

RFP ADDENDUM 2 – RFP QUESTIONS AND ANSWERS

Interested Parties, please see below for answers to the questions received by the deadline of June 8, 2022.

Please note that Proposers are allowed to take exception to proposed agreement terms as part of their proposal and the Authority welcomes changes to the terms that further WVSWMA's objectives or increases the performance standards of the agreement. Such exceptions shall be evaluated by the committee and the committee's recommendation for or against a proposer will be based, in-part, on the number and nature of exceptions taken.

Questions and Answers

Collection Operations – Routes

Question 1

RFP – Section 2.4 Historical Operating Information & Supplemental Data – Route Maps. The RFP notes that there are ten (10) collection vehicles utilized to service commercial accounts. Meanwhile, the Route Map data appears to show eleven (11) frontload routes. Question: Can you please clarify this apparent discrepancy in front-load vehicles vs. routes?

Answer 1

The information provided in Section 2.4 was provided to the Authority by WVC&R as part of routine reporting to the Authority and is done at a summary level. The route lists in the “Route Maps” file were provided more recently and offer more detail. The Authority has not independently verified either data set. Both sets of information are provided to assist the proposer in conducting their own due diligence on the operational requirements of this contract. This is the best information available to the Authority at this time and each proposer is expected to conduct their own due diligence and not rely solely upon the information in the RFP.

Question 2

Supplemental Data – Route Maps. The Route Maps for Single-Family Services included at the end of the “Route Maps” attachment does not appear to include all Single-Family Residential Service in the Service Area. Can you please provide comprehensive route maps and/or data for all Single-Family Residential routes within the Service Area?

Answer 2

The Authority has requested this data from the Member Agencies and additional data will be provided as an addendum to this RFP if and when it becomes available.

Question 3

Supplemental Data – Route Maps. Could the Authority provide Route Maps for all routes? Only Route 101 has been provided.

Answer 3

The Authority has requested this data from the Member Agencies and additional data will be provided as an addendum to this RFP if and when it becomes available.

Question 4

Supplemental Data – Route Maps. How many Routes are currently running?

Answer 4

Detailed route lists are provided as supplemental data to this RFP. An additional list of routes with container counts has been included. Data provided in the RFP is largely sourced from routine reports from the current hauler, which have not been independently verified by the authority. Each proposer is expected to review that data and conduct their own due diligence to determine the operating requirements for the contract.

Question 5

Supplemental Data – Route Maps. Are there any GIS / ShapeFiles that can be provided for proposers, with routing information?

Answer 5

The Authority does not have any GIS data for the current routing.

Question 6

Supplemental Data – Route Maps. Should proposers model commercial and residential compost routes under the assumption that there is full participation?

Answer 6

Proposers should assume that all generators will be required to participate in recycling and composting services unless the Authority has waived those services due to de minimis generation or space constraints. The Authority is currently processing waiver requests associated with the roll-out of the remainder of the commercial recycling and organics program and data is not yet available related to the number of waivers that will ultimately be granted. To date, 31 of the 60 waivers that have been processed to date and recommended by WVC&R have been determined by the Authority to be inappropriate and the waivers have been denied. The Authority may have better data on this in time for final negotiation of this contract and the Authority may request proposers reconsider their cost proposals during final negotiations in light of then-available data related to the extent of waivers.

Question 7

Supplemental Data – Route Maps. Do customers' collections have to remain on the same collection day? Or can proposers adjust collection days for efficiencies?

Answer 7

The Authority understands that there are different approaches to routing and that those differences may have significant impacts on cost. As such, we anticipate that there may be a number of customers who

experience day changes as a result of re-routing. The strong preference of the Authority is to impact less than 10% of single-family residential customers in any such change. Proposals should describe the extent of service day changes (number of accounts) along with your proposed educational and operational efforts in order to support customers in having a positive experience despite the change.

Question 8

RFP – Section 2.4 Historical Operating Information. What types of trucks are currently being used to serve each route?

Answer 8

The detailed specifications of the current equipment are not known to the Authority. Generally, the Authority understands that WVC&R currently operates:

- Residential solid waste/organics routes: split body, automated side loaders
- Residential recycling routes: single body, automated side loaders
- Commercial routes: single-body, front-end-loaders with cart attachment

Collection Operations – Hard-to-Service

Question 9

Draft Franchise Agreement – Article 5.4, Collection Standards. This section notes that the “Contractor shall provide hard-to-service Collection as necessary.” How many hard-to-service accounts are currently within the Service Area? How often / to what extent does this number change over time?

Answer 9

Each proposer should conduct sufficient due diligence to determine their need for hard to service routes based on their particular collection approach and equipment selection. It is possible that no special hard-to-service routes would be needed and that all areas could be accessed with standard equipment. It is also possible that some proposers would determine the need for special hard-to-service routing in some of the hills as well as the higher-density (e.g., townhome style) developments.

Question 10

Draft Franchise Agreement – Article 5.4, Collection Standards. Are there any walking routes or difficult-to-serve routes? If so, what vehicles or collection methodology is used to serve these routes?

Answer 10

See response to Question 9.

Collection Operations – Roll-Off and Compactor Service

Question 11

RFP – Section 3.3, Scope of Services for Base Proposal. This section notes the availability of drop boxes / compactors for various customer and material types. Are there any accounts with permanent / weekly roll-off services? If so, can that service information be provided?

Answer 11

From January through March of 2022, the hauler reported 803 total drop box or compactors pulls.

Question 12

RFP - Section 5.9.1. Item 10 notes that “Cost for bin-type compactors shall be included with bin costs on the cost proposal forms.” Is the expectation that contractors will provide compactors to customers? Typically, customers are expected to rent their own compactors. If contractors are to provide compactors, can the Authority provide a list of all compactor customers and their sizes/ frequency?

Answer 12

Proposers should include the cost of servicing those containers in their proposal. Some companies supply these for customers and others prefer to connect customers with potential compactor leasing companies for the customer to make their own arrangements. The Authority is okay with either approach, provided that Contractor is taking active measures to support Customers in their overall discards management. As such, the Authority would expect the Contractor to advise Customers about options and potential advantages/disadvantages of using compactors for various material streams. As the Contractor services the containers, the Authority expects that the Contractor would advise the Customer about any maintenance or operational issues associated with the compactor.

Question 13

RFP – Section 3.3, Scope of Services for Base Proposal. The RFP notes that “Covered sliding container tops for drop boxes available to customers on request for fee.” Does the Authority know what percentages of roll-off boxes will need to have covers?

Answer 13

The Authority is aware that each of the municipal corporation yards for the Member Agencies will require sliding top roll-off boxes to comply with their stormwater permit requirements. In addition, we are aware that many other large-volume customers are subject to similar stormwater management requirements. As such, we would like this option to be available to customers on request but appreciate that there is an extra cost for them and would permit a higher rate for these containers than for open-top roll-off boxes.

Collection Operations – Organic Materials

Question 14

RFP – Section 2.3, Current Tonnage, Container, and Account Data. How many single-family and multi-family customers utilize the extra organics carts? Can the Authority give us a count of the number of organics carts in use, by customer?

Answer 14

The Authority does not have any information on the number of customers utilizing additional organics carts. The hauler does not charge for these extra carts, so there is no billing record currently.

Question 15

RFP – Section 2.3, Current Tonnage, Container, and Account Data. Do any of the commercial/MFD accounts currently subscribe to organics service? If so, how many accounts? Can the Authority provide addresses and service levels?

Answer 15

The Authority implemented AB 1826 and, as of the 2020 AB 939 report to CalRecycle, there are 391 commercial businesses and 74 multi-family complexes covered under AB 1826. Of those customers, 94 commercial businesses and 0 multi-family complexes are not subscribed to organics service. These commercial businesses were not subscribed due to exemptions. The SB 1383 amendment to the current franchise agreement provides for all customers to receive recycling and organics service unless waived. The Authority anticipates that all customers will have service, unless approved for a waiver, during 2022.

Question 16

RFP – Section 3.3, Scope of Services for Base Proposal. In the RFP Attachment G: Figure 11: Organic Materials: The RFP lists “95 gallon” carts in use for the current commercial organics collection. There are currently both “65 and 95 gallon” carts in use. Would 65 gallon carts continue to be used?

Answer 16

Exhibit B2 and B3 to the Draft Franchise Agreement errantly listed only 95-gallon cart availability for multi-family and commercial recycling and organics service. Through this addendum, the Authority is correcting those Exhibits to clarify that 35-, 65-, and 95-gallon (or similar sizes) options should be available to multi-family and commercial customers for recycling and organics services in order to accommodate customers with space constraints or dense materials that are too heavy to collect in a large cart.

Question 17

Draft Franchise Agreement – Exhibit B2. Exhibit B2: Multi-Family Residential Services states: “Organic Multi-Family Customers may place Organic Materials in Compostable Plastic bags and then place the bagged Organic Materials into their Organic Materials Containers for Collection.” Does Guadalupe Landfill accept bagged organics currently, or will they at the commencement of this agreement?

Answer 17

Multi-family organic materials should not be delivered to Guadalupe, as the contamination rate for that material exceeds the acceptance standards for that facility. The proposer is required to propose a facility to receive multi-family and commercial organic materials, which are expected to be contained in plastic bags and to have a relatively higher contamination rate than the single-family residential material. As such, the Authority anticipates that some degree of advanced pre-processing would be required, and pre-processing is not a part of the contract with Guadalupe.

Collection Operations - Bulky Collection

Question 18

Draft Franchise Agreement – Exhibit B2 Section 4. Bulky Item Collection (BIC) for MFD: Do current MFD receive “On-Call” BIC pickups? If so, what are the totals per year, by city?

Answer 18

The bulky item program is not available to MFDs currently at no charge. There is currently a fee-based program, and the Authority does not have data on the utilization of that program.

Question 19

Draft Franchise Agreement – Section 4.7. Item A, of the Franchise Agreement notes that Bulky Item Collections are to occur “on a day that is convenient to the Customer.” Could this be revised to “on the customer’s regularly scheduled service day” for routing purposes?

Answer 19

The Authority appreciates that different companies may have different operational approaches to this. Please describe your operational approach to providing this service as well as your customer service approach to interacting with customers in the scheduling process to ensure the highest level of customer satisfaction with the service.

Collection Operations – Other

Question 20

RFP – Section 5.1, Proposal Outline. The last item in Technical Proposal for Base Services is 2.11 – Corporation Yard and Maintenance Facilities. However, the corporation yard narrative appears to be included in the Collection section, and there is no expanded direction after Management and Customer Service Systems in the Proposal Requirements. Should the proposer include a separate section on the Corporation Yard, or include it within the Collection section?

Answer 20

Please provide this information in Section 2.11 of your proposal, rather than in Section 2.1.

Question 21

Draft Franchise Agreement – Exhibit B. Is there a list of customers that utilize the “walk in” service, as well as the distances the containers are required to be pulled? The new draft Agreement notes that contractors must provide walk in service for no additional cost for containers up to 25 feet; understanding how much this is utilized will be important to planning routes.

Answer 21

The Authority does not have any data on the number of customers or distances for walk-in service. The Authority anticipates that each proposer will conduct their own due diligence to determine how many containers are direct service versus those that require some degree of driver interaction and the extent of that interaction (e.g., enclosures, locks, distance).

Household Hazardous Waste

Question 22

Draft Franchise Agreement – Exhibit B1 Section 4. Cooking oil: will this be fully funded through rate payers, or will this be funded through the waste authority or cities? (we have seen scenarios where the jurisdiction implements the oil jug program through funding they allocate internally).

Answer 22

This will be funded solely through the rates. Neither the Authority nor the cities have funding for the cooking oil program.

Question 23

RFP – Section 3.3 Scope of Services for Base Proposal. The RFP Attachment G states: “Permanent collection site for e-waste, universal waste, oil, paint, batteries, and fluorescent lights should be at a location within a 15-mile radius of any customer’s premises in the Authority service area.” Currently, collection of these items is provided at a facility on Charles Street in San Jose, which is within a 15-mile radius of many, but not all customer’s premises. Is this location acceptable to meet the requirements of the RFP? If not: Is it intended the proposers build and operate additional sites? Are there guidelines on how these sites would be staffed/constructed and volume of materials to take? Would a mobile collection site work for these areas, and if so, what frequency would be acceptable?

Answer 23

As long as the site is within a 15-mile radius of the service area, the site would be considered acceptable.

Question 24

RFP – Section 2.3 Current Tonnage, Container, and Account Data. Can the Authority provide the volumes of current Santa Clara County HHW collection annually for the member cities?

Answer 24

The Authority has provided Forms 303 reported to the state for FY2020-21 under Supplemental Data. This information is provided to the Authority by WVC&R and is not independently verified. The Forms 303 have been uploaded to the [WVSWMA website](#) under Supplemental Data.

Accounts

Question 25

RFP – Section 2.3 Current Tonnage, Container, and Account Data. Could the Authority provide the customer lists in excel format?

Answer 25

This information is not currently available to the Authority in Excel format. The Route Maps and route lists data provided on the website is the only similar data available at this time.

Question 26

RFP – Section 2.3 Current Tonnage, Container, and Account Data. How many commercial and multi-family accounts are there by jurisdiction?

Answer 26

The following Figure 1 of this Addendum 2 summarizes the number of multi-family and commercial accounts by jurisdiction.

Figure 1

Member Agency	Multi-Family Accounts	Commercial Accounts
City of Campbell	352	1,335
Town of Los Gatos	153	775
City of Monte Sereno	0	5
City of Saratoga	20	221
Total	525	2,336

Tonnage

Question 27

RFP – Section 2.3, Current Tonnage, Container, and Account Data – Figure 4a. This table illustrates the Annual Materials Collected by Sector, and there is one row of data noting the residue associated with Single Family. Can you please elaborate on what material is included in the Single-Family Residue category? Is this material collected separately from Single-Family Solid Waste, or is it material that is resultant after processing?

Answer 27

This is recycling processing residue remaining after processing the single-family recyclables.

Question 28

RFP – Section 2.3 Current Tonnage, Container, and Account Data – Figure 4b. Figure 4b in the RFP notes that there were 1,549 tons of recyclables in 2021 that went to Guadalupe Landfill. Could the Authority clarify this? What is this material, and will this practice continue under the new Agreement?

Answer 28

That refers to C&D recyclables that are delivered to Guadalupe from construction projects in the service area. Prior to January 2022, WVC&R was required to deliver all of the C&D they collected exclusively to Guadalupe for processing. Starting January 2022, WVC&R is expected to work with each project to determine their diversion needs and appropriate facility(ies) for managing the material to achieve their needs. Guadalupe serves as a C&D processor of last resort but has not guaranteed a diversion rate for processing. Under the new Agreement, it is expected that the selected Contractor will have a much more active role in supporting the waste management plans for construction projects in the service area, including providing recommendations for source-separation, mixed processing, and on-site reuse opportunities to achieve each project's diversion goals.

Education and Outreach

Question 29

Draft Franchise Agreement – Exhibit C Section 2.H. Pub Ed Funds: does the \$150k include the salaries for the 2 coordinators or is that just for infrastructure, marketing, etc.?

Answer 29

The \$150,000 public education and outreach budget is intended to fund third-party education and outreach such as creating, designing, printing, mailing, distributing, and advertising print and online media, as well as other public education and outreach activities. The budget is not applicable to internal staffing costs of the Contractor.

Question 30

RFP – Section 2.3 Scope of Services for Base Proposal. Figure 12 – Will the dedicated annual budget for the public education plan (\$150,000) be increased annually, or is it expected to remain at \$150,000 throughout the term of the agreement?

Answer 30

It is intended that this amount would be escalated by CPI on an annual basis.

Question 31

Draft Franchise Agreement – Article 4.11.c, Website and Email Access. This section notes that the “Contractor shall develop and maintain content on a website owned by the Authority.” Many proposers will likely already have websites with a structure that could support the Authority. Can you please confirm that the proposer should anticipate using solely a separate website owned by the Authority, rather than the proposer’s existing website with a section dedicated to the Authority? If the website is owned by the Authority, should the proposer assume that the Authority will handle the costs associated with the website?

Answer 31

The Authority will own a website/URL that may be directed to the proposer’s website.

Cost Forms

Question 32

Base Cost Proposal Form - Tab 2B, Operations Statistics – Los Gatos. Lines 31 - 34 38, Tonnage Information, contains cells with pre-filled tonnage data, showing 100 tons for several categories. Should the proposer overwrite these cells with actual tons?

Answer 32

Yes. Those should have been deleted after testing the forms. Please overwrite those values with your estimates.

Question 33

Base Cost Proposal Form – Tab 3, Labor. This Cost Form asks for Labor costs in 2024 dollars. Will this input factor be adjusted to true 2024 wages if the Collective Bargaining Agreement is renewed at rates above CPI in the interim?

Answer 33

Please make reasonable estimates of the 2024 wages based on the current compensation and wage escalation. In the event that the final wages vary from your estimates, an adjustment can be made prior to the effectiveness of the Rate Period 1 rates.

Question 34

Base Cost Proposal Form – Tab 7, Processing Cost. Can you please confirm that Column F (Organic Materials (WM)) is intended for Single-Family Residential Organic Materials, while Column G (Organic Material) is intended for Commercial/Multifamily Organic Materials?

Answer 34

That is correct. Column F is for the single-family residential organic material delivered to Guadalupe. Column G is for the multi-family and commercial organic material that will be delivered to the proposer-selected processing facility.

Question 35

RFP – Section 2.3 Scope of Services for Base Proposal. The RFP lists cart sizes as 20-, 35-, 65- and 95-gallon. Our standard is typically 24-, 32-, 64- and 96-gallons. Can we use our standard sizes for capital projections?

Answer 35

The Authority understands that different manufacturers have different sizes. The Authority would prefer a true 20-gallon option to ensure that there is a significant difference between the capacity of that service level and the next available service. The 35-gallon service can be substituted for anything from 30-35 gallons. The 65-gallon service can be substituted for anything from 60-65 gallons. The 95-gallon service can be substituted for anything from 90-96 gallons.

Question 36

Base Cost Proposal Form. Given inflation volatility at the time of this RFP submittal (August 2022), would the Authority be open to proposers presenting current costs/rates if service were to start at the date of submittal, then revising costs as of July 1, 2024, using index based adjustments? This process would better ensure rates that are accurate to the actual inflationary changes happening in July 2024.

Answer 36

Please submit all costs to July 2024, including estimated inflation. Proposers may propose an exception to the Draft Franchise Agreement if they believe additional measures are required to manage inflationary risk between the proposal date and start of service. Any such exception and the risk to ratepayers will be considered in the evaluation of the proposal.

Street Sweeping

Question 37

Supplemental Data – Current Street Sweeping Services. The street sweeping Exhibits show the curb miles for the City of Campbell but not the other cities. Are the curb miles available for the other cities?

Answer 37

The following Figure 2 of this Addendum 2 summarizes actual total miles swept in FY2020-21.

Figure 2

Member Agency	FY2020-21 Miles Swept
City of Campbell	8,992
Town of Los Gatos	3,430
City of Monte Sereno	216
City of Saratoga	6,600
Total	19,238

Question 38

Supplemental Data – Current Street Sweeping Services. Will the contractor have access to dump the swept material in City corporation yards or other designated areas? If so, will each City assist in the loading of material into roll off boxes?

Answer 38

If this is included in the contract, the Member Agencies would work with the selected Contractor to facilitate efficient dumping of the sweeping materials. The details of these logistics will need to be coordinated separately with each of the Member Agency's operations teams.

Question 39

Supplemental Data – Current Street Sweeping Services. Are current sweeping services performed by the solid waste contractor, the City, or a subcontractor?

Answer 39

This is not currently part of the solid waste contract; however, the Member Agencies have expressed interest in combining the scopes in this agreement due to the nexus between the two services. The Member Agencies' current street sweeping services are performed by a separate contractor, with the exception of the Town of Los Gatos who performs their own street sweeping operations.

Question 40

Supplemental Data – Current Street Sweeping Services. Are streets without curbs also expected to be swept?

Answer 40

The Town of Los Gatos and the City of Monte Sereno currently have street sweeping programs that include streets without curbs, and the City of Saratoga may request streets without curbs to be swept. The City of Campbell's current street sweeping service is only for streets with curbs.

Bulk Compost and Mulch

Question 41

RFP – Section 3.4.1, Scope of Alternative Services – Bulk Compost and Mulch. This section notes that the selected Contractor may be required to provide 12,400 cubic yards of compost (~5,000 tons) annually for SB 1383 compliance. Meanwhile, the selected Contractor will only be collecting ~2,400 tons of Commercial, Multifamily, and Roll-Off Organic Materials. Will the WVC Organic Materials Processor for the Single-Family Residential sector be making finished compost (or other finished Organic Waste Product) available for purchase in commensurate amounts? Where in the Base Cost Proposal Forms should the cost of the compost giveback be reflected?

Answer 41

The Contractor will be responsible for accomplishing the SB 1383 organic waste product procurement on behalf of the Authority's Member Agencies. No provision has been made in the processing agreement for residential organics to provide any of that material at no cost. The Contractor can accomplish the procurement obligations in a number of ways including RNG use, power credits, compost/mulch givebacks, grant programs, brokering, or any other method approved by CalRecycle. Member Agency staff believe that minimal additional compost and mulch application is possible in their operations and that other outlets are likely required to accomplish this goal.

Question 42

RFP - Section 3.4.1. Section 3.4.1 of the RFP is an alternative asking contractors to provide compost and mulch to help the Authority meet its SB 1383 procurement requirements. Given that residential organics go to Guadalupe Landfill, does WM have any obligation to sell any material back to the Authority or the Authority's hauling contractor?

Answer 42

See Answer 41.

Billing

Question 43

RFP – Section 3.3 Scope of Services for Base Proposal. In the RFP Attachment G: Figure 10: Solid Waste: Requested MFD Base Services, it states proposers are to offer billing, "per dwelling unit rather than volume." Is the intention to provide the same rate per dwelling unit across all multi-family units, independent of size or type?

Answer 43

Yes. The intent is to provide a per dwelling unit rate to all properties that are served as multi-family regardless of size or type. The one exception is cases where individual units, property manager, or HOA choose to provide individual service to each unit and bill that service directly to that unit, similar to a single-family customer (e.g., townhomes, mobile home parks).

Question 44

Draft Franchise Agreement – Section 4.10.F. Regarding Section 4.10.F of the Draft Franchise Agreement, can the Authority provide due dates for the following examples: (1) When a Q1 (January-March) residential bill is mailed to a customer at the beginning of February. (2) When a commercial bill for services provided in January is mailed out the first week of February.

Answer 44

The intent of this provision is to ensure that the bill is not considered late or past due until all services for the period being billed have been provided. The description of the quarterly billing will be modified in the agreement to make the bill due on the last date of the billing period. So, in the illustrative examples requested:

- 1) If a quarterly residential bill for January through March service is sent to the customer on February 10, it would be due March 31.
- 2) Monthly bills should be provided in advance of service (per 4.10.A), so billing should not occur the first week of February, but in the first week of January. If a monthly commercial bill for January is mailed in early January, it is due January 31. If a monthly commercial bill for February is mailed in early February, it is due March 3 (assuming no leap year).

Miscellaneous

Question 45

Draft Franchise Agreement – Exhibit H. The exhibits document mentions a performance bond; however, it appears blank. We wanted to clarify whether or not a performance bond would be required.

Answer 45

The final performance bond will be attached as Exhibit H for the selected Contractor. There is nothing to do with this during the proposal phase. The form is subject to review and approval by the Authority's legal counsel. There will be a performance bond required, consistent with Section 9.3 of the Draft Franchise Agreement.

Question 46

Draft Franchise Agreement – Article 4.12.b, Information System Integration. This section notes that the Contractor's information systems must be integrated with the Member Agencies' and Authority's customer service systems...without manual input. This type of integration could represent a significant cost, and a substantial level of detail is needed in order to understand what interfaces may be needed. Can you provide detail on the existing CRM systems used by the Member Agencies and the Authority?

Answer 46

The Authority does not intend to require the level of systems integration suggested by this question. The Authority's goal is to provide Authority and Member Agency staff with seamless access to key customer information, when needed. This can be accomplished through the provision of read-only access to Contractor's systems and without elaborate data or technology integration between the Contractor and Authority. The only information systems that will require data integration is the Recyclist system that the Authority currently subscribes to for management of customer service level data and certain SB 1383 records. In addition, the Authority maintains a Microsoft SharePoint site that stores SB 1383 implementation record information. The Contractor would be expected to participate in keeping the SharePoint site up to date.

Question 47

RFP – Section 3.6, Labor Policy. Could the Authority provide a copy of the current Collective Bargaining Agreement?

Answer 47

A copy of the current Collective Bargaining Agreement has been uploaded to the [WVSWMA website](#) under Supplemental Data.

Question 48

Draft Franchise Agreement – Exhibit B4. In Exhibit B4, regarding the table on page B4-2, is there recycling or organics service provided to the Member Agencies?

Answer 48

The Authority has requested updated data from the hauler for Member Agency services and will provide as an addendum to this RFP when it becomes available.

Question 49

RFP – Section 5.1, Proposal Outline. Within Section 2 – Technical Proposal for Base Services, the structure goes from 1) Collection to 2) Bulky Item/Abandoned Materials Collection. Subsequently, processing components follow Collection in Sections 5.5.2 and 5.5.3. Is it appropriate for the proposer to add a Processing section as #2 in the Technical Proposal for Base Services, and updating the subsequent numbering of the sections accordingly?

Answer 49

Please provide processing information relating to Bulky/Abandoned Materials Collection in a subsection under 5.5.4.

Question 50

Draft Franchise Agreement – Section 4.2. Section 4.2.G.2a. of the Draft Franchise Agreement provides requirements for organics processors. As the organics waste as part of this contract will be sent to Guadalupe for processing, can the Authority provide us with Guadalupe's current diversion percentages?

Answer 50

These requirements relate to the processing facility(ies) selected by the Contractor for multi-family and commercial organic materials collected within the service area. The Contractor will not be responsible for a particular diversion rate for material delivered to Guadalupe; however, they will be accountable to the contamination thresholds present in the Authority's agreement with Guadalupe.

Draft Franchise Agreement

Please see below for amendments to Attachment 1: Draft Franchise Agreement of the RFP.

Section 4.10(F) of the Draft Franchise Agreement is hereby amended to read as follows:

"F. Timeliness of Payments. Quarterly Customer invoices shall be due on the final day of the billing period. Monthly Customer invoices shall be due thirty (30) calendar days after the first day of the billing period. In the event that any account becomes more than thirty (30) calendar days past due, Contractor shall notify such Customer of the delinquency via written correspondence, instructing the Customer that unpaid bills that become more than forty-five (45) calendar days delinquent may be assessed late fees approved by the Authority in Exhibit G. Contractor shall provide a second written notice of delinquency to any account that becomes more than sixty (60) calendar days past due, and a third written notice of delinquency to any account that becomes more than ninety (90) calendar days past due."

Section 5.4(B) of the Draft Franchise Agreement is hereby amended to read as follows:

"B. Litter Abatement and Stormwater Management. Contractor shall use due care to prevent spills or leaks of material placed for Collection, fuel, and other vehicle fluids while providing services under this Agreement. If any materials are spilled or leaked by the Contractor or if Contractor identifies incidental spills or leaks during Collection and Transportation, the Contractor shall clean up all spills or leaks before leaving the site of the spill. Contractor's vehicles shall be equipped at all times with spill kits, including but not limited to a broom, shovel, and absorbent. The Authority Contract Manager reserves the right to require modifications to Collection vehicle equipment (e.g., tarping, screening material) to prevent litter from falling from vehicles. If spills or leaks enter Member Agency storm drains, Contractor must immediately notify the Member Agency Fire Department. Contractor shall clean up spills and/or litter in the direct vicinity of Containers regardless of whether or not the Contractor caused the spillage and/or litter. Contractor shall maintain a log of all spillage and litter abatement incidents and report such log to the Authority in accordance with Exhibit D.

All containers provided to the Member Agency corporation yards listed in Exhibit B4 shall have covered sliding tops. Contractor shall cover all open Drop Boxes at the pickup location before Transporting materials to the Approved Facility. Contractor shall not transfer loads from one vehicle to another on any Public Street, unless it is necessary to do so because of mechanical failure, combustion of material in the truck, or accidental damage to a vehicle.

Contractor shall conduct public outreach and staff training to Customers on best management practices for litter abatement as part of the public outreach program. Such best management practices include, without limitation:

1. Closing Container lids and right-sizing service: Contractor staff will tag overfull Containers with Courtesy Collection Notices, which will serve as outreach and education to the Customer. Photos of the Container will be taken by Contractor staff, attached to the Customer's account, and will be available to outreach and Customer service staff in order to demonstrate to the Customer where a problem exists.
2. Outreach to Customer on importance of bagging lightweight materials such as plastic bags, film plastics, foam peanuts, and other materials that can easily become litter due to their lightweight nature.
3. Driver training on litter reduction techniques and litter removal best management practices.
4. Affixing signage to the back of Contractor trucks that provides a phone number for residents to report material spills."

Exhibit B2, Section 1 of the Draft Franchise Agreement is hereby amended to read as follows:

"1. Recyclable Materials Collection

Contractor shall Collect Recyclable Materials placed in Contractor-provided Containers from Multi-Family Customers and shall Transport all Recyclable Materials to the Approved Recyclable Materials Processing Facility for Processing. Contractor shall provide service at the frequency requested by Customers, up to the maximum service frequency.

Containers: Carts, Bins.

Container Sizes: 35-, 65-, and 95-gallon (or comparable size Carts approved by the Authority Contract Manager); and,

1-, 1.5-, 2-, 3-, 4-, 5-, and 6-cubic yard Bins. As requested by Customer.

Contractor shall provide Customer with a choice of Container capacities ranging from eight (8) to forty (40) cubic yards. Contractor shall offer the Customer the option to purchase or lease Compactors through either the Contractor or an outside Vendor.

Service Frequency: Up to five (5) times per week, as scheduled by Customer, but not less than one (1) time per week.

Service Location: Curbside, enclosure, or other location agreed upon by Customer and Contractor. Authority-approved charges may apply if the service location is greater than twenty-five (25) feet from the nearest point that a Collection vehicle can access from a paved surface.

Contractor shall ensure the designated pick-up area for Drop Boxes and Compactors are in accordance with all Applicable Laws and permit conditions and does not impede the flow of traffic.

Acceptable Materials: Recyclable Materials.

Prohibited Materials: Organic Materials, Solid Waste, C&D, Excluded Materials.

Additional Service: Special pick-ups requested by a Customer, on days other than their regularly scheduled Collection day, will be available at an approved additional charge. Such

additional picks-ups can be scheduled equating to up to five (5) days per week total service.

Other Requirements: Contractor shall open and close gates, push and/or pull Containers, lock and unlock Containers, or perform other services as reasonably necessary to access and service Containers and may charge Authority-approved Rates for such service.

Contractor shall provide no less than twenty (20) gallons for each Dwelling Unit.”

Exhibit B2, Section 2 of the Draft Franchise Agreement is hereby amended to read as follows:

“2. Organic Materials Collection

Contractor shall Collect Organic Materials in Contractor-provided Containers not less than one (1) time per week from Multi-Family Customers and Transport all Organic Materials to the Approved Organic Materials Processing Facility for Processing. Contractor shall provide service at the frequency requested by Customers, up to the maximum service frequency.

{Note to Proposers: Proposer has the option to deliver Multi-Family Organic Materials to the Designated Organic Materials Processing Facility with Single-Family Organic Materials, provided that the Multi-Family Organic Materials meet the contamination standards of the Designated Organic Materials Processing Facility. Authority reserves the right to direct the Contractor to deliver Multi-Family Organics to the Approved Organic Materials Processing Facility.}

Containers: Carts, Bins.

Container Sizes: 35-, 65-, and 95-gallon (or comparable size Carts approved by the Authority Contract Manager); and,

1-, 1.5-, 2-, 3-, 4-, 5-, and 6-cubic yard Bins, as requested by Customer.

Contractor shall provide Customer with a choice of Container capacities ranging from eight (8) to forty (40) cubic yards. Contractor shall offer the Customer the option to purchase or lease Compactors through either the Contractor or an outside Vendor.

Service Frequency: Up to five (5) times per week but not less than one (1) time per week (as requested by Customer).

Service Location: Curbside, enclosure, or other location agreed upon by Contractor and Customer. Authority-approved charges may apply if the service location is greater than twenty-five (25) feet from the nearest point that a Collection vehicle can access from a paved surface. Containers shall be shared by Occupants and centralized.

Contractor shall ensure the designated pick-up area for Drop Boxes and Compactors are in accordance with all Applicable Laws and permit conditions and does not impede the flow of traffic.

Acceptable Materials: Organic Materials (including Yard Trimmings, Food Scraps, and Compostable Paper). Compostable Plastics are acceptable materials unless otherwise directed by Authority Contract Manager.

Multi-Family Customers may place Organic Materials in Compostable Plastic bags and then place the bagged Organic Materials into their Organic Materials Containers for Collection.

Organic Materials placed for Collection may not exceed six (6) inches in diameter and three (3) feet in length and must fit in the provided Cart or Bin.

Prohibited Materials: Recyclable Materials, Solid Waste, C&D, Excluded Materials.

Additional Service: Special pick-ups requested by a Customer, on days other than their regularly scheduled Collection day, will be available at an approved additional charge. Such additional picks-ups can be scheduled equating to up to five (5) days per week total service.

Other Requirements: Contractor shall purchase and distribute one (1) small kitchen pail designed to contain Food Scraps prior to placement in the Customer's Organic Materials Cart to each new Multi-Family Dwelling Unit Customer or Occupant at no additional charge.

Contractor shall open and close gates, push and/or pull Containers, lock and unlock Containers, or perform other services as reasonably necessary to access and empty Containers and may charge Authority-approved Rates for such service.

Contractor shall provide no less than ten (10) gallons of Container capacity for every Dwelling Unit."

Exhibit B4, Section 3 of the Draft Franchise Agreement is hereby amended to read as follows:

"3. Public Litter Module Service

Contractor shall provide Collection, Transportation, and Processing or Disposal service to all public litter modules in place or placed by the Member Agencies on sidewalks, at bus stops, in parks, and other Member Agency properties as set forth in Exhibit B4 during the Term of this Agreement. Frequency of *Collection* may be designated by the Member Agency, not to exceed five (5) times per week per public litter module. {Note to Proposers: Frequency of Collection will be updated to seven (7) times per week if the Authority elects for Contractor to provide weekend service.}

In the event that public litter modules are designed and able to separately contain Source Separated Recyclable Materials and/or Source Separated Organic Materials, Contractor shall Process such materials in accordance with Sections 4.1 and 4.2 of the Agreement and shall not commingle such materials with Solid Waste.

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Listed below are the current and planned Member Agency public litter modules to receive Collection services.

City of Campbell		
Location/Facility Name	Address	Service Level
Bus stop	Bascom Avenue & Campbell Avenue	3 cans 1x/week
Bus stop	Budd Avenue & Winchester Boulevard	1 can 1x/week
Bus stop	Campbell Avenue & Winchester Boulevard	2 cans 1x/week
Bus stop	Civic Center Drive & Central Avenue	1 can 1x/week
Bus stop	Hamilton Avenue & Winchester Boulevard	4 cans 1x/week
Bus stop	Orchard City Drive & Central Avenue	1 can 1x/week
Public litter can	1265 Burrows Road	1 can 1x/week
Public litter can	175 E. Campbell Avenue	1 can 1x/week
Public litter can	1800 Winchester Boulevard	1 can 1x/week
Public litter can	1825 Winchester Boulevard	1 can 1x/week
Public litter can	1976 Bascom Avenue	Stopped 12/3/18
Public litter can	2020A E. Campbell Avenue	1 can 1x/week
Public litter can	2071 Winchester Boulevard	1 can 1x/week
Public litter can	2120 Winchester Boulevard	1 can 1x/week
Public litter can	2157 Winchester Boulevard	1 can 1x/week
Public litter can	2270 Bascom Avenue	1 can 1x/week
Public litter can	2523 Winchester Boulevard	1 can 1x/week
Public litter can	276 E. Campbell Avenue	1 can 3x/week
Public litter can	347 E. Campbell Avenue	1 can 3x/week
Public litter can	360 E. Campbell Avenue	1 can 3x/week
Public litter can	378 E. Campbell Avenue	1 can 3x/week
Public litter can	415 E. Campbell Avenue	1 can 3x/week
Public litter can	566 E. Campbell Avenue	1 can 3x/week
Public litter can	Bascom Avenue & Campisi Way	1 can 1x/week
Public litter can	Bascom Avenue at Hamilton Plaza	1 can 3x/week
Public litter can	Budd Avenue at 7-11	1 can 3x/week
Public litter can	Across from 1265 Burrows Road	1 can 3x/week
Public litter can	E. Campbell Avenue & Union Avenue	1 can 3x/week
Public litter can	E. Campbell Avenue at Ainsley Park	1 can 3x/week
Public litter can	E. Campbell Avenue at Bank of America	1 can 3x/week
Public litter can	E. Campbell Avenue at Bradley Video	1 can 3x/week
Public litter can	E. Campbell Avenue at Subway	2 cans 3x/week
Public litter can	E. Campbell Avenue between Dillon Avenue & Poplar Avenue	5 cans 3x/week
Public litter can	Hamilton Avenue at Winchester Plaza	1 can 3x/week
Public litter can	Pollard Road & Bracebridge Court	1 can 1x/week
Public litter can	Winchester Boulevard & Friar Way	1 can 1x/week
Public litter can	Winchester Boulevard at Community Center	1 can 1x/week
Public litter can	Winchester Boulevard at Safeway	1 can 1x/week
Public litter can	Winchester Boulevard at Winchester Hardware	1 can 1x/week
Public litter can	Winchester Boulevard at Wollworth Garden	1 can 1x/week
Public litter can	W. Campbell Avenue & Kim Louise Drive	1 can 3x/week
Public litter can	W. Hamilton Avenue & Llewellyn Avenue	1 can 3x/week
Public litter can	201 Orchard City Dr at Parking Lot	1 can 3x/week

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Town of Los Gatos		
Location/Facility Name	Address	Service Level
Bus stop	131 E. Main Street	1 can 3x/week
Bus stop	230 University Avenue	1 can 3x/week
Bus stop	291 E. Main Street	1 can 3x/week
Bus stop	300 E. Main Street	1 can 3x/week
Bus stop	316 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	332 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	333 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	375 Knowels Drive	1 can 3x/week
Bus stop	440 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	5157 Union Avenue	1 can 3x/week
Bus stop	555 Knowels Drive	1 can 3x/week
Bus stop	657 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	664 N. Santa Cruz Avenue	1 can 3x/week
Bus stop	80 University Avenue	1 can 3x/week
Bus stop	815 Pollard Road	1 can 3x/week
Bus stop	E. Main Street at Civic Center	1 can 3x/week
Bus stop	E. Main Street at Police Station	1 can 3x/week
Bus stop	Lark Avenue and Oka Road	2 cans 2x/week
Bus stop	Los Gatos-Almaden Road & National Avenue	1 can 1x/week
Bus stop	Los Gatos-Almaden Road & Peach Blossom Lane	1 can 1x/week
Bus stop	Los Gatos-Almaden Road & Verde Court	1 can 1x/week
Bus stop	Los Gatos Boulevard at Anderson Chevy	1 can 1x/week
Bus stop	Los Gatos Boulevard at New Town	1 can 1x/week
Bus stop	Los Gatos Boulevard at Village Square	1 can 1x/week
Bus stop	Across from 371 Los Gatos Boulevard	1 can 1x/week
Bus stop	Los Gatos Boulevard at Calvary Church	1 can 1x/week
Bus stop	Los Gatos-Saratoga Road & Monterey Street	1 can 1x/week
Bus stop	Winchester Boulevard at AAA	1 can 1x/week
Bus stop	Winchester Boulevard at Elks Parking Lot	1 can 1x/week
Bus stop	100 S. Santa Cruz Avenue	1 can 3x/week
Public litter can	100 W. Main Street	1 can 3x/week
Public litter can	101 W. Main Street	1 can 3x/week
Public litter can	101 S. Santa Cruz Avenue	1 can 3x/week
Public litter can	105 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	130 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	133 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	137 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	14 E. Main Street	1 can 3x/week
Public litter can	145 W. Main Street	1 can 3x/week
Public litter can	150 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	151 N. Santa Cruz Avenue	1 can 3x/week

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Town of Los Gatos (Continued)		
Location/Facility Name	Address	Service Level
Public litter can	15695 Los Gatos Boulevard	1 can 3x/week
Public litter can	15780 Los Gatos Boulevard	1 can 3x/week
Public litter can	15951 Los Gatos Boulevard	1 can 3x/week
Public litter can	16 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	160 W. Main Street	1 can 3x/week
Public litter can	1990 Los Gatos-Almaden Road	1 can 3x/week
Public litter can	2 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	20 Park Avenue	1 can 3x/week
Public litter can	20 S. Santa Cruz Avenue	1 can 3x/week
Public litter can	201 N. Santa Cruz	1 can 3x/week
Public litter can	204 Los Gatos Boulevard	1 can 3x/week
Public litter can	207 Los Gatos Boulevard	1 can 3x/week
Public litter can	208 Bachman Avenue	2 cans 3x/week
Public litter can	208 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	21 E. Main Street	1 can 3x/week
Public litter can	21 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	224 E. Main Street	1 can 3x/week
Public litter can	227 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	236 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	244 E. Main Street	1 can 3x/week
Public litter can	27 E. Main Street	1 can 3x/week
Public litter can	301 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	34 E. Main Street	1 can 3x/week
Public litter can	37 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	40 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	420 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	470 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	49 E. Main Street	1 can 3x/week
Public litter can	51 N. Santa Cruz Avenue	1 can 3x/week
Public litter can	51 University Avenue	6 can 3x/week
Public litter can	55 N. Santa Cruz	1 can 3x/week
Public litter can	58 N. Santa Cruz	1 can 3x/week
Public litter can	61 E. Main Street	1 can 3x/week
Public litter can	7 Montebello Way	1 can 3x/week
Public litter can	88 W. Main Street	1 can 3x/week
Public litter can	9 N. Santa Cruz	1 can 3x/week
Public litter can	E. Main Street & High School Court	3 cans 3x/week
Public litter can	College Ave at Trailhead	9 can 1x/week
Public litter can	Los Gatos Blvd at Magneson	1 can 1x/week
Public litter can	Los Gatos Blvd at Shannon	1 can 3x/week
Public litter can	Los Gatos Blvd at Thrify	1 can 1x/week
Public litter can	S Santa Cruz at Town Plaza	8 cans 3x/week
Public litter can	105 College Dr	1 can 3x/week

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City of Saratoga		
Location/Facility Name	Address	Service Level
Bus stop	Saratoga-Los Gatos Road & Oak Street	1 can 1x/week
Bus stop	Saratoga-Sunnyvale Road & Blauer Drive	1 can 1x/week
Bus stop	Saratoga-Sunnyvale Road & Prospect Road	1 can 1x/week
Public litter can	14429 Big Basin Way	1 can 1x/week
Public litter can	14445 Big Basin Way	1 can 1x/week
Public litter can	14471 Big Basin Way	1 can 1x/week
Public litter can	14495 Big Basin Way	1 can 1x/week
Public litter can	14500 Big Basin Way	1 can 1x/week
Public litter can	14501 Big Basin Way	1 can 1x/week
Public litter can	14510 Big Basin Way	2 cans 1x/week
Public litter can	14523 Big Basin Way	1 can 1x/week
Public litter can	14531 Big Basin Way	1 can 1x/week
Public litter can	14550 Big Basin Way	1 can 1x/week
Public litter can	14554 Big Basin Way	1 can 1x/week
Public litter can	14555 Big Basin Way	1 can 1x/week
Public litter can	14567 Big Basin Way	1 can 1x/week
Public litter can	14572 Big Basin Way	1 can 1x/week
Public litter can	14573 Big Basin Way	1 can 1x/week
Public litter can	14583 Big Basin Way	1 can 1x/week
Public litter can	Big Basin Way & 3rd Street	1 can 1x/week
Public litter can	Big Basin Way & 4th Street	1 can 1x/week
Public litter can	Big Basin Way at Bank of America	1 can 1x/week
Public litter can	Big Basin Way at Drug Store	1 can 1x/week
Public litter can	Big Basin Way at Saratoga Village Court	2 cans 1x/week
Public litter can	Saratoga Avenue at Post Office	1 can 1x/week
Public litter can	Saratoga-Sunnyvale Road at Saratoga High School	1 can 1x/week
Public litter can	14428 Big Basin Way	1 can 1x/week

Exhibit D, Section 1(N) is hereby added to the Draft Franchise Agreement to read as follows:

“N. Litter Abatement and Stormwater Management Report. Contractor shall include a log of all spillage and litter abatement incidents identified for the month including the location of the incident, date of the incident, and type of spillage or litter in accordance with Exhibit D. ”

Exhibit D, Section 2(E) is hereby added to the Draft Franchise Agreement to read as follows:

“E. Street Sweeping. Provide copies of the four (4) quarterly ‘municipal street sweeping monthly record keeping forms’ that were submitted to the West Valley Clean Water Authority in accordance with Exhibit J.”

Exhibit D, Section 3(D) is hereby added to the Draft Franchise Agreement to read as follows:

“D. Form 303 Reports. Contractor shall annually prepare the Form 303 report for submission by the Authority Contract Manager to CalRecycle. Contractor shall provide the Form 303 report to the Authority Contract Manager thirty (30) days prior to the due date specified by CalRecycle. The Authority Contract Manager reserves the right to request that Contractor make revisions to the Form 303 report within five (5) days of receipt of the revision request.”

Exhibit J is hereby added to the Draft Franchise Agreement to read as follows:

“Exhibit J: Street Sweeping

{Note to Proposers: This Exhibit will be updated based on Street Sweeping proposal received. This Exhibit may be moved, at the sole discretion of the Authority, to a separate agreement to be signed by Contractor. In the event that the Alternative Proposal for Street Sweeping Services is not selected by the Authority, this Exhibit will be deleted. In the event that the Alternative Proposal for Street Sweeping Services is selected by the Authority, Contractor shall prepare monthly and submit quarterly the ‘municipal street sweeping monthly record keeping form’ to the West Valley Clean Water Authority. The template record keeping form will be included in this Exhibit.}”

The street sweeping record keeping form template is included on the WWSWMA [RFP Website](#) under the Main RFP Documents heading under Addendum #2.