



## DEPARTMENT OF RESOURCES RECYCLING AND RECOVERY

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### Notice to Prospective Proposers

March 9, 2012

You are invited to review and respond to this Request for Proposal (RFP) Primary, entitled "DRR12001 Key Data Entry for the Beverage Container Recycling Program". In submitting your proposal, you must comply with the instructions herein.

Note that all agreements entered into with the State of California will include by reference General Terms and Conditions, Special Terms and Conditions and Contractor Certification Clauses which are referenced in Section II of this package. If you do not have Internet access, a hard copy can be provided by contacting the person listed below.

In the opinion of the Department of Resources Recycling and Recovery (CalRecycle) this RFP is complete and without need of explanation. However, if you have questions, or should you need any clarifying information, the contact person for this RFP is:

(Wendy Roberson)  
[contracts@calrecycle.ca.gov](mailto:contracts@calrecycle.ca.gov)  
Phone: 916.341.6120  
Fax: 916.319.7518

Please note that no *verbal* information given will be binding upon the State unless such information is issued in writing as an official addendum.

Wendy Roberson  
Contract Administrator

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## Section 1 Overview

### General Information

The Department of Resources Recycling and Recovery (CalRecycle) promotes a zero waste California in partnership with local government, industry, and the public. This means managing the estimated 76 million tons of waste generated each year by reducing waste whenever possible, promoting the management of all materials to their highest and best use, and protecting public health and safety and the environment.

The objective of this Request for Proposals (RFP) is to solicit proposals from vendors with the resources, experience, and abilities to assume the operation of entering paper reimbursement claims and remittance reports of California Redemption Value (CRV) for California's beverage container recycling program into CalRecycle's Beverage Container Recycling data system, DORIIS. This consists of receiving and processing paper reports and claims from program participants. The RFP process will be used to ensure that bidders understand the work to be performed and are capable both technically and financially of performing the required work.

CalRecycle administers the California Beverage Container Recycling and Litter Reduction Act (Act). The Act established a beverage container recycling program for California. The current overall goal of the program is to reach and maintain an 80 percent recycling rate for all beverage container types covered under the program. The success of the program depends on effective coordination between government and the private sector. Communication and availability of information play an important role in promoting this coordination.

The Program is funded through redemption payments made by beverage distributors into the Beverage Container Recycling Fund (Fund). Distributors are required to make these payments on every beverage container sold in California. The monies in the Fund are paid out as California Refund Value (CRV) to consumers who redeem their beverage containers at certified recycling centers

CalRecycle has a new data system for the management of the Beverage Container Recycling Program.

CalRecycle seeks a vendor to provide business operations support services as described in the Statement of Work (SOW) for this segment of CalRecycle's participant base that wishes to continue to submit paper forms.

### CalRecycle Contact Information

Department of Resources Recycling and Recovery

Physical Address: 1001 I Street,  
Sacramento, CA 95814  
CalRecycle Contracts Unit, MS-19A

Mailing Address: PO Box 4025,  
Sacramento, CA 95812-4025  
Attn: Contracts Unit, MS-19A

Phone: (916) 341-6120

FAX: (916) 319-7518

EMAIL: [contracts@calrecycle.ca.gov](mailto:contracts@calrecycle.ca.gov)

Any documents delivered in person must be received in the Visitor's & Environmental Service Center located in the lobby of the CalEPA Headquarters Building at 1001 I Street, Sacramento, CA 95814.

### Service Needed

Key Data Entry for the Beverage Container Recycling Program

### Contract Budget

Subject to passage of the Fiscal Year 2012/13 Budget Act, availability of funds and approval by CalRecycle, there is a current maximum budget of \$700,000.00. CalRecycle reserves the right to amend the budget for this Agreement as needs arise.

### Payment Withhold

The provisions for payment under this contract will be subject to a ten percent (10%) withholding per task. The withheld payment amount will be included in the final payment to the contractor and will only be released when all required work has been completed to the satisfaction of CalRecycle.

**Liquidated Damages**

The selected Contractor, to receive award of this agreement, will be subject to liquidated damages if required deliverables (i.e., reports) are not submitted by the due date(s) outlined in the Scope of Work. See Section II, Commitment, *Special Terms and Conditions* for additional information.

**Contract Term**

The term of this Agreement will span approximately 12 months and is expected to begin in July 2012. CalRecycle reserves the right to amend the term of this Agreement as needs arise.

**Process Type**

Request for Proposal (RFP) (Primary Method).

**Process Schedule**

This process will be conducted according to the following tentative schedule where all times are Pacific Time

Advertisement Date	March 9, 2012	
Proposer's Conference at 10:00 am	March 27, 2012	
Written Questions Due by 5:00 pm	April 18, 2012	
Submittal's Due by 2:00 pm	<del>April 30, 2012</del>	<u>May 7, 2012</u>
Cost Proposal Opening at 10:00 am	<del>May 8, 2012</del>	<u>May 14, 2012</u>
Post Notice of Intent to Award	<del>May 8, 2012</del>	<u>May 15, 2012</u>

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## Section II Rules and Conditions

### Introduction

There are conditions that this RFP, submitting Proposers, proposals and resulting Agreements are subject to and/or required to comply with.

### Commitment

Upon submittal of a Proposal, the Contractor has committed to comply with the following requirements:

- All items noted in RFP documents
- Special Terms and Conditions available for viewing at [www.ciwmb.ca.gov/Contracts/Forms/SpeTermsCond.pdf](http://www.ciwmb.ca.gov/Contracts/Forms/SpeTermsCond.pdf)
- General Terms and Conditions (GTCs) available for viewing at [www.ols.dgs.ca.gov/Standard+Language](http://www.ols.dgs.ca.gov/Standard+Language).
- Contractor Certification Clauses (CCCs) available for viewing at [www.ols.dgs.ca.gov/Standard+Language](http://www.ols.dgs.ca.gov/Standard+Language).

If the proposer fails to meet any of the requirements or comply with CalRecycle requests, CalRecycle can reject, disqualify, or remove the firm from the process. CalRecycle is not committed to award an Agreement resulting from this RFP.

### Antitrust Claims

In submitting a Proposal Package to a public purchasing body, the Proposer offers and agrees that if the Proposal Package is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2 [commencing with Section 16700] of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Proposer for sale to the purchasing body pursuant to the Proposal Package. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the Proposer. (See Government Code Section 4552.)

If an awarding body or public purchasing body receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the public body any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the public body as part of the Proposal Package price, less the expenses incurred in obtaining that portion of the recovery. (See Government Code Section 4553.)

Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and (a) the assignee has not been injured thereby, or (b) the assignee declines to file a court action for the cause of action. (See Government Code Section 4554.)

### Contractor's Cost

All costs resulting from the contractor's participation in the RFP process are at the firm's expense. No costs incurred by the contractor participating in the RFP process will be reimbursed by CalRecycle.

### Information

All information obtained or produced during the course of the Agreement will be made available to CalRecycle.

Any information that qualifies as confidential or a trade secret(s) under the Public Records Act (PRA) or the Public Contract Code (PCC) and is thus exempt from disclosure under those statutes must so be marked by the proposer prior to submission to CalRecycle. Any claims of confidentiality or trade secret(s) except as to information that qualifies as such under the PRA or PCC may result in disqualification.

CalRecycle will hold information deemed confidential or trade secret(s) by the proposer to the extent allowable by the California Public Records Act and the Public Contract Code.

### Written Questions

The RFP includes a formal question and answer period in which proposers have the opportunity to submit questions regarding the RFP. All questions must be submitted in writing either by mail, fax, or e-mail to CalRecycle Contact as listed in Section I. The questions and answers will be published in an Addendum to the RFP (see below, Addenda).

### **Addenda**

CalRecycle reserves the right to amend, alter, or change the rules and conditions of this RFP.

Any ambiguity, conflict, discrepancy, omission, or other error discovered in the RFP should immediately be reported to CalRecycle prior to the deadline for submission of written questions. CalRecycle will issue addenda to address such issues.

### **Modification of Submittals**

A Proposal submitted prior to the submittal deadline, can be withdrawn or modified by the submitting proposer. The proposer must:

- Provide a written request
- Identify the requesting individual and their association to the proposer

A Proposal cannot be withdrawn for modification after the submittal deadline has passed.

### **Errors in Submittals**

An error in a Proposal package may be cause for rejection of that proposal.

CalRecycle may make certain corrections, if the Proposer's intent is clearly established based on review of the complete proposal.

### **Unreliable List**

Any contractor or subcontractor currently of CalRecycle Unreliable list, is ineligible to apply for or participate in this contract.

### **Negotiating State Contracts**

This solicitation and any resulting contract or amendments are subject to the conditions set forth in PCC 6611.

If any of the conditions identified in PCC 6611 exist, the Department of General Services may perform contract negotiations, if it is determined to be in the best interest of the State.

### **Electronic Waste Recycling**

If the Contractor or any subcontractors participate in activities that result in the disposition of electronic components, they will comply with the provisions of PRC Chapter 8.5.

### **Use Tax**

If, during the course of the agreement, the Contractor will be involved in the re-sale of goods to the State, they must comply with the requirements of Section 6452.1, 6487, 6487.3, 7101, and 18510 of the Revenue and Taxation Code, in addition to Section 10295.1 of the Public Contract Code.

### **Small Business (SB) Preference**

Any Bidder competing in this process as a California Certified Small Business, or as a non-SB certifying to subcontract a minimum of 25% of the total contract services to a California Certified SB, will receive a five percent (5%) preference. Certification must be provided by the Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS).

CalRecycle will apply the preference per State law and as described on the DGS website at <http://www.pd.dgs.ca.gov/smbus/sbpref.htm> .

For award based on high score, the incentive is applied by calculating the "earned" score for all bidders: If the highest scored proposal is from a non-certified small business or microbusiness, then:

1. Calculate five percent (5%) of the highest responsible bidder's total score.
2. Add the amount calculated above to the score of each of the bidders eligible for the SB incentive . This new amount is the total score.

Application of the incentive shall not displace an award to a small business with a non-small business.

A copy of the Bidder's SB certification should be included with the Bid Package.

### **Disabled Veterans Business Enterprise (DVBE) Preference**

Any Bidder competing in this process as a California Certified Disabled Veterans Business Enterprise, or as a non-DVBE certifying to subcontract a minimum of 3% of the total contract services to a California Certified DVBE, will receive a preference as shown below:

1. Five (5%) and above participation level = bid will receive five percent (5%) preference.
2. Four (4%) participation level = bid will receive two percent (2%) preference.
3. Three (3%) participation level = bid will receive one percent (1%) preference.

Certification must be provided by the Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS).

CalRecycle will apply the preference as follows:

The incentive is applied during the evaluation process and is only applied for responsive bids from responsible bidders proposing the percentage(s) of DVBE participation for the incentive(s) specified above.

For award based on high score, the incentive is applied by calculating the "earned" score for all bidders: If the highest scored proposal is from a non-certified small business or microbusiness, then:

1. Calculate five percent (5%) of the highest responsible bidder's total score.
2. Add the amount calculated above to the score of each of the bidders eligible for the DVBE incentive according to the participation levels. This new amount is the total score.

Application of the incentive shall not displace an award to a small business with a non-small business.

A copy of the Bidder's DVBE certification should be included with the Bid Package

### **Subcontractors**

All subcontractors identified in the proposal, must be experts in their respective disciplines and capable of performing the tasks for which they are hired.

If awarded the agreement, the contractor **must** use all of the SB and DVBE firms identified on the Small Business/DVBE Participation Summary.

CalRecycle reserves the right to approve substitutions of subcontractors, as long as, certified business participation levels remain unchanged.

## Section III Proposal Submittal Requirements

### Introduction

Failure to follow the instructions contained in this document may be grounds for rejection of a Proposal.

CalRecycle may reject any Proposal if it is conditional, incomplete or contains irregularities.

CalRecycle may waive an immaterial deviation in a Proposal, if deemed in the best interest of CalRecycle.

### Deadline

The proposal package must be received by CalRecycle, at the address listed in Section I, Overview by 2:00 p.m. on ~~April 30, 2012~~ May 7, 2012.

Proposals received after the deadline, will be considered late and returned to the Proposer unopened.

### Addressing

The proposal package must clearly state that it is in response to this RFP and note the RFP number listed with the direction of "Mailroom – do not open."

### Number of Copies

The Proposer is required to submit all required documents in the following format:

- One original, non-bound hard copy marked "Original" (Do not include Cost Proposal Sheet in this set)
- One original signed Cost Proposal Sheet in a separate sealed envelope marked "Proposal Cost-Do Not Open"
- {5} bound, hard copies of the bid package marked "Copy"(Do not include Cost Proposal Sheet in these sets)
- One electronic copy on disc or compact disc viewable by Adobe Acrobat Reader. Entire proposal, including any attachments, must be saved as a single document. "(Do not include Cost Proposal Sheet in the electronic copy)

It is the submitting Proposer's responsibility to ensure that the electronic copy is formatted in Adobe Acrobat Reader and viewable by CalRecycle.

### Document Printing

All documents must be submitted double-sided on paper with a minimum of 100% post-consumer recycled content fiber.

### Cover Letter

The cover letter shall be signed by an individual who is authorized to bind the Proposer and shall indicate that person's title or position. The cover letter must be on the Proposer's company letterhead and contain the following information:

- a. Name and address of the Proposer submitting qualifications;
- b. Proposer's Headquarters for purposes of this agreement, if awarded;
- c. Name, telephone number, and e-mail address of a person who can be contacted if further information is required;
- d. Name, title, address, telephone number, and e-mail address of individual(s) with authority to negotiate and execute a binding Agreement on behalf of the Proposer;
- e. Statement that personnel who will provide services under the agreement will have the required certifications and that bidder will have qualified personnel available to meet the service needs; and
- f. Statement attesting to the fact of the percentage of post consumer recycled content fiber paper used in the compilation of the CBS package.
- g. Statement stating that the Contractor and any Subcontractors to be used during the performance of the contract are eligible to contract with the State of California, pursuant to PCC 10286.

## **Table of Contents**

The information must be organized as presented with corresponding page references.

## **Summary**

The Proposer must include a brief overview of the project and summarize the Proposer's approach to the work.

## **Methodology**

The proposal must include a Work Plan describing the methods to be employed to accomplish the project objectives. The methodology must be described in sufficient detail to allow CalRecycle staff to evaluate the methods and must address all tasks and items in the Scope of Work.

Proposals must describe how the objectives will be met and the methods the contractor will use. The description must include not only what work will be performed, but how it will be performed.

The tasks described in the Scope of Work outline a general approach for meeting the requirements; however, alternative approaches for some or all of the tasks may be proposed if they meet or exceed the requirements in meeting the project objectives.

## **Organization**

Provide a brief description of the organization's services and activities, including:

- Date of establishment
- History
- Location
- Any known conflicts of interest

## **Qualifications and Resources**

The prospective contractor must have the experience, qualifications, and resources to perform the required tasks of the project.

The prospective contractor should have the following experience:

- At least five years of data entry;
- Data file creation and upload;
- Prior contracting with the State of California;
- Scanning and imaging;
- Web applications and services;
- Public and/or client interaction;
- Records retention and destruction;

Each proposal must include a description of the resources to be used on the project while demonstrating an individual or team members' abilities to perform the work. The proposals must include resumes for the Project Manager, Personnel and Subcontractors, that include:

- Experience
- Knowledge
- Educational Background
- Appropriate licensing

## **References**

The Proposer's team must provide a minimum of three (3) verifiable references and/or experience that support the above qualifications.

CalRecycle reserves the right to seek references in addition to the client references provided by the Proposer, as it deems necessary.

If a reference or project experience is unable to be verified, it will be disregarded.

### **Samples of Written Work**

The Proposer's team must include a copy of a verifiable written work that is similar in nature to the proposed project and deliverables.

### **Contractor Eligibility**

The Proposer must include a written declaration, stating that the Contractor and any Subcontractors to be used during the performance of the contract are eligible to contract with the State of California, pursuant to PCC 10286.1. Statement may be included in the cover letter.

### **Licenses**

The Contractor shall be an individual or firm qualified to do business in California. Required documentation includes the following as applicable:

- A copy of the Proposer's registration with the Secretary of State.
- Additionally, pursuant to the California Business and Professions Code, for services of a "professional" nature requiring a professional license issued by the CA Department of Consumer Affairs, Proposers must submit a copy of the appropriate license(s) for each team member who will provide "professional" services under the contract.

### **Small Business (SB) Participation**

CalRecycle expects a minimum of twenty-five percent (25%) of the project services to be contracted to a California OSDS Certified SB that performs a commercially useful function.

This goal can be achieved by a combined effort of the prime and/or any subcontractors, that includes:

- If the Proposer is a Certified OSDS SB, as defined in Section V Definitions and Terms, the Participation Summary (see Attachments) must be completed and submitted with the proposal.
- If the Proposer has identified subcontractors to be utilized to meet this goal, the Participation Summary (see Attachments) must be completed and submitted with the proposal.

### **Disabled Veteran Business Enterprise Participation (DVBE)**

CalRecycle expects a minimum of three percent (3%) of the project services to be contracted to a California OSDS Certified DVBE that performs a commercially useful function.

This goal can be achieved by a combined effort of the prime and/or any subcontractors, that includes:

- If the Proposer is a Certified OSDS DVBE, as defined in Section V, Definitions and Terms, the Participation Summary (see Attachments) must be completed and submitted with the proposal.
- If the Proposer has identified subcontractors to be utilized to meet this goal, the Participation Summary (see Attachments) must be completed and submitted with the proposal.

### **Enterprise Zone Act (EZA)**

If the budget for services outlined in this announcement, exceeds \$100,000, CalRecycle will grant a preference for EZA qualified proposers.

The Proposer must provide reasonable demonstration of contract labor hours and certify that they will comply with the requirements of the EZA.

If the Proposer is qualified for this preference, the EZA Preference Request Form must be included in the proposal submittal.

The form may be downloaded at [www.ciwmb.ca.gov/contracts/forms](http://www.ciwmb.ca.gov/contracts/forms).

### **Target Area Contract Preference Act (TACPA)**

If the budget for services outlined in this announcement, exceeds \$100,000, CalRecycle will grant a preference for TACPA qualified proposers.

The Proposer must provide reasonable demonstration of contract labor hours and certify that they will comply with the requirements of the TACPA.

If the Proposer is qualified for this preference, the TACPA Preference Request Form must be included in the proposal submittal.

The form may be downloaded at [www.calrecycle.ca.gov/contracts/forms](http://www.calrecycle.ca.gov/contracts/forms).

### **Local Agency Military Base Recovery Act (LAMBRA)**

If the budget for services outlined in this announcement, exceeds \$100,000, CalRecycle will grant a preference for LAMBRA qualified proposers.

The Proposer must provide reasonable demonstration of contract labor hours and certify that they will comply with the requirements of the LAMBRA.

If the Proposer is qualified for this preference, the LAMBRA Preference Request Form must be included in the proposal submittal.

The form may be downloaded at [www.calrecycle.ca.gov/contracts/forms](http://www.calrecycle.ca.gov/contracts/forms).

### **Maximum Combined Preferences and Rules for Award**

In combination with any other preferences (TACPA, EZA, LAMBRA, SB, , DVBE, participation, etc), the maximum limit of the combined preferences is 15% of the bid amount and, in no case, more than \$100,000.00 per solicitation.

Preference programs for TACPA, EZA, LAMBRA, or the non-SB subcontracting preference cannot displace a direct award to a certified SB. In the event of a tie between a SB/MB and a firm that is SB/MB and DVBE, the award shall be made to the firm that is SB/MB and DVBE.

### **Teleconference Participation**

If the Proposer wishes to participate in the Teleconference noted in Section I, Schedule, the Teleconference Participation Form must be submitted, by fax or e-mail (scanned document must be viewable with Adobe Acrobat Reader), to CalRecycle Contact prior to the conference. This conference is recommended for attendance, either via telephone or in person at the Cal EPA headquarters located at 1001 I Street, Sacramento, CA.

## Section IV Cost Proposal Submittal

### Overview

The Proposal Cost must be submitted in a separate, sealed envelope by the due date identified in the Schedule of Section I.

The envelope must note "Proposal Cost-Do Not Open".

### Cost Breakdown

This Key Data Entry contract will be provided for a term of one year with two (2) one year optional extension of services. The proposal will be scored and the contract will be awarded to the proposal with the highest qualifying score. The contract will not necessarily be awarded to the lowest bidder. Costs, however, will constitute 60% of the total proposal score. Use the Sample Cost Proposal Worksheet (Attachment 3) as a guide in preparing your cost proposal. Those proposers who qualify for Small Business Enterprise (SBE), Target Area Contract Preference Act (TACPA), Local Agency Military Base Recovery Area (LAMBRA) Act, Enterprise Zone Act (EZA), and Disabled Veteran Business Enterprises (DVBE) preferences will be given those preferences.

### Cost Per Fiscal Year

The projected volumes of participant report claims (operations) are estimated. The change order and cost reimbursement categories are estimated expenses. Give a fixed rate per claim or report for each category and a total cost. \*Give a fixed per hour rate for change orders.

<b>FY 2012/13 Budget</b>				
Total Direct Labor		Rate (\$)		\$ _____
Reports/Change Orders	Estimated Volume		Rate (\$)	= Costs (\$)
Operations	25,000	x	\$ _____	= \$ _____
Program Reports	1,200	x	\$ _____	= \$ _____
Change Orders			\$ _____ *	= \$ _____
				Subtotal: \$ _____
Operating Expenses				
Cost Reimbursement Expenses				\$ _____
A.	Postage			
B.	Shredding			
C.	Sales Tax			
D.	Training			
E.	Travel			
			Total Estimated Costs	\$ _____

**Cost Per Fiscal Year**

The projected volumes of participant report claims (operations) are estimated. The change order and cost reimbursement categories are estimated expenses. Give a fixed rate per claim or report for each category and a total cost. \*Give a fixed per hour rate for change orders.

		<b>Extension I</b>	<b>FY 2013/14 Budget</b>	
Total Direct Labor			Rate (\$)	\$_____
Reports/Change Orders	Estimated Volume		Rate (\$)	= Costs (\$)
Operations	25,000	x	\$_____	= \$_____
Program Reports	1,200	x	\$_____	= \$_____
Change Orders			\$_____*	= \$_____
				Subtotal:\$_____
Operating Expenses				
Cost Reimbursement Expenses				\$_____
A.	Postage			
B.	Shredding			
C.	Sales Tax			
D.	Training			
E.	Travel			
Total Estimated Costs				\$_____

**Cost Per Fiscal Year**

The projected volumes of participant report claims (operations) are estimated. The change order and cost reimbursement categories are estimated expenses. Give a fixed rate per claim or report for each category and a total cost. \*Give a fixed per hour rate for change orders.

		<b>Extension II</b>	<b>FY 2014/15 Budget</b>	
Total Direct Labor			Rate (\$)	\$_____
Reports/Change Orders	Estimated Volume		Rate (\$)	= Costs (\$)
Operations	25,000	x	\$_____	= \$_____
Program Reports	1,200	x	\$_____	= \$_____
Change Orders			\$_____*	= \$_____
				Subtotal:\$_____
Operating Expenses				
Cost Reimbursement Expenses				\$_____
A.	Postage			
B.	Shredding			

- C. Sales Tax
- D. Training
- E. Travel

Total Estimated Costs \$\_\_\_\_\_

The cost proposal must specify the total cost and include detailed project costs, as required in the Cost Proposal Sheet. The winner proposer's invoices must be itemized as shown in the submitted cost sheet.

The subcontractor commitments must be identified, by task and dollar amount, and included in the task by task cost proposal submittal.

The costs identified, should take into consideration the length of the contract, rise in salaries and administrative overhead costs.

If fringe benefits and/or overhead are not specifically itemized in the Cost Proposal Sheet and if the proposer inserts a \$0, proposer must explain on the Cost Proposal Sheet why these line items are not itemized. A blank space for either fringe benefits or overhead will be grounds for immediate disqualification.

The cost proposal sheet is a self-contained document for purposes of calculating cost points and evaluating whether all information required by the RFP has been submitted. Therefore, all information (such as explanations of \$0 instead of itemized costs) must be included on the cost proposal sheet. Reference by incorporation to the proposal is not acceptable.

The amount identified on the cost breakdown may not be changed and will remain in effect for the life of the agreement.

### **Travel and Per Diem**

Services must be provided within twenty five miles of the Sacramento, CA headquarters of CalRecycle.

Lodging, food, and incidental expenses on trips in support of services will be reimbursed at the following State per diem rates per 24 hour day for the length of the contract. All travel will be reimbursed at the excluded employee travel rates in accordance with the California Code of Regulations Title 2, Division 1, Chapter 3, Subchapter 1, Article 2, Section 599.615.1 et seq.. Per diem (lodging, meals and incidentals) will not be reimbursed for travel within 50 miles of Contractor's headquarters.

- Lodging (receipts required) per day–
  - Most locations up to a maximum of \$84 plus tax
  - Counties of Los Angeles and San Diego up to a maximum of \$110 plus tax
  - Counties of Alameda, San Francisco, San Mateo and Santa Clara up to a maximum of \$140 plus tax
- Meals (actual expense) (up to \$6 for breakfast, \$10 for lunch and \$18 for dinner) – up to a maximum of \$34 per day
- Incidentals – up to a maximum of \$6 per day.
- Coach airfare, mid-size/economy rental cars, and fuel – actual costs verified by bills or receipts. First Class or Business Class air travel is not allowed.

## **Section V Evaluation and Selection**

### **Introduction**

CalRecycle will perform a Pre-Qualification Evaluation process to ensure that the Proposer has included all required documentation in the Proposal submittal.

If a proposal package does not meet all of the requirements set forth in this RFP, it will be considered non-responsive and rejected from further competition.

Those Proposer's submittals that pass this review will be forwarded to the Selection Committee for Evaluation.

### **Selection Process**

The Selection Committee will evaluate and score all proposals, passing the Pre-Qualification Evaluation, utilizing the Scoring Criteria identified in this RFP.

Only those proposals that receive a score of at least the minimum requirement identified on the Scoring Sheet will be considered for the Cost Proposal Opening.

### **Oral Interview**

If oral interviews will be conducted as part of this process, the date of said interviews will be within the timeframe identified in Section I, Schedule.

All Proposers invited for an interview, will be notified by CalRecycle of the specific date and time of the interview.

Failure to attend the interview by the Proposer will be grounds for removing the Proposer from the remainder of the process.

### **Grounds for Rejection**

All proposals may be rejected whenever the determination is made that the proposals received are not really competitive, when the cost is not reasonable, or when the cost exceeds the amount expected.

Additionally, a proposal may be rejected if:

- It is received after the due date and time for submittal
- The cost submittal is unsigned
- The proposal cost is not prepared as required by the RFP
- The Proposer has been prohibited from contracting with the State by the Department of Fair Employment and Housing
- The Proposer has received a substantive negative contract performance from the State
- Any items required by the RFP are not included with the submittal

No proposal may be rejected arbitrarily or without reasonable cause.

### **Award of Agreement**

The award of this Agreement will be to the lowest responsive responsible Proposer meeting all of the RFP requirements.

In the event of a tie, CalRecycle may utilize a tie breaker to determine the winning Proposer. The tie breaker will be determined based on which proposer has the most SB and DVBE participation identified in the bid package.

CalRecycle reserves the right to not award an Agreement.

### **Notice of Intent to Award**

CalRecycle will post a notice of intent to award this Contract five (5) working days prior to the award being made.

Notice of the intent to award will be posted on CalRecycle's website at [www.CalRecycle.ca.gov/contracts](http://www.CalRecycle.ca.gov/contracts) and at the headquarters building noted in Section I. It is the Proposer's responsibility to check one of these locations for a copy of the Notice of Intent to Award.

**Rejection of Award**

If the Proposer fails to enter into a satisfactory Agreement within a reasonable timeframe after the award is made, CalRecycle may deem that the Proposer has rejected the award.

CalRecycle reserves the right to disqualify the awardee and award the Agreement to the next highest ranked Proposer.

**Protest of Award**

A Proposer may protest the proposed award by filing an official protest with the Department of General Services. The protest must be filed after the notice of intent to award the contract, but before the actual award.

Within five (5) **working** days of the initial protest filing, the Proposer must submit a detailed written statement with information that supports that the Proposer would have been awarded the contract and the grounds for that position.

The Agreement will not be awarded until a decision has been made on the filed protest.

The protest documents should be sent via registered mail to the following parties:

Department of General Services  
Office of Legal Services  
Attn: Protest Coordinator  
707 Third Street, 7<sup>th</sup> floor  
Sacramento, CA 95605  
Fax (916) 376-5088

Department of Resources Recycling and Recovery  
Attn: Contracts Unit  
1001 I Street, MS-19A  
Sacramento, CA 95814  
Fax (916) 319-7582  
Email [contracts@calrecycle.ca.gov](mailto:contracts@calrecycle.ca.gov)

## **Section VI Description of Work**

### **Work to be Performed**

The Contractor shall perform the following functions in conjunction with CalRecycle's program and accounting activities:

- Receive paper program source documents and enter into DORIIS;
- Scan all paper document into a repository;
- Provide an online web-based search interface for all scanned documents;
- Edit source documents, including amended and supplemental reports;
- Provide program forms to program participants, as well as answer participant questions regarding paper documents;
- Develop and implement quality control procedures regarding operations and processing accuracy;
- Produce a claims tracking report and any special reports in hard copy and/or in media of CalRecycle's choosing;
- Provide daily courier service to CalRecycle headquarters;
- Provide physical & network security

### **Tasks**

#### **Operations**

This section constitutes the operational work activities required of the Contractor in this contract. The activities described in this section begin the moment the Contractor receives the first paper claim form and reports under the contract.

#### **Retrieving Mail**

Under the authority of the Contract Manager, the Contractor is responsible for retrieving disbursement-related correspondence, invoices, and reports from program participants from the designated post office box once daily and delivering to the Contractor's facility for entry.

The Contractor is also responsible for delivering any required documentation to CalRecycle once a day and returning remittance reports from beverage manufactures and distributors mailed to CalRecycle-owned post office box for data entry.

#### **Dissemination of Participant Reports**

Upon request of the Contract Manager, the Contractor shall print and distribute any paper forms designed by CalRecycle that may be necessary under the terms of this contract. The Contractor must furnish CalRecycle-approved paper reporting forms to program participants as described in this Statement of Work and Cost Reimbursement Plan. The Contractor shall maintain an adequate inventory of forms and track the distribution of forms through a form serial accountability system. A distribution log stating the form type, number sent, and to whom they were sent, will be kept for each form distributed and these volumes will be used to track current inventory. The total number in inventory of each form, by report form number, will be supplied in the Inventory Report.

### **Processing Participant Reports**

The Contractor must enter into DORIIS the data required.

- A. Claims Input Cycle Time Requirements - The received claims and reports must be entered into DORIIS within two (2) working days of receipt by the Contractor. The only exception will be for those claims that are incomplete, and the Contractor cannot determine and/or has not received the required information from the participant. For such claims, the Contractor shall initiate contact with the participant within five (5) working days. If the participant does not respond, the claim shall be denied and returned to the participant within ten (10) working days.
- B. Denied Claims - The Contractor shall return the claim(s) to a participant within ten (10) working days of receipt of a claim which is: (1) incomplete and the Contractor cannot determine the required information, or, (2) the Contractor is unable to obtain the information through an informal request for clarifying information from the participant, or, (3) the participant does not provide a written response within 48 hours to the Contractor's formal request for portion of its report claim.
- C. Amended and Supplemental Claims - The Contractor will enter amended and supplemental claims as directed by the State. All supplemental and amended claims must be completed per the time frames as specified.
- D. Claims Inventory Requirement - At all times, the Contractor is required to maintain an inventory level of report claims control that is no higher than fifty percent of the average monthly report claims received, unless otherwise approved in writing by the Contract Manager. The inventory level existing the first Wednesday of each month, or the previous State workday if the first Wednesday is a State holiday, before counting that day's report claim processing, will be used to measure the Contractor's performance under this requirement. An inventory level exceeding these requirements for four consecutive Wednesdays will be deemed unacceptable performance unless a deviance is approved in writing by the Contract Manager.

Unacceptable performance regarding claims inventory requirements is grounds for contract termination, or liquidated damages of up to \$500 per day at the sole discretion of the Director of CalRecycle.

- E. CalRecycle Liaison Unit - The Contractor must operate a CalRecycle Liaison unit for the purpose of answering all requests for information and assistance from the program participants statewide regarding paper claims; and ensuring quality control of operations by training its staff and auditing their performance;  

The liaison staff shall follow the policies and procedures approved by CalRecycle. Liaison staff shall respond to questions through telephone lines during regular business hours (8:00 a.m. to 5:00 p.m. Pacific Time) on normal State workdays.
- F. The Contractor shall maintain correspondence files. A log of all communications will be kept on a daily basis by the liaison staff. This log is to include the name of the person making the inquiry, date, time, and nature of the inquiry, and its resolution. Correspondence logs shall be filed and maintained with the participant claim.
- G. Claim Tracer Requests - A claim tracer request (tracer) is a participant request for the status of a paper claim. Tracers may be placed by phone or submitted in writing, but none will be accepted until at least twenty working days following submission of the related claim. If, however, the billing limitation period is about to expire and the participant has discovered an error on a claim after submitting it, an exception to the twenty-day rule may be warranted.

The liaison unit will handle both telephone and written tracers. In the case of a telephone tracer, if the related claim was submitted more than twenty working days prior to the tracer, or if an exception to the twenty-day rule is warranted, liaison staff will attempt to trace the claim immediately. If the claim cannot be readily located, the participant will be advised, and a written note of the request will be prepared and handled along with any written tracers.

A tracer is not a claim. A written request for information regarding a claim that the requestor knows to have been adjudicated is an appeal, not a tracer.

- H. The Contractor shall maintain liaisons with Department program staff, CalRecycle Accounting Office, and others as the Contract Manager may direct. The liaisons must exist for the purpose of passing information between the Contractor and other organizations as necessary.

### Contractor Processes

This section describes the processes and procedures the Contractor will use for processing paper program reports and payments.

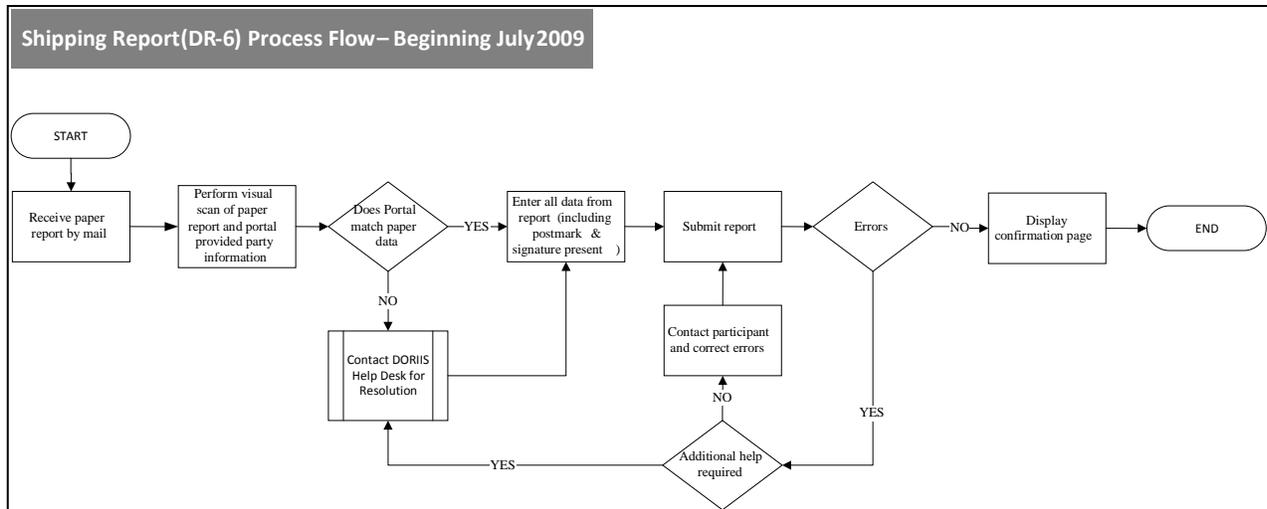
#### Shipping Report (DR-6)

The following is a high-level overview of the processes the Contractor will use for Shipping Reports (DR-6):

- Receive and input paper shipping reports into DORIIS
- Receive and input amended paper shipping reports into DORIIS Portal
- Resolve problems with paper transactions with participants
- Retain paper documents

“Shipping Report Process Flow” depicts the process flow of the tasks outlined above:

#### Shipping Report Process Flow



### Shipping Report Detail Operational Procedure

The following are the detailed operational procedures the Contractor will use for Shipping Reports (DR-6):

- **Receive paper Shipping Report by mail:** The Contractor will process all paper Shipping Reports by keying data from paper forms into DORIIS either in batch form or through the portal.
- **Perform visual scan of paper Shipping Report and DORIIS-provided participant information:** Contractor performs visual scan to ensure that an account ID and name of the company are present, and that the report's data looks viable for portal entry.
- **Does portal data match paper data?:** If yes, the portal-retrieved participant data matches the data supplied on the paper Shipping Report, then the process continues. If no, the Portal data does not match the paper-supplied data, extra steps must be performed before the report is processed further. If there is a difference between the Name, Address, Contact, or Phone fields supplied by the Portal and those same fields on the paper Shipping Reports, CalRecycle must be notified.
- **Enter all data from Shipping Report:** Contractor enters all data from the paper form into the portal. In addition, the Contractor will note whether the document contains an original signature.
- **Submit report:** Values supplied through the form are run through extensive validations against criteria contained in the DORIIS database.
- **Errors:** If the answer is 'No', processing of the Shipping Report will continue. If the answer is, 'Yes' then errors are detected in the values submitted through the form and the Shipping Report submission process is suspended.
- **Additional help required:** The Contractor will be referred back to the input screen with a message describing the error. If the Contractor can fix the error, s/he may do so and re-submit the form. If they cannot fix the error, or believe that the error itself is an error, the Contractor may utilize the Portal Helpdesk.
- **Display confirmation page:** Upon clicking 'Submit' from Shipping Report data entry screen, Contractor will move to the confirmation screen. They will view the data they input into the data entry screen in a more concise format and click to confirm and submit their entry if the data matches that of the paper report.
- **Document retention:** The Contractor retains the paper document and envelope and saves in accordance as prescribed by the State in Section 4.7.

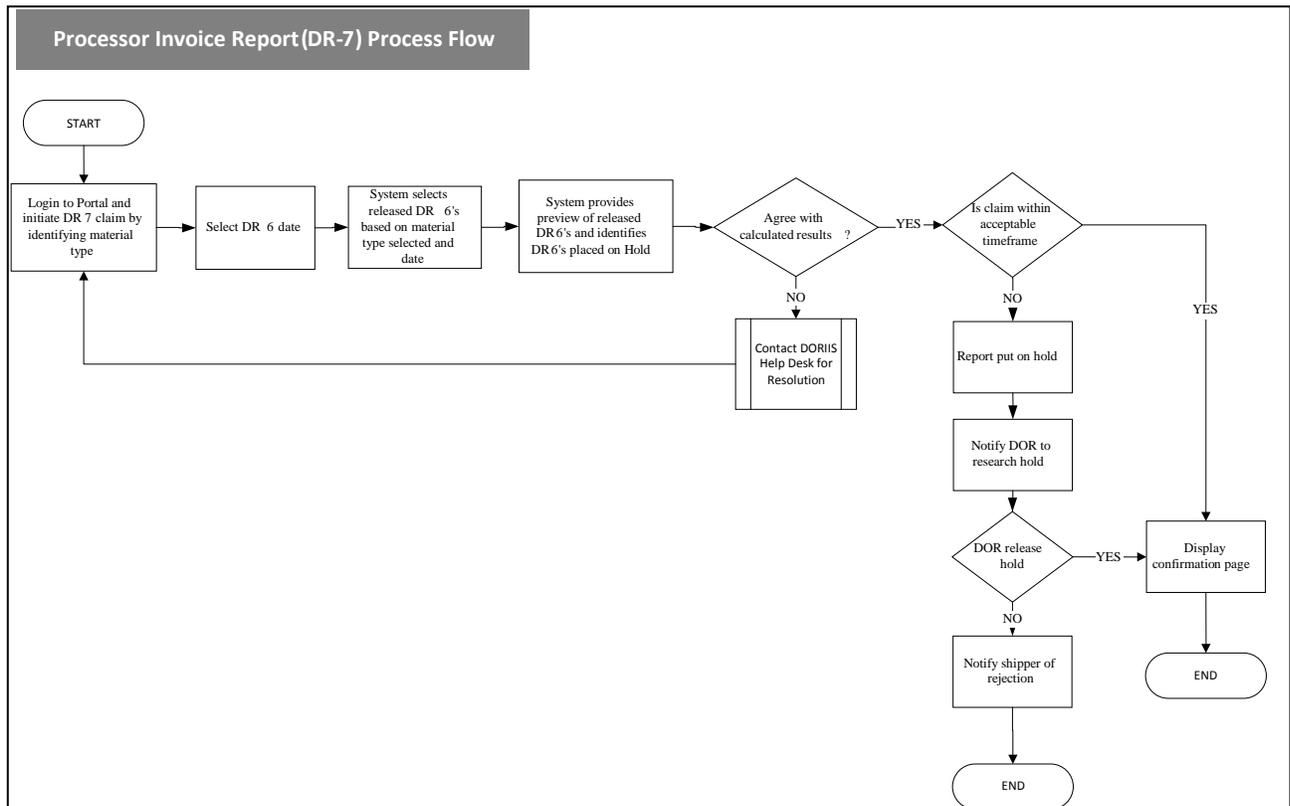
## Processor Invoice Report (DR- 7)

The following is a high-level overview of the process the Contractor will use for Processor Invoice Reports (DR-7):

- Contractor will logon to DORIIS Portal and create DR-7 from attached DR-6's.
- Receive and input amended paper processor claims into DORIIS.
- Retain paper documents.

“Processor Invoice Report Process Flow” depicts the process flow of the tasks outlined above.

### Processor Invoice Report Process Flow



## Processor Invoice Report (DR -7) Detail Operational Procedures

The following are the detailed operational procedures the Contractor will use for Processor Invoice Reports (DR-7):

- **Initiates Processor Invoice Report:** From the DORIIS portal, the Contractor selects the “create processor invoice report” option. The Contractor selects which material type they wish to report from a dropdown list of values of claims processed the previous day. Once the material type is determined, the system table’s all-available shipping reports that are ready to be included on a processor claim.
- **Select Shipping Reports:** The Contractor selects the “view DR6” option to view the table of all available shipping reports, by material type, ready for inclusion on a processor invoice. The system populates the beginning of the reporting period based on the end of the last reporting period. The Contractor selects which shipping reports to include on the processor invoice and the system populates the reporting period through date based on the date of the latest selected shipping report. Any shipping reports that are on any hold status are not available to be included on the processor invoice until they are cleared by the Division.
- **Processor Claim Summary:** The system sums all selected shipping reports and displays the total weight and payment information. The Contractor may view the details of the individual shipping reports to ensure the accuracy of the information. Any identified errors are referred to the help desk for resolution.
- **Submit Processor Invoice:** Once all errors are settled, the Contractor selects the “submit” button. The processor invoice and shipping reports are processed by the system, subjected to a series of fraud detection business rules. If the level of risk is significant, CalRecycle is notified via alerts. If there are no holds, the invoice is sent to accounts payable (A/P) for payment.

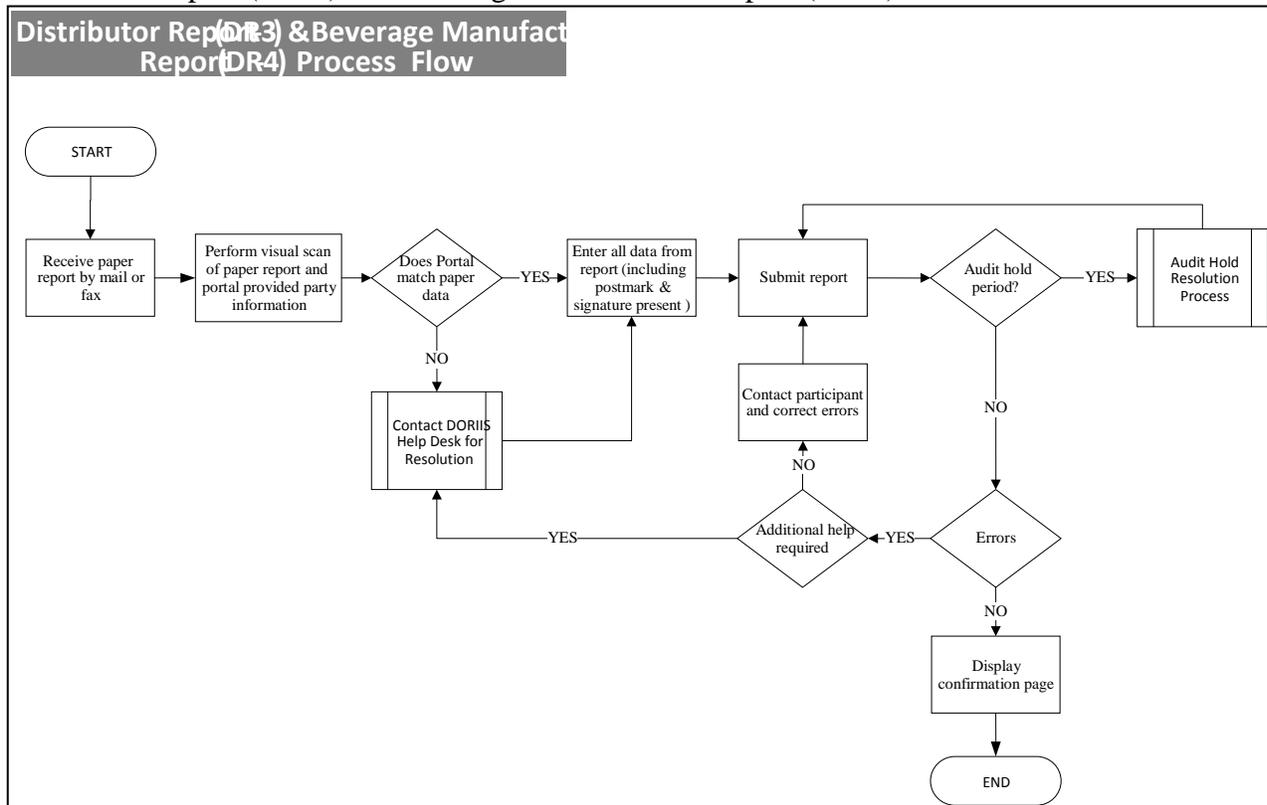
## Distributor Report (DR-3) & Beverage Manufacturer Report (DR-4)

The following is a high-level overview of the process the Contractor will use for Distributor Reports (DR-3) and Beverage Manufacturer Reports (DR-4):

- Receive and input paper Distributor Reports (DR-3) into DORIIS
- Receive and input paper Beverage Manufacturer Reports (DR-4) into DORIIS
- Receive and input amended/corrected paper Distributor and Beverage Manufacturer Reports into DORIIS
- Retain paper documents

“Distributor Report (DR-3) and Beverage Manufacturer Report (DR-4) Process Flow” depicts the process flow of the tasks outlined above.

## Distributor Report (DR-3) and Beverage Manufacturer Report (DR-4) Process Flow



### Distributor Report (DR-3) and Beverage Manufacturer Report (DR-4) Detail Operational Procedures

The following are the detailed operational procedures the Contractor will use for processing Distributor Reports (DR-3) and Beverage Manufacturer Reports (DR-4).

- **Receive paper DR-3 and DR-4 Reports:** The Contractor will process all paper DR-3 and DR-4 reports by keying data from paper forms into the portal. The envelope is saved for entry of postmark date.
- **Perform visual scan of paper DR-3 and DR-4 report and DORIIS provided participant information:** Contractor performs visual scan to ensure that an account ID and name of the company are present, there are no negative container counts, and that the report's data looks viable for portal entry.
- **Enter all data from DR-3 and DR-4 report (including postmark & signature present):** Contractor enters all data from the paper form into the portal. In addition, the Contractor will enter the postmark from the original envelope and note whether the document contains an original signature.
- **Submit report:** Values supplied through the form are run through more extensive validations against criteria contained in the DORIIS database.
- **Audit Hold Period?:** The reporting period supplied for this DR-3 and DR-4 report submission is checked against current or previous audit periods. If the participant is attempting to submit a report for a month during which they are being audited or were audited, the system will not allow the submission. If the answer is 'Yes', the participant's report will enter the Audit Hold Resolution Process. If the answer is 'No', the report will be entered.
- **Additional help required:** The Contractor will be referred back to the input screen with a message describing the error. If the Contractor can fix the error, they may do so and reenter the

form. If they cannot fix the error, or believe that the error itself is an error, the Contractor shall contact the DORIIS Help Desk.

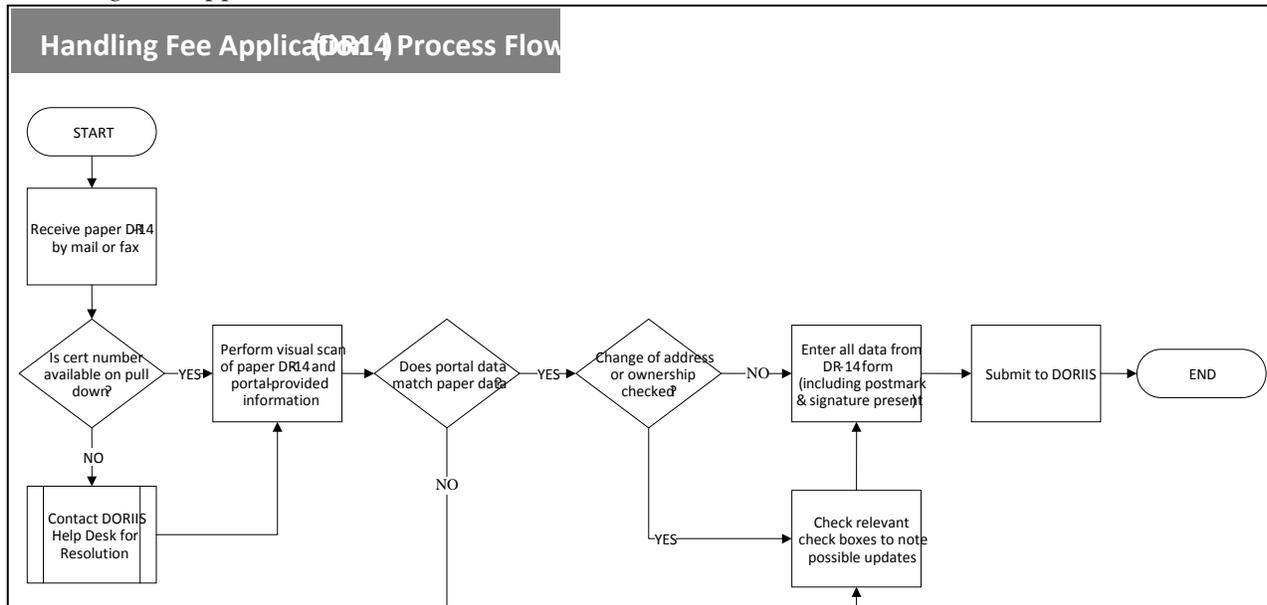
- **Display confirmation page:** Upon clicking 'Submit' from DR-3 and DR-4 report data entry screen, Contractor will move to the confirmation screen. They will view the data they input into the data entry screen in a more concise format and click to confirm and submit their entry if the data matches that of the paper report.
- **Document retention:** The Contractor retains the paper document and envelope and saves in accordance as prescribed by the State in Section 4.7.

### Handling Fee Application (DR-14)

The following is a high-level overview of the process the Contractor will use for Handling Fee Applications (DR-14):

- Receive and input paper handling fee claims into DORIIS
- Retain paper documents

### Handling Fee Application DR-14 Process Flow



## Handling Fee (DR-14) Detail Operation Process

The following are detailed operational procedures the Contractor will use for Handling Fee Applications (DR-14):

- Receive paper DR-14 by mail: The Contractor will process all paper DR-14 by keying data from paper forms into the Portal. The portal screens available to the service provider have slightly more functionality than the screen available to the participant. The envelope is saved for entry of postmark date.
- Is certification number available on pull down?: To begin processing a paper DR-14, the Contractor must create a new transaction for the participant by selecting the participant's certification number from a pull-down list on the Portal DR-14 form. If the certification number does not appear on the dropdown list, the Contractor refers the DR-14 to the Portal Helpdesk. The Contractor does not attempt to resolve this problem.

If the certification number does exist in the pull-down, the Contractor selects it. The Portal auto-fills all participant information related to this certification number.

- Perform visual scan of paper DR-14 and DORIIS provided participant information: Having selected a certification number, the Contractor now compares the participant information retrieved by the Portal to the information supplied on the paper DR-14 form.
- Does Portal data match the paper data?: If yes, the portal-retrieved participant data matches that data supplied on the paper DR-14 form, and the process continues. If no, the Portal data does not match the paper-supplied data, and extra steps must be performed before the DR-14 is processed further.
- Change of Address or Change of Ownership box checked?: If yes to either, an extra step must be performed before the DR-14 is processed further. If no, processing continues.
- Check relevant check boxes to note possible updates: If there is a difference between the Name, Address, Contact or Phone fields supplied by the Portal and those same fields on the paper DR-14, or either the Change of Address or Change of Ownership box is checked, CalRecycle must be notified – this is done by setting a flag. To do this, the Contractor will select the appropriate checkboxes and enters the new information on the Contractor portal form.
- Enter all data from DR-14 (including postmark data and signature present): Contractor enters all data from the paper form into the portal. In addition, the Contractor will enter the postmark from the original envelope or fax and note whether or not the document contains an original signature.
- Document retention: The Contractor retains the paper document and envelope and saves in accordance as prescribed by the State in Section 4.7.
- Submit: Values supplied through the form or batch upload are run through more extensive validations against criteria contained in the DORIIS database. Users submitting DR-14 data themselves must check the 'I Agree' e-signature box to activate the form submit button.

### Tools to Be Used

The Contractor will utilize the DORIIS Portal for the submittal of all claims and to support program reports.

### Access Requirements

The State shall have the right to monitor all aspects of the Contractor's performance of this contract.

- a. **Access to Premises.** To assure compliance with the contract and for any other reasonable purpose, and at the discretion of the Contract Manager, the State and its authorized representatives and designees shall at all times have the right of access to the Contractor's premises. This will include the operations site, or such other place where duties under the

contract are being performed, to inspect, monitor, or otherwise evaluate the work performed or being performed, or to elicit information concerning the operation of any related work.

All security areas shall be accessible to staff designated by the Contract Manager. For any instances of access in any area by the State, the Contractor shall provide, and shall require any subcontractor to provide, all reasonable facilities, cooperation, and assistance to such State representative in the performance of their duties. The right of access referred to herein will include on-site visits by authorized designees of the State for the purpose of re-procurement of a successor Contractor.

- b. **Access to and Audit of Contract Records.** At all times during the period that the contract is in force and for a period of five years thereafter, the Contractor shall provide all duly authorized representatives of the State and federal governments, including the State Auditor, with full access to all related contract financial records, including access to individuals with knowledge of financial records. This shall include the Contractor's outside auditors, internal reports (excluding attorney-client communications or personnel reports), including, but not limited to, the Contractor's technical proposal and bid working papers. Such representatives may examine, audit and copy such records at the sites at which they are located. The Contractor shall continue to provide this access until completion of the action and resolution of all issues which may arise as a result of any litigation, claim negotiation or audit, whichever is later. Such access shall include both announced and unannounced inspection, on-site audits and regular and special reports from the Contractor. All information obtained from any financial records shall be accorded confidential treatment unless any applicable law or regulation requires otherwise. The Contractor shall promptly notify the Contract Manager of any request for access to any records by any governmental agency.

The Contractor shall be responsible for assuring that this provision applies to subcontracts and subcontractors providing services under this contract.

If an audit reveals the State funds are not being expended or have not been expended in accordance with this Contract, the Contractor may be required to forfeit the unexpended portion of the funds and/or repay the State for any improperly expended monies.

## Document Retention / Disposal Requirements

### Document Retention

- A. The Department makes a clear distinction between (1) the Contractors's corporate or business financial records and (2) claims payment records. Rules governing the maintenance and disposition of financial records are contained in Section 4.6(b) (Access to and Audit of Contract Records). This section governs Contractor's responsibilities for claims payment records.
- B. The Contractor must:
1. Act as custodian of payment records, under supervision of the Contract Manager. The Contractor must:
    - a. Preserve, protect, and safely maintain all claims payment records that are a part of, or result from, the Contractor's operations under this contract.
    - b. Maintain all claims payment records throughout the life of this contract. Records, which have been involved in matters of litigation, will be kept for a minimum of three years following the termination of such litigation regardless of the expiration or termination of this contract.
    - c. Transfer records under its custodianship after receipt of written direction from the State of the time, place, method of transfer and specific records or group of records to be transferred.

The Contractor may dispose of records under its custodianship only after receipt of written direction from the State of the time, place, method of disposition, and specific

records or group of records to be disposed.

CalRecycle will maintain complete ownership and authority over said records.

2. Acquire and maintain the ability to produce acceptable hard or electronic copies of claims payment records. Produce, in a timely manner, such copies when requested by CalRecycle;
3. Guarantee that authorized State employees will have access to the claims payment records as prescribe in the Service Level Agreement when needed, in a timely manner. The Contractor must establish and maintain procedures for allowing authorized State employees, agents or representatives access to all claims payment records, including correspondence files, procedures manuals, and quality control working papers, held under the custodianship of the Contractor. These access procedures are subject to review, approval, and/or modification by the State;
4. Retrieve claims payment records upon request, as prescribe in the Service Level Agreement;
5. Submit a Records Retention Plan describing its plan to comply with the records retention schedule supplied by CalRecycle. This plan must describe the Contractor's understanding of and commitment to perform this responsibility under this contract and must demonstrate the Contractor's ability to perform contract requirements.
6. Develop and maintain an approved records retrieval procedures manual for its own use and for use by Department employees. The procedures manual must provide for the following:
  - a. Claims must be retrievable by claim control number, report reference number, participant identification, name, or other identifying information contained on claims submitted and the participant master file.
  - b. Attachments to claims must be retrievable by claim control number, participant identification, name, or other identifying information contained on claims submitted and the participant master file.
  - c. All information and records must be properly sorted, indexed, inventoried, and accounted for under approval of CalRecycle.
  - d. The location of all records under the Contractor's custodianship must, for purposes of retrieval and accessibility, be listed in a master index. This master index must be updated monthly. The master index must be made immediately available to the State upon request with upgrades upon request.
  - e. Retrieved records must be delivered to the Contract Manager within five (5) working days from the date of receipt of the request by the Contractor.
  - f. Exceptional circumstances may require retrieval of original claim documents within twenty-four hours of receipt of request by the Contractor. For the purpose of this contract, the Contractor should assume that requests will not exceed thirty per month.
  - g. The Contractor must maintain a record of all requests, including date of receipt, name of requester, number of copies requested, number of copies transmitted and date copies delivered. The Contractor must provide State access to these records upon request.
7. Provide a system for auditing the accuracy and authenticity of claims payment records. The Contractor must certify to the authenticity of records on request and must establish, update as needed, and maintain procedures for certifying the accuracy and authenticity of original claims payment documents;
8. In addition to the responsibilities contained in this section, the Contractor must

provide all necessary assistance to the State in the identification, retrieval, and certification of claims payment records and any other requested information for the purposes of the investigation, prosecution, or defense of cases. Such cases may include, but not be limited to: civil or criminal fraud prosecutions, provider appeals, overpayment recovery efforts, and actions against the State. The State shall have the authority to review, approve, and/or modify the procedures, steps, or other services by which the Contractor attempts to comply with this requirement;

9. Expeditiously transfer custodianship of any and all payments records to CalRecycle or a subsequent Contractor as directed upon termination of the contract or at the written request of the Contract Manager.
- C. For the purposes of this section, "claims payment records" will include all items of correspondence received from program participants and CalRecycle and sent to program participants. Claims payment records specifically include, but are not necessarily limited to:
1. Claims to the Contractor for processing;
  2. History files;
  3. Participant correspondence logs;
  4. All attachments to all of the above items; and
  5. All other claims, forms, records, reports, data tapes, status tapes, or digital media, which are a part of or are produced from the Contractor's claims processing or payment receiving activities.

Claims must be submitted by participants on Department-approved claim forms (See Section VII).

#### Document Disposal Requirements

All destruction/disposal of private and confidential information will be done in accordance with CalRecycle contract manager. Records that have satisfied the period of retention according to the contract manager will be destroyed/disposed of in an appropriate manner.

Records involved in any open investigation, audit or litigation should not be destroyed/disposed of. If notification is received that any of the above situations have occurred or there is the potential for such, the record retention schedule shall be suspended for these records until such time as the situation has been resolved. If the records have been requested in the course of a judicial or administrative hearing, a qualified protective order will be obtained to ensure that the records are returned to the organization.

Records scheduled for destruction/disposal should be secured against unauthorized or inappropriate access until the destruction/disposal of participant information is complete.

If destruction/disposal services are contracted, the contract must provide that the contactor (business associate) will establish the permitted and required uses and disclosures of information as set forth in the following elements:

- Specify the method of destruction/disposal
- Specify the time that will elapse between acquisition and destruction of data/media
- Establish safeguards against breaches in confidentiality
- Indemnify the organization from loss due to unauthorized disclosure
- Require that the contractor (business associate) maintain liability insurance in specified amounts at all times the contact is in effect
- Provide proof of destruction/disposal

Private and confidential information should be destroyed/disposed of using a method that ensures the information cannot be recovered.

**Physical security Plan**

The Contractor will provide a plan addressing how the security of the claims submitted address the following categories:

- Security of documents to prevent damage or destruction.
- Security of documents to ensure confidentiality.

**Business Continuity Plan or Disaster Recovery Plan**

The Bidders proposal will describe in plain language how they plan to stay in business and meet the Service Level Agreement in the event of disaster. Incidents include local incidents like building fires, regional incidents like earthquakes, or national incidents like pandemic illnesses.

**Data Entry Accuracy Plan**

The Bidders proposal will describe their quality control procedures regarding operations and processing to ensure accuracy of data entry.

**Records Retention / Disposal and Document Retrieval Plan**

The Bidders proposal will describe their records retention and document retrieval plan to meet the requirements described in Section 4.7.

**Service Level Agreement (SLA)**

This following table describes the Service Level Agreements (SLA's) for the Contractor.

*Table 28: Contractor Service Level Agreement (SLA)*

Measurable Event	Service Level Requirement	Measurement Interval
Completed claims prepared and disbursed	100% of the received claims must be prepared for disbursement within two (2) working days of receipt by the Contractor	Measure = Monthly
Notification of Denial (NOD)	100% of the Notice of Denial (NOD) to a participant must be processed within ten (10) working days of receipt of a claim	Measure = Monthly
Amendment Completion	100% of the amended claims and participant payments must be completed within thirty calendar days of the date that the Contractor receives them, unless the Contract Manager approves an extension.	Measure = Monthly
Report Delivery	100% of the monthly reports must be delivered by close of 20 <sup>th</sup> business day of the following month	Measure = Monthly
Daily Courier Service	100% of the daily courier service must be completed by noon daily	Measure = Daily
Record Retrieval	100% of the retrieved record must be delivered to the Contracting Manager within 5 working days of date of request	Measure = Weekly

**Resource Requirement**

The Contractor will be expected to provide sufficient resources in order to effectively meet the requirements outlined in the Service Level Agreements and Statement of Work in of this document. Additionally, it is anticipated that the Business Operations Support Services contract will be based on the number of paper forms processed, not on resource load.

**Communication**

The Contractor must provide on-going updates to the Contract Manager. The Contractor shall, prior to the briefing, provide the State Contract Manager an electronic agenda when conducting status briefings.

### General Communication

The communication methods on a daily basis are expected to be mainly via telephone. For matters that need to be memorialized or where more clarity or certainty is involved, email is an appropriate tool.

### Scheduled Communication

To effectively manage the communications, the CalRecycle Management Team will schedule regular meetings. The meeting will be facilitated by the CalRecycle Contracting Manager. This meeting is a two-way communication opportunity serving to keep Contractor and State team members updated on activities that are underway, accomplishments, issues, risks, pending decisions, upcoming activities, key milestones, and any process changes.

### Contract or Procedural Communications

Any time the Contractor is requesting contract or procedural communications, it is anticipated the Contractor contact the Contract Manager 5 days prior to the meeting via email with an agenda.

### Training

The Contractor may be required to attend State training. Unless otherwise provided in a specific change request, all training and other similar events are the financial responsibility of the contractor.

## Government Provided Equipment

The Contractor must provide all hardware, software, LAN/WAN and infrastructure to support the scope of the contract.

The Contractor will interact with DORIIS through a browser-based interface. The following table summarizes the certified Operating System, browser, and Java Runtime Engine (JRE) versions that are certified and supported:

*Table 1.14: Recommended Browsers for DORIIS*

<i>Browser</i>	<i>Windows Vista</i>	<i>Windows XP SP2</i>	<i>Windows 2000</i>
MS IE 6.0	Not Supported	JRE 1.5.0_10-erdist or JRE 1.5.0_12	JRE 1.5.0_10-erdist or JRE 1.5.0_12
MS IE 7.0	JRE 1.5.0_12	JRE 1.5.0_10-erdist or JRE 1.5.0_12	Not Supported
Firefox 1.5	Not Supported	JRE 1.5.0_10-erdist or JRE 1.5.0_12	JRE 1.5.0_10-erdist or JRE 1.5.0_12
Firefox 2.0	Not Supported	JRE 1.5.0_10-erdist or JRE 1.5.0_12	JRE 1.5.0_10-erdist or JRE 1.5.0_12

Desktop configuration is as follows:

Microsoft Windows XP Professional SP2 with at least 512 MB RAM, and preferably 1 GB RAM.

The State will provide the Contractor access to DORIIS application to support daily tasks as outlined in Section 4.

### Administrative Information Requirements

The Contractor is required to submit a weekly Activity Report. The Activity Report must have but is not limited to the following: summary of activity including significant progress, accomplishments, and potential problems such as major issues, schedule impacts, etc. It will also address future plans.

### Control of Work

1. CalRecycle Contract Manager has the authority to determine the quality and acceptability of the following:
  - Work to be performed
  - Rate and progress of the work
  - Fulfillment of the services provided by the Contractor
  - Compensation for services provided by the Contractor

These decisions will be deemed final and enforceable by CalRecycle Contract Manager when the Contractor fails to complete orders required by this Agreement.

2. The Contractor will designate a Project Manager who holds the following authority:
  - Act as the Contractor's Representative for work to be provided under this Agreement
  - Act as the Contractor's Representative regarding contractual matters relating to this Agreement

If during the course of the Agreement, it is deemed necessary to replace the Project Manager, CalRecycle Contract Manager approval is required.

## Section VII Definition and Terms

### General

Unless the context otherwise requires, wherever in this RFP or addenda, the following abbreviations and terms, or pronouns in place of them, are used, the intent and meaning shall be interpreted as provided in this Section.

Working titles having a masculine gender, such as “draftsman” and “journeyman” and the pronoun “he”, are utilized in these provisions for the sake of brevity, and are intended to refer to persons of either sex.

### Abbreviations

ADA	Americans with Disabilities Act
CAL EPA	California Environmental Protection Agency
CCR	California Code of Regulations
DVBE	Disabled Veteran Business Enterprise
EPA	Environmental Protection Agency (Federal Government)
GC	Government Code
PCC	Public Contract Code
RFP	Request for Proposals
SB	Small Business
SOW	Scope of Work
OSDS	The Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS)

### Agreement

The written agreement covering performance of the work and furnishing of labor, materials, tools, and equipment in providing the work. The Agreement shall include the RFP, Proposal, general and specific terms and conditions, Work Orders, and supplemental agreements which may be required to complete the work in a substantial and acceptable manner.

### Cal EPA

The California Environmental Protection Agency

### CalRecycle Staff

Staff of the Department of Resources Recycling and Recovery involved in the implementation of this contract or representatives of Consultant to the Department of Resources Recycling and Recovery as designated in the Work Orders.

### Consultant

The person or persons, firm, partnership, corporation, or combination thereof, which may enter into this Agreement with CalRecycle to provide work pursuant to this RFP or his or their legal representatives

### Contract

A legally binding agreement between the state & another entity, public or private, for the provision of goods or services

### Contract Manager

A person designated by the responsible state agency or department to manage performance under a contract.

### Contractor

A party contracting with the awarding agency. Vendor is often used synonymously with contractor.

### Cost Proposal Opening

A public meeting, where the costs bid by a proposer on an advertised project, are opened and a determination is made as to the apparent low bidder.

### Director

The Executive Director of the Department of Resources Recycling and Recovery, or his/her designees. Any references to Executive Officer shall mean the Executive Director and/or designated officer.

### Disabled Veteran Business Enterprise (DVBE Certified)

A business that meets all of the following criteria: (1) at least 51% of the business is owned by one or more disabled veterans or, in a business whose stock is publicly held, at least 51% or more of the stockholders are disabled veterans (2) the management and control of the business are exercised by one or more disabled veterans; (3) the business is domestically owned and its home office is in the United States; and (4) the business has been certified as a DVBE by the State of California, Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS).

**Legal Holiday**

Those days designated as State holidays in the Government Code.

**Project Manager**

Contractor's representative for all work performed under this Agreement. All official correspondence, reports, submittals, billings, and other work done under this Agreement shall be reviewed and signed by the Project Manager prior to submittal to CalRecycle.

**Scope of Work**

The description of work required of a contractor by the awarding agency.

**Small Business (Certified)**

A business that has been certified by the Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS), as a small business as defined in GC 14837 and 2 CCR 1896.

**State**

The State of California.

**State Contract Law**

The Public Contract Code and other applicable laws that form and constitute a part of the provisions of this Agreement to the same extent as if set forth herein in full.

**Subcontractor**

A person or entity which contracts with the Contractor to perform all or a portion of the work as specified in the Scope of Work.

## **Attachments**

**Cost Proposal Sheet  
Data Entry for the Beverage Container Recycling Program  
DRR12001**

Complete this form and submit the original in accordance with the requirements of this RFP.  
Any invoices submitted by contractor will identify line item costs and corresponding task number.

Contractor/Company Name: \_\_\_\_\_

Task #	Personnel Services: (Do not include travel or overhead) estimated # of hrs needed for contract services multiplied by the individual or position rates per hr.. (Include name/position title and hours)				Fringe Benefits (Identify fringe benefit costs citing actual benefits or as a percentage of personal services costs)	Operating Expenses (operating expenses related to the services provided in this agreement, including rent and supplies, as applicable)	Equipment Costs (Include a description of equipment)	Travel Expenses (Include travel expenses and per diem. Rates are set at the rate specified by DPA for excluded employees)	Overhead (This information must be provided)	Other (any other specific breakdown required to sufficiently explain the budget costs)	Total by Task
	Name/ Position	\$/Hr	Hrs	Total \$							
Total by Line Item	(Sum of Total \$)										<b>GRAND TOTAL</b>

**Acknowledgement/Authorization**

The undersigned acknowledges the submittal of this proposal constitutes an irrevocable offer for a ninety (90) day period for CalRecycle to award an Agreement. Additional acknowledgement is made of receipt of all competitive documents, including Addenda, relating to this Agreement.

The undersigned acknowledges that the Proposer has read all of the requirements set forth in CalRecycle documents and will comply with said provisions.

The undersigned hereby authorizes and requests any person, firm, agency, or corporation to furnish any information requested by CalRecycle in verification of the recitals comprising this Proposal and also hereby authorizes CalRecycle to contact such persons, firms, etc., in order to obtain information regarding the undersigned.

The undersigned acknowledges that there are no potential conflicts of interest, as defined in Public Contract Code (PCC) 10410, 10411, and Government Code (GC) 87100, by the submitting firm and/or any subcontractors listed in the Proposal.

I declare under penalty of perjury that the foregoing is true and correct.

Name & Title of Authorized Representative:

Contractor Name:

Address:

Telephone #:

City, State Zip:

Email:

Signature of Authorized Representative:

Date Signed:

If fringe benefits and/or overhead are not specifically itemized in the Cost Proposal Sheet and if the proposer inserts a \$0, the proposer must explain why these line items are not itemized. A blank space for either fringe benefits or overhead will be grounds for immediate disqualification.

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**Proposal Scoring Sheet  
Data Entry for the Beverage Container Recycling Program**

**DRR12001**

**To qualify, the Proposer MUST achieve an overall subtotal score of 80%.**

Contractor/Company Name: \_\_\_\_\_

	Proposer's Score
<b>1. Overall Approach and Organization – Maximum Score 25 Points</b>	
a. Format of proposal (5)	_____
b. Overall approach and understanding of problems, issues and required tasks. (5)	_____
c. Addresses all items in RFP. (10)	_____
d. Clarity of proposal (5)	_____
<b>2. Methodology – Maximum Score 15 Points</b>	
a. Soundness of proposed methodology. (5)	_____
b. Appropriateness of proposed methodology. (5)	_____
c. Feasibility of work plan and schedule. (5)	_____
<b>3. Qualifications/Resources – Maximum Score 15 Points</b>	
a. Assigned staff's knowledge and educational background of the particular project involved. (5)	_____
b. Assigned staff's experience and background in similar projects. (5)	_____
c. Assigned staff's ability to conduct the necessary research with proficiency and accuracy without omission. (5)	_____
<b>4. Past Work – Maximum Score 15 Points (References will be consulted.)</b>	
a. Similarity between previous projects and the project contained in this RFP. (5)	_____
b. The success (including level of completion) of past projects and any related work record. (5)	_____
c. Recommendations by Project Review Panel of previous projects. (5)	_____
<b>TOTAL SCORE</b>	_____

**Small Business/Disabled Veteran Business Enterprises (DVBE) Participation Summary**

MARK ONE FOR EACH FIRM USED			NAME OF FIRM	NATURE OF WORK	TOTAL AMOUNT OF WORK (Mark one for each firm used)		IS CERTIFICATION FORM ATTACHED?
PRIME BIDDER	SUBCONTRACTOR	SUPPLIER			SMALL	DVBE	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	
					\$	\$	

The appropriate certification letter issued by the Office of Small Business and Disabled Veteran Business Enterprise Services (OSDS) can be attached for each Small and DVBE business identified.

**Darfur Contracting Act**

Pursuant to Public Contract Code section 10478, if a bidder or proposer currently or within the previous three years has had business activities or other operations outside of the United States, it must certify that it is not a “scrutinized” company as defined in Public Contract Code section 10476.

Therefore, to be eligible to submit a bid or proposal, please complete only one of the following three paragraphs (via initials for Paragraph # 1 or Paragraph # 2, or via initials and certification for Paragraph # 3):

1. \_\_\_\_\_ We do not currently have, or we have not had within the previous  
 Initials three years, business activities or other operations outside of the United States.

**OR**

2. \_\_\_\_\_ We are a scrutinized company as defined in Public Contract Code  
 Initials section 10476, but we have received written permission from the Department of General Services (DGS) to submit a bid or proposal pursuant to Public Contract Code section 10477(b). A copy of the written permission from DGS is included with our bid or proposal.

**OR**

3. \_\_\_\_\_ We currently have, or we have had within the previous three years,  
 Initials business activities or other operations outside of the United States,  
 + certification but we certify below that we are not a scrutinized company  
 below as defined in Public Contract Code section 10476.

**CERTIFICATION For # 3.**

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized to legally bind the prospective proposer/bidder to the clause listed above in # 3. This certification is made under the laws of the State of California.

<i>Proposer/Bidder Firm Name (Printed)</i>		<i>Federal ID Number</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in the County and State of</i>	

**YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.**

STATE OF CALIFORNIA  
 Department of Resources Recycling and Recovery  
 CalRecycle 74C (Revised 1/10 for Contracts)

To be completed by Contractor	
Name of Contractor:	
Contract #::	Work Order #:

**Recycled-Content Certification**

Check this box if no products, materials, goods, or supplies were purchased with contract dollars and submit to your CalRecycle contract manager.

This form may be completed by contractor, vendor, bidder, buyer, state-contracting officer, or state purchasing agent. The form must be completed and returned to CalRecycle with a row completed for each product purchased with contract dollars. Attach additional sheets if necessary. Information must be included, even if the product does not contain recycled-content material. Product labels, catalog/website descriptions, or bid specifications may be attached to this form as a method of providing that information.

Contractor's Name \_\_\_\_\_ Date \_\_\_\_\_  
 Address \_\_\_\_\_ Phone \_\_\_\_\_  
 Fax \_\_\_\_\_ E-mail \_\_\_\_\_ Web site \_\_\_\_\_

Product Manufacturer	Product Description / Brand	Purchase Amount (\$)	<sup>1</sup> Percent Postconsumer Material	<sup>2</sup> SABRC Product Category Code	Meets SABRC

Public Contract Code sections 12205 (a) (1) (2) (3) (b) (1) (2) (3)

I certify that the above information is true. I further certify that these environmental claims for recycled content regarding these products are consistent with the Federal Trade Commission's Environmental Marketing Guidelines in accordance with PCC 12205.

Print name \_\_\_\_\_ Signature \_\_\_\_\_ Company \_\_\_\_\_ Date \_\_\_\_\_

**(See footnotes on the back of this page.)**

1. *Postconsumer material comes from products that were bought by consumers, used, then recycled. For example: a newspaper that has been purchased and read, next recycled, and then used to make another product would be postconsumer material.*

*If the product does not fit into any of the product categories, enter "N/A." Common N/A products include wood products, natural textiles, aggregate, concrete, electronics such as computers, TV, software on a disk or CD, telephone*

2. *Product category refers to one of the product categories listed below, into which the reportable purchase falls. For products made from multiple materials, choose the category that comprises most of the product by weight, or volume.*

Note: For reused or refurbished products, there is no minimum content requirement.

For additional information visit [www.calrecycle.ca.gov/BuyRecycled/](http://www.calrecycle.ca.gov/BuyRecycled/).

<b>Code</b>	<b>Description</b>	<b>Minimum content requirement</b>
<b>Product Categories (11)</b>		
1	Paper Products - Recycled	30 percent postconsumer fiber, by fiber weight
2	Printing and Writing - Recycled	30 percent postconsumer fiber, by fiber weight
3	Compost, Co-compost, and Mulch - Recycled	80 percent recovered materials. i.e., material that would otherwise be normally disposed of in a landfill
4	Glass - Recycled	10 percent postconsumer, by weight
5	Rerefined Lubricating Oil - Recycled	70 percent re-refined base oil
6a	Plastic - Recycled	10 percent postconsumer, by weight
6b	Printer or duplication cartridges	a. Have 10 percent postconsumer material, or b. Are purchased as remanufactured, or c. Are backed by a vendor-offered program that will take back the printer cartridges after their useful life and ensure that the cartridges are recycled and comply with the definition of recycled as set forth in Section 12156 of the Public Contract Code.
7	Paint - Recycled	50 percent postconsumer paint (exceptions when 50 % postconsumer content is not available or is restricted by a local air quality management district, then 10% postconsumer content may be substituted)
8	Antifreeze - Recycled	70 percent postconsumer material
9	Retreated Tires - Recycled	Use existing casing that has undergone retreading or recapping process in accordance with Public Resource Code (commencing with section 42400).
10	Tire- Derived - Recycled	50 percent postconsumer tires
11	Metals - Recycled	10 percent postconsumer, by weight

### Proposal Completion Checklist

Please use this checklist to assist in the preparation of your Proposal package to ensure that all required items are included.

- 
- Cover Letter with contact information and statements as required in the RFP.
  - Organizational information and Personnel Information (Resumes)
  - Proposal (detailed Work Plan)
  - Cost Proposal Sheet
  - Samples of Written Work
  - Client References
  - Copy of Required License(s) (Secretary of State)
  - Contractor Status Form
  - Small Business/Disabled Veteran Business Enterprise (DVBE) Participation Summary *Form must be submitted even if participation levels are zero (write zero participation on form).*
  - Darfur Contracting Act Certification
- 

The following number of PROPOSAL packages must be submitted as the Contractor's response to this RFP:

- One (1) unbound reproducible original Proposal package marked "Original" AND One (1) original, signed bid sheet in a separate sealed envelope marked "Proposal Cost-Do Not Open".
  - Five (5) bound copies of the Proposal package marked "Copy". Do not include the bid sheet in these copies.
  - One (1) Electronic copy of Proposal Package in Adobe Acrobat format with all documents in a single file, including the bid sheet and all other attachments.
- 

The following form is only required upon submittal as applicable pursuant to the provisions outlined in Section III, Submittal Requirements:

- Certification of Enterprise Zone Act Preference
  - Certification of Target Area Contract Preference Act
  - Certification of Local Military Base Recovery Area Act Preference
- 

The following forms are not required at the time of the proposal submission but will be required by the successful contractor during the contract period:

- Recycled Content Certification (Attachment E)
  - Payee Data Record (Standard Form 204)
- 

***Please note that if any of the items are missing from the Proposal package, the package will be considered incomplete and will be disqualified from the process.***

**Contractor Status Form**

Contractor's Name: \_\_\_\_\_ County: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

\_\_\_\_\_ Fax Number: \_\_\_\_\_

Federal Employer Identification Number: \_\_\_\_\_

**STATUS OF CONTRACTOR PROPOSING TO DO BUSINESS**

Individual       Limited Partnership       General Partnership       Corporation       Other

If Individual or sole proprietorship, state the true name of sole proprietor: \_\_\_\_\_

If a Limited or General Partnership, list each partner and state their true name and interest in the partnership:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If a Corporation, state place and date of incorporation: \_\_\_\_\_

President: \_\_\_\_\_ Vice President: \_\_\_\_\_

Secretary: \_\_\_\_\_ Treasurer: \_\_\_\_\_

Other Officer: \_\_\_\_\_ Other Officer: \_\_\_\_\_

Provide explanation if claiming Other:

\_\_\_\_\_

\_\_\_\_\_

**SMALL BUSINESS PREFERECE**

Are you claiming preference for small/micro business?       YES – Attach approval letter from Office of Small Business Certification and Resources  
 NO

Are you claiming preference for DVBE?       YES – Attach approval letter from Office of Small Business Certification and Resources  
 NO

**NOTE: THIS FORM MUST BE COMPLETED OR YOUR BID MAY BE REJECTED**

**Client References**

List at least three (3) client references that can attest to the Bidder's qualifications to fulfill the requirements of the Scope of Work. List the most recent first. Client references must also be provided for any subcontractors identified in the Bidder's response. Duplicate and attach additional pages as necessary.

**BIDDER / SUBCONTRACTOR'S NAME:**

<b>REFERENCE 1</b>			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Cost of Service	
Brief Description of Service Provided			
<b>REFERENCE 2</b>			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Cost of Service	
Brief Description of Service Provided			
<b>REFERENCE 3</b>			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Cost of Service	
Brief Description of Service Provided			

If three references cannot be provided, explain why:

**Teleconference Participation Notification Form**

All contractors interested in participating in the teleconference must notify the contact person for this RFP by 5:00 p.m. on March 26, 2012 by submitting this form. The completed notification shall be faxed, e-mailed or mailed to:

Wendy Roberson  
916.341-6120--phone  
916.319-7518--fax  
contracts@calrecycle.ca.gov

Failure to provide this notification by the specified date and time, or failure to include the necessary information will result in the contractor being restricted from participating in the teleconference.

Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Company Address \_\_\_\_\_  
\_\_\_\_\_

Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

The undersigned hereby authorizes the above named company representative to participate in the teleconference for this RFP.

---

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_