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AN  **MANAGED FACILITY**

## ADDENDUM #3

# **REQUEST FOR PROPOSALS Waste Management & Recycling Services RFP**

**Issued 11/6/24**

The following questions were received for the RFP – Waste Management & Recycling Services. The Question Responses are provided below;

Q1: For 1.2 Scope of Services, line 5, we are closed on the following major holidays New Year's Day, Labor Day, Memorial Day, Thanksgiving Day, Independence Day, Christmas Day. Can these major holidays be eliminated for service?

A1: Yes.

Q2: For 1.2 Scope of Services, line 6, we will do our best to accommodate emergency pickups and the 'one hour' requirement but cannot guarantee.

A2: The capacity to respond within one hour via email, phone or text communications from the account manager or dispatcher is acceptable for emergency pickups. The account manager or dispatcher should provide the estimated time and status for services requested.

Q3: For 1.4 Labor, line C, can we provide a dedicated account manager as well as an escalation list that will include our operations supervisors contact information?

A3: Yes.