

City of Jonesville – Request for Proposals
2018 Trash and Recyclables Collection
Questions and Answers
Updated: September 17, 2018 – FINAL

Q1: Could you provide the weights collected for your Clean-ups? If you have the weights for a couple of years we could get a better feel for the volumes that would be collected for future Clean-ups.

A1: Hours and tons for the previous two years are as follows:

- 2016 – 49.38 hours, 38.82 tons
- 2017 – 55.45 hours, 57.76 tons

We have had the curbside clean-up program for 10 years, and these two years' collections were the most we've seen during that time.

Q2: Could you clarify, with regards to customer service standards, are you looking for our policy on how the customer service personnel are handling calls or the entire process of collection, and customer service pertaining to the services we are quoting?

A2: We are interested in your policies regarding residential customer service. Customer questions and complaints will be referred to the contractor and we are interested to see standards and policies that you have in place to return calls, addressing concerns, etc. It would be helpful to know how you proactively address customer service regarding delays in pickup due to holidays and the like.