

PART 2 OF THE RFP - NYC COMMERCIAL WASTE ZONES

Attachment 13.2 - Customer Transition Plan

Question 3, Duplicate Pages

- 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):	

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