

CITY OF BRUNSWICK
SOLID WASTE & RECYCLING
ADDITIONAL QUESTIONS
JUNE 9, 2017

1. What time re proposals due? Proposals are due no later than 3:00 p.m. on Friday June 16, 2017.
2. What are the contract terms? The length of the initial contract will be for three (3) years, with two (2) one year options after the initial three year period; however the City of Brunswick reserves the right to at any time review the performance of the selected vendor and terminate the contract with prior written notice.
3. How often is yard debris pickup? Yard debris should be picked up on a weekly basis.
4. Can bulky items be picked up more than twice per year? Bulky items can be picked up as often as the need dictates; however it is the desire of the City that each subscriber receive at least two (2) pickups of bulky items annually at no additional cost to the City or the subscriber.
5. Can bulky items be picked up on regularly scheduled pick up days? Bulky items can be picked up on regularly scheduled pick up days, or a special time can be coordinated between the subscriber and the vendor to pick up bulky items. The vendor shall distribute customer service contact information (telephone number or email address) so that subscribers can contact the vendor and notify them of the need to remove the bulky item(s).
6. Where is yard debris currently disposed of? Currently yard debris is disposed of in multiple locations to include the Liberty Roll Off dump site and Golden Isles Wood Products. It would be the responsibility of the vendor to secure locations to properly dispose of all yard debris and other waste.
7. For clarification, is residential curbside solid waste pickup mandatory, and recycling and yard waste are a customer option? Residential curbside pick up is mandatory and the subscribers have the option to participate in recycling and yard waste services if they so desire with no additional cost to the subscriber.
8. Is commercial solid waste pick up mandatory? Commercial solid waste pickup is mandatory.
9. How many residents pay for service through property taxes versus monthly payment? Residential subscribers are assessed a fee on their property taxes for solid waste pickup, and commercial subscribers are billed monthly.
10. What percentage of payments are made through property taxes versus monthly payment? Less than 1% of residential customers are billed monthly, the remaining subscribers are billed through property taxes.
11. Are we paid monthly, quarterly or annually for our services? The current vendor submits an invoice to the City on a monthly basis with "Net 30" terms and the vendor is paid upon receipt of this invoice on a monthly basis.
12. Clarification of the billing process. The vendor submits an invoice to the City for all services rendered during the prior month and upon verification of the invoice the City will issue payment in the form of a check to the vendor.

13. Do we bill directly to the City for city services and how frequently would this be paid? All services for the prior month are to be billed monthly and listed on the invoice submitted to the City which will include services performed on behalf of the City. Once the invoice has been verified, payment will be made to the vendor in the form of a check.
14. What is the current rate charged for residential customers? The current charge per residential subscriber is \$14.61 per month.
15. Are the City containers billed or are they free to the city? The City is currently charged for all of the containers that it uses.
16. Who pays for special events? Each vendor should specify in their proposal what fees (if any) would be associated with services for special events.
17. Are trash and recycling services billed separately? Each vendor should detail in their proposal what fees would be associated with each service and how each service would be billed. If the vendor wishes to bill for each service separately then it should be documented in the proposal submitted.
18. Is there any variance on the start date? The City expects for the contract to begin on August 1, 2017, however if the selected vendor or the City decides that this start date is not feasible to adequately service our residents then the City may consider amending the start date of the contract.
19. Solid waste collection states that additional carts, yard waste and backdoor service will be paid by the subscriber billed directly to the city or the subscriber? Additional carts delivered to the subscriber as a result of damage caused by the subscriber as a result of neglect misuse or abuse and NOT a direct result of normal wear and tear then the subscriber should be billed by the vendor directly. Backdoor service for subscribers that do not have a verifiable medical condition should be billed directly to the subscriber; however subscribers with a verifiable medical condition that prohibits them from placing carts/cans in the designated area shall not be charged for this service. Yard waste collection is a part of the included services for subscribers and the fee should be included in the proposal and billed to the city not the subscriber.
20. Can alternatives to RFID carts be used? RFID tracking devices are not required, however it is the desire of the City of Brunswick that the service provider use either RFID technology or existing technology with similar functionality to track pickups or possibly record an explanation of a missed pickup (can was not in designated area, can was overfilled, can was damaged and could not be properly secured by equipment, etc...)
21. Carts are to be delivered, repaired, or exchanged within 48 hours – is this negotiable to our local division standards? Each vendor is expected to have at least 1% of the total amount of the carts on hand to ensure that lost or damaged carts can be replaced within the allotted 48 hours. If a vendor cannot meet this requirement then it should be addressed in the proposal submitted.
22. The contractor will be accessible to the citizens who wish to file a complaint through local telephone service. Is a local number to our customer resource center acceptable? A local office with customer service representatives operating during normal business hours is the most desirable option however a telephone number to a customer resource center will be considered an acceptable means of communication for customers to lodge complaints should the arise.

23. Should a subscriber be billed directly for bulk pickups prior to service after the two free annual pickups? It will be at the vendor's discretion to determine if subscribers should be billed prior to service for bulk pickups after the two free annual pickups, but it is the expectation of the City that the subscriber will be billed directly for bulk pickups beyond the two free annual pickups. The vendor shall address in their proposal how the subscribers will be billed for bulk pickups beyond the two free annual pickups, and all subscribers will be treated in the exact same manner.
24. Are Christmas trees to be collected around the whole city or are roll-offs placed strategically around the city? The City will negotiate with the vendor strategic areas to designate as Christmas tree drop off locations and those areas will serve as collection points for Christmas trees.
25. Can we bid an alternative to RFID for recycle containers? RFID tracking devices are not required, however it is the desire of the City of Brunswick that the service provider use either RFID technology or existing technology with similar functionality to track pickups or possibly record an explanation of a missed pickup (can was not in designated area, can was overfilled, can was damaged and could not be properly secured by equipment, etc...)
26. Please clarify if the illegal dump tonnages and number of unscheduled pickups are related? The illegal dump tonnage and the unscheduled pickups are closely related and both are included in the total. Unscheduled pickups is a small portion of the total and includes pickups that were not made due to damage to container that prohibits grappling, inaccessibility of container by side loading truck, narrow lanes, etc. or contaminated yard waste piles.
27. To whom should illegal dumps be billed? Illegal dumps shall be documented to include the address (or GPS location) photographed and billed to the City.
28. Please clarify that recycling is every other week. Recycling services shall be provided every other week on the same day as regular household waste, and yard waste should be collected every week.
29. Can the drop off center that we currently provide at our hauling company location be considered for this requirement? If the current location meets the requirements of the drop off center option then it can be used to serve that purpose.
30. Is the contract price fixed for the first three years or is the city willing to include standard CPI adjustment language? The contract will be fixed for the first three years; however under extenuating circumstances that would prohibit the vendor from operating efficiently (i.e. significant increase in fuel prices) then the vendor can submit a request in writing to the City to review the terms of the contract.
31. Is there a local business preference consideration included with this RFP? Local vendors that have a presence or headquarters in the Brunswick, Glynn County geographic area will be noted, however emphasis will be placed primarily on services provided, past performance in locations similar in size and scope to the City of Brunswick, pricing and approach to service.
32. Please define unscheduled pickup. Unscheduled pickups are pickups that were not made on the regularly scheduled day due to various reasons to include but not be limited to damage to containers that prohibit grappling, inaccessibility to container by

side loading truck, narrow lanes, etc. or contaminated yard waste piles that were not picked up.