

ATTACHMENT 13.4 - CUSTOMER SERVICE PLAN

(Append documents as needed. Bulleted responses are acceptable.)

Name of Proposer: _____

Answer the following questions to provide information on the customer service tools, programs and protocols that will be provided for customers under the Commercial Waste Zone program, with particular attention to the requirements of 16 DSNY Chapter 20.B (Customer Service Requirements), found in Appendix B.

- 1) Under LL 199, and the Department's rules, every Awardee must offer the following *mandatory* customer service support tools:
- **Dedicated phone line** for receiving customer inquiries, service requests, and complaints. The phone line must be actively staffed during normal business hours and have the capability for receiving messages 24 hours a day, seven days a week.
 - **Company website**, actively maintained, containing the following information: Selected Proposer's name, office address, email address, customer service phone number, maximum rates, instructions for requesting initial service, and instructions for making customer complaints and service requests.

In addition to these required customer service support tools, what additional customer service support tools or features, if any, do you currently offer or will offer to customers?

- ☐ An office or walk-in location
- ☐ Brochures
- ☐ Live chat customer support
- ☐ Social media
- ☐ Other features of the customer phone line: _____
- ☐ Other features of the website: _____
- ☐ Other: _____
- ☐ Other: _____

- 2) **Hours of Operation:** Provide the days and times that a customer will be able to speak with a customer service staff member (by phone or in person) to address customer inquiries, service requests, and complaints keeping in mind the requirement to maintain an actively staffed live phone line during normal business hours:

- ☐ Monday Day: _____ to _____, Night: _____ to _____
- ☐ Tuesday Day: _____ to _____, Night: _____ to _____
- ☐ Wednesday Day: _____ to _____, Night: _____ to _____
- ☐ Thursday Day: _____ to _____, Night: _____ to _____
- ☐ Friday Day: _____ to _____, Night: _____ to _____
- ☐ Saturday Day: _____ to _____, Night: _____ to _____
- ☐ Sunday Day: _____ to _____, Night: _____ to _____
- ☐ Holidays Day: _____ to _____, Night: _____ to _____

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 3) Provide the emergency contact protocols for customers. *(Bulleted responses are acceptable.)*

- 4) **Customer Service Request and Complaints Protocols:** Describe the Proposer's protocols for promptly addressing customer service requests and complaints, including the Proposer's customer response times, resolution times, methods of working with customers to resolve complaints, methods of keeping customers informed of the status of service requests and complaints, and any other customer request and complaint intake and resolution mechanisms. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 5) **Customer Service Performance Tracking Systems:** Please describe how the Proposer will use metrics or other methods to measure customer service performance, including but not limited to the Proposer's process for tracking the following: the number of customer service requests and complaints filed, the number of customer service requests and complaints resolved, the Proposer's response time for addressing such requests and complaints, and, where applicable, the severity of complaints received.
(Bulleted responses are acceptable.)

- 6) **Language Access:** Describe the Proposer's plan for addressing the language access needs. Explain how the Proposer will assess the primary languages spoken by customers and describe the specific tools that will be used to provide quality customer service to customers with limited English proficiency. If the Proposer is already providing customer service in languages other than English, please describe. In your response, indicate if any portion of your plan is zone specific. For Proposers applying for a Citywide Containerized Commercial Waste award, please answer this question with respect to containerized commercial waste customers. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 7) Describe the process for customers to contest invoices, request changes to level of service provided, changes to cost for service based on changes in amount of waste generate by customer, keeping in mind the requirements regarding customer nonpayment and commercial waste generation audits in 16 DSNY Chapter 20.B (Customer Service Requirements), found in Appendix B. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 8) **Written Service Agreement:** LL 199 and the Department's rules set minimum requirements for Written Service Agreements between Awardees and customers. See 16 RCNY §20-26, found in Appendix B (Department Rules). Describe any additional elements of your standard Written Service Agreements beyond the minimum requirements, if any, that you would like the Department to know. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 9) **Billing and Payment:** LL 199 and the Department's rules set minimum requirements for customer billing and payment. See 16 RCNY §20-27, found in Appendix B (Department Rules). Describe any additional billing and payment practices beyond the minimum requirements that you will follow, if any, that you would like the Department to know. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 10) Describe the Proposer's plans or existing practices, if any, for the set-out of commercial waste in a manner that promotes the City's goals of improving cleanliness, rodent mitigation, order and safety on city sidewalks. In your response, indicate if any portion of your plan is zone specific. *(Bulleted responses are acceptable.)*

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

- 11) Provide any additional information related to the Proposer's plan to provide high quality customer service if awarded an Agreement. *(Bulleted responses are acceptable.)*