CITY OF JOPLIN
ADDENDUM NUMBER 2

Issued to all Bid Document Holders of Record.

Date: September 25, 2020

Project Name: RFP – Residential Curbside Solid Waste & recycling Collection System

This addendum forms a part of the contract described above. The original Contract Documents and any prior addenda remain in full force and effect as modified by the following that shall take precedence over any contrary provisions in the prior documents.

1) Questions and Responses to questions arising from the September 10,2020 mandatory pre-bid meeting.

NOTICE OF REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NO: SOLID WASTE COLLECTION SERVICES RFP: #101- 2020

QUESTIONS

The City of Joplin invites qualified firms to submit sealed proposals for an exclusive franchise for the collection and disposal of single family residential solid waste and recycling of all materials collected from a residential curbside collection service within the current and future corporate limits of the City of Joplin, Missouri.

RFP Due Date: 3:00 P.M., CDST, Friday, October 9, 2020

Location: City Hall, 4th floor, 602, S. Main, Joplin, MO 64801

Owner Representative: David K. Hertzberg P.E. Email: dhertzbe@joplinmo.org

Phone: 417-624-0820, ext. 500 **Fax:** 417-625-4738

Questions:

1. Have there been any additional Addendums / directions posted following the original release of the City RFP 101-2020?

   Yes, Addendum # 1 is posted on the City website, which changed the date of Proposal meeting and submission dates.

2. How many customers currently have a second trash cart being service at no additional cost?

   The current vendor estimates approximately 4,000 residents have one additional cart. They also estimate about 650 residents have two additional trash carts.

3. Can the City supply the average monthly number of tons of solid waste collected from City residents?

   From August 2019 to August 2020, an average of 1,703 tons per month of solid waste has been collected from city residents. In addition, an average of 35.5 tons per month of curbside recycling was collected

4. Is residential participation in the recycle program, currently 1,650 customers, growing, declining, or steady? Over the last year, recycling customers have varied from 1,600 to 1,650 per month as shown in the below table:

october	november	december	january	february	march	april	may	june	july	august
1600	1618	1604	1610	1639	1627	1640	1639	1630	1621	1613

5. Can the City provide the average monthly number of tons of recycle materials collected from City residents?

   See the response to #3.

6. Are current recycle participants notified from the Contractor as to non-conforming materials/contaminates placed in recycle carts?

   The contractor notifies the Recycling Coordinator of a service failure at an address. If non-conforming materials/contaminates are placed in recycling carts, the contents of the recycle bin will not be collected. If a location consistently places non-conforming materials in their recycling bin, the current trash provider is responsible for handling compliance with the resident. The City Recycling Coordinator shall be notified of contaminates left in recycling bins. The City of Joplin Recycling Coordinator is prepared to assist with site visits, hand out educational recycling materials, and contact residents about these failures as needed.

7. Is there a current program/process in place to advocate residential recycle participation?

   Yes, there was initial advertising as part of the current trash contract. The city launched a campaign to advertise curbside recycling when the program began; but is not actively advertising—except for educational material posted at the Drop-Off Recycling Center. The Recycling Division

will work with the awarded Trash Service provider to advertise and advocate for curbside recycling services. The City requires the provider to promote recycling in coordination with the Recycling Coordinator.

8. Are recycle carts containing contamination products left unserved at the curbside? Is the City designee notified of such service failures?

   See the response to #6.

9. Can the City clarify how much "bulky" waste the Contractor is expected to pick up curbside from residents each week? One item? Volume & type of material?

   This could include a couch, but not more than (1) cubic yd. in total as shown on page 7 of the RFP. Bulky Trash- limits the quantity to no more than one cubic yard per week, but there is no limit to the number of items or weight of the items to be collected.

10. Can the City clarify how much yard waste, and type of yard waste, the Contractor is expected to pick up curbside from residents each week? Limit? Bags, etc.?

    As indicated in the RFP on pages 7-9. Definitions: (b) limbs are not to exceed 50 lbs.See item v) Yard or Vegetative Waste page I for types of yard waste. The expected amount is anything that is placed in the household's trash container/carts and up to 50 pounds of additional bundled materials (limbs).

11. Can the City once again verify the amount of "bad debt" generated from Customers not paying for provided trash service?

    As shown on page 16 of the RFP, bad debt for trash services has averaged 5% since January of 2013. However, the City makes no assurance that this will be the average in the future.

12. The City RFP states the Contractor is not allowed to suspend service on non-paying accounts, what is the expected/allowed recourse for Contractor to be compensated?

    As shown on page 16 of the RFP, contractor can take any legal action against a delinquent customer.

13. Clarification Bid Option #2; If the City chooses to accept a bid that has a combined service of trash removal and recycle collection combined under one price, our interpretation of the option is that all residents will pay the same price even if they should "opt out" of the recycle participation, is that the correct interruption?

    No. Everyone pays the same amount, unless they opt out and the recycling cart is removed. Item Two under Bid Option #2 is the bid price for those opting out of recycling.

14. Assuming the interpretation of Option #2 is correct, will the City participate in surveying the residential community to ascertain the number of residents interested in subscribing to a recycle program? Needless to say. All 17,500 residents will not participate and purchase of that quantity of recycle carts left unused would be financially foolish.

    The interpretation of Option #2 is not correct. If bid option #2 is chosen, the City will attempt to have residents choose prior to the delivery of the initial round of recycling carts.

15. If option #2, trash and recycle service, is chosen by the City, will the free City drop-off site continue to be open?

    Yes, there are items not on the curbside recycling list that can be dropped at the recycling center.

16. Referencing Section 1.3 2f in Scope of Work. What is the policy on Continued Contamination in customers recycling? Do we continue to service them if contaminated?

    See the response to #6.

17. Referencing Section 1.3 #8 in Scope of Work. Our company utilizes tablet technology for our routes that allows us to take pictures when customers trash is not out. If this is provided to the city as part of the reporting, do we still have to go back and get the customer?

    Section 1.3, #8 paragraph two states "The Contractor shall answer all complaints courteously and promptly, and shall, in good faith attempt to settle any dispute arising with residents." A good faith attempt would include returning to pick up the customer's trash, but a contractor isn't expected to return and pick up trash from customers who repeatedly miss their scheduled trash pickup times.

18. Referencing Section 1.3 #9 in Scope of Work. Has there been a history of any penalties/fines being leveled on any previous haulers? We would like to request a copy of them if there were.

    Yes, one fine has been levied over the last four (4) years for not fixing damage at a citizen's home within a specified amount of time.

19. A. Referencing Section 3.0 C1 in Scope of Work. How many 2nd carts are out currently for Trash and Recycling Service?

    See the response to #2.

    B. Would it be allowed to cap the 'extra carts' at Two (2), Three (3) or more charge fee? This would promote the recycling option as well.

    Residents can request one extra cart at no additional charge. Any additional carts will be assessed a fee as covered on page 21 of the RFP. Both options specify a request for a bid price for the charge for additional carts.

    C. Is there a required size of container for recycling bin?

    The only requirement is to keep uniformity with the size of carts.

20. Under exhibit B, section C, Bid Option 2: Will the customer be able to 'opt out' of recycling service?

    Under Option 2, residents will be able to opt out of recycling and the provider will pick up the recycling cart. The monthly fee for those residents opting out of recycling will be as set forth in Item 2 of Option 2.

21. Exhibit B, section 3.0 (Submissions of Proposals): Requirement of an electronic copy: In what format does the electronic copy need to be submitted in?

    See paragraph one on page 20 for submission format specifications that states CD-ROM or Thumb Drive.

22. We would like to request a copy of the current City Contract w/ current pricing structure paid to contractor.

Current price for curbside trash pickup is $12.41 which includes $0.55 administration fee retained by the City for billing services. Current recycling rate is $4.95.

23. In reference to Standard Terms & Conditions, section B. Insurance web link for Section 537.610RSMO will not open. Please provide electronic copy.

Page 29 of the RFP has current commercial general liability insurance (A) amount for 2020 and automobile liability insurance (B). New amounts will not be published until 2021.

24. In the event of a natural disaster, how would the City handle bulk/yard waste debris? Is that expected to be picked up as part of the contract or would that be a separate contract?

If a federal disaster declaration is issued for a local weather event, the City of Joplin would issue separate contracts for disaster debris removal. The contractor is required to remove bulk/yard waste debris per the terms of the contract.

25. In the RFP it states the notice of award would be issued January 1, 2021. How soon after would a signed contract be executed?

Upon final approval of the contract, the contract will be signed by appropriate city staff.

26. In section 1.2 BACKGROUND: It states that approximately 17,500 Residential Units are serviced weekly with standard curbside garbage collection service. The standard service includes 1 – 95-gallon cart that is provided by the hauler. Here's some points for clarification:

Is the hauler only required to collect garbage that is contained inside the cart?

No, haulers are required to collect a) bulky trash, b) bundles, and v) yard or vegetative waste that could be deposited outside the cart. Haulers my occasionally be required to collect garbage bags stacked on or next to the cart.

27. If the hauler finds loose bags of garbage outside the cart will they be required to collect them? Or, would they tag the material, leave it, and report the excess to the City?

See response to #26. Haulers are required to collect garbage bags stacked on or next to the cart and report excess trash generating households to the City for education/consultation on the possible need for additional trash bins.

28. If residents place additional containers (purchased by the resident) at the curb filled with garbage is the hauler required to empty those containers? Or, do they tag the material, leave it, and report the excess to the City?

Haulers are required to empty those containers. Haulers should report households with more than two total trash containers to the City for education/consultation on the possible need to bill per contract for additional trash bins.

29. Currently there are 4000+ residents with extra Contractor carts. Does the City have an estimation of how many residents have their own carts or bags set out each week?

No. This varies by season, as well as some holidays may see an increase in trash generated.

30. Residents are currently able to order an unlimited number of additional carts for free. In BID OPTION ONE, it explains that the standard cart is included in the monthly rate and that the resident may order one additional cart for free. The third cart would come with an extra fee. To encourage recycling, and provide a more incentivized foundation for environmentally friendly behavior, would the City eliminate the free cart and allow the hauler to charge a fee for every additional cart?

No. The City bid request is to provide one standard cart and an additional cart at no cost by request. Any additional carts will be assessed the fee as set forth in item 3 of Option 1.

31. Given the high percentage of "Renter Occupied" homes in the City, and the excessive volumes of Bulk generated by evictions/move-outs, would the City allow the hauler to establish a 3-item limit for each collection? Any additional items could be delivered by the resident/landlord to the subsidized transfer station and/or they could pay an extra fee directly to the hauler.

See response to #9. Page 7 of the RFP states: a) Bulky Trash – limits the quantity to no more than one cubic yard per week, but there is no limit to the number of items or weight of the items to be collected. If there is an unusual number of items, this should be reported to the Recycling Coordinator who will notify neighborhood improvement officers.

In section 1.3 REQUIREMENTS, here's some points for clarification:

32. The ANNUAL RATE ADJUSTMENT SCHEDULE does not allow adjustments in years 1 and 2 and it caps the adjustment at 2% for each of the remaining years. The annual rate of inflation reported by the Department of Labor's Consumer Pricing Index for Water and Sewer and Trash Collection over the past 3 years has been as follows: 2017 = 3.4%, 2018 = 3.5%, 2019 = 3.2%. The current language places an unfair burden on the hauler. To support and maintain the mutual benefit of the partnership, would the City agree to adjust rates annually based on this CPI index for Water, Sewer and Trash Collection?

No. The annual rate adjustment schedule is listed on page 16, item 11 of the RFP. Proposers need to take this information into account when bidding.

33. In addition to BID OPTION ONE and BID OPTION TWO, can the bidder also provide an Alternate Proposal that presents additional savings for the residents?

No. The RFP only requests responses to Bid option 1 and 2 without any requests for alternates.

34. What numbers of residents, carts, recycle participants, etc. will be used in deciding lowest bidder? In other words, in BID OPTION ONE, if the hypothetical monthly price for ITEM ONE is $25, and the price for ITEM TWO is $30, and the

price for ITEM THREE is $15 would the total bid price = $70? Or would you multiply the price for each ITEM by the number of homes participating in each ITEM, then calculate an annual total? If so, to provide an "apples to apples" comparison, what number of participants should bidders use in the cost calculations for each ITEM?

Please see Addendum #3 for clarification on the bid selection process.

Bid selection will be based on the lowest overall TOTAL average monthly bid utilizing the following table:

BID OPTION ONE:

DESCRIPTION	AVERAGE MONTHLY UNIT (A)	BID PRICE PER MONTH (B)	TOTAL AVERAGE PRICE PER MONTH
Item One-Trash Service	17,500	Bid Price Submitted	(A) X (B)
Item Two-Recycling Service	1,650	Bid Price Submitted	(A) X (B)
Item Three-Addtl Carts	650	Bid Price Submitted	(A) X (B)
Total Average Monthly Bid Price			Total Item One through Three

BID OPTION TWO:

DESCRIPTION	AVERAGE MONTHLY UNIT (A)	BID PRICE PER MONTH (B)	TOTAL AVERAGE PRICE PER MONTH
Item One-Trash Service and Curbside Recycling Cart	1,650	Bid Price Submitted	(A) X (B)
Item Two-Opt Out of Recycling Cart	17,500	Bid Price Submitted	(A) X (B)
Item Three-Addtl Carts	650	Bid Price Submitted	(A) X (B)
Total Average Monthly Bid Price			Total Item One through Three

Any inflationary adjustments will be added in future years to arrive at a total average monthly bid over the five-year contract period. If minimum qualifications are met, bid will be awarded based on the lowest five-year total average monthly bid depending upon the bid option chosen.

These average monthly units are estimates only to be used for calculating a total bid cost. Actual service units will vary from these estimates.

35. In Section 3.4 Criteria for Award states the contract will be awarded to the lowest bidder and best bidder. What does the City consider as the best bidder if criteria for award is 100% cost and must merely meet the mandatory requirements? Would the City consider a certain percentage to be assigned to the "best" bidder?

This is a lowest price bid. If two proposers provide equally priced bids, the City may use the mandatory requirement information to select an overall best bidder.

36. Under definitions a) Bulky Trash it states there shall be no weight limit for any item of Bulky Trash. To support the safety of our employees, would the City consider a 50 lb. maximum for each bag, bundle, or bulky item?

See the response to #9 and #31. a) Bulky Trash – limits the quantity to no more than one cubic yard per week, but there is no limit to the number of items or weight of the items to be collected.

37. Currently the City program is considered "take all". Can the City provide to the bidders the monthly tonnages of solid waste over the past two years?

See the response to #3 and #5.

38. Due to Covid-19, cities across the nation have seen a significant rise in tonnages upwards of 30%. Will the City consider an adjustment if there is an increase in the tonnages over the first year of the new contract in comparison to the past year?

No, the term of the contract is 5 years. The contractor assumes the responsibility for any tonnage increases caused by future events during the life of the contract other than as outlined in response #24 due to a weather-related federal disaster declaration.

39. The City currently subsidizes a drop off location (transfer station) for delivery of bulky trash and yard waste and a leaf program. Would the city consider eliminating the yard waste and/or bulky trash from the weekly trash service in order to provide cart contents only to maximize efficiencies and reduce the carbon footprint?

No, the City intends to continue providing weekly curbside pick-up of bulky trash and yard waste.

40. On page 14, it describes the requirement for monthly reporting of the quantities of each material recycled. Because the materials are collected as "Single Stream" (all mixed together) and are delivered to a third party recycle processor where they are combined with materials from other cities, it is impossible to provide an exact number for each material. Would the city consider changing this to just the total monthly quantity of Single-Stream tons collected? Or, would the City accept the processors average tons for each material for all materials entering their facility? Another option would be to use an average "Composite Ton" breakdown that could be established on an annual basis and used to estimate volumes each month. (This is currently the most widely accepted method)

The Proposer should inform the city in their Proposal of how they are able to provide this information. The city wants to provide the best quantitative and environmentally service possible. Single stream tones collected will be allowed.

On page 15, it is required to have the name and phone number on equipment. Would the City consider name only on the carts provided, supervisor trucks and maintenance vehicles?

Containers must display the company's name and phone number.

41. Under Section 9 titled Quality of performance of contractor would the City consider adding language to entire section in the event weather prevents contractor from performing?

    As included on page 20 (B)(d) of the RFP, the Proposer should include their plan in the bid package as part of the qualifications.

42. In Section 10 Billing and Collection the City will provide certain reports. Due to the number of residents, would the City consider a report showing only residents with a past due balance? Will the City provide the hauler with the name and phone number of those residents past due so hauler may attempt to make the collection?

    As shown in Section 10 of the RFP, the city is only able to generate the monthly reports shown. The receivables schedule reports those residents with past due balances only. The name, address, and phone number are included. However, the City receives billing information from the Water Company and phone numbers are not always available or accurate.

43. What currently is the process for the City to attempt to collect past due bills?

    The City's only recourse to collect past due bills is to shut off water for non-payment of sewer charges. We have no ability to shut off water for non-payment of trash charges. With that said, when a customer is shut off for non-payment of sewer charges, we also collect the trash past due balance before reconnecting the water service.

44. Will the City allow one copy of the financial statement or a summary of the statement in the proposal?

    As shown on page 18 2.8(b) of the RFP, any such requested information submitted must be included within each copy/volume.

45. Currently, residents do not pay for additional carts. How will the City notify the hauler if a resident move/relocates and is no longer being charged for an additional cart so Contractor can remove the additional cart? Will the contractor be required to notify the city of additional cart charges or will the resident contact the City when they require an additional cart?

    This item will work just as the optional recycling service works. Residents would sign up for the additional cart or recycling services with the trash provider. The resident would also stop recycling or the additional cart with the trash provider. The trash provider provides the City Finance Department with a weekly list for us to process the billing accurately. The City Finance Department provides the trash provider with a weekly listing of all closed accounts, which would signal the trash provider to pick up the additional cart or the recycling cart.

46. Would the City of Joplin provide a phone number listing of all residents in order for Contractor to do automated calls as reminders for holiday pickups or weather related, delays?

    Residents do not sign up for services with the City. We receive that information from the Water Company. As a result, phone numbers are limited and may not be accurate.

47. Given the high percentage of renter occupied properties how will the City propose to handle missing carts or relocated carts to new addresses? Would the

City consider allowing a delivery fee or removal fee once initial deliveries are completed?

As shown on page 12 (4) of the RFP, all costs for all containers/carts shall be included in the monthly fee quoted by the proponent in the schedule of fees and expenses. Stolen or damaged carts should be replaced at no cost to the citizen.

BID OPTION ONE – Subscription Recycling Requirement Clarifications:

48. Haulers are required to provide recycle collection on the same day as garbage collection. With less than 10% of the community currently participating in subscription recycling, approximately 1700 service points are spread across 5 route-days each week. This imposes an unreasonable financial burden to the hauler and inefficiently extends the number of hours the truck operates each day. To improve the mutual benefit of the program, would the City consider the following?

a. To reduce the City's carbon footprint and support the sustainability of the program, would the City consider allowing recyclables to be collected on a different day? This would enable the hauler to build the most efficient and cost-effective routing strategy.

b. If haulers are not granted the ability to reroute the recyclables to different days, would the City support a guaranteed minimum number of participants? If less than 750 residents signed up for any of the 5 route-days, the City would pay the difference.

c. To further reduce the carbon footprint of the recycling program, and to provide residents with the lowest costs, would the City consider a collection schedule that would occur on an every-other-week basis? Currently, this approach is successfully utilized in major cities throughout the country.

The City will only consider proposals based on the specifications listed in RFP# 101-2020.

49. Contamination is a serious issue when dealing with recyclables. How does the City wish the hauler to handle contamination as many times loads can be refused by the recycle processor? Would the City reimburse the hauler for contamination fees imposed by the recycle processor? Or, would the City consider a program where the City pays the processor directly for all recycle processing costs? This would provide more incentive to the City to drive participation and see a financial benefit for their progress.

See response to #6. The City will not reimburse contamination fees or pay for processing costs. The City will only consider proposals based on the specifications listed in RFP # 101-2020.

BID OPTION TWO – City-Wide Recycling Requirement Clarifications

50. It appears the intent of the City-Wide program is to support the environmental sustainability and greater good of the community, by requiring every resident to pay for recycling regardless of whether, or not, they choose to participate. Like

many government services i.e., schools, public safety, etc., this spreads the total cost of the program over the entire community which minimizes the cost for each resident. Is this an accurate interpretation?

No, this is not an accurate interpretation. See responses to #13, #14, and #20.

51. To further reduce costs to the residents, would the City consider a more exclusive cart delivery strategy? The most efficient, and mutually beneficial plan would be to promote the new program to the community and encourage them to call-in and express their interest in participating. Though every resident will continue to pay for the service, the hauler would only deliver carts where they are invited. This would support a smoother implementation while minimizing the cost to the community. If the hauler delivers 17,500 recycle carts to every home (over $1 million investment) but only 30% of homes use the cart, a significant amount of time and money would be wasted. This would also eliminate the need for ITEM TWO and the costly retrieval of the large number of homes not wanting to participate.

See the response to #14. If bid option #2 is chosen, the City will attempt to have residents choose prior to the delivery of the initial round of recycling carts.

52. Due to the significance of the questions asked by the bidders, would the City consider allowing additional questions once the City answers the questions provided?

No. The questions received are extensive and the responses allow vendors to respond accurately.

53. Because the actual options for bid are not clear, would the City consider delaying the bid due date in order to have bidders review the Cities responses, possibly have more questions from those answers and need adequate time to prepare the proposal documents and costs for such services?

No. Please comply dates as per RFP.

54. Referencing Section 1.3 2f in Scope of Work. What is the policy on Continued Contamination in customers recycling? Do we continue to service them if contaminated?

See the response to #6.

55. Referencing Section 1.3 #8 in Scope of Work. Our company utilizes tablet technology for our routes that allows us to take pictures when customers trash is not out. If this is provided to the city as part of the reporting, do we still have to go back and get the customer?

See response to #17.

56. Referencing Section 1.3 #9 in Scope of Work. Has there been a history of any penalties/fines being leveled on any previous haulers? We would like to request a copy of them if there were. See response to #18.

a. A. Referencing Section 3.0 C1 in Scope of Work. How many 2nd carts are out currently for Trash and Recycling Service? See response to #2.

b. Would it be allowed to cap the 'extra carts' at Two (2), Three (3) or more charge fee? This would promote the recycling option as well. See response to #19b(b).

57. Is there a required size of container for recycling bin? See response to #19(c).

58. Under exhibit B, section C, Bid Option 2: Will the customer be able to 'opt out' of recycling service? Yes, see responses to #13, #14 and #20.

59. Exhibit B, section 3.0 (Submissions of Proposals): Requirement of an electronic copy: In what format does the electronic copy need to be submitted in? See response to #21.

60. We would like to request a copy of the current City Contract w/ current pricing structure paid to contractor. See response to #22.

61. In reference to Standard Terms & Conditions, section B. Insurance web link for Section 537.610RSMO will not open. Please provide electronic copy. See response to #23.

62. Who is the current hauler and what is the current breakdown of rates for residential garbage, recycling, bulk waste and yard waste collections, respectively?

See response to #22. Current trash provider is Republic Services.

63. Please confirm whether the yard waste and trash mix inside the cart.

Yes. See response to #27.

64. What is your policy on recycling? How do you handle it? Do you pick it up more than once and the container situation?

Currently, recycling is picked up the same day as the trash in a separate container that is marked differently than trash.

65. On Page 12 item 4. The last statement is that no bag trash is allowed. Are we talking that everything must be in the cart of biodegradable bags?

The City's intention of this statement is that the proponent must provide carts as a part of the contract. See response to #27.

66. On item 5 the Valet service. How many residents?

Currently, we have 827 residents needing valet service.

67. Are the collection routs on the web site up to date and accurate?

We will provide a map with addendum # 2.

68. Does the city have a preference as to if the carts are 95 gallon or 65 gallon?

See the response to #19b (b).

69. Does the proposal need to be spiral bound or 3 ring?

The responses should be bound so nothing is loose.

70. Can they be double sided or does it matter?

It doesn't matter, but each section needs to have separation.

71. What about the financial statement? I know it was an issue last time. Do you need it for every single property as some of them are rather big, or would it be ok to present one of the financial statements?

See response to #45

72. Can there be an Option #3 as part of their Bid Option.

No. The only two Options are Option #1 & Option #2.

David K. Hertzberg, PE
Director of Public Works

9/25/2020
Date

Each bidder shall acknowledge receipt of this addendum by affixing his signature below by noting this addendum on his bid form, and by attaching this addendum to his bid.

ACKNOWLEDGEMENT
The undersigned acknowledges receipt of this addendum and the Bid submitted in accordance with information, instructions and stipulations set forth herein.

Bidder: _____

Signed By: _____

Date: _____

City of Joplin Residential Trash Collection Map

