

CLARIFICATIONS REQUEST  
**REQUEST FOR PROPOSAL 03-0-2020/SB**  
**Solid Waste & Recycling Collection Services**

In accordance with the above referenced RFP, the City's Evaluation Team has elected to seek written clarifications from all responsive and responsible submitting proposers. The below questions shall be answered by the submitting firm in writing and provided to the designated Procurement liaison, Susan Blair, via email at [susan.blair@pbfl.org](mailto:susan.blair@pbfl.org). **The deadline for response is Monday, March 9, 2020 by 3 pm.**

**INSTRUCTIONS: Proposers cannot modify their original written proposal response.** The intent of this phase is only to clarify the information already presented in your original, written proposal as submitted to the City and clarify that information if needed.

- For each question, **FIRST IDENTIFY IF THIS INFORMATION WAS PRESENTED IN YOUR ORIGINAL WRITTEN SUBMITTAL.**
- **IF NO, skip to the next question and do not include clarifying information.**
- **IF YES, identify specifically where in the original written proposal submittal you addressed the question (i.e. Tab, page 4, paragraph 3).**
- **IF YES, and the PROPOSAL LOCATION is specifically provided you can then furnish any further clarifications. If a page limit is specified for a section / question; do not exceed it. The City will not accept any attachments or supplemental pages.** If no clarification is needed and your location as referenced from the original written proposal suffices, leave this section blank.

**VENDOR NAME: Waste Pro of Florida, Inc.**

**Questions related to Tab 4 – Summary of Qualifications:**

No requested clarifications.

**Questions related to Tab 5 – Project Approach / Methodology:**

- Provide clarification on what was meant by reimbursing the City for solar compactors.

Tab 5, pg. 14: Waste Pro is not able to purchase Big Belly solar powered compactors, we believe only one national hauler is. Municipalities, however, are able to buy Big Belly compactors. If the City decides to purchase these units directly, Waste Pro will reimburse Palm Bay for the purchase of one Big Belly unit for each park.

- What is the plan for facility operations? Where will you operate from?

Tab 6, pg. 1: If awarded this contract, Waste Pro will immediately hire a local broker to assist us with locating commercial property. We will exhaust all property consideration first within City limits. If we are unable to find a suitable location within City limits, we will then look in the southern portion of the County.

- Provide a narrative explanation for the differences between your base and alternate proposal maps. The City needs to understand when a specific residential area will receive each type of service. For example, for the base proposal, those in the shaded color 'X' will receive trash pickup on Tuesday/Thursday; recycle pickup on Monday; and yard waste pickup on Friday, etc.

Tab 5, pgs. 19-24:

The first three maps reflect collection under the Base Proposal. Pg. 19: The green area receives solid waste collection on Monday and Thursday, brown area receives solid waste collection on Tuesday and Friday. The following map (pg. 20) represents areas receiving once weekly single stream recycling collection, and pg. 21 represents areas receiving once weekly yard waste collection.

Pgs. 22 through 24 represent the Alternate Proposal. Pg. 22 map represents once weekly solid waste collection (notice Monday – Friday collection zones, all colored) Pg. 23 represents once weekly single stream recycling collection areas, pg. 24 represents areas receiving once weekly yard waste collection, Monday through Friday.

- **Question for all vendors** – Elaborate more on your plans to transition billing from CPB Utilities to the Collector. Be specific. Include dates and a timeline. Also, describe what the impact will be to residential rates if the City continues billing. [Page limit – 2 pages]

Tab 5, pgs. 11-12: Upon award, and provided that the current contract will be extended until June of 2021 (we may need a full 12 months to receive all new collection trucks from manufacturers), Waste Pro will request from The City all residential and commercial billable information. By January '21 Waste Pro will need to receive all updated residential and commercial (if possible) billing addresses from CPB Utilities. Addresses will be entered into Waste Pro PC Scale Tower and forwarded to our third-party billing vendor.

Once final addresses are received, our third-party billing vendor will send a mass mailing to each residential unit by early March '21, detailing the new collection program beginning in June '21. Collection days, new cart information, program specifics and the requirement of a \$200 residential deposit/security fee will be included. Language in this notification will also describe non-payment/late payment/service reactivation fees.

Waste Pro Palm-Bay dedicated billing clerks will be hired in February '21. They will go through a week-long orientation class, followed by a week of observing regional (Sanford) Customer Service staff. They will be ready to receive phone calls/questions/deposits by mid-March, just before mailers hit the street. As residential deposits are received, an account will be set up for each received payment.

If The City elects to continue with billing, Waste Pro has offered a price reduction (please see second page in Tab 7). If the City continues with billing, this offsets labor and mailing costs that Waste Pro otherwise would have absorbed.

- **Question for all vendors** – Provide specifics regarding what residential recyclables you are willing to collect; and, identify what facility or facilities they will be directed to.

Tab 5, pg. 4: Residential recyclables to be collected are detailed in Attachment 5, pgs. 4 & 5 of the RFP. Waste Pro shall collect all cans, glass, newspaper and plastics detailed in this section. Recyclables will be transported daily to the Space Coast processing facility in Cocoa.

**Questions related to Tab 6 – Transition Plan:**

- **Question for all vendors** – Elaborate more on your intention with current, City-owned inventory of carts, both those distributed to residents and those on-hand in Public Works inventory. Also, if your intention is to use the existing City-owned carts and to phase in new carts as needed; explain how this existing inventory affects your proposed pricing. If you are proposing more than one scenario regarding carts, please clarify. [Page limit – 2 pages]

Tab 5, pg. 3: Very simply, Waste Pro offers to take ownership of all City-owned carts. Waste Pro will service and maintain current carts. As new size requests are mailed in, swap outs and deliveries will be made. All cart maintenance and storage will be conducted by Waste Pro. However, if the City desires to maintain ownership of carts (in-house), we will also continue to service residential and commercial accounts. If the City decides to continue with in-house cart program, this lessens our overhead, which results in a lower monthly fee (Tab 7, Proposal Fee pg. 10).

- **Question for all vendors** – Elaborate on the transition plan. Be specific. Include dates and a timeline. Address equipment acquisition, residential container distribution (if any), commercial container switch-out, personnel hiring, and start-up. [Page Limit – 5 pages]
  - Is the October 1, 2020 start date attainable? If yes, describe the process. If no, how much additional time would be ideal?
  - Regarding equipment acquisition, be very specific on the timing of when you will have all necessary service vehicles ready to work. If this includes verification of vehicles already on order / on hold with a vendor, leased vehicles, reallocating vehicles from other service areas (temporarily or permanently), or other strategies, please provide these details.

Tab 7, pg. 4: The existing October 1, 2020 start date is not attainable for Waste Pro. Since we offer to implement new collection vehicles, delivery could take up to 12 months. During the May 22nd Commission meeting, the current contract would have to be extended another seven months (until June, 2021) in order to guarantee delivery of new collection vehicles. Current backup equipment is dedicated to current contracts, pulling backup equipment could jeopardize current contract stability. We have never leased a fleet for a

contract transition, nor are a fleet of collection trucks on hold from our vendors. Collection trucks would have to be ordered immediately following contract award.

If the current contract were to be extended, our Transition Plan would have to be revised. Trucks, carts, equipment, labor, routing, etc. transition schedules would all change. Assuming that the current contract is extended at the 5/22/20 Commission meeting, for another year, and granted to Waste Pro, we anticipate this schedule:

## **Trucks**

Because we will utilize a new fleet, Waste Pro would have to order collection trucks immediately following contract award. Barring natural disaster, an order for our fleet vendors will take anywhere from 10 to 12 months to fulfill. Cart deliver trucks, supervisors trucks and service trucks will only require 3 months to arrive.

## **Operational Facility**

Waste Pro would immediately hire a local broker to assist us in locating an operational facility in or near The City of Palm Bay. We would either lease or purchase property, depending upon availability and pricing of local properties. When we purchase property with an existing facility, we typically bring in our in-house General Contractor to upgrade and remodel. Remodeling normally takes place during the initial year of the new contract, or shortly thereafter, depending upon current projects. When we complete renovations, we have a turnkey, state of the art operational facility. Local elected officials, Chambers and the media are invited for a reception and ribbon cutting ceremony.

Securing a facility may take six to eight months. By January of 2021 we anticipate securing property and touring facility with our General Contractor to begin planning for renovations. Palm Bay officials are welcome to join us during this planning tour. Customer Service, Dispatch, Manager offices, Conference, Training, Maintenance and Storage rooms and offices will be identified for expansion or remodeling.

Before remodeling take place, we will have all office furniture and all related equipment & copiers/printers, phones & phone lines delivered and installed by January '21. This will ensure that offices and Staff will be ready for March 2021 City-wide brochure mailing and subsequent phone call questions and deposits.

## **Personnel**

Collection and Maintenance Personnel: With a contract extension, hiring drivers, throwers and maintenance personnel for this contract will be consistent and timely; we will have ample time to advertise, interview, screen, hire and train a Palm Bay collection workforce. If the new contract begins June '21, we will begin the hiring and training process much

longer than what is required. We could begin advertising as early as February '21, and have a workforce hired and trained by April. We would advertise in the local Gannett paper in February '21 and conduct February job fairs in Palm Bay. Training will include Safety, Environmental requirements, contractual responsibilities, real-time Smith system driver training (Sanford, Florida), orientation and dry route runs, all of which would take place in March and April '21. Since there will be more than adequate time for driver to get used to their routes, they could hang door tags (describing the new collection program) at each residence in April/May '21. Door tags would be a secondary educational and program notification method for the City. Office staff – Dispatch & Customer Service personnel hiring and training would follow the same hiring schedule. After their orientation class, they will spend two weeks in our regional office in Sanford, watching and observing regional dispatch and customer service staff. They will have a week of orientation and two weeks of observation before they are allowed to answer the phones mid-March.

### **Collection Equipment**

As stated in our proposal, Waste Pro will service all carts in currently in use. An initial order of 5,000 carts (mix of 36 and 96 gallon) will be ordered in November '20. With a potential lead time of 3 months (again, barring natural disaster), carts will arrive by early March '21, just in time for new cart request mailers to start arriving at the Waste Pro operational facility. Cart deliveries and swap outs will take place March '21, we anticipate requests to be fulfilled by June/July. If additional cart requests continue to trickle in, we may need to place an additional cart order, in which case new deliveries will take longer. Since we will service current carts, residents will have carts to use until new carts are delivered.

Commercial Equipment: The Waste Pro commercial audit team, led by Dan Robson, will “blitz” each Palm Bay commercial entity in October and November '20. Once equipment types and sizes are verified, and service frequencies, we will place a bulk commercial equipment order. Metal compactors, Roll Off (RO) and Front End Load (FEL) equipment will be ordered December '20 and will start arriving by early March '21. Equipment will be painted, stickered in March/April and delivered in May '21.

The most updated residential and commercial information that we receive from the City will greatly impact timely delivery of carts and commercial containers.

### **Customer Service**

Accurate, updated residential and commercial information – addresses, locations, container counts, sizes and frequencies will be requested of CPB Utilities upon contract award. This data will be downloaded into our PC Scale Tower database June '20, and will be “scrubbed” monthly, provided that the City forwards us this data. Residential units and commercial accounts will be assigned an account number for billing and activity status.

March '21 Waste Pro will mail a bill and informational brochure to each residential unit, which will also have information detailing the new solid waste and recycling collection program. This will give residents over two months to come up with the mandatory \$200 account deposit.

Residential route maps are provided in our submittal. These maps are general overlay maps, we also have detailed, street-by street maps already available. Upon completion of the commercial survey December '20 we will establish a commercial database and account list in PC Scale Tower, which in turn generates a commercial route sheet. Commercial routing will be completed by January of '21.

Because we are currently utilizing Brevard County solid waste disposal locations, including the Space Coast recycling processing facility, there is no need to establish an account. We will however, need to inform them of the new contract/terms/new collection truck numbers and route assignment. This would take place April/May '21.