



RethinkWaste
June 2, 2011

**ADDENDUM NUMBER 1
TO THE
REQUEST FOR PROPOSALS FOR COLLECTION SERVICES AND FACILITY OPERATIONS CONTRACTOR DATA,
RECORDS, SYSTEMS AND REPORTS AUDITING PROJECT**

The below table represents Addendum Number 1 to the Request for Proposals (RFP) for Collection Services and Facility Operations Contractor Data, Records, Systems and Reports Auditing Project. The thirteen questions presented in this table were received by prospective proposers in advance of the deadline for submittal of questions per this RFP.

Proposals Due: June 14, 2011, 3:00 pm

<u>Question Number</u>	<u>Question</u>	<u>RethinkWaste Response</u>
1	Generally, why are you soliciting consultant assistance instead of utilizing existing staff? For example, are you looking for independence because the results may be used to assess liquidated damages; is there an area of expertise that you think you need; or, does staff simply not have the time to undertake such a review?	We do not have the staff resources to undertake this type of audit.
2	<p>Is this review intended as:</p> <ul style="list-style-type: none"> a. An audit of the gathering, reporting, and accuracy of customer service and tonnage data with recommendations on making the system operate more efficiently and accurately; or, b. A report on the results of the performance related to incentives and disincentives included in Attachment I of Recology’s agreement; and/or, c. A summary of the events that constitute breaches of the agreement’s standard of performance warranting the imposition of liquidated damages in accordance with Attachment J? 	The primary rationale for this audit is to ensure that the information and data reported by Recology and SBR is accurate and consistently reported. This audit is needed due to the self-reporting nature of information and data by both companies. In addition, this audit is to confirm that the company’s practices and standards are maintained consistently and meet the performance standards prescribed in the Franchise Agreement(s) and Operations Agreement.

<u>Question Number</u>	<u>Question</u>	<u>RethinkWaste Response</u>
3	<p>The preference is for the successful proposer to utilize Ira Cohen IT Consulting as a sub-contractor, under a separate contract with you. Which of the six bullet pointed tasks on Page 5 of the RFP do you anticipate Mr. Cohen providing assistance or is he somehow involved in all? What is Mr. Cohen’s approved hourly rate so that we may complete the requested proposed budget?</p>	<p>Of the six bullets listed on page five of the RFP, we foresee Mr. Cohen to be directly involved in:</p> <ul style="list-style-type: none"> • <i>“Assessing the data collection systems and procedures to ensure that customer service data entry is captured in the record keeping system.”</i> • <i>“Evaluating and auditing the data and records to ensure a clear and accurate link to the reports submitted by the company.”</i> <p>In addition, we foresee Mr. Cohen to be potentially indirectly involved in the following bullets listed on page 5 of the RFP:</p> <ul style="list-style-type: none"> • <i>“Monitoring calls received by the customer service call center to ensure the issues are accurately recorded and the data entry is consistent and detailed.”</i> • <i>“Auditing the scale house operations and data management related to tonnage reporting.”</i> <p>Please keep in mind that the bullets listed on page 5 describe possible approaches and are not representative of all of the methods that may be pursued. We encourage proposers to clearly describe their preferred approach and the specific tasks that will be executed. If additional data management and record keeping tasks are appropriate to engage Mr. Cohen in, these should be explained.</p> <p>Mr. Cohen’s hourly billing rate is \$100.00.</p>

<u>Question Number</u>	<u>Question</u>	<u>RethinkWaste Response</u>
4	Are you interested in a judgmental sample or statistically-valid sample when monitoring incoming customer service calls and making “dummy” calls?	<p>We would like to understand the difference in cost of pursuing a judgmental sample vs. a statistically valid sample. Please propose pursuing a judgmental sample and explain the incremental cost to achieve a statistically valid sample.</p> <p>The “Proposal Requirements” delineated in section 8 of the RFP are amended to include a one (1) page (double sided) explanation to pursue a statistically valid sample and to provide the supporting rationale for the proposed approach.</p>
5	The requested scope of services includes a final report. Should our scope of work include draft reports to be submitted to Recology and SBR (including individual meetings to review our findings and recommendations, allowing for comments/clarifications), before submitting the draft reports to you?	Yes. The scope of work should include one round of questions/answers and potential edits with regard to feedback received from Recology and SBR. In addition, the scope of work should include two rounds of edits with RethinkWaste staff. The first of which shall be prior to submitting the report to Recology and SBR for comments.
6	Are you aware of any current data gathering or data reporting problems that should be paid close attention to with either Recology or SBR?	Generally no. However, we are very interested in fully understanding how phone calls are categorized, recorded and reported.

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7	Do you have a budget range for the conduct of this project?	We do not have a specific range in mind for this project and will include a budget for this work in the June Board of Directors packet depending on the proposals received.
8	Is there one (or two) tasks within the requested scope of services that our proposed scope of work should emphasize more than the other tasks?	The scope of work is well balanced, thus please do not consider any one aspect to be more of a priority than the rest. It appears that all of the data compilation, management and reporting is closely tied together, therefore we are interested in funding an audit that will provide a well rounded analysis of the company's efforts to adhere to the performance standards and submit accurate reports.
9	With the model FA used as a base document for executing the FAs, can we assume that all the reporting requirements are the same for all Member Agencies? If not, do you have a summary of the differences?	For the purposes of this audit, all of the reporting requirements delineated in the twelve (12) Member Agency Franchise Agreements shall be considered identical. Therefore, the work shall be based on the Franchise Agreement between Menlo Park and Recology which is representative of all of these contracts. Please refer to question #13 below for the link to access this and the other Member Agency Franchise Agreements via our website.
10	Are you looking for a statistically representative sampling of the records? If so, at what confidence and interval levels?	Please see response to #4 above.

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11	What software/program is Recology using to operate their Customer Service Call Center?	The call center uses ShoreTel Contact Center 6.0 for telephony. The call center software is the Recology Customer Relationship Management System which runs on their IBM iSeries AS400 platform. This custom software was developed by the company over the past 20 years.
12	What software/program is Recology using to operate their scale house?	The scale house is operated by SBR and the software is PC Scales.

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13	Can you provide us with a copy of the facility operating agreement?	<p>This contract (and the Recology Franchise Agreement(s)) are accessible via the RethinkWaste website at:</p> <p>http://www.rethinkwaste.org/member-agencies/elected-officials-resources#section3</p> <p>The Recology 2011 First Quarter report is accessible at the following link:</p> <p>http://www.rethinkwaste.org/member-agencies/contractor-reports/contractor-quarterly-reports</p> <p>The SBR 2011 First Quarter report (this is the April Monthly Report) is accessible at the following link:</p> <p>http://www.rethinkwaste.org/member-agencies/contractor-reports/contractor-monthly-reports</p>