

EVALUATION FACTORS FOR: RFP TVN0016 – APPLIANCE REPLACEMENT & RECYCLING PROGRAM

EVALUATION CRITERIA		Total Points	ARCA Incorporated Minneapolis, MN
1	Company/Industry Experience: Experience and qualifications, Technical Approach, Prior/current projects and management experience, Prior/current clients and volume of units recycled for each client, Number of years in recycling business (especially refrigerators/freezers recycling), Financial stability of bidder's firm, Key personnel to include titles and experience providing requested service (include main contact person).	20	20
2	Company Organization/Infrastructure: Resources: number of employees and primary functions e.g., administrative – invoicing/accounting/check processing; phone center and web site processing; transportation/collection crew, Facilities: locations and sizes of administrative offices, warehouses/secure storage, and recycling centers Resources and facilities, Number of trucks and location of transportation fleet, Capacity – number of refrigerator/freezer pickups that can be scheduled on a weekly, monthly, and annual basis, Customer Service – hours of operation, number of toll free phone numbers available, phone coverage period, number of phone reps, number of call-in lines, ability to provide web-based or online capabilities to facilitate customer enrollment, invoicing, reporting, and customer complaint processes.	20	19
3	Cost Proposal: Rate schedule and total costs for: Recycling fees (to include refrigerator/freezer collection, recycling services and incentive check processing and payment), Replacement fees (to include proposed appliances).	35	35
4	Recycling, Recovery & Disposal Processes & Procedures: Processes and procedures used to recover materials, particularly refrigerants and CFC-11 in foam insulation, and any other materials including CFCs, HCFCs, HFCs, oil, sulfur dioxide, mercury, plastic, and glass, and their impacts on the environment. Processes and procedures used to dispose or recycle materials, particularly refrigerants and CFC-11 in foam insulation, and any other materials including CFCs, HCFCs, HFCs, oil, sulfur dioxide, mercury, plastic, and glass and their impacts on the environment. The extent to which disposal processes involve disposing of materials in landfills. Processes and procedures reflect RAD compliance.	25	24
TOTAL SCORE		100	98