Questions and Answers for the RFP to Provide Software for Tracking Compliance with SB 1383 and Food Ware Ordinances

Addendum published on April 30, 2025

1. **Is Zero Waste Sonoma planning on using the new system that is required to be fully functional by June 30th to provide accurate information for the CalRecycle EAR that is due on August 1st?**

   A1: Yes.

2. **If Zero Waste Sonoma converts to a new system, would it consider running the old system in parallel with the new system for a few months to ensure the accuracy of the reported information?**

   A2: As we anticipate awarding this contract at the ZWS May 15, 2025 regular board meeting, the agreement term will start between May 19, 2025 and May 23, 2025, giving some flexibility to collect all signatures. This will allow a little more than one month overlap between the two software contracts.

   The Draft Agreement published as Exhibit D of this RFP stated the Term would start July 1, 2025, but has now been corrected.

3. **If Zero Waste Sonoma does not renew or extend its contract with Routeware, which ends on June 30th, when will Zero Waste Sonoma lose access to Recyclist?**

   A3: June 30th, 2025.

4. **If we are awarded the contract on May 15th, how quickly can the franchised haulers provide service level data for each of the 10 jurisdictions and diverted materials types for each container ID?**

   A4: Within 1 calendar week.

5. **Because a new system will require fresh data the June 30th fully functional deadline seems optimistic to us. Will Zero Waste Sonoma consider proposals from firms that propose an alternate, more careful and accurate rollout a new system?**

   A5: Yes.

6. **In lieu of having the entire download from the Recyclist, please provide answers to the following questions regarding the data from Exhibit E that needs to be imported and linked to the franchise hauler service data:**

    a. **How many accounts have alternative compliance methods?**
       A6a: 819 accounts.

    b. **How many accounts have waivers?**
       A6b: 2375 accounts.

    c. **How many accounts have exemptions?**
       A6c: 2842 accounts.

    d. **How many notes are there?**
       A6d: 7089 notes.

    e. **How many edible food generators?**
       A6e: 250 Tier 1 and Tier 2 Generators

    f. **How many edible food recovery organizations and services?**
       A6f: 71 FRO/S

    g. **How many EFG/EFR connections?**
       A6g: Out of the 250 Tier 1 and 2 generators in Sonoma County, 190 generators are recovering food with a FRO/S.

    h. **How many multi-tenant accounts?**
       A6h: 68 accounts.

    i. **How many tenant accounts?**
       A6i: 87 accounts.

    j. **How many contacts?**
       A7j: 614 accounts.

7. **In our experience, some Recology divisions are on an old billing system, and others are on a new system. Are all eight jurisdictions which are members of Zero Waste Sonoma and are served by Recology on the old or the new billing system?**

   A7: They are on the old billing system and will be transitioning to the new in 2 years.

8. **Regarding the food ware and polystyrene ordinances, are there any jurisdiction-specific variations vendors should accommodate? Is there a compliance-specific approach for these newly-passed ordinances that can be integrated into a software application?**

   A8: Yes. Ordinance language varies slightly between jurisdictions. General outreach is similar (single-use items must be recyclable or compostable in local collection programs, utensils, straws, condiments on request only, use and sale of polystyrene foam products and food ware with intentionally added PFAS are prohibited), with additional requirements in Santa Rosa and Sebastopol around the use of reusables for dine-in customers. There are options to mark non, partial, and full compliance in the software, and additional info should be included in the notes section.

9. **We understand that CareIt is currently used for edible food recovery tracking. Can you briefly describe the existing workflow for monitoring edible food generator compliance?**

   A9: Recyclist is used for workflow for monitoring edible food generator compliance. Careit is used as a free platform for EFGs to use as an alternative compliance method for infrequent donations. Careit is a supplement to Recyclist, but not the main tracking/compliance tool.

10. **For recordkeeping related to contracts and agreements (e.g., waivers, edible food recovery agreements, public health inspections of edible food generators and food recovery organizations), can you share how these documents are currently managed and how they are stored?**

    A10: They are uploaded into the Recyclist program tracker. We will ensure we have copies of them in our own servers in case we award the contract to a new contractor and need to upload into a different software.

11. **How do you currently handle and track activities related to non-reporting generators and non-local entities?**

    A11: We still log any outreach activities done for these generators, but we do not conduct enforcement on them. We submit complaints to CalRecycle for non-local entities and education agencies who are non-compliant with SB 1383 and let them conduct enforcement.

12. **We would appreciate clarification regarding the anticipated budget range for this project. Understanding the budget parameters would help us tailor our pricing structure for the software subscription, setup, and any supplementary services, as requested in Exhibit A, Section 9 of the RFP.**

    A12: Due to the expanding and variable nature of compliance software on the market, we did not specify a budget range in this RFP. The RFP was structured this way to gauge the variety of services available and assess the current state of the market. If it is useful, you can assign each service a range of pricing (i.e., subscription could range from X to Y, and set up fee could range from A to B), to determine the minimum and maximum budget for the proposed services.

13. **We would like to inquire if there is flexibility to extend the implementation timeline beyond June 30, 2025, to allow for additional testing and user training, should it be deemed necessary. Any guidance you can provide on the budget and implementation timeline will assist us in preparing a proposal that maximizes value for the Agency.**

    A13: Our current contract for compliance software expires on June 30, 2025; therefore, the implementation timeline is fixed and cannot be extended because this would cause a gap in service. One of our priorities is to maintain a continuity of service and smooth transition between our current compliance software and our next service provider. It is critical that the Agency retain an accurate, accessible compliance record with full data integrity during this transition period. Since this new contract would be awarded at the ZWS May 15th regular board meeting, we hope that the 1 month overlap will be enough to transition between software

services.

14. **We would like to know if the Vendor who is awarded the contract will have access to your current system - Recyclist Program Tracker. Our process includes the evaluation of this system, during which we gather feedback (good and bad) from your current users. This enables us to make sure that the next system is an upgrade compared to what you currently use.**

A14: Yes, the awarded contractor will have access to the Agency's current Recyclist Program Tracker until our Recyclist contract expires on June 30, 2025.