



RAMSEY/WASHINGTON
RECYCLING & ENERGY

Pre-Proposal Conference

Customer Support Services RFP

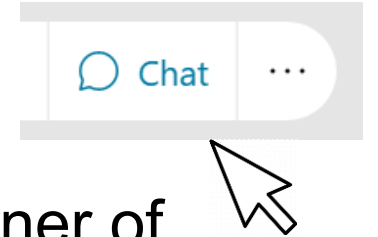
October 5th, 2021

Proposal Due Date: November 8, 2021

Participants: please keep microphones muted

Welcome

- **Please keep your mic muted at all times**
- Questions?
 - **Ask today:** Use the “Chat” feature in WebEx (lower right corner of your screen) to type in your question
 - Note: Oral statements (including during this pre-proposal conference) shall not be relied upon to be terms of the RFP documents. All modifications to RFP documents shall be in writing.
 - **Ask after the meeting:** email jredmond@recyclingandenergy.org



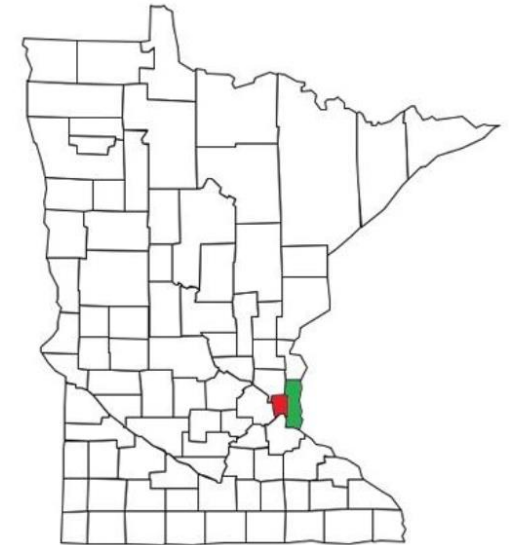
Presentation Outline

- Overview of Ramsey/Washington Recycling & Energy
- Overview of food scrap bag program
- Food scrap bag customer support services scope overview
- RFP process and information
- Q&A after presentation



Ramsey & Washington Counties, MN

- Two counties in the eastern part of the seven-county Minneapolis-St. Paul metropolitan area
- Population of around 820,000
 - 14% of the population of Minnesota
- Consists of urban, suburban and rural areas
- Racially diverse, many languages spoken
- In Minnesota, counties are the unit of government responsible for the management of solid waste and implementing programs (recycling, composting, hazardous waste disposal, etc.)



Recycling & Energy Board

- Joint powers board
- Five Ramsey County and four Washington County commissioners
- Own and operate a waste processing facility in Newport, MN, the Recycling & Energy Center (R&E Center)
- Board projects are completed by R&E staff, working closely with staff from each county's public health department



Vision

Vibrant, healthy communities without waste

Mission

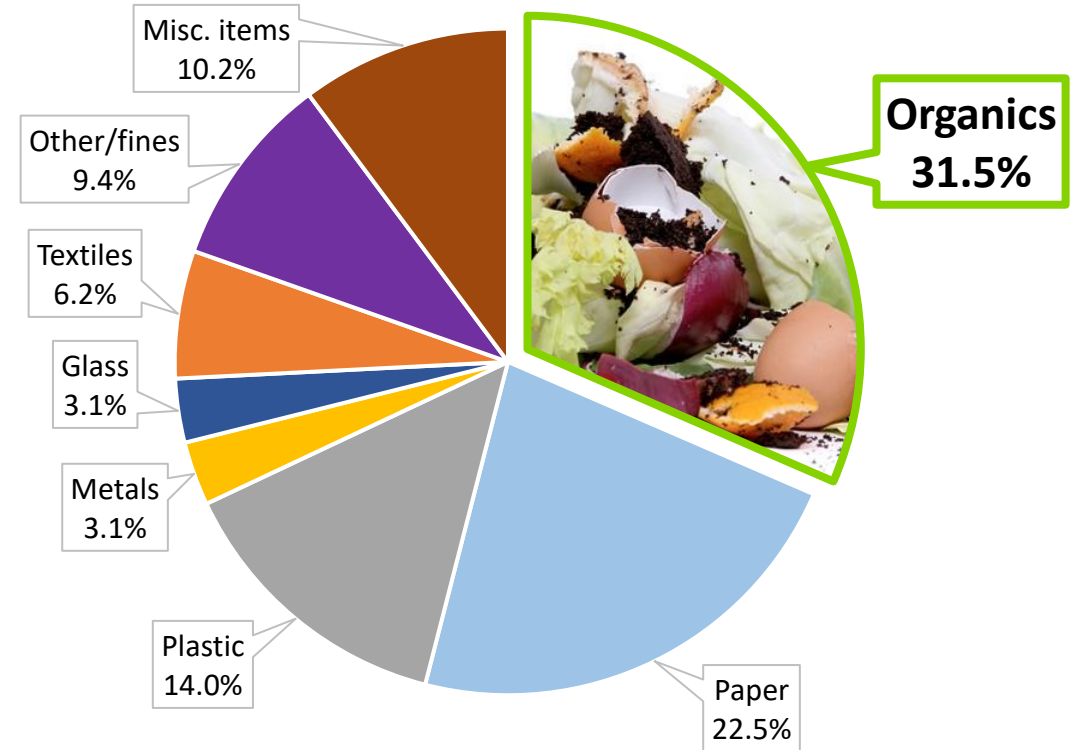
Enhancing public health and the environment by creating value from waste through partnerships



Opportunity to Recycle Food Scraps

- Food scraps and other organics comprise over 30% of household trash by weight
- Recycling food scraps (e.g., composting) prevents this material from becoming trash
- Collecting food scraps will help meet state recycling goals
- Keeping food scraps out of landfills reduces carbon emissions to mitigate climate change

Trash Composition by Weight (2018)



“Food Scraps Bag” Process



1

Put your food scraps into “food scrap bags” and put them in their trash cart or dumpster for collection.



2

Haulers collect the bags along with the trash.



3

The bags are sorted from the trash at transfer stations and the R&E Center.



4

Food scraps are recycled at compost facilities.

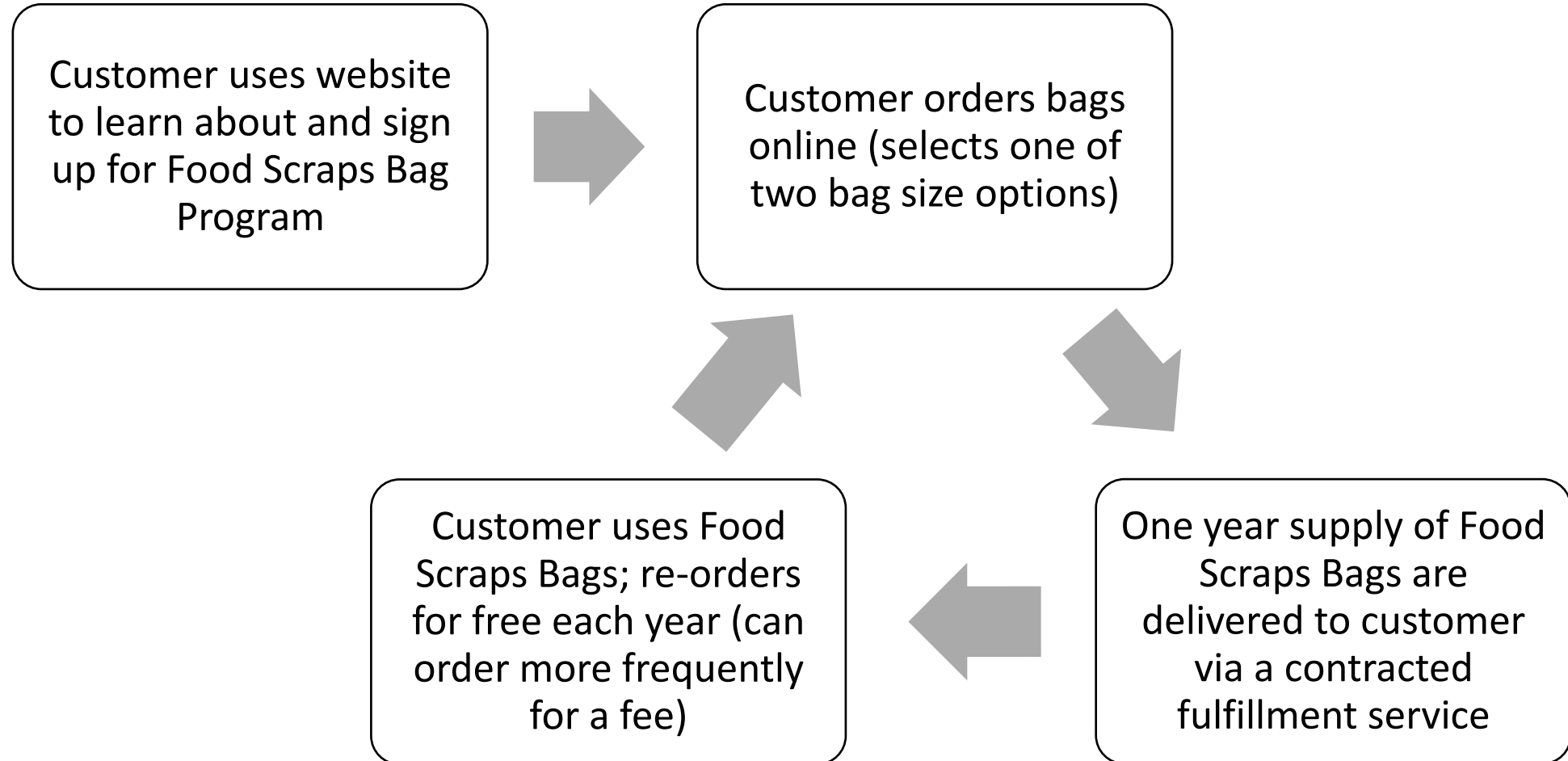


Food Scraps Bag Program Plans

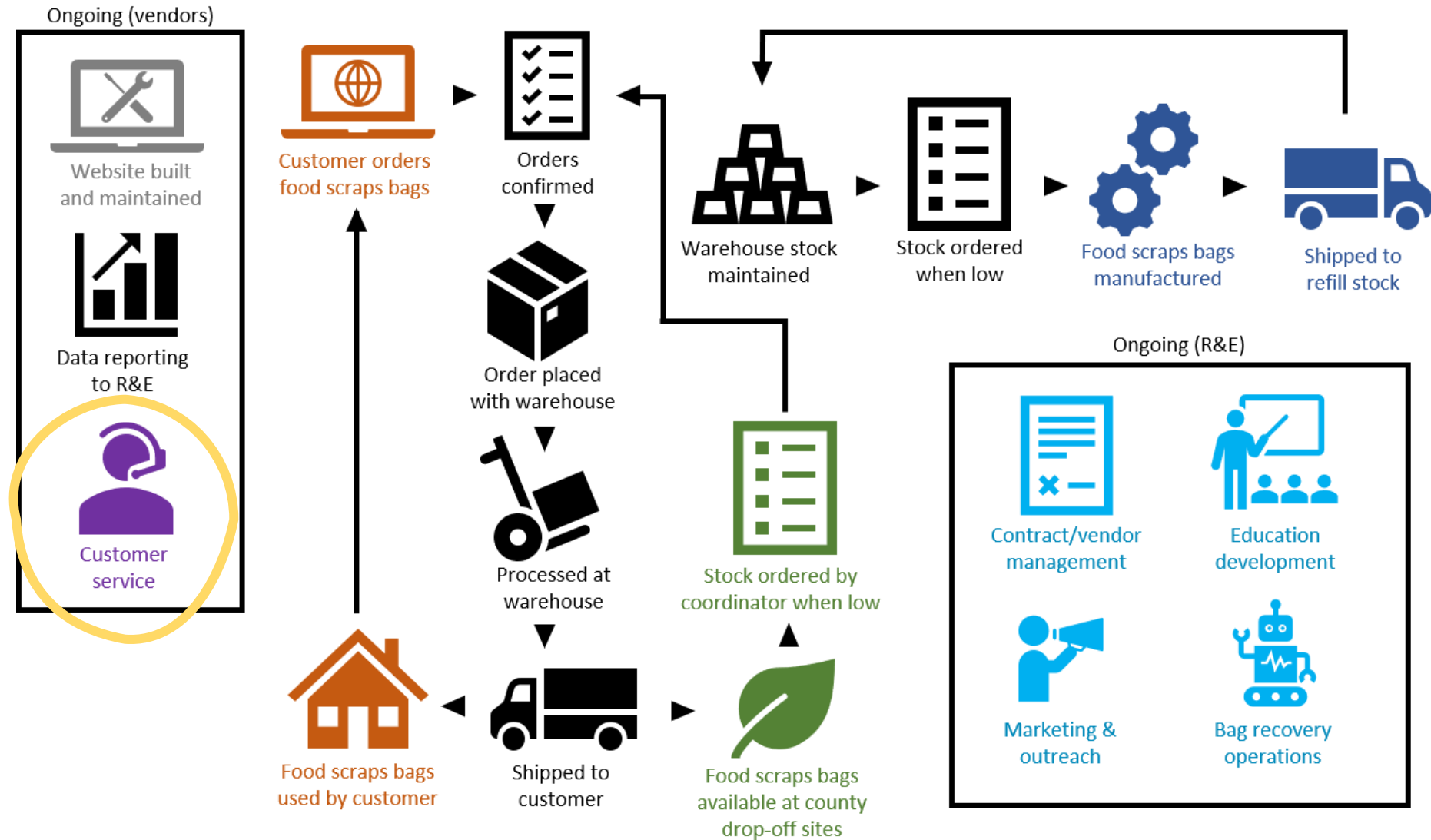
- Pilot program launch mid 2022; phased launch starting in late 2022/early 2023
- Goal of 40% participation by year 6 – estimated 127,000+ households
- Annual supply of bags are free to residents
- Bags ordered online or via phone (multiple languages will be supported)
- R&E will educate and promote program in multiple ways, using the website and call center to answer resident questions and help with issues/problems



Customer-Facing Bag Ordering Experience



Food Scrap Bag Ordering/Delivery System



Customer Support Services Overview

Customer support services are envisioned to support the food scrap bag program through a call center that:

- Assists with the placement of orders of food scraps bags
- Explains to callers how the food scraps bag program works and educates callers on the benefits of using food scraps bags to recycle organics
- Addresses issues with order status and lost or damaged bags
- Resolves billing and credit card issues
- Provides multilanguage support



Call Center Provider Requirements

- 24/7/365 live customer service line
- Email (*required*), text message and/or online chat support (*preferred*)
- Provide services in a universally accessible, multi-cultural and multi-lingual manner to persons of diverse populations
- Meet provider qualifications (Attachment 4, Section 2.1.1)
- Meet industry-standard service level objectives (SLOs) (2.1.2)
- Robust onboarding and training of agents (2.1.3)
- Meet industry-standards for business processes, infrastructure and security requirements (2.1.3, 2.1.4, 2.1.5)



Capabilities Overview

- Single system to record all customer notes, contacts, incidents, email (2.1.3)
- Ticket management system and Knowledge Articles (KAs) (2.1.2)
- Online client portal (2.1.3)
- Access customer database information (*provided by separate vendor*)
- Accessibility: multiple languages & ADA compliance (2.1)
- Record calls and do customer satisfaction surveys (2.1.3)



Ongoing/Maintenance Overview

- Maintain SLOs (2.1.2)
- Periodic meetings with R&E to review performance (2.1.3)
- Onboarding process for customer service agents (2.1.3)
- Routine agent training (2.1.3, 2.1.5)
- Periodically update KAs (2.1.2)
- Regular system maintenance and backup (2.1.4)
- Maintain security and data integrity (2.1.4, 2.1.5)
- Data & reporting (2.2)

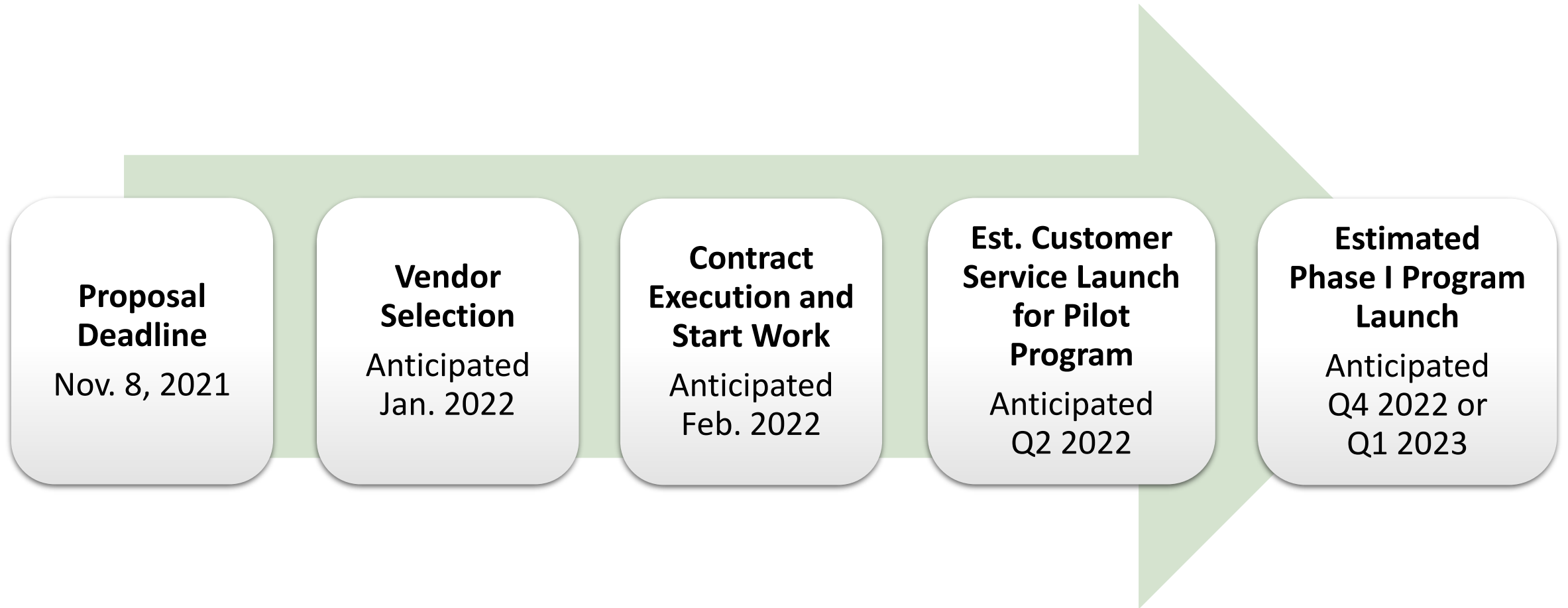


RFP Evaluation

- All required items must be included in the response (see Section 2.2., Instructions to Proposers – Page 8 – Table 05 – Proposal Checklist)
- Proposers will be ranked based on responses
- Evaluation considerations will include qualifications, demonstrated understanding and approach, cost, references, and any additional relevant information
- Selected proposers may be chosen for interviews



Overall Timeline



RFP Process Point of Contact & Addendum

Section 1.10 of RFP – page 6 – Table 02 – Point of Contact

All inquiries shall be submitted to Jim Redmond at
jredmond@recyclingandenergy.org

All addenda will be published on the R&E website at
www.recyclingandenergy.org/vendors



Proposal Checklist

Section 2.2 of RFP – Table 05 – Proposal Checklist

- Signed cover letter (Section 2.3)
- Proposal response form (Attachment 1; Section 2.4)
- Contractor information and reference form (Attachment 2; Section 2.5)
- Qualifications, experience and key personnel (Section 2.6-2.8)
- Work plan for scope of services (Attachment 4, Section 2.9)
- Cost/budget – Completed Price Worksheet (Attachment 5; Section 2.10)
- Exception to terms and conditions (Section 2.11)
- Application for Designation of Trade Secret Information (Attachment 3; Section 2.12)



Next Steps

Notify Jim Redmond via email (jredmond@recyclingandenergy.org) if you wish to be added to the email distribution list about this RFP

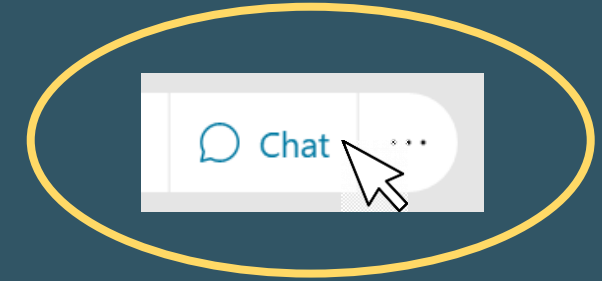
Next Steps

- Questions may be emailed to jredmond@recyclingandenergy.org
- All clarifications and RFP revisions will be documented in an addendum and published to R&E's website www.recyclingandenergy.org/vendors
 - Questions received after Oct. 12 may not be answered

Proposals due Monday, Nov. 8, 2021

- Proposal mailing address – Section 2.2 of RFP – page 7 – Table 04





Question & Answer

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