



Addendum Number 1 to the
Request for Proposals
for
Collection Services and Facility Operations Reports,
Tonnage Data and Customer Service Systems Auditing
Project for 2014

**RethinkWaste Response to Proposer
Questions/Inquiries**

RFP Issued: January 29, 2015
Addendum Issued: February 11, 2015
Proposals Due: February 19, 2015 3:00pm

Cliff Feldman
Recycling Programs Manager
SBWMA/RethinkWaste
610 Elm Street, Suite 202
San Carlos, CA 94070
650.802.3502
cfeldman@rethinkwaste.org

RethinkWaste Response to Proposer Questions/Inquiries

The following questions/inquiries were submitted by Proposers in response to the January 29, 2015 Request for Proposals (RFP) for Collection Services and Facility Operations Reports, Tonnage Data and Customer Service Systems Auditing Project for 2014.

The RFP shall be amended to include the responses by RethinkWaste to the proposer questions/inquiries listed herein.

Question #1:

Does the word page listed throughout the RFP mean one side of one piece of paper?

RethinkWaste Response:

Yes. Please keep in mind the page limitations are intended to encourage submittal of a concise proposal. However, exceeding the number of pages specified, if reasonable, will not affect RethinkWaste's evaluation and selection process.

Question #2:

Page 2, RFQ Process Timeline. The project schedule lists March through May 2015. Does that mean the final report is due by May 31, 2015?

RethinkWaste Response:

Yes. However, an earlier submittal of this deliverable or components of the final report is preferable. If the findings and recommendations of the audit impact the compensation paid to Recology and/or SBR, the earlier this work is finalized the better, since both Recology and SBR are obligated to submit their 2016 applications for compensation adjustments on June 15, 2015.

Question #3:

Page 6, References. The SBR agreement lists several attachments that I could not find on the SBWMA website or within the agreement. Can a link to the attachments be provided?

RethinkWaste Response:

The Attachments to the SBR Operations Agreement have been made accessible on the following FTP site:

https://www.dropbox.com/s/d0oq7vqzo87dymw/073109_Operations%20Agreement_ATTACHMENTS_Executed_Complete.pdf

This link will be discontinued on February 19, 2015 at 3:00pm.

RethinkWaste Response to Proposer Questions/Inquiries

Question #4:

Task 5, "Test the accuracy of CSR's coding calls." Can you please clarify how many specific call types there are that will require a statistically valid sample of 380 calls and what those types are? Also, do you want us to review 380 calls for each specified call type, for each of 2 months? For example, 3 call types, times 380 calls, times 2 months would equal 2,280 calls reviewed. Or are you looking for 380 calls in total?

RethinkWaste Response:

The RFP specifies conducting a minimum sampling of 380 calls in order to provide a statistically valid sample that is reasonable. There are numerous call types that should be included in a minimum of 380 calls.

Question #5:

Are you aware of any current data gathering or data reporting problems that should be paid close attention to with either Recology or SBR?

RethinkWaste Response:

Please peruse the prior audits conducted to learn of any trends from prior years. These reports and the associated staff reports are referenced in Section 4 of the RFP. An area of concern continues to be the customer service call center.

Question #6:

Are there one (or two) tasks within the requested scope of services that our proposed scope of work should emphasize more than the other tasks?

RethinkWaste Response:

This is a business decision on the part of the proposer. However, please see the response to Question #5.