

Board of Commissioners

Resolution

B2020-23415 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200**Sponsor:** Public Health**Meeting Date:** 11/24/2020**Item Number:** 2020-519**Title:** Agreement for 633-EASY Hotline Answering Services**Background:**

Ramsey County is responsible under State law to plan for and assure management of solid waste to meet state goals. The County's solid Waste Master Plan guides work in this area. Education and promotion are key components of the County's efforts to meet state recycling goals. The County uses several methods of providing information to its residents on solid waste and recycling-related issues, including the county web site, period mailings to residents, online ads, and social media including Facebook and Twitter, plus its Recycling and Disposal Hotline, (651) 633-EASY (3279), and companion on-line component, the A-Z Resident Guide for Recycling & Disposal Guide.

Public Health has provided its 633-EASY Hotline since 1987, and since 1990 has contracted with vendors to respond to inquiries on behalf of the County. The hotline provides residents with consistent and accurate information and education by responding to telephone inquiries about how to recycle, dispose, or otherwise manage discarded materials (solid waste) generated by households. It serves county residents who do not have access to a computer or the Internet, or who otherwise seek to contact a "live" person for information, including "Live Chat" inquiries. Over the period of 2016 through 2019, the average number of calls has been 21,400 per year. Approximately 1% of the total calls are in languages other than English, including Spanish, Hmong, and Somali.

On May 20, 2020, Ramsey County released a competitive solicitation for 633-EASY answering services. Below is a competitive solicitation summary.

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| RFP TITLE | Answering Services for 633-EASY |
| RFP RELEASE DATE | May 20, 2020 |
| RFP RESPONSE DUE DATE | June 18, 2020 |
| NUMBER OF CONTRACTORS NOTIFIED | 43 |
| RESPONDENTS | 4 |
| PROPOSAL EVALUATION COMMITTEE | Environmental Health Supervisors (2), Planning Specialist |
| RFP EVALUATION CRITERIA | Contractor Qualifications, Key Personnel Qualifications, Project Understanding and Approach, and Cost |
| CONTRACTOR RECOMMENDED | OZ Group, Inc., dba Customer Contact Services |

The evaluation team evaluated the proposals based on the criteria identified in the solicitation and is recommending one contractor, OZ Group, Inc., to provide answering services for the 633-EASY Hotline for the term of January 1, 2021 through December 31, 2025.

Recommendation:

The Ramsey County Board of Commissioners resolved to:

1. Approve the selection of and the agreement with OZ Group, Inc., dba Customer Contact Services, 7525 Mitchell Road, Suite 315, Eden Prairie, Minnesota, 55344, for 633-EASY Hotline Answering Services for the period of January 1, 2021 through December 31, 2025, in accordance with the rates established in the agreement.
2. Authorize the Chair and Chief Clerk to execute the agreement.
3. Authorize the County Manager to execute change orders and amendments to the agreement in accordance with the County's procurement policies and procedures, provided the amounts are within the limits of available funding.

A motion to approve was made by Commissioner Reinhardt, seconded by Commissioner MatasCastillo. Ayes – 7: Frethem, MatasCastillo, McDonough, McGuire, Ortega, Reinhardt, Carter. Motion passed.

By: _____
Janet M. Guthrie, Chief Clerk – County Board