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*Town of Mayodan. 210 W. Main Street. Mayodan. NC. 27027. (336)427.0241. [www.townofmayodan.com](http://www.townofmayodan.com)  
James A. Collins Municipal Building*

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## **REQUEST FOR PROPOSALS (RFP)**

Town of Mayodan, North Carolina Residential Solid Waste Collection Services

Date of Issue: January 13, 2026, Proposals Due: February 13, 2026

### **I. INVITATION TO PROPOSE**

The Town of Mayodan, North Carolina ("Town") is soliciting sealed Proposals from qualified and experienced firms to provide residential solid waste collection services within the Town limits. The Town intends to award a contract to the firm whose proposal is determined to be the most advantageous to the Town, considering qualifications, experience, service approach, and cost.

The Town reserves the right to reject any or all proposals, waive informalities, request clarifications, negotiate terms, and award a contract in the best interest of the Town.

### **II. TOWN OVERVIEW**

The Town of Mayodan is located in Rockingham County, North Carolina, and provides municipal services to a residential community. The Town currently contracts for residential solid waste collection and seeks a dependable contractor capable of providing consistent, safe, and responsive service in accordance with applicable regulations and Town expectations.

### **III. SCOPE OF SERVICES**

The successful proposer shall furnish all labor, supervision, equipment, vehicles, and materials necessary to provide residential and light commercial solid waste and recycling collection services in a professional and efficient manner.

The services provided shall include the following:

Once-per-week curbside collection of residential household garbage from an initial number of approximately 1,220 residential units, with the potential for increase during the term of the contract due to the housing market. Twice-per-week curbside collection of solid waste for ten (10) commercial businesses within the Town limits. Collection and servicing of up to ten (10) Town-owned properties utilizing a total of fifteen (15) individual containers, including: Town Hall, Police Department, Fire Department, Elliott Duncan Park, Jake Atkinson Ballpark (seasonal), Old Mayodan Municipal Cemetery, New Mayodan Municipal Cemetery, Farmers Market (seasonal), M-M Recreation, and the Sewer Plant. Utilization of the Town's existing ninety-six (96) gallon roll-out trash containers for each residential unit and light commercial business. Once every other week curbside collection of recyclable materials from residential units and participating light commercial businesses. Recyclable materials shall only be collected from within the provided cart; contractors shall not be required to collect recyclable materials placed outside of the cart. Transportation and disposal of all collected solid waste and recyclable materials by the contractor at the

Rockingham County Landfill. Establishment and maintenance of service routes and schedules to ensure timely and consistent collection. Procedures for addressing missed collections, including corrective service within a defined timeframe following notification. Observance of designated holidays and provision of advance notice of any service schedule changes. Provision of customer service support to receive, document, and resolve resident and business inquiries, complaints, and service requests. Coordination with Town staff regarding service performance, reporting, route modifications, and operational issues. Optional or additional services, such as bulk item collection or special pickups, may be included if proposed and accepted by the Town.

#### **IV. SERVICE STANDARDS**

The contractor shall perform all services in a manner that minimizes disruption to residents, protects public and private property, and ensures the safety of employees and the public. All equipment shall be properly maintained and operated in compliance with applicable safety standards.

#### **V. TERM OF CONTRACT**

The anticipated contract term is 5 years, with options for renewal at the discretion of the Town Council.

#### **VI. PROPOSAL SUBMISSION REQUIREMENTS**

Proposals shall include the following information:

- A. Cover Letter A letter signed by an authorized representative committing the firm to the proposal.
- B. Firm Qualifications and Experience, Company background and years in business, Experience providing residential solid waste services to municipalities of similar size, List of comparable municipal clients.
- C. Service Approach, Description of proposed collection methods, routes, and schedules, Customer service and complaint resolution procedures, Missed pickup response process.
- D. Equipment and Staffing, Description of collection vehicles and equipment, Staffing plan and supervisory structure, Maintenance and replacement practices.
- E. Pricing Proposal, Proposed cost structure for residential solid waste collection, Identification of any optional or additional service costs.
- F. References, at least three (3) municipal references with contact information.
- G. Insurance and Licensing, Proof of ability to meet standard municipal insurance requirements, Confirmation of required licenses and permits.

#### **VII. EVALUATION CRITERIA**

Proposals will be evaluated based on the following criteria:

Experience and qualifications of the firm, Quality and completeness of the proposed service approach, Reliability of equipment and staffing plan, Customer service capabilities, Cost and overall value to the Town, References and past performance.

#### **VIII. SUBMISSION INSTRUCTIONS**

Proposals must be received no later than [Insert Date & Time]. Late proposals will not be accepted.

Proposals shall be submitted to:

Town of Mayodan Attn: Brandi Shelton 210 W Main St. Mayodan, NC 27027

Electronic submissions may be accepted: [bkshelton@mayodannc.org](mailto:bkshelton@mayodannc.org)

## **IX. QUESTIONS AND ADDENDA**

All questions regarding this RFP must be submitted in writing to:

Brandi Shelton, Town of Mayodan, [bkshelton@mayodannnc.org](mailto:bkshelton@mayodannnc.org)

Questions must be received no later than February 6, 2026. Responses and any addenda will be issued in writing.

## **X. GENERAL CONDITIONS**

The Town is not responsible for costs incurred in the preparation of proposals; Submission of a proposal does not obligate the Town to award a contract. The Town reserves the right to negotiate with one or more proposers. Final contract award is subject to Town Council approval.

## **XI. ANTICIPATED SCHEDULE**

RFP Issued: January 13, 2026

Questions Due: February 6, 2026

Proposals Due: February 13, 2026

Contract Award: March 9, 2026