

Customer Support Services RFP – Addendum One



**RAMSEY/WASHINGTON
RECYCLING & ENERGY**
CONNECTING VALUE TO WASTE

Issued Date: 10/19/2021

Addition(s)/Change(s)/Clarification(s):

- Change in Solicitation Response Due Date
- Change in Terms and Conditions
- Other

Please Note the Following Additions(s)/Change(s)/Clarification(s):

Due to a typo, an updated Table 01 is provided below.

Event	Estimated Date
Request for Proposals Released	September 16, 2021
Optional Pre-Proposal Conference	October 5, 2021, 3pm CT
Pre-Proposal Conference Location	Virtual – Email jredmond@recyclingandenergy.org to request an electronic invitation
Deadline for Proposer Questions	October 12, 2021 by 4:00pm CT
R&E Addendum Published	October 19, 2021
Deadline for Proposal Submissions	November 8, 2021 by 4:00pm CT
Anticipated Contract Effective Date	February 2024 <u>2022</u>

Due to a typo in Attachment 4, the first bullet under section 2.1.3 has been updated and is provided below.

- Use of a single system of record for all customer notes, ~~contracts~~ contacts, incidents and e-mails

Questions and Answers:

1. I wasn't able to attend the pre-proposal conference. Where can I find the information that was presented at that meeting?

A1. The pre-proposal conference was held virtually on October 5, 2021. A recording of the meeting and a PDF copy of the presentation slide deck can be found on the R&E vendor webpage at www.recyclingandenergy.org/vendors.

2. Do you want the call center agents to be part of a dedicated team or can shared resources be used?

A2. Shared resources are acceptable as long as established SLAs are able to be maintained. Vendors should include in their proposal submission how many agents the vendor plans to

staff the call center with, whether with dedicated or shared agents.

It is also our expectation that the vendor will be able to respond to peaks in call volumes due to unplanned issues or inquiries that may arise during the course of the program, driving higher than normal call volumes. R&E's expectation is that the vendor will maintain a staff of trained agents that can handle increased call volumes while maintaining required SLAs.

3. You provide an estimate of households participating and mentioned approximately 40% of contacts happening after business hours. Do you have an estimate of how many contacts you expect the call center to handle and what the channel break down might be?

A3. Because the program is a new model for food scraps recycling, there are not immediately available case studies to allow for R&E to predict estimates on contact quantities. That said, R&E has put together the following information to assist with vendor's proposals on call center contacts and channel break down. **These estimates are not binding and number of contacts may be higher or lower on any metrics.**

Ramsey County "633-EASY" recycling information hotline 2021 (CY to date) call type break down:

- Type of contact:
 - Phone call: 93.7%
 - Web chat: 6.3%

Food scrap recycling call estimates based on industry experience:

Assumptions:

- Use of projections for program participation shown in RFP Attachment 4, Table 1-1 (Food Scraps Bag Program Participation Estimates by Year)
- % of customers that will call within year 1: 100%
- % of customers that will call within year 2: 50%
- % of customers that will call within year 3+: 25%

Projected Call Volume Estimates (based on estimates using 2-year phased roll-out)							
Year	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
Annual contacts (based on 2-Year program roll-out)	15,935	39,838	55,773	67,724	51,789	47,805	
Monthly contacts (average based on 2-year program roll-out)	1,328	3,320	4,648	5,644	4,316	3,984	

4. In section 1.4 on page 3 you mention a contract will be established for an on-line ordering system and a separate contract for order fulfillment of the bags. Have RFPs been issued for these services, or can those services be included in a response for this RFP?

A4. The RFP for an online ordering system has been issued and the submission due date for proposals was on September 28, 2021. The RFP for the order fulfillment has also been issued, and the proposal submission due date is November 16, 2021. Information about that RFP can be found at www.recyclingandenergy.org/vendors under the heading "Storage,

Fulfillment and Distribution Services RFP.” Do not include a proposal for website or fulfillment services in the Customer Support Services RFP response.

All Addenda are to be acknowledged on the Cover Page to be included with your submission. FAILURE TO DO SO MAY RESULT IN REJECTION OF THE SOLICITATION RESPONSE. Unless otherwise specified above, the Solicitation Response due date and time and all other Terms and Conditions remain the same.