

ATTACHMENT 13.2 - CUSTOMER TRANSITION PLAN

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

Name of Proposer: _____

- 1) During the Transition Period, there will be a number of customers in each Zone that will be switching from their existing carter to an Awardee selected for their Zone. What is the Proposer's plan to find, market to, and acquire customers quickly and efficiently to ensure a smooth and orderly transition, specific to each Zone you are applying for? *(Bulleted responses are acceptable.)*

If applying for a Citywide Containerized Commercial Waste award only, skip this question and move on to question 4.

Zone(s):	

Zone(s):	

Zone(s):	

Please Note: If additional spaces are needed, use a duplicate of this page and append to the plan as needed.

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- 2) Provide a description of the plans or protocols the Proposer will follow when onboarding customers, including equipment changes and timelines to ensure continuity of services, specific to each Zone the Proposer is applying for. *(Bulleted responses are acceptable.)*

If applying for a Citywide Containerized Commercial Waste award only, skip this question and move on to question 4.

Zone(s):	

Zone(s):	

Zone(s):	

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- 3) There may be instances when an Awardee may be responsible for servicing a customer that has experienced an interruption of service or is at risk of experiencing an interruption of service. For example, at the end of the Transition Period, a customer that has not yet contracted with an Awardee selected for the Zone will be assigned to a Zone Awardee. Additionally, there may be instances of customers that are left without service due to default or abandonment of customers by another Awardee in the Zone. Provide a description of the plans or protocols the Proposer will follow to prevent and/or mitigate any interruption in service in such circumstances. Please take into account abandoned customers and equipment left behind both during the Transition Period and throughout the term of the Agreement. *(Bulleted responses are acceptable.)*

If applying for a Citywide Containerized Commercial Waste award only, skip this question and move on to question 4.

Zone(s):	

Zone(s):	

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- 4) If the Proposer is applying for a **Citywide Containerized Commercial Waste award**, please describe your plans or protocols for onboarding customers, switching out equipment, or otherwise ensuring continuity of service and a smooth and orderly customer transition. *(Bulleted responses are acceptable.)*

If you are not applying for a Citywide Containerized Commercial Waste award, skip this question and move onto question 5.

- 5) If the Proposer is awarded an Agreement under the RFP, but the Agreement does not include all Zones that the Proposer currently operates in, what will be the Proposer's plan to ensure that customers are provided a smooth and orderly transition to their next service provider? *(Bulleted responses are acceptable.)*

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- 6) Include any other information on the Proposer's Transition Plan that is not mentioned above that may be considered relevant to the City's goal of ensuring a smooth and orderly transition to the Commercial Waste Zones program? *(Bulleted responses are acceptable.)*