



REQUEST FOR PROPOSAL
TRASH & RECYCLING SERVICES

450 W. Paseo Redondo
Tucson, AZ 85701
Website: <https://www.elrio.org>
RFPs: <https://www.elrio.org/about-elrio/rfps/>
Email: contracts@elrio.org

Proposals must be received by **December 8, 2025 by 5:00 P.M. (AZ MST)**

Submit proposals to contracts@elrio.org, subject line:
El Rio Health Trash & Recycling Services RFP

Questions may be directed to the attention of the El Rio Health Compliance Department at
contracts@elrio.org.



MISSION STATEMENT

El Rio Health Santa Cruz Neighborhood Health Center Inc.'s mission is to improve the health of our community through comprehensive, accessible, affordable, quality, and compassionate care. El Rio Health's Health Home mission is to provide our patients with integrated comprehensive quality care with the ongoing vision to optimize their overall health and quality of life.

ABOUT EL RIO HEALTH

El Rio Health is dedicated to providing health care services for all people. Since El Rio Health began in 1970, we have grown from 10,000 patients to over 130,000 patients and currently serve 1 in 9 community members for primary, dental, and behavioral health care. We are proud to be one of the most innovative, highly regarded, non-profit health centers in the United States. Our focus is on positive outcomes and treating the whole person. Annual revenues are approximately \$280 million per year and the organization has more than 1,900 dedicated employees. Our health care is delivered by compassionate, professionally trained, and integrated health teams who give from their hearts to provide world class care. Our motto is "Your Health is Our Passion."

El Rio Health receives funding from health insurers, patient co-pays, reduced patient fees from those that qualify for our sliding fee scale, government grants and private donations to the El Rio Health Center Foundation. El Rio Health is a 501(c)(3) Non-Profit organization, as well as a Federal Tort Claims Act Deemed Facility. This health center receives Health & Human Services funding and has a Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

El Rio Health provides comprehensive health care services at 15 locations. Our patient-centered healthcare teams include Pediatricians, Internists, OB/GYN practitioners, Midwives, Nurses, Nurse Practitioners, Family Medicine Practitioners, Medical Assistants, Dentists, Health Coaches, Pharmacists, Licensed Clinical Social Workers, Radiologists, Behavioral Health Professionals, Community Health Advisors and Referral Specialists.

PROJECT OVERVIEW

El Rio Health is seeking proposals from a qualified Contractor to provide trash and recycling collection and pickup services at ten (10) health center locations as described and identified in the RFP. This RFP shall include the work required to meet the scope of work and any resulting contract. Qualified trash and recycling contractors who demonstrate success in providing similar services at comparable facilities are invited to submit a proposal.

SCOPE OF SERVICES

1. This project will include trash and recycling collection and pickup services at ten health center locations. Please see Exhibit A for exact locations and current service schedule.
2. The Offeror shall furnish all labor, equipment, tools, services, skills, etc., required throughout the contract period.
3. The Offeror will maintain and replace, as needed, all solid waste and recycling containers/bins/cans.
4. Offerors employees will wear uniforms or identification which clearly identify them as an employee of the Offeror when they are onsite at any El Rio Health location.



5. The Offeror shall maintain a regular schedule, Monday through Friday. Weekend pick-up shall be coordinated on an as needed basis. Upon acceptance of the proposal and execution of a contract, the Offeror shall coordinate with the Facilities Department to arrange a schedule for each location. The El Rio Facilities Department along with the Security Department may grant an exception or alteration to the normal schedule based on circumstance.
6. Issues concerning scheduling and collection bins may arise during the course of work. Offeror shall immediately report issues to Facilities and Transportation Senior Manager.
7. Parking at health center locations is limited. Offeror vehicles must be parked in locations where they do not impede vehicle traffic or pedestrian walkways.
8. Offeror will have attested to following Equal Opportunity Employment practices, performing background checks on employees, having proof of right to work status of employees, providing proof of and having appropriate business licenses and insurance policies. All the above-mentioned documents will be shared with the El Rio Health Compliance Department.
9. The Offeror is required to carefully read the requirements in this Request for Proposal and provide a response that meets the requirements. Submission of a bid is evidence that the Offeror has reviewed the RFP, understood all work and contract requirements, and is aware of all conditions that might impact work performance.

DETAILED OBJECTIVE AND SOLUTION REQUIREMENTS

The following section included detailed questions regarding the minimum requirements for this RFP.

1. Please tell us about the structure of your company. This summary should include the following
 - a) Company name and contact information.
 - b) Brief overview of the company history and organizational structure.
 - c) Who will be the account manager assigned to this project? Will they be available during regular business hours?
 - d) Share what sets your company apart from your competitors.
2. Please detail your experience providing trash removal and recycling services to companies with multiple large locations.
3. Will you have a dedicated client manager that is available during regular working hours? Please provide a name and contact information.
4. How will potential after-hours/emergency services be managed?
5. Offeror shall furnish a current business license, contractor's license, certificate of insurance (commercial general liability), and a W9. Offeror shall also maintain workers' compensation insurance and auto insurance and provide sufficient proof if requested by El Rio Health.
6. Offeror will establish a monthly billing schedule with El Rio Health. Payments will be made within 30 days of receipt of invoice. El Rio Health is a Federally Qualified Health Center listed as a 501(c)(3) tax exempt organization. Invoices provided to El Rio Health shall not include taxes. A tax-exempt certificate is available upon request of Offeror.



IMPORTANT DATES

The following timeline is based on El Rio Health's requirements and represents the activities planned as part of the due diligence process of making an award. El Rio Health reserves the right to change the times and activities as deemed necessary.

RFP Issue Date	November 14, 2025
Submit Written Questions to contracts@elrio.org Subject Line: El Rio Health Trash & Recycling Services RFP	November 24, 2025 @ 5:00pm (MST)
Answers to Submitted Questions will be emailed to all Offerors and posted at https://elrio.org/about/rfps	November 25, 2025 @ 5:00pm (MST)
Proposal Submission Deadline	December 8, 2025 @ 5:00pm (MST)
Submit Proposal to via email Subject line: El Rio Health Trash & Recycling Services RFP	contracts@elrio.org
Proposals Opened	December 12, 2025
Issuance of Award	December 15, 2025

RESPONSE INSTRUCTIONS

Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate person(s) within the company, please provide the following information:

- Name of primary contact
- Mailing address of primary contact
- Telephone number of primary contact(s)
- E-mail address of primary contact
- Additional contact people with same information provided as primary contact(s)

PROPOSAL REQUIREMENTS

1. Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate persons within El Rio Health, please submit one electronic PDF copy of your RFP submission to contracts@elrio.org according to the schedule listed above.
2. The Offeror agrees to provide their best and final price in the submitted proposal. El Rio Health will only accept the first and final offer; we do not allow secondary proposal/pricing to be presented.



3. The Offeror agrees if they are awarded the request for proposal, that they will deliver the goods/services at the prices set forth in the submitted proposal.
4. The Offeror must submit to background checks and provide information to the El Rio Compliance Department at contracts@elrio.org, if requested, prior to any person being allowed on El Rio Health property.
5. The Offeror will provide a signed and dated copy of the Company IRS W-9 form with the submitted proposal.
6. The Offeror agrees to provide a certificate of insurance coverage to El Rio Health if they are awarded the request for proposal.
7. If requested, the Offeror shall provide three (3) reference clients and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, repairs, and maintenance vendors, etc. and shall contain names and phone numbers. References will be checked.
8. The successful Offeror will have attested to following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status of employees, providing employees training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All these documents will be shared with the El Rio Health Project Director and the Compliance and Risk Department.
9. The Offeror and employees must not appear on the Office of Inspector General (OIG) list of excluded individuals or entities. Offeror must be able to provide the full name (first, middle, last), date of birth and SSN to El Rio Health Compliance Department for regulatory purposes.
10. Offeror will abide by and follow all applicable El Rio Health policies and procedures while on El Rio Health premises.
11. The Offeror (including any officers, trustees, partners, or employees) must not have a business interest or a close family or domestic relationship with any El Rio Health official, officer, trustee, or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration, or evaluating Offeror performance. El Rio Health shall make sole determination as to compliance with its Conflict-of-Interest Policy.
12. Offeror must represent that its Proposal, including all work, materials, equipment, and network services comply with governmental and telecommunications regulatory law, ordinances, and regulations within their respective jurisdictions.
13. Persons with disabilities may request accommodation by contacting contracts@elrio.org. Please make all requests as early as possible to allow time to arrange the accommodation.

CRITERIA FOR SELECTION

1. All eligible proposals will be reviewed and rated based on the award criteria.
2. El Rio Health may request presentations from a short list of Offerors and/or request additional information.



3. The award of a contract based on this request for proposal represents the best value for and is in El Rio Health Center's best interest.
4. In no event will El Rio Health be limited to selecting a proposal based solely upon total cost submitted.
5. Although critical, price is only one of the determining factors for the award. El Rio Health reserves the right to make an award without further discussion of the proposals submitted. Proposal evaluations are based solely on the information provided.
6. All Offerors will be notified whether they have or have not been:
 - a. selected to provide a presentation
 - b. are the successful awardee of the RFP

OPENING OF PROPOSALS

1. Proposals will be opened promptly after the deadline to submit proposals. This is not a public opening, and vendors are not invited to attend.
2. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
3. Proposals not received on time will not be opened.

AWARD OF CONTRACT

1. El Rio Health reserves the right to accept the proposal and award this request for proposal to an Offeror that is in the best interest and provides the best value for El Rio Health.
2. El Rio reserves the right to reject all proposals or any part thereof.
3. El Rio Health reserves the right to enter into contractual negotiations and if necessary; modify any terms and conditions of a final contract with the respondent whose Proposal offers the best value to El Rio Health.
4. The final Agreement will be signed by El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all parties thereto.
5. El Rio Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the successful Offeror are important to El Rio Health. After contractual Award it will be important to continue to work with the RFP Team throughout implementation of the services.

GENERAL INFORMATION

1. Offeror must submit questions to El Rio Health by 5:00 pm (MST) on November 24, 2025, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. El Rio Health will post answers to all questions to our website at <https://elrio.org/about/rfps/> under the title of this RFP.



2. Answers to any questions submitted prior to the deadline to submit any questions will be provided to all Offerors to maintain fair and open competition. No response will be given to any questions submitted after 5:00 pm (MST) on November 24, 2025.
3. General marketing and promotional material are neither required nor desired. The responding firms should concisely but completely describe the service they feel is appropriate for El Rio Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Compliance Department via the following email address: contracts@elrio.org. A prompt e-mail response may be expected with copies of the Question(s) and Answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. Offerors shall submit a Proposal to contracts@elrio.org no later than December 8, 2025 by 5:00pm MST.
6. El Rio Health will not be responsible for any costs incurred by an organization in preparing, delivering, or presenting proposals to this RFP. Once submitted, vendor proposals will become property of El Rio Health and will not be returned.
7. El Rio Health cautions Offerors to assure actual delivery and receipt of any mailed proposal prior to the response deadline. El Rio Health will in no way be responsible for delays caused by any occurrence. El Rio Health will not accept or consider proposals submitted via facsimile transmission.
8. Alternate proposals are NOT authorized and will not be considered.
9. Awardee must submit invoices via email or mail to:

Email: apinvoices@elrio.org	El Rio Santa Cruz Neighborhood Health Center, Inc. PO Box 1231 Attn: Accounts Payable Tucson, Az 85702 520.670.3921
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INVITATION IS THE ENTIRE AGREEMENT

This Request for proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

GENERAL DISCLAIMER

This RFP process does not commit El Rio Health to award a contract to any respondent. Any response, including written documentation and verbal communication, by any respondent to this RFP, shall become the property of El Rio Health and may be subject to public disclosure.



SIGNATURE OF AUTHORIZED REPRESENTATIVE

Signature of Authorized Representative		Title	
Printed Name		Date	
Address		Email	
Contact if other than signatory		Title	
Address		Email	
Product name for proposal			

(A completed copy of this page must be included with the proposal)



EXHIBIT A

LOCATION	ADDRESS	CURRENT TYPE OF BIN
Manning I & II	440-450 West Paseo Redondo	2 – 6 yards 2 – 8 yards
Southeast	6950 East Gold Links Tucson, Az 85730	2 – 8 yards
Cherrybell	1230 South Cherrybell Stravenue Tucson, Az 85713	2 – 8 yards 1 – 6 yards
Grant	3655 East Grant Road, Tucson, Az 85716	2 – 6 yards 2 – 8 yards
Northwest – Medical	320 West Prince Road Tucson, Az 85705	2 – 8 yards
Southwest	1500 West Commerce Court, Bldg1-3 Tucson, Az 85746	4 – 6 yards
Congress	839 West Congress Street Tucson, Az 85745	4 – 8 yards
OB/GYN	225 West Irvington Road Tucson, Az 85714	2 – 6 yards
El Pueblo	101 West Irvington Road, Building 10, Tucson, Az 85714	5 – 8 yards
Stone (This location is scheduled to open Q1 2026)	4888 North Stone Ave, Tucson, Az 85704	unknown