycling collection for multi-family properties with six or more units, commercial businesses/properties, and mixed-use developments. Participants in this program receive trash and recycling services from a single, exclusive provider, with service tailored to individual account preferences. The initial agreement concludes in 2027, with two potential three-year extensions.

There are approximately 1,200 accounts under this agreement. Service is offered anywhere between 1 and 6 times a week. Service is dictated by the accounts and set up with and billed by the exclusive service provider.

More information on the details of this service can be found on the City's [website](#).

Based on the City's Rental Registration Data, here is a breakdown of rental property information. Note that this data does include mixed-use properties, and traditionally, the City has kept mixed-use properties in the commercial franchise setting. Services at these locations are more often decided by the property itself and could include waste containers of different sizes as well as different service frequencies. Some higher unit count properties also might utilize apartment-style compactor units.

Rental Registration Building Breakdown			
Minimum Units*	Maximum Units	# of Accounts	Total # of Dwelling Units
6	10	117	884
11	15	58	742
16	20	51	910
21	25	35	818
26	30	28	780
31	35	29	926
36	40	20	758
41	45	7	300
46	50	5	245
51	-	40	5,143
Total		390	11,506

**1-5 Unit properties are included in the City's Residential waste programming*

Condo:

A service that was established to offer services for properties that are 6 units or more and have 75% owner occupancy and are not located at a mixed-use property. Under this program those that receive Trash and Recycling services are billed by the City at a rate of \$11.56 per unit per month.

- Trash:
 - Serviced by an external hauler
 - Provided twice a week (Mondays and Thursdays or Tuesdays and Fridays)

- Containers provided: Carts and Dumpsters
- Initial Agreement: 2017- 2022 Extensions: 2022-2025; Amendment 2025-2027. Set to end October 31st, 2027
- Recycling
 - Served by the City of Evanston's Public Works Recycling and Environmental Maintenance Division
 - Service is provided once a week (Fridays)
 - Containers provided: Carts (typically 95 gal) or Dumpsters (1-2 yd³)
- Food and Yard Waste
 - Serviced by an external hauler under the City's Residential Program
 - Provided seasonally (April-November); scheduled for service based on residential collection schedule. Will start providing service year-round starting in 2026
 - \$7.00 for the first cart (35-or-95-gal cart); \$11.93 for each additional cart
 - Accounts in the program can also set out stickered yard waste bags for collection
 - Must sign up for this service with the City.

Based on the City's water billing accounting data, here is a breakdown of rental property information. Note that this data does include mixed-use properties, and traditionally, the City has kept mixed-use properties in the commercial franchise setting. Services are predominantly set based on the program's details, participation in food waste services

Condo Program Account Breakdown			
Minimum Units	Maximum Units	# of Accounts	Total # of Dwelling Units
0*	5	164	172
6	10	75	569
11	15	36	456
16	20	40	725
21	25	38	875
26	30	20	558
31	35	17	555
36	40	5	190
41	45	8	340
46	50	2	98
51	-	14	1,035
Total		419	5,573

** These are properties that are individually billed as they have separate water meters*

Food Scraps:

From 2017 to 2024, the City exclusively partnered with a local vendor for food scrap collection across all Evanston accounts (residential, multi-family, institutional, commercial, etc.). In 2025, the City transitioned to a qualifications program, enabling multiple pre-qualified vendors to operate within the City for five years. Prospective customers can now choose from these approved vendors. Vendors manage all operations, with the City primarily serving to inform potential customers about available services.

Special Pickups/Bulk Service:

The City of Evanston has historically offered two services for the collection of bulky materials. Special Pickups are services that almost any property can schedule, and the City's Recycling and Environmental Maintenance Divisions will schedule a day when materials can be set out. In these instances, properties are billed \$100 to schedule this service for up to 3 cubic yards of material. After the first 3 cubic yards, the rate that is charged is \$25 for each subsequent cubic yard of material. These services are applied to the property's water bill.

The City of Evanston had also offered twice a year free bulk pickup day for properties that are a part of the City's Residential and Condo Program. These services are set for select Fridays, and the Recycling and Environmental Maintenance Staff go through these routed areas, collecting any bulky materials that are set out. Only up to six cubic yards will be accepted per stop. Neither of these services allows for the collection of hazardous materials or construction debris.

Note that starting in 2026, the City is conducting a multi-year pilot program changing how Special Pickups will be handled. Instead of performing a twice-a-year collection program, the City is instituting a \$1 per unit fee per month on all residential and condo customers in the City. This change allows these properties to schedule a special pickup when they need it at no additional cost, if they abide by the limits of collection noted in the table below. Properties that go outside these collection limits or are not eligible property for the fee will have additional fees similar in structure to past pricing applied to them for service. These limits and fees do not apply to the City collecting tires or appliances (fridges, washers, etc.). Multi-family properties served under the Commercial Franchise continue to pay for Special Pickups during the pilot at the rates noted previously.

Number of Units on Property	Max per Pickup	Max Collected per Year
1-5 Units*	3 yd ³	12 yd ³
6-20 Units	6 yd ³	30 yd ³
21+ Units	6 yd ³	75 yd ³

*Rowhouse/Townhome condo properties are included in this, as they will be able to schedule the service on their own.

City of Evanston has partnered with **Euna OpenBids** – an online network connecting local governments with suppliers across the nation. Euna OpenBids is open and accessible to all businesses. Euna OpenBids gives you instant access to RFPs, bids, quotes, and other opportunities with City of Evanston.

By registering for a complimentary account with Euna OpenBids, you get Instant Access to bids for City of Evanston. Your free Euna OpenBids account provides:

- **Instant** access to all bid and quotes for City of Evanston
- **Automatic** notifications from City of Evanston right to your inbox
- The ability to **quickly view** the contractual terms and scope of work
- All the **forms and documents** you need in one place.

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demandstar.com/registration

Get started for free!

Company Name

Email Address

This will be your username for logging in to OpenBids

Create your OpenBids account

Sign In

By creating an account, you agree to OpenBids Terms of Use and Privacy Policy.

STEP 1

CHOOSE YOUR FREE AGENCY

Type "City of Evanston" in the Search Box, select the agency, then click "Next".

1 of 4: Choose your free agency

A great way to find out about new opportunities on OpenBids is to subscribe to a government agency. To get started, please choose your first (free!) agency. You'll have a chance to sign up for more in just a moment.

Search by Agency Name

State

County

[Reset Search](#)

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STEP 2

CHOOSE
COMMODITY
CODES

Get notifications – ones that are relevant to your business by describing what you offer via “commodity codes”

2 of 4: Refine Bid Notifications

What are commodity codes?

OpenBids commodity codes are how we categorize goods and services for government procurement. When you choose commodity codes, OpenBids uses them to match what your company provides to what governments in your subscription need, helping you find the best bids and quotes to bid on.

Take control of your bid notification experience and maximize your chances of finding opportunities that are tailored to your needs. Add your key tags here and let us assist you in uncovering the most relevant and valuable bid opportunities in your industry.

Example: Infrastructure, Automobiles, Dairy, Agriculture

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[Skip Commodity Codes and Tags](#)

Continue

STEP 3

CHOOSE MORE
NOTIFICATIONS

Click “Continue without Adding Subscriptions” to proceed to City of Evanston specifically. Or, if you’d like to get notifications when other governments near you post a relevant solicitation, you can select any combination of our county, state or national plans on this page.

3 of 4: Choose Subscriptions

Now that you’ve chosen [Rock County](#) as your free agency, add more counties to grow your network of potential clients.

County subscriptions start at \$25 per year.

Please select a state to begin

State

Wisconsin

Choose your counties in Wisconsin

There are currently 51 Wisconsin counties with agencies publishing bids on OpenBids. Please choose which counties you’d like to subscribed to. You may also subscribe to all counties in Wisconsin and save!

+ Subscribe to Wisconsin for \$450 / year

Search for Counties

Search for Counties

Rock County Subscription

Rock County is in Rock County. Subscribe and get notifications from 4 agencies.

[Subscribe to Rock County for \\$35/year](#)

Wisconsin Subscription

Rock County is in Wisconsin. Subscribe and get notifications from 146 agencies.

[Subscribe to Wisconsin for \\$450/year](#)

National Subscription

Choose a national subscription and get notifications from 2884 agencies.

STEP 4

COMPLETE YOUR
PROFILE

Enter your contact and company information and Click “Finish Registration”. You’ll receive an email to set up your password.

You’re done!

4 of 4: Complete your profile

We’ve saved your selections. Now that you’ve set up your subscriptions on OpenBids, tell us a little bit more about yourself.

Your contact information

First Name

Last Name

Phone Number

Your company Information

Company Phone Number