

Customer Support Services RFP – Addendum Two



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

Issued Date: 10/26/2021

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):

Questions and Answers:

- 1. Can we respond to both the call center services and the DCB fulfillment under one submission?**

A1. You may respond to both the Call Center Services and DCB Fulfillment RFPs, but the responses must be done separately fulfilling the requirements of each RFP. You may reuse information from one response on the other where there is overlap, and speak to how services might be integrated between the two roles in each 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.