

TOWN OF LYMAN

RESPONSES TO RFP QUESTIONS – RESIDENTIAL GARBAGE COLLECTION SERVICES

Service Limits

Residential service is limited to one (1) 96-gallon cart per residence and the contents contained within that cart.

Service Day Clarification

Each residence receives one (1) pickup per week.

The Town's preference is that all residential collection occur on a single designated day town-wide. The Town previously operated under a multi-day collection schedule for different areas; however, the current single-day collection process has proven to be significantly more efficient for both residents and staff, particularly with regard to handling missed pickup reports and coordinating return service.

At this time, all residential collection within the Town occurs on Mondays.

Second Carts

Any additional carts would need to be coordinated directly between the resident and the contractor, with all associated costs paid directly by the resident to the contractor.

Rate Adjustments

Any proposed rate adjustments should be included within the submitted proposal.

New Residents / Service Changes

Currently, residents contact the Town directly regarding new service requests, service changes, stops, missed pickups, damaged carts, and related issues. The Town then communicates those requests to the current contractor through a shared email distribution system involving Town administrative staff and contractor representatives.

The Town would strongly prefer a system whereby residents could communicate directly with the contractor for routine service-related matters, as the current process requires a substantial amount of staff time to coordinate daily

service requests and follow-up communications.

Regardless of the process ultimately utilized, the Town expects the communication system to be clear, efficient, responsive, and customer-service oriented.

Back-Alley / Special Services

The Town is not aware of any alleyway pickups included within the scope of this RFP.

The Town currently has a limited number of alleyway pickups that are serviced separately by another contractor specifically for those locations.

Missed Pickup Definition

The Town understands that certain situations may arise that are outside of the contractor's control. However, if a resident experiences a missed pickup due to circumstances such as temporary obstructions, road work, or blocked access of which the resident had no reasonable knowledge or control, the Town would appreciate reasonable efforts by the contractor to work with the resident to resolve the issue.

Excess material placed outside of the cart would generally not be considered a missed pickup. However, the Town would appreciate reasonable efforts to collect any loose debris that may accidentally fall during servicing operations.

Additionally, carts not placed curbside prior to the contractor's arrival during established collection hours would not be considered missed pickups. The Town currently advises residents that carts must be placed curbside on Sunday evening prior to Monday collection and returned from the curb by Tuesday morning.

The Town's preference for a single collection day is intended in part to provide clarity and consistency for residents regarding collection schedules and missed pickup expectations.
