



TOWN OF CARBONDALE

PUBLIC WORKS

511 Colorado Avenue
Carbondale, CO 81623

Questions and Responses related to the Town of Carbondale Request for Proposals for Solid Waste Collection (2-1-19)

Note: Questions are in no particular order and similar questions with the same response have been grouped together. Spelling and punctuation changes may have been made to the submitted questions.

Q1: Who will be responsible for receiving all service related calls from the residence?

Q2: Would the town consider handling all solids waste concerns initially and then communicating those concerns to the contractor? Situations where residents can call both the contractor and the city can cause unnecessary confusion?

R1/2: The Town will receive the calls and will relay the necessary information to the contractor.

Q3: Will the Town have 1 point of contact to communicate with hauler relating to all issues from Service to Billing?

R3: In general, yes, but no differently than the contractor's personnel, that person may be gone from time-to-time so alternate points of contact for the Town will be provided to the contractor and vice versa.

Q4: Why is the Town not responsible for all public communication or notifications to its residents for any solid waste or recycling issues or concerns? This is not cost effective for any hauler since we are being required to bill the Town directly and not the residents.

R4: The RFP outlines notification requirements for the contractor. The contractor will be required to produce this information as stated in the RFP. However, there is no requirement that this information be mailed. The Town is open to discussing other delivery options that may be considered by each contractor.

Q5: Will all "extra" charges (contamination, overflow, bulk items, damaged container) be billed through the town billing system?

Q6: Is the hauler allowed to bill the residents directly for extra containers (Trash or Recycle) requested and for additional materials (Bulk Items, extra bags, personally owned containers)?

R5/6: The Town will bill for all items listed on cost pricing sheets A-1 and A-2. The contractor will be responsible for direct billing optional items (Section 3.2.11). Requiring pre-payment for items that are direct billed from the contractor to the customer is highly encouraged to avoid confusion.

- Q7: Under item **3.2.4 Container** it requests *Affix a label or sticker that provides the contractors information*. If all inquiries, misses or change-outs will go through the Town contact should the information be the Town information?
- R7: While the Town will be handling the inquiries, changes, and concerns from the customers and passing those along to the contractor, it is important for the labels to include the contractor's logo and other information related to acceptable materials. The Town will work with the successful contractor to determine what Town logos and/or contact information should also be included.
- Q8: Are you saying in **3.2.4 Container** – The contractor will exchange any trash container at no charge as many times as requested and for any reason other than gross negligence. So, a resident can get their container changed out say 6 times per year at no charge? There needs to be a limit and 1 per year is not appropriate?
- R8: The point of this was to require the contractor to take care of items that would be considered normal wear and tear or routine maintenance. For example, if a wheel falls off, if a lid hinge breaks or if the container is damaged by the contractor during the course of collection, the contractor would supply a new or repaired container at no cost. The contractor would not be expected to replace a container at no cost if the customer wanted it changed because it was stinky or not clean because of how they handle their trash/recycling, or if the container was damaged due to their own actions (i.e. backed over, run into in the garage, melted because of hot coals, etc.)
- Q9: What timeframe will the hauler have to exchange out containers if the resident makes a request for a container exchange after the service startup date?
- R9: After the first 60 days, 2 days for non-wildlife containers and 5 days for wildlife containers per Table 7-1.
- Q10: Will there be a grace period at the beginning of the contract that will allow the hauler time to exchange out containers to meet the residence needs?
- R10: During the first 60 days after start-up, the contractor will be allowed 5 days to deliver non-wildlife containers and 10 days for wildlife containers. After that, the contractor will be allowed 2 days for non-wildlife containers and 5 days for wildlife containers.
- Q11: What is the allowable charge for container exchanges after the initial 60 days period after start up. **3.2.11**?
- R11: There is no minimum or maximum charge. The rate proposed by the contractor will be considered in the overall evaluation of the proposal.
- Q12: Currently there is no 32-gallon wildlife proof container available on the market, if required by the city to use a wildlife resistant container will the resident be required to default to a 64-gallon animal resistant container if a 32-gallon is not available?
- R12: If a 32-gallon wildlife container is not available and this situation arises, the customer would be given the choice to upgrade to the 64-gallon service level, or to get a 64-gallon container that would be picked up every other week. Identification of the every other week collection could be accomplished by stickers or other identifying markings on the container to avoid abuse by the customer.

Q13: What are the criteria for “door to door” service? We will not be required go into any garage or home?

R13: The customers will be required to have the container outside of their home or garage on collection day. However, the contractor may have to go up a driveway, or into a yard to get the container, empty it, and then return it to the location where they found it. The contractor would be expected to work with the customer to find a mutually agreeable location.

Q14: **Table 7-1** Will there be available “48 hours to cure”, for certain issues of the Performance Standard Violation?

R14: The following “times to cure” apply to the items listed which did not have a “time to cure” in Table 7-1 of the original RFP:

- Failure to maintain vehicles that are clean, sanitary, covered & in good working order. (48 hours) Lack of cleanliness due to weather, road or landfill conditions will not automatically trigger this issue.
- Failure to collect all trash & recyclables excluding Force Majeure & materials improperly set out by customer. (24 hours)

Q15: Who determines what is a “Clean” Container and when it should be exchanged?

R15: In the event of a disagreement between the customer and the contractor, the Town will be the final arbiter of these types of issues.

Q16: During the pre-bid meeting, it was mentioned that there are more HOA in the town outside of the ones listed in 3.1. Would the town be able to provide a list of all the HOA's in the town and the house count for each?

R16: The Town does not have this information. Interested proposers may be able to find some of this information by talking with local realtors, property management companies or other service providers that may have knowledge of, or business interactions with the smaller HOAs.

Q17: Page 7, 3.2.1, the city indicates that there are communal units. Does the city know how many there are and where they are?

R17: The Town does not have an inventory of these locations. The intent of this was to recognize that some of the customers that will be included in Contract A live in areas that may utilize dumpsters or multiple poly-carts in a centralized location for multiple units. Interested proposers may be able to find some information by talking with local realtors or property management companies.

Q18: Per 3.2.7, could the city define "discrete areas?"

R18: The point of this was to help accomplish two of the three goals established by the Town Board: Reduce the number of trucks on the road and wildlife protection. Rather than define “discrete areas”, the intent of the second sentence can be restated as: Contractor routes shall be established in a manner such that collection vehicles will only utilize any neighborhood road on one day per week. Exceptions to this would include the following Town-Owned/Maintained roads: Snowmass Drive, 8th Street, Main Street and Colorado Avenue.

Q19: Regarding section 5.1, how many annual hauls do you estimate for the 20 Yd RO for Trash/yard waste at the Waste Water Treatment Plant?

R19: We would estimate that on average, this container would need to be emptied every two weeks throughout the year. That being said, it could be more or less frequent based on time of year operations (i.e. ditch cleaning in the spring, leaf pickup in the fall), or based on weather (i.e. microbursts or wind storms that damage a large number of trees in the Town's parks or rights-of-way).

Q20: Can we submit a "supersaver" program for service less than every week pick-up?

R20: Yes. For weekly service the "super saver" needs to be less volume than the small service. However, biweekly service of a small container would also meet the intent of the "super saver" program.

Q21: Will the hauler be allowed to propose the industry standard annual rate increase based on the Western Region CPIT index for transportation?

R21: Reference paragraph 14 of the example contract. This paragraph will be changed in the final contract to reflect the usage of the Western Region CPI-U for November (this is not the index for transportation). The paragraph will also be changed to use the above-mentioned CPI-U as the allowable year-to-year increase. However, the paragraph will also include language that establishes a lower limit and upper limit to annual increases. This range will be 1.5% to 4%. Essentially, the CPI-U will be used unless it is lower than 1.5% (in which case the contractor would be allowed to increase prices by 1.5%), or it is above 4% (in which case the annual increase would be capped at 4%). Note that there is additional language that defines "Uncontrollable Costs" as, among other things, a CPI-U above 7%.

Q22: Regarding 3.1.2, the town will collect fees from a resident that opts out of the curbside services. Will the contractor be compensated for customers that opt out?

R22: The number of customers that opt out is expected to be minimal. However, if the contractor has provided a container to that customer, they will be compensated whether or not the customer utilizes the container.