

September 17, 2021 Pre-Bid Meeting Questions

Waste Management

- Can you please confirm that there are no more than one spring cleanup events expected for each municipality?
 - That's the intent of the contract one per community. And then if, as the communities needs evolve, they would want something above and beyond that we would work on behalf of the communities directly with the contractor.
- Do bundles need stickers as well as yard waste?
 - Yes, update to Section 3.2.3 of Addendum #1.
- Is the trash tonnage represented in the tables fiscal or calendar year tonnage?
 - Fiscal—updated in Table 3 of Addendum #1.
- Can you tell us a little bit more about who the proposal review committee is how that's structured? Is there equal weighting against the members?
 - It's going to be a diverse review committee. That will include multiple people that are closely tied to the services and have an understanding of the business model and the intention of the contract to evaluate the proposals based on the evaluation criteria that we've outlined.
- There are cities that have their own yard waste drop sites, will they be required to maintain those through the contract term, will the contract otherwise allow for an adjustment based on increased tonnage. And as an example, Polk City has a yard waste drop off location. So as we consider what their tonnage for yard waste is now, what happens if they get rid of that site? Suddenly the tonnage of the curb significantly increases? Will there be an adjustment mechanism for the haulers if that happens? Or will the cities be required to maintain their current service, for example, having their own yard waste stuff?
 - That is one of the reasons MWA pays for tonnage of yard waste.
- On the city free services, when will an increase of service be induced upon the city as opposed to required collection of overages? Say they have a two yard but it's regularly overfilled? When will the city be required to move up to three or four yard as opposed to the hauler and continue to take the container for free even though it's more than two yards.
 - See New Table added to Addendum #1.
- For zone seven, the form doesn't have on the bottom, those same additional services?
 - Oversight that has been added to Addendum #1.
- Questions regarding hauler expectations for a call center or if MWA will be internalizing their own call center services.
 - MWA will be internalizing the call center services
 - FCC Environmental Services clarifying: MWA is looking to have technologies where representatives can see live on the screen when they take a call where a hauler is located. It will limit the amount of work on both ends.
 - Michael McCoy: technology will be heavily weighted by the review committee.

- Section 3.2 references the need to provide services to new residential premises in the MWA service area. At the same rate? Is there a geographic or distance limit that can be provided or haulers expected to honor these rates, regardless of how far out that geographic expansion might go?
 - This is a hypothetical question that will be addressed if it becomes a reality.
- How will the alternate recycle-only communities be assigned? Or do we get a chance to elect which we may or may not want to add? And what if there's one you want to give us? But based on geography, We don't want that one?
 - It's worded in the RFP that if there is an addition of over 25% of recycling households to the zone, there would be a negotiation process between Metro Waste Authority and the hauler.
- Section 6.1 states that MWA reserves the right to procure only some services outlined in this RFP, is there any scenario in which only partial zone or partial services within a given zone will be awarded?
 - This is a legal term which allows MWA to reject all bids or accept certain portions thereof.
- Section 1.22, which is in the definitions, that refers late set outs vs. missed pick-ups.
 - A late set out return fee would be Suzy admitted to me that she didn't put her cart out before 6 am; so she failed in her responsibility for successful collection, but she's begging for someone to come collect. At that point, we would say okay, the hauler will come back, but it's X number of dollars.

FCC Environmental Services

- There are the number of facilities that are collected at no charge, some specify front load and some specify rear loading. And there's some that don't specify?
 - MWA did the best they could with the information they know today.
- In terms of customer service, is it important to have a physical customer service team locally?
 - No, because MWA is internalizing that. But do we need access to people who can respond timely, either via technology that we can access ourselves or a manager that we can connect with.
- Would the authority be willing to extend the due date for the RFP at all? up to two weeks?
 - **The timeline was extended by 1 week, to October 15, 2021.**

Ankeny Sanitation

- Do you expect all appliances to go to the MWA landfill?
 - Other facilities in the metro area may be designated by MWA.
- All of the carts will be purchased by Metro Waste Authority for all the communities?
 - Yes
- All the city services, the city halls and everything are pretty much free services. There was a comment in there the add or delete, that would be a price adjustment?

- It's not an adjustment, but the only intended fee related to the free city stops is if they ask for collection inside of three days. So if there's not three days between when they asked you to come, there's supposed to be a collection fee for that.
- **Fee schedule request added to Addendum #1.**
- Public education requirements are twice a year total or by service?
 - Two total and the topics and eligible households will be determined by MWA
- The rate increase over fuel and talks about the indices for September. Is that just looking as far as where fuel is from September to September from the previous year?
 - Using fuel CPI in September, for the next July 1 of the upcoming year.
 - Waste Management—would MWA consider looking at industry-specific CPI vs all-industry?

Waste Connections

- Can we split the Monday Curb It! routes into A week and B week. So, example, WDM Monday customers would continue to be picked up on Monday, with half on A week and the other on B week?
 - As stated in the RFP, preference will be given to maintaining the greatest portion of existing collection days. However, MWA is open to proposals presenting alternate schedules.
- Also, just to confirm, we are required to pick up on the same day as they are currently receiving service?
 - Not required, but will be assessed as part of evaluation criteria.