



# VILLAGE OF MARVIN

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## ADDENDUM No. 1

**TO:** Prospective Bidders

**FROM:** Village Manager, Christina Amos

**DATE:** April 22, 2021

**PROJECT:** Solid Waste, Village of Marvin

*The following items are being issued herein for modification and clarification to the Bid Requirements for the project referenced above. All Bidders shall acknowledge this Addendum within their submittal.*

## MODIFICATIONS

### QUESTIONS & ANSWERS

*(Complete below)*

(Actual questionnaire submitted is attached; questions are summarized below)

1) When will answers to questions be provided to all bidders? Please supply exact dates of extensions.

Answer:

Exact response times for each RFI (Request for Information) is all dependent on the when the RFI is submitted as well as the depth and detail of questions submitted. Obviously, the Village of Marvin and Town of Weddington will try to answer any RFI in the most time efficient manner that allows within the context of the request. In terms of who will receive the RFI, as stated directly in the RFP Document on page 6:

All inquiries about this RFP or any request for additional data **must** be submitted in writing.....Answers to questions will be provided to all bidders. All official bid addendums and/or corrections will be posted on the Village of Marvin and Town of Weddington's websites at: [www.marvinnc.gov](http://www.marvinnc.gov) and [www.townofweddington.com](http://www.townofweddington.com)

There are no exact dates of RFI publications because those dates are all dependent on when the Municipalities receive said RFI from the prospective vendor.

2) How much notice is given to a vendor for interviews and presentations?

Answer:

As much time is availability depending on when a special meeting is able to be scheduled between the two municipalities, but no sooner than a 48 hour notice as required by N.C.G.S.§160A-71; these interviews will likely be held on 5/17/21 and/or 5/24/21 though these are NOT yet confirmed and these dates could completely change at either boards discretion.

3) Is there a weighted criteria standard for Operational Experience?

Answer:

There is no required data or subjective material municipalities are seeking here. Municipalities seeks innovative and responsive proposals that improve system efficiency, keep costs down, allow flexible and increased access to Services, meet customer needs, reduce impacts on public and environmental health, and provide long-term service stability and decisions will be based on these measures.

4) Who monitors Christmas Tree being put out beyond the last day of January? What is done with artificial trees or residents who don't comply with the rules.

Answer:

As with any other non-collectable item, the Vendor shall be responsible for properly monitoring and notifying the resident via tagging system (or any other suitable method) of said non-collectable.

5) Why was green selected for Solid Waste containers and not simply "the color designated by the Municipality"?

Answer:

Both Solid Waste and Recycling Containers state "designated by respective Municipality" as stated directly within the RFP on page 16 as follows:

Rollout Carts shall conform to the following specifications (equivalent)and be included in the bids and options costs:

Capacity: as required by the current service for the Municipalities.

Solid Waste = ±96-gallon (Green or as designated by respective Municipality)

Recyclables = ±96-gallon (Blue or as designated by respective Municipality)

6) What is the schedule for providing reports to the Municipalities and what is the process for review? Is there a timeline for course correction?

Answer:

As stated in the RFP: "Proposer is expected to have an enhanced customer service work order management system with real-time data and route video and/or pictures..... The Proposer shall provide the Town with complete visibility of daily collection service operations through the use of a web-based, real- time GPS map-based tracking system." Additionally, page 30 of the RFP very specifically lays out all the required periods for reports as follows:

Daily: Proposer shall electronically submit a daily report, by noon each day, to the respective municipality, in a format approved by the municipality, containing, at a minimum, the following information for the previous day:

(1) Customer complaints – Proposer shall report all customer complaints (e.g., missed pickups).

- (2) Non-Collection Notices – Proposer shall identify all non-collection notices issued. At a minimum, the information shall include the date the notice was issued; customer's name and address; and the reason for issuing the notice.
- (3) Completed Work Orders – Proposer shall identify all work orders issued by the respective municipality that have been completed (e.g., rollout carts delivery to new customer, additional carts...etc.)
- (4) Incidences of personal injury or property damage, including vehicular damage to public or private property.
- (5) Revocation of any license or permits.

Weekly: Proposer shall maintain copies of the previous week's weight tickets from the designated facilities.

Monthly: Proposer shall electronically submit a monthly report, by the fourteenth (14<sup>th</sup>) of each month, to the respective municipality in a format approved by the respective municipality, containing, at a minimum, the following monthly totals:

- (1) Customer complaints – Proposer shall report all customer complaints (e.g., missed pickups). Each complaint will have a response note provided by the Proposer addressing the complaint. In addition, Proposer will provide a list of non-collection errors categorized by "citizen error" or "proposer error."
- (2) Non-Collection Notices – Proposer shall identify all non-collection notices issued. At a minimum, the information shall include the date the notice was issued; customer's name and address; and the reason for issuing the notice.
- (3) Completed Work Orders – Proposer shall identify all work orders issued by the respective municipality that have been completed (e.g., rollout carts delivery to new customer).
- (4) Incidences of personal injury or property damage, including vehicular damage to public or private property.
- (5) Revocation of any license or permits.
- (6) Total MSW tonnage transported to the transfer station.
- (7) Total yard waste tonnage transported to the composting facility.

Regarding timeline for course correction, as stated on Page 21 of the RFP in the Liquidated Damages section: Failure to respond to or resolve complaints by the end of the next business day after Proposer is provided notice of such complaint; or reporting unresolved complaints as having been resolved will result in liquidated damages. Additionally, there are other course correction liquidated damages within this section that each vendor shall familiarize themselves.

7) Who is responsible for distributing calendars?

Answer:

On page 19 of the RFP:

“The Contractor will also provide all households with a magnetic calendar indicating solid waste, recyclables, e-waste/bulk items, and yard waste pickup dates. The calendars will be provided in year one only of the Contract. These costs are the responsibility of the Contractor.”

8) Who is determines real time resolution of an issue?

Answer:

On page 18 of the RFP:

Proposer is expected to have an enhanced customer service work order management system with real-time data and route video and/or pictures. The Proposer's work order system shall include the following information:

- (1) Customer's name, address, and phone number;
- (2) Route number and truck number assigned to complaint address;
- (3) Type of service involved;
- (4) Nature of the complaint;
- (5) Date and time the complaint was received;
- (6) Date and time problem occurred;
- (7) Action taken by Proposer;
- (8) Date and time the complaint was resolved;
- (9) Name of person who resolved the complaint;
- (10) Photos of the Complaint; and
- (11) Photos documenting resolution of the complaint (if applicable)

Automated Vehicle Locator System (AVL) The Proposer shall be responsible for providing and implementing an AVL-based service verification and asset management system. Municipalities will provide the Proposer a customer list and the Proposer shall be required to populate a database with customer name/ID and physical address. Proposer shall provide, populate, and maintain a service verification system. Service verification software shall be capable of providing reports requested by the Municipalities, in PDF and Excel formats.. The Proposer shall provide the Town with complete visibility of daily collection service operations through the use of a web-based, real- time GPS map-based tracking system. Proposer is responsible for all costs of implementation, operation, and maintenance and the system must be operational and accessible by **June 1, 2022**.

The evidence provided within this documentation would be enough to determine resolution of an issue.

9a) What are the municipalities plans for developing fueling stations for Compressed Natural Gas?

Answer:

Municipalities have no plans for developing fueling stations; this would be the responsibility of the vendor to secure those resources.

9b) When will construction start?

Answer:

Assuming this question relates to the construction of fueling stations, none is planned and therefore a construction date is nonexistent.

9c) When will comprehensive plan be given to bidders?

Answer:

Assuming this question relates to the construction of fueling stations, none is planned and therefore a comprehensive plan is nonexistent.

10) Do the municipalities have accurate records of recycling and when will this be provided to bidders?  
Who is responsible for process fees?

Answer:

Neither municipality currently operates a Solid Waste program and therefore does not have respective data as requested.

Page 29-30 of the RFP states:

Proposer shall deliver all recyclables collected pursuant to this Contract to a Recycling Facility (MRF), of their choice. The Contractor must have certification that the facility can and will accept the volume of materials brought there under this contract. E-waste and White Good Recycling services will be the responsibility of the contractor..... The Contractor shall be totally responsible for the processing and marketing of all recyclable materials collected pursuant to the Contract.

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**END OF ADDENDUM NO. 1 of Bid**