

Capitol Region Council of Governments

#731 - Recycling Bins

Due: February 21, 2022 – 9:00 AM



Toter®

BUILT FOR EXTREMES™

Contact:

Kellie K. Clark

Sr. Manager, Bids/Contracts

800-424-0422, Ext 09584

Direct Phone – 704-768-2584

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ORIGINAL



February 17, 2022

Capitol Region Council of Governments and
Capitol Region Purchasing Council
241 Main Street, 4th Floor
Hartford, CT 06106

RE: Cover Letter – Toter, LLC's Response to "731 Recycling Bins"

Toter, LLC is pleased to provide a quote for Recycling Bins for the Capitol Region. As a Wastequip brand, Toter is a manufacturer and marketer of high-quality plastic containers and related products, solely dedicated to the waste industry for residential, hauler, industrial, commercial, and retail accounts. Toter introduced the automated curbside cart system in North America during the late 1960's. We have been in continuous operation since, and we are the largest plastic roll out cart rotational molder in North America.

Toter knows well the importance of ongoing support and customer service which continues many years after carts are delivered. By selecting Toter, you will have a partner that you can depend on, now and in the future. We promise that every cart, every can, and every product will be built for extreme toughness, extreme wear, and extreme purpose.

Toter roll carts are different from others in the industry. In 1994, Toter introduced its patented ADVANCED ROTATIONAL MOLDING™ process which revolutionized both the rotational molding and waste industry. Toter's "zero stress" molding technology offers important higher strength to weight ratios and durability advantages over "high stress" processes such as injection molding. It is notable that products such as kayaks and bridge barriers are rotationally molded because both products must withstand impact, just like carts must bounce back when serviced by an automated arm, and especially in extreme temperatures. Many of our customers have tried injection molded carts and switched (or switched back) to our rotationally molded product due to the durability and low lifecycle cost of our carts.

As you evaluate our submission, please consider the following:

- ✓ Toter has all of the assets in place to provide carts and services to Customers/Members. All products, manufacturing, and transportation, equipment, policies, procedures, and personnel are ready to go.
- ✓ We are the first and only manufacturer to design roll carts that are nestable/stackable when FULLY ASSEMBLED and "Ready to Roll". Our customers realize savings in storage/inventory costs and experience savings in reduced number of replacement trips. Unlike injection molded carts that nest no more than 2 carts high because of protruding wheels, Toter carts can be stacked up to 6-8 carts high and require fewer square feet for storage and/or truck space to the field. Carts you have purchased from Toter have this nestability feature!

- ✓ We will provide our standard roll cart warranty that EXCEEDS INDUSTRY WARRANTY TERMS with cart bodies covered by a unique and unprecedented standard 12-year non-prorated warranty (all other cart components have a 10-year non-prorated warranty). Because we Rotationally Mold our carts rather than injection molding them as others do, we have a proven life expectancy of 15 to 20+ years. This 12-year body warranty is “putting our money where our mouth is.” Please review enclosed information such as “How Toter Can Save You Money” and our warranty and warranty claim procedures and information.
- ✓ Toter carts offer the Capitol Region the lowest total cost of ownership. Toter carts are more durable and last significantly longer than competitors’ carts, with few cart repairs and high performance. All of these advantages point to a product that will be environmentally friendly and highly sustainable in maintenance and lasting service.

Thank you again for the opportunity to participate in this process.

To pose inquiries concerning our bid, please contact:

Regards,

Kellie K. Clark
Sr. Manager of Bids and Contracts
Toter, LLC
841 Meacham Road
Statesville, NC 28677
800-424-0422, Ext 09584
kclark@toter.com

INVITATION FOR BID #731 - RECYCLING BINS

Toter, LLC's Price List - Effective March 2022

MODEL	DESCRIPTION	TL QTY	UNIT PRICING			
			TL	300-TL	200-299	100-199
EVR II Universal/Nestable Carts						
79296	96 Gallon EVR II Universal/Nestable Cart	624	\$62.00	\$63.00	\$64.00	\$65.00
79264	64 Gallon EVR II Universal/Nestable Cart	864	\$57.00	\$58.00	\$59.00	\$60.00
79248	48 Gallon EVR II Universal/Nestable Cart	912	\$53.00	\$54.00	\$55.00	\$56.00
79235	35 Gallon EVR II Universal Cart	945	\$47.00	\$48.00	\$49.00	\$50.00
79232	32 Gallon EVR II Universal/Nestable Cart	945	\$47.00	\$48.00	\$49.00	\$50.00
79224	24 Gallon EVR II Universal Cart	950	\$39.75	\$40.75	\$41.75	\$42.75
79221	21 Gallon EVR II Universal Cart	950	\$39.75	\$40.75	\$41.75	\$42.75
EVR II Universal/Nestable Organics Carts						
79348	48 Gallon EVR II Universal/Nestable Organics Cart	912	\$56.00	\$57.00	\$58.00	\$59.00
79332	32 Gallon EVR II Universal/Nestable Organics Cart	945	\$50.00	\$51.00	\$52.00	\$53.00
79321	21 Gallon EVR II Universal Organics Cart	950	\$42.75	\$43.75	\$44.75	\$45.75

ADDITIONAL INFORMATION	
* Above unit prices do not include freight charges, and all freight charges will be Priced on Request. Please contact Toter's Customer Satisfaction Department at (800) 424-0422 for a freight quote.	
* Pricing includes the following standard solid colors - (#940) Green, (#705) Blue, (#125) Gray, (#270) Brown, (#200) Black. Also available are upscale Granite colors (for upcharge): (#968) Greenstone Granite, (#929) Toter Green Granite, (#769) Navy Blue Granite, (#709) Bluestone Granite, (#149) Dark Gray Granite, (#129) Graystone Granite, (#279) Brownstone Granite, (#249) Sandstone Granite, (#209) Blackstone Granite.	
* Toter's minimum quantity requirement is of 100 carts per model/size, color, markings and features.	
* Prices do not include applicable state and local taxes.	
* Payment terms are Net 30 days after shipment pending credit approval.	
* Delivery is subject to quantity and availability at the time of order entry.	
* All prices are in USD.	



EVR™ CARTS - OPTIONS PRICE LIST

Toter, LLC's Price List - Effective March 2022

OPTION DESCRIPTION	OFFERED PRICE
Standard Solid Colors: (#940) Green, (#705) Blue, (#125) Gray, (#270 Brown), (#200) Black.	No Charge
Standard Granite Colors: Upscale Granite Bodies with (#200) Black Lids. Available Colors are (#968) Greenstone Granite, (#929) Toter Green Granite, (#760) Navy Blue Granite, (#709) Bluestone Granite, (#149) Dark Gray Granite, (#129) Graystone Granite, (#279) Browstone Granite, (#249) Sandstone Granite, (#209) Blackstone Granite.	\$1.00
Non-Standard Colors: Additional non-standard colors are available and can be quoted as required. Toter's non-standard colors are: (145) Midnight Gray, (240) Tan, (390) Yellow, (715) Hawaiian Blue, (718) Waste Blue, (760) Navy Blue, (925) Waste Green, (930) Dark Green. Minimum quantity of 500 units required for non-standard colors. Pricing varies depending on color and quantity.	Price On Request
Specialty and Custom Colors: Specialty and Custom Colors are available and can be quoted as required. Minimum quantity of 500 required for specialty or custom colors. Pricing varies depending on color and quantity.	Price On Request
Color Change Fee for Specialty and Custom Colors - Bodies: Fee per order for any Specialty or Custom Body Colors.	\$300.00
Color Change Fee for Specialty and Custom Colors - Lids: Fee per order for any Specialty or Custom Lid Colors.	\$2,500.00
EVR Green: Black (Toter #200) Black carts may be manufactured using up to 100% recycled resin. This option is only available for EVR II carts in Toter #200 Black body and lid, and minimum 100 carts per order. All orders are subject to quality material availability (especially orders greater than 1500 carts).	\$2.00
Lid Insert: User name imprinted in raised letters on front of lid.	\$0.25
Lid Hot Stamp: User name hot stamped on front or center of lid. Price is per hot stamp.	\$0.25
Body Hot Stamp: User name hot stamped in white on side of container body. Container can be hot stamped on both sides. Price is per hot stamp.	\$0.25
Die Charge: One time die charge on new graphics for Lid Inserts, Lid Hot Stamps, and Body Hot Stamps.	\$300.00
Mold-In Lid Graphics: 1-4 Colors. Minimum Order - 500 units. Price per graphic will vary depending on graphic detail, size, number of colors used, and quantity ordered. Contact Toter's Sales Service Department at (800) 424-0422 for a quote.	Price On Request
Mold-In Lid Graphic Die Charge: One time charge per graphic.	\$500.00
Bar Code/Serial Number Label: Minimum Order - 500 units. Consecutively numbered bar code labels affixed to the cart as an in-mold graphic, typically near the serial number on the front of the cart body. Pricing varies depending on specific requirements and quantity ordered.	Price On Request
Bar Code Set Up Fee: One time charge per bar code.	\$185.00
Ultra High Frequency (UHF) RFID Tag: Passive (No Battery), Read Only. Factory installed and embedded in handle of cart body.	\$100.00

OPTION DESCRIPTION	OFFERED PRICE
Snap-On Sunburst Wheels: 10" x 1.75" (nominal) with knobby treads and made from high density polyethylene. Minimum RMA load rating of 200 pounds per wheel. Wheels are retained by means of a center aligned axle journal claw which snaps into a groove that is a full weight bearing surface.	\$0.50
Quiet Cap Wheels: 10" x 1.75" (nominal) - high density polyethylene injection hub with a rubber "Quiet Cap" tread. The quiet cap deadens noise and provides improved slip resistance on smooth services. Minimum RMA load rating of 200 pounds per wheel. Wheels are retained with galvanized steel drive on pal nuts.	\$3.00
Quiet Cap Snap-On Wheels: 10" x 1.75" (nominal) - high density polyethylene hub with a rubber "Quiet Cap" tread. The quiet cap deadens noise and provides improved slip resistance on smooth services. Minimum RMA load rating of 200 pounds per wheel. Wheels are retained by means of a zinc plated steel pin with stainless steel spring which snaps onto a retaining ring on the axle.	\$3.70
Cotter Pin and Washer Wheel Attachment: Wheels retained with galvanized washers and galvanized 1/8" cotter pins.	\$0.95
Aluminum Drive Rivet for EVR I Stop Bar:	\$0.25
110 Degree Lid Stop:	\$2.00
Lids Assembled: Carts shipped lids factory installed. Only available for Models 79221, 79321, 79224, 79232, 79332, 79235, 79248, 79348, 79264, and 79296.	NO CHARGE
Wheels Assembled: Carts shipped with wheels or lids factory installed. Only available for Models 79232, 79332, 79248, 79348, 79264, and 79296.	\$1.00
Ready-to-Roll (Fully Assembled): Carts shipped completely assembled from factory. Only available for Models 79232, 79332, 79248, 79348, 79264, 79296.	\$1.50
Document Slot: 12" x 1" slot for documents cut in lid for easy deposit of paper/documents without opening lid. Ends of slot are radiused.	\$5.00
Can Collar: Can collar is 4½" diameter flexible rubber opening, securely mounted to the cart lid with a stainless steel mounting ring and stainless steel rivets. Designed for easy push through of beverage cans with raising lid.	\$12.00
DuraLatch (Modified Plastic Snap Latch #6263-WL-0000): Attached to the lid to secure lid. For use with Models 79296, 79264, 79248, 79232, 79235, and 79224 (with Gen 2 lids only) in semi-automated and automated collection.	\$5.80
Economy Lock: Only fits Models 79296, 79264, 79248, 79232, and 76532 (with Gen 1 lids only). Lid is secured in the closed position by a high strength steel locking hasp. The hasp is permanently mounted on the cart and lid using steel rivets and washers. The hasp accepts standard, off the shelf padlocks.	\$12.65
ADDITIONAL INFORMATION	
<p>* Above unit prices are add-on options to Toter's "EVR Carts Price List". Additional parts and custom items are available and priced upon request.</p> <p>* Toter's minimum quantity requirement is 100 carts per model/size, color, markings and features.</p> <p>* Prices do not include state and local taxes.</p> <p>* Payment terms are Net 30 days after shipment pending credit approval.</p> <p>* Pricing is FOB Destination within the State of Utah.</p> <p>* Delivery is subject to quantity and availability at the time of order entry.</p>	



EVR™ CARTS - A&D PRICE LIST

Toter, LLC's Price List - Effective March 2022

OPTION DESCRIPTION	OFFERED PRICE
Offloading (Unloading) Only: Carts unloaded by Toter. We request the customer's assistance in allowing the use of an onsite warehouse type fork lift to unload trailers. Minimum Quantity - 3,000.	Price On Request
Unloading and Cart Assembly: Unloading and cart assembly at customer's site. A suitable work area for assembly (large, paved, secure and partially covered area) to be provided by customer. We request the customer's assistance in allowing the use of an onsite warehouse type fork lift to unload trailers. Minimum quantity of 3,000 units	Price On Request
A&D: Assembly and Distribution (Dense): Cart assembly and distribution based on dense urban area in which each residence receives a cart. Carts will be distributed on a route-by-route basis based on customer provided list. A suitable work area for assembly (large, paved, secure and partially covered area) to be provided by customer. We request the customer's assistance in allowing the use of an onsite warehouse type fork lift to unload trailers. (Please Note: Pricing is subject to adjustment or negotiation based on unforeseen circumstances beyond Toter or its contractor's control. Additional Services available upon request and will be priced accordingly. A&D Service Fee will apply to projects below 3,000 carts.)	Price On Request
A&D: Assembly and Distribution - Additional options and requirements per project.	Price On Request
Route-by-Route Distribution (Dense): Cart distribution based on dense urban area in which each residence receives a cart. Distribution will be on a route-by-route basis based on customer provided list. A suitable work area (large, paved, secure and partially covered area) to be provided by customer. We request the customer's assistance in allowing the use of an onsite warehouse type fork lift, if available to unload trailer. (Please Note: Pricing is subject to adjustment or negotiation based on unforeseen circumstances beyond Toter or its contractor's control. Additional Services available upon request and will be priced accordingly. A&D Service Fee will apply to projects below 3,000 carts.)	Price On Request
Route-by-Route Distribution - Additional options and requirements per project.	Price On Request
Recording Serial Numbers: Serial numbers will be electronically recorded using a tablet during distribution to address database provided by the customer. Address database must be in an electronic format (Excel or CSV) and provided at least 10 business days prior to cart distribution. Toter will provide an Excel file of serial numbers coordinated with distribution addresses within 2-3 weeks after distribution services have ended. All reporting is determined by the accuracy of the Customer's electronic address database.	Price On Request
Scan RFID Tags: Data collection and asset management system utilizing RFID technology and provides everything from scanning the RFID cart tag to the reporting software of the data. All reporting contains each cart's serial number and RFID tag associated with the customers address. Customer must provide an address database in an electronic format (Excel or CSV) at least 10 business days prior to cart distribution. All reporting is determined by the accuracy of the Customer's electronic address database.	Price On Request
Apply Adhesive Label on Lid: Customer provided adhesive label will be applied to cart lid during route-by-route distribution.	Price On Request
A&D Service Fee: For projects below 3,000	Price On Request

OPTION DESCRIPTION	OFFERED PRICE
Old Cart/Bin Retrieval: Old carts or bins will be picked up on set out day and delivered to customer provided drop off area. Pricing only includes one pass per home/route and does not include tear down or disassembly of carts. Customer will be billed the actual number of carts retrieved or a minimum of 85% of total carts, whichever is greater.	Price On Request
Old Cart Retrieval and Disassembly: Old carts will be picked up on set out day, delivered to customer provided drop off area, disassembled, and loaded on trailers (provided by the customer). Pricing only includes one pass per home/route. Customer will be billed the actual number of carts retrieved or a minimum of 85% of total carts, whichever is greater.	Price On Request
ADDITIONAL INFORMATION	
* Prices do not include state and local taxes.	
* Above unit prices are add-on options to Toter's "A&D Price List". Additional custom services available and priced upon request. * Project Lead Times to be provided at time of Quotation/Order. * Payment terms are Net 30 days after shipment pending credit approval.	



Toter, LLC's Response -

Capital Region Council of Governments – Capital Region Purchasing Council ITB 731 “Recycling Bins”

NOTES TO PRICING, COOPERATIVE PRICE LIST, PRICE ADJUSTMENTS –

Notes to Pricing – *Toter has entered pricing submitted in the online section as required. However, we have priced based on the following factors and this information is essential for review when considering bid evaluation and purchases:*

- ✓ Toter 96 and 64 gallon Cart Pricing entered online includes freight as required, and carts are priced FOB any Connecticut Destination. This pricing also includes non-standard rubber wheels to meet specifications. Our attached price list includes standard plastic wheels with options (add-ons) for other wheel choices to include rubber wheels. The attached price list does NOT include freight charges, assembly and delivery services to residents, or unloading/inside delivery services, which would be quoted at time of quotation/order for each customer/order.
- ✓ Features such as hot stamp and RFID markings are priced as required in the online pricing. Detail concerning markings placements, sizes, etc. available on our carts are included with our proposal.
- ✓ Roll cart pricing does not include unloading. That service is priced as add-ons in the general cooperative price list included with our proposal (see below).
- ✓ Pricing for Assembly and Distribution services are available upon request and will be priced accordingly at time of quotation/order.
- ✓ In-Mold Labels are available upon request and will be priced accordingly at time of quotation based on size of marking, cart size, etc. and we are adept at providing solutions for this need by pricing upon request. We have included a chart showing availability of types and sizes of markings on our carts.
- ✓ Toter will deliver carts that are priced online and carts priced on our general cooperative price list as follows:
 - Up to 1 (one) to 3 (three) truckloads – within 30-45 calendar days after Purchase Order, Order Confirmation and Markings Approvals are approved in writing by the member and received in writing at Toter, and if credit has been established; however, the delivery time frame may be subject to shorter or longer lead times

due to extraordinary demand or outside circumstances including our compliance with applicable CDC/local agency guidance and mandates, executive orders, and federal, state and local laws.

- Over 3 (three) truckloads – since all roll carts are custom made, delivery timeframe will be determined at time of quotation based on cart design and scope of work of each member. All provided lead times for these quantities are also after Purchase Order, Order Confirmation and Markings Approvals are approved in writing by the member and received in writing at Toter, and if credit has been established; however, the delivery time frame may be subject to shorter or longer lead times due to extraordinary demand or outside circumstances including our compliance with applicable CDC/local agency guidance and mandates, executive orders, and federal, state and local laws.
- ✓ Toter will perform Services such as Unloading, Assembly and Distribution of carts, etc. with lead times quoted upon request. These services are often detailed in requirements for each member, and are priced upon request and lead times quoted upon request, always subject to shorter or longer lead times due to extraordinary demand or outside circumstances including our compliance with applicable CDC/local agency guidance and mandates, executive orders, and federal, state and local laws.

General Cooperative Price List – Toter has included a comprehensive listing of products, options and services available to all current and future members of the Council. We find that municipalities have varied needs and we have varied solutions to encompass those needs.

- ✓ The Cart pricing is priced as a cart to include axle, plastic knobby wheels attached with pal nuts, lid and attachments, stop bar, cart body, and standard solid cart colors (listed in our proposal where required). Freight charges are additional and to be added at time of quotation for each order request by a member.
- ✓ The Cart Options pricing includes any add-ons for rubber or other wheels/attachment methods, markings, special colors and other features.
- ✓ The Cart Services pricing includes options for Unloading, Assembly and Distribution, and other options for recording serial numbers or scanning RFID tags during deliveries, applying stickers and more. We have well over 30 years of extensive experience with all types of service provision and are adept at helping customers find a scope of work as a solution to service extremely detailed needs.

Price Adjustments – Please see attached "Price Adjustments" page from Toter to define the period pricing as quarterly price reviews throughout the contract. This method is covered in our "Exceptions" page and is meant to protect our customers from pricing higher than necessary or lower than anticipated in these unprecedented times. We seek to be fair in our handling of pricing to all customers.



Toter LLC's Price Adjustments Procedure –

Toter, LLC agrees to hold pricing three (3) months from the Request for Bid Closing Date of February 21, 2022, so that pricing is valid through May 21, 2022, then reviewed every three (3) months thereafter during the contract and contract renewals/extensions.

Resin Adjustments*

Resin cost adjustment will be based on Plastics News* resin index for LLDPE - Butene-1 comonomer Extrusion liner film, Annual volumes greater than 20 million pounds (Average index value column). The index value at the time of the initial three (3) months' review will be adjusted against the index value at the time of the Bid Closing Date. Every three (3) months thereafter, the previous index value will be adjusted against the then current index value. If the index value has changed from the prior review's index value, Toter will adjust the corresponding cart/plastic part price using the resin weight of the cart/plastic part. See below for a sample adjustment calculation.

Price Adjustment Calculation (start pricing is fictional for example):

- ✓ Current Index Value – Prior Index Value = Index Value Change Per Pound
- ✓ Index Value Change Per Pound x Resin Weight = Index Value Change
- ✓ Previous Cart Price + Index Value Change = Adjusted Cart Price

Example of RESIN Cost Adjustment Calculation Every Three (3) Months							
CART	7/1/2017 Cart Price	7/1/2017 Index Value	10/1/2017 Current Index Value	Index Value Change Per Pound	Cart Weight in Pounds	Price Change At 10/1/2017	10/1/2017 Cart Price
(Increase)	\$52.00	\$0.80	\$0.85	\$0.05	40	\$ 2.00	\$54.00
(Decrease)	\$52.00	\$0.80	\$0.75	-\$0.05	40	\$ (2.00)	\$50.00

***Please Note:** Resin indices infrequently present a "Non-Market Adjustment (NMA)" anomaly, which does not represent a market price change. Since the NMA is an outlier to market costs of resin, the amount of the NMA will only stimulate a realignment of the index values (to a new range for price basis comparisons) and is not to be directly applied as an increase of resin costs for adjustments. (For example, a NMA of 10 cents/pound increase announced by the index will only cause a realignment of the index to a new price basis but will not cause Toter to increase pricing by 10 cents/pound.)



THIS IS TOTER –

Toter, LLC is a manufacturer and marketer of high-quality plastic containers and related products for residential, hauler, industrial, commercial, and retail accounts. The Company has been in continuous operation since 1962, originally as a subsidiary of Rubbermaid Incorporated. Headquarters for Toter is in North Carolina, with regional manufacturing/ distribution facilities within the following locations: Statesville, NC; Acuna, Mexico; and Del Rio, TX.

Dates of Incorporation: Toter, LLC is the manufacturer of Toter carts. Our business has been in continuous operation since 1962 as a subsidiary of Rubbermaid Products. Organized as a private corporation April 21, 1983, as Applied Products, Inc. Our company changed our name to Toter Incorporated April 28, 1988, then to Toter, LLC in June of 2012.



In 2007, Toter was acquired by Wastequip and operates as a subsidiary of Wastequip, LLC, the **largest waste equipment provider industry-wide (two (2) times larger)!** Founded in 1989, Wastequip is the leading manufacturer of waste handling equipment in North America, specializing in products, systems, and solutions to collect, store, transport, and manage a wide range of waste and recyclables. Including Toter, Wastequip has approximately 2,000 employees at 34 locations. Wastequip is one of the few companies that manufactures a complete line of both steel and plastic waste handling equipment, recently acquiring Garbage Truck and Hoist manufacturer, Amrep. Wastequip is the only integrated, ONE-STOP-SHOP, for Waste Equipment needs.

Toter is a 100% U.S. owned company, and the **largest plastic roll out cart rotational molder in North America**. Toter introduced the automated curbside cart system in North America during the late 1960'. We have been in continuous operation since, and we are the largest plastic roll out cart rotational molder in North America. Toter is dedicated to the waste industry, not manufacturing for any other industry.

Toter is the leading supplier of wheeled, rollout carts (16 to 96 gallons) used for curbside automated waste, recycling, organics/yard waste by cities and government entities, as well as private waste haulers. We offer Organics Carts with a higher load rating (6.25 lbs per gallon versus the required ANSI Standard load rating for carts at 3.5 lbs per gallon). And our Bear Tough Carts have a double-walled lid and steel-reinforced rim to withstand repeated clawing and chewing, tested to withstand the wiles and vast strength of bears. We tell the toughest bears to grin and bear it!



In 1994, Toter introduced its patented Advanced Rotational Molding™ process which has revolutionized both the rotational molding and waste industry. With this new state-of-the-art manufacturing process, Toter molds intricate designs heretofore impossible for conventional rotomolders. Toter's "zero stress" molding technology offer important higher strength to weight ratios and durability advantages over "high stress" processes such as injection molding. During our molding process, molds are filled with a pre-measured amount of plastic micro-pellets, then moved into an oven to melt the plastic material while the machine rotates. This rotation in heat causes the plastic to coat the inside of the mold. This method does not require high-pressure hydraulic equipment to fill the mold, so no stress is introduced during the molding cycle (unlike stress created by injection molding). The mold is transferred to a cooling chamber to cure, where a microprocessor controls the cooling cycle to optimize impact strength and performance of the final product. After slowly cooling with air and water, the cart is removed from the mold to be trimmed, imprinted, and assembled. Important products such as kayaks and bridge barriers are rotationally molded because both products must withstand impact, just like carts must bounce back when serviced by an automated arm, and especially in cold temperatures. Extreme environments, such as Anchorage, Chicago, Detroit, Seattle, Pasadena, and numerous other cities have proved that advantage. Many of our customers have tried injection molded carts and switched (or switched back) to our rotationally molded product due to the lowest lifecycle cost of our carts. Our molding process and material create a 15-20+ year cart life expectancy, which in turn allows Toter to back our carts with a 12-year cart body warranty and 10 years on all other components.

A few of our customers with carts over 15-20+ years old include are:

- **Macon, GA** - 132K carts over 45 years
- **Washington, DC** - 377K carts over 40 years
- **Visalia, CA** - 105K carts over 35 years
- **Salt Lake City, UT** - 259K carts over 34 years
- **Pasadena, CA** - 86K carts over 33 years
- **Statesville, NC** - 21K carts over 33 years
- **Winston-Salem, NC** - 214K carts over 31 years
- **Tucson, AZ** - 337K carts over 31 years
- **Dayton, OH** - 288K carts over 31 years
- **Austin, TX** - 775K carts over 30 years
- **Pensacola, FL** - 28K carts over 29 years
- **Des Moines, IA** - 189K carts over 29 years
- **Houston, TX** - 464K carts over 24 years
- **San Antonio, TX** - 1 million carts over 18 years
- **Montgomery County, MD** - 59K carts over 18 years
- **Fort Worth, TX** - 82K carts over 18 years
- **Vancouver, BC, Canada** - 232K carts over 17 years
- **Lauderdale County, FL** - 31K carts over 17 years
- **Fort Wayne, IN** – 200K carts over 16 years
- **Greensboro, NC** – 118K carts over 15 years
- **Akron, OH** – 145K carts over 15 years



The list shows just a very few of our thousands of customers. Reference information is included in this submission.

TOTER'S COMMITMENT TO SUSTAINABILITY – PROJECT25!

Toter is launching in October 2021 a new sustainability program as part of our COrporate REsponsibility (CORE) initiative known as **Project25**. As part of this program, Toter is committing to reduce the amount of virgin resin used in our roll cart production by 25% beginning October 2021. Toter can then manufacture Black EVR II carts with up to 50% recycled resin (and lesser percentages of inclusion in other colors, like green). The recycled resin will include post-consumer (PCR) and post-industrial (PIR) recycled materials and will soon be utilized at higher levels in Toter's six most popular colors.

Project25 ensures that we are consciously decreasing the carbon footprint of both our carts and our customers' sustainability in waste collection projects!

Toter carts will continue to be "Built for Extremes™" - maintaining toughness and durability, while not only reducing virgin resin and increasing recycled material usages, but also maintaining the long lifespan of carts.



TOTER'S COMMITMENT TO THE WASTE INDUSTRY -

Toter supplies private haulers and recyclers with cart fleets for collection services. We work with Recology, Casella, EDCO, Waste Pro, Santek, CR&R and many other hauling/recycling companies varying in size, with resources readily in place for production, assembly, distribution to residents, cart maintenance and retired carts recycling services. We specialize in on-time detailed projects to set out carts to residential and commercial properties to meet municipal collection start/set dates and deadlines.

Toter provides total cart fleet maintenance services, and Toter is currently servicing the City of Fort Worth, TX with a maintenance program for its entire cart fleet. Maintenance service options available include, but are not limited to: repairs, cart washing, swapping one cart size for another, management of cart inventory, and recycling of unusable carts or components, with response time from 2 to 5 business days.



Our roll cart warranty **EXCEEDS INDUSTRY WARRANTY TERMS** with cart bodies covered by a unique and unprecedented 12-year non-prorated warranty (all other cart components have a 10-year non-prorated warranty). Because we Rotationally Mold our carts rather than injection molding them as others do, we have a proven life expectancy of 15 to 20+ years. This 12-year body warranty avoids the premature replacement of the body, which is the part of the cart the cart lifting device engages. We believe our customers will see a reduction in replacement cost of about \$7 to \$9 per cart over the first 12 years of service. As a result, our roll cart customers obtain a currently unmatched warranty in the roll cart industry!



We continue to be the first and only manufacturer to design roll carts that are truly nestable/stackable when fully assembled and “Ready to Roll”. Our customers realize savings in storage/inventory costs and experience savings in reduced number of replacement trips. Unlike injection molded carts that nest no more than 2 carts high because of protruding wheels, Toter carts can be stacked up to 6-8 carts high as they require fewer square feet. Toter carts can be delivered 3x more quickly than other brands by eliminating trips with more carts per load. Cities and haulers save between \$2-3 per cart in fuel, truck usage and labor expenses due to Toter’s nestability feature. Injection molders often claim this feature, but offer wheels that pivot/slide, or still need wheels attached.



Toter is the first container manufacturer to have introduced a new color option for the industry – Granite color bodies. This upscale look allows municipalities and haulers to provide a low cost, premium finish to highlight new automated container programs.

Our 48-gallon size is often chosen for garbage, recycling, or organics. A 64-gallon cart is 2/3 the volume of a 96-gallon cart, and many small quantity waste generators are stuck with 64 gallon carts that are still too big to meet their needs. The 48 gallon “half cart” matches the lower waste/recycling output of these customers. Lower handles (4.25” to 5” lower than our 64-gallon cart) makes tilting significantly easier for all users, including small and elderly residents, increasing user safety, and reducing requests for exemption from rolling out carts to the curb.

Our roll carts feature a patented “Rugged Rim®” – with an upper rim engineered as a closed tubular design, similar to square steel tubing, for maximum strength during collection. The rim serves as a ledge on which the lid rests to create a tight seal between body and lid, and it strengthens the upper lift point and all sides of the cart body. The lid and rim together create a tight seal to keep odors in, not attracting vermin.



In addition to our proven long service life and very low repair rate, key parts on Toter carts are interchangeable among our various cart sizes: sunburst wheels, stop bars, and lid hardware. This simplifies maintenance and reduces parts inventory/costs. We recognize the City’s commitment to providing carts, parts, and services that will support the best cart for its citizens.

Toter also supplies containers in the Retail Market to Lowes Home Improvement Centers, The Home Depot, True Value, Ace Hardware, Do-It-Best Hardware, Wal-Mart, Amazon, Wayfair, Meijer Stores, and other retailers. Retail customers and individual buyers both find our retail products to out-last and out-task other products offered in stores.

Besides roll carts, Toter has a complete line of 1, 2, 3 and 4 cubic yard plastic front load containers. Each container features: steel rod reinforcement, ribbed bottom wear chimes, double-walled lift pockets, integrated bumpers, and more. These features afford customers with enhanced durability, maximum pocket strength, protection for longer life, and maximum space for custom signage. Our

stackable design provides better truckload/shipment and storage efficiency and are even stackable/nestable when the container is fully assembled and ready for use!

Toter manufactures Professional Products – commercial, industrial, and specialized superior containers. Product offerings include Two-Wheeled and Caster Carts, Organics, Medical Waste and Secure Document Management Carts with standard single-wall or rotationally molded double-wall lids for sealing off medical waste and organics (wet) materials, and for securing confidential documents. These containers may be towable for additional efficiency and safety in moving waste. Toter offers Atlas commercial-grade, large-capacity, Rugged Rim® cans with a detachable lid and are fitted for dollies to roll and move materials smoothly. Slimline Containers and Litter Containers provide effective, sustainable waste collection for industrial, commercial, and institutional inside and outside applications – and are available in a wide range of styles for varied environments. Cube Trucks, Tilt Trucks, and Mobile Trucks are perfect for moving large, heavy materials and waste to its destination for use or disposal. Many containers in this line are also towable for efficient and safe movement to final disposal areas. You will find these various products in hospitals, colleges/universities, research facilities, manufacturing industries, store environments, offices, public streets, malls, sports arenas, convention centers, gas stations and convenience stores, and practically anywhere you may venture!

Our Professional Products also include a comprehensive collection of commercial/industrial mobile and stationary lift units, to also include truck mounted lifters which are popular among haulers for municipal roll-cart collection. All are designed for safety (meeting all applicable ANSI Standards for safety and dimensions), and the lifters simply make work safer and easier.

In short, our containers and accessories are always extremely flexible and impact-resistant, and easily handle the day-to-day abuse of waste collection. They stand up to just about anything that's tossed in them – or at them!

TOTER'S QUALITY PROCESS –

Toter, LLC is committed to providing containers, products and services that meet or exceed the needs, expectations, and requirements of our customers. This is achieved through teamwork, the commitment by each employee to strive to meet Customer Needs, Business Objectives and the process of continuous improvement.

Below are examples of the Processes that are implemented throughout Toter to build great products.

1. Document & Record Control
2. Quality Control
 - a. Material Inspections
 - b. Internal Product Quality
 - c. Final Inspections
 - d. Manufacturing Control Plans
3. Corrective Action Plans
4. Preventative Action Plans
5. Non-Conforming Product Plan

Toter's Quality Process has made Toter products the premier choices for municipal solid waste and recycling departments and service providers, the American public who buys Toter Carts at Lowes, The Home Depot, Walmart, and many other leading retailers, plus industrial commercial and institutional housekeeping, and maintenance managers.

Toter's subcontractors also adhere to quality and safety processes as required by the local, state/province, and federal (USA/Canada) levels.

CUSTOMER SATISFACTION

Toter prides itself on superior customer service and has significant experience servicing both large and small municipal and privately-owned accounts, multi-location organizations like The Home Depot, Lowes, Walmart, True Value, Ace, Do-It Best, Amazon, Wayfair, Meijer, and other retail entities. Our extensive customer base demands rigorous, just-in-time delivery performance and responsive customer service.

We believe, simply stated, that our commitment to preventing issues is the key to satisfied customers. We want all customers to have a great experience with our products – from their first contact with us all the way through product delivery. As such, we have adopted the following customer service credo:

Commitment -

- ✓ We will treat all customers with respect (regardless of size)
- ✓ We will follow up with you upon receipt of your order to ensure satisfaction
- ✓ We will resolve any issues quickly

Support:

- ✓ We will provide a dedicated Customer Service Satisfaction (CSS) specialist for each participating member
- ✓ We will respond quickly on quotes (same-day response in most cases)
- ✓ We will provide an order confirmation (within 24-48 hours)
- ✓ We will call you with shipping & delivery information and provide early notification should there be any issues with your order

The Capitol Region will be assigned a dedicated Customer Satisfaction Specialist (CSS). All CSSs are cross trained on this contract, and they will be available for back-up and high-volume situations. The CSS team is managed by Toter's Customer Service Supervisor, on-site with CSSs at Toter headquarters and available to help in any situation. CSSs handle customer needs prior to, during, and after orders are placed with our company. Routine services include assisting with customer choices, quoting, entering orders, obtaining customer approvals on custom markings and features, constant order tracking with production and traffic departments, handling intricate detail on large and small orders/projects and situations such as drop shipments and timing of shipments, and problem solving when order issues arise and when technical feedback is obtained.

In the field are Toter's Regional Sales Managers, industry experts ready to assist with municipal contract issues, unique product applications, and all other field service issues. They may also be responsible for reporting contract updates, as well as forecasting large projects, coordinating non-core

program items, and general contract facilitation. Toter's Regional Sales Managers are responsible in the field for this contract. Division Sales Directors support this management team, and they back up each other in emergency situations.

Toter's executive level will ensure that long term strategic partner issues such as ongoing cost reductions and new product innovations are pursued aggressively.

For more information regarding this response:

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