

ADDENDUM No. 1

RFP No. 999

Scalehouse Management Software

Due Date and Time: February 24, 2017 at 2:00 P.M. (Local Time)

The following changes, additions, and/or deletions shall be made to the Request for Proposal for Scalehouse Management Software RFP No. 999 on which proposals are to be received on/or before February 24, 2017 by 2:00 P.M. (local time).

The information contained herein shall take precedence over the original documents and all previous addenda (if any), and is appended thereto. **This Addendum includes twelve (12) pages.**

Offeror is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered nonconforming.

The following forms provided within the RFP Document must be included in submitted proposal:

- City of Ann Arbor Non-Discrimination Ordinance Declaration of Compliance
- City of Ann Arbor Living Wage Ordinance Declaration of Compliance
- Vendor Conflict of Interest Disclosure Form

Proposals that fail to provide these completed forms listed above upon proposal opening will be deemed non-responsive and will not be considered for award.

I. CORRECTIONS/ADDITIONS/DELETIONS

Changes to the RFP documents which are outlined below are referenced to a page or Section in which they appear conspicuously. The Bidder is to take note in its review of the documents and include these changes as they may affect work or details in other areas not specifically referenced here.

Section/Page(s)

Change

Page 14

Deleting the following language in Section 2: System Description:
"Description of modular integration across human resources, payroll, and time/attendance applications"

Comment: Integration across human resources, payroll, and time/attendance applications is no longer needed and has been removed.

II. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: As a prospective respondent, Recycle Ann Arbor would like clarification on RFP 999: Scalehouse Management Software. Per the opening of this RFP, “The objective of this Request for Proposal is to seek proposals from qualified software vendors for a Scalehouse Management system, along with related implementation services, to replace the City’s current functionality at the Materials Recovery Facility.”

We are confused, because Addendum 1 of RFP 980 outlined a change in scope of services within that Request for Proposals to “Provide scalehouse tracking computer system” with the following description:

“The Offeror will need to include in their proposed work plan provisions for an on-line computerized scalehouse tracking program, for example, but not limited to Fastlane, AMCS Scale House, AMCS Scale House Lite, Soft-Pak Scale Management or other similar program that is compatible with a Toledo Scale, Model Jagextreme. Programs such as Microsoft Excel or Word may not be used for this purpose.

The Offeror must provide a computer, monitor, keyboard, mouse, printer, paper and preprinted carbon paper manual weight tickets. The Offeror shall be responsible for ensuring the necessary level of internet access required for their selected system to operate appropriately is in place. There is City provided guest Wi-Fi at the scalehouse, that is not available for this purpose. The scalehouse tracking program shall have the ability to store truck tare weights, run basic reports, for any combination of vendor or material type, and track shipments via Inbound/Outbound, truck numbers, destination of truck, type of material, origin of material, and truck routes. The City scalehouse attendant shall have access to the scalehouse program to make any and all changes. The vendor shall not have authority to make any change to the scale records.

The Offeror must provide two (2) sessions of on-site training for up to three (3) City of Ann Arbor employees. The Offeror shall provide technical support that shall be responsive via telephone and/or email for questions which must be responded to within 1 business day, for the duration of the contract.

Respondents are responsible for any conclusions that they may draw from the information contained in the Addendum.”

Can the City clarify how RFP 999 is similar to or different from the requirements set forth in Addendum 1 of RFP 980? Does RFP 999 impact the requirements from RFP 980 Addendum 1 in any way?

Response 1: The requirements of RFP 980, are separate from the requirements of RFP 999, proposers must address the requirements of RFP 999 as proposed.

Question 2: I'd like to request the spreadsheet forms for the following RFP: RFP 999 – Scalehouse Management Software
Section IV, subsection 5: System Requirements – Attachment G (MS Excel Worksheet)

If you would be so kind, please include it on a response to this note. It was not available for download on the City of Ann Arbor RFP page.

Response 2: The City has provided an excel version of the spreadsheet as part of Addendum 1.

Question 3: How many users at the following locations:
City Office / Solid Waste Office
Material Recovery Facility (MRF)

Response 3: Material Recovery Facility (MRF) – 1
Wheeler Service Center – 1
City Hall - 1

Question 4: Are all of the users needing access at the same time? Concurrent?

Response 4: Yes

Question 5: What is the maximum number of Concurrent users needed?

Response 5: 3

Question 6: **Is the City Interested in a Driver Assisted Terminal (DAT) or Kiosk, whereby trusted traffic does not need to be hand keyed by a scale operator, but rather a kiosk using an identifier such as a truck number or RFID tag to register the truck?**

If yes, how many DATs/Kiosks would be required?

What type of RFID tag solution is preferred?

- Fixed Mounted (Tags attached to the body or as window stickers) or Portable (proximity cards, key fobs)?
- How many RFID Tags are required?
- What type of vehicles will be assigned RFID tags for kiosks?
 1. City Owned Trucks?
 2. 3rd Party Trucks?

Response 6: The City would be interested in this technology if proposed.

If the proposer chooses to provide services in addition to the RFP, the City would take those services in consideration.

22-25 City owned vehicles, depending on the season.

Portable (proximity cards or key fobs)

If chosen to pursue this option, City owned trucks for a trial period, then a possible addition of 3rd party trucks.

Question 7: Is the City providing all the Computers/Servers/Printers and other Hardware required for the scale management system? This includes the client PCs in the Scalehouse and back office servers.

Response 7: Yes

Question 8: How many workstations are in use at the Scalehouse? What are the standard performance specifications of the client PCs in use?

Response 8: One – Specs as follows:

Brand: Hewlett-Packard

Model: Elite Desk 800 G2

Processor: Intel i5 @ 3 Ghz – 64 bit

RAM: 8 GB

Disk: 128 GB SSD

Graphics card: Intel HD 4600, 1 GB RAM, 2 DisplayPort outputs

Optical Disk: CD/DVD RW

Network: Gigabit RJ45

USB 3.0: 4 front, 4 rear

USB 2.0: 2 rear

Question 9: The RFP document refers to Hosting Services, If Applicable. Does the City desire a hosted solution or on-premises?

Response 9: The City has no preference for hosted vs. on-premise. The City's focus is to find a solution that has the best combination of functionality and cost.

Question 10: What are the current Software systems in use?

Response 10: The City uses the scale house software provided by Waste Management

Question 11: What is the City's Financial / Accounting software?

Response 11: New World – Tyler Technologies

Question 12: What is the City's Enterprise Resource Planning Software?

Response 12: The City doesn't have a single ERP software but rather chose to purchase best-of-breed systems and focus on integrating them together.

Question 13: What is the current software in use by the City of Ann Arbor for its Solid Waste and Scale Management Systems which the database would be converted from?

Response 13: The City uses a third party vendors scalehouse software, the database is sent to the City in an excel format. The data would need to be taken from excel and moved into the Proposers system.

Question 14: Please list all systems in use will require data conversion?

Response 14: The only data that requires conversion is contained in an Excel spreadsheet

Question 15: How many years of historical data will need to be converted to the new system?
From which existing systems?

Response 15: The City has historical data from 2012 to present that will need to be converted from excel.

Question 16: What systems will need to be provided an export of scale information?

Response 16: No specific systems need to consume an export currently. However, the system should provide a mechanism for automatic data extraction should the need arise at a future date.

Question 17: What systems are being integrated with?

Response 17: No specific systems need to be integrated currently.

Question 18: Please describe the "other incoming data" the City would like to pair the inbound/outbound transaction information with.

Response 18: "Other incoming data" refers to; truck numbers, destination(s), routes, ability to input comments, origins of material, etc.

Question 19: The City has asked for a reporting tool to aid in monitoring system performance. Please describe what type of tool the city would like to see.

Response 19: The City would like to see data that can be used to ensure the system is functioning in the capacity that is intended (ex. network connectivity; communication with the scale; etc.)

Question 20: Is there any other software/hardware modules the city would like the vendor to include to expedite and streamline the scale transaction process?

Driver's License Scanning Module to qualify and track patrons
Electronic signature capture
Others?

Response 20: The City has no additional modules under consideration at this time but vendors are welcome to present such additions in an à la carte fashion

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Question 21: Can the city provide a diagram and pictures of the Scalehouse at the MRF?
Response 21:



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Question 22: What is the connectivity and connection speed (up/down) from the MRF to the City's Back Office? What is the City's connection speed to the internet?

Response 22: 1 Gb Ethernet Connection

Question 23: Technical Proposal, Part B, Section 3 suggests a "Form/Interface Schedule". Please provide the further information on the form/Interface schedule. Specifically, elaborate on the forms you'd like to have detailed and provide the interfaces requiring attention.

Response 23: If vendor is providing an Off The Shelf (OTS) application, this requirement is not applicable. If, however, the vendor is providing a custom solution then each form

or user interface that will be designed as part of the solution should be included here.

Question 24: What is the purpose of integrating the scale application with human resources?

Response 24: The following sub bullet under Section 2: System Description bullet 1 was erroneously included: "Description of modular integration across human resources, payroll, and time/attendance applications"

Question 25: Technical Proposal, Part B, Section 5, Item 11, inquires about the ability to integrate with a point of sale system. There are multiple ways to complete a transaction. Please describe your Point-of-Sale transaction process.

Do you take cash?

Do you utilize a Cash Drawer / Thermal receipt printer?

1. If yes, please describe the make/model.

Do you take Credit Cards

- **Type – AMEX, Visa, MasterCard, Discover?**
- **Does the city desire the Credit Card solution to be integrated with the software? (It's possible to enter credit card transactions into the system without directly interfacing them.)**
- **Who is your Merchant and Gateway provider for credit card processing?**
- **Is the City willing to change providers?**

How do you handle invoice accounts?

Response 25: The City does not take Cash.

The City takes Credit Cards on behalf of the third party vendor WeCare.

AMEX, Visa, MasterCard, Discover

The City does not understand bullet 2, therefore an answer cannot be provided.

Merchant: First Data via third party WeCare, the City does not have a contract with this vendor.

Third Party We Care is the decision maker on the provider.

Third Party We Care invoices accounts directly.

Question 26 Does the city use special/contract pricing for any customers?

Response 26: Pricing is dictated by the City's third party vendors.

Question 27: How does the city address and modify rate changes?

Response 27: Rate changes are dictated by the City's third party vendors.

Question 28: Can the city provide an example of current materials and material codes in use?

Response 28:

MSW TON (1000T)

ORGANIC FOOD WASTE MIXED TON (8100T)

ORGANIC YARD WASTE LEAVES EACH (8020E)

ORGANIC YARD WASTE LEAVES TON (8020T)

ORGANIC YARD WASTE MIXED EACH (8000E)

ORGANIC YARD WASTE MIXED TON (8000T)

OUTBOUND MSW TON (9000T)

OUTBOUND RECYCLING TON (9010T)

RECYCLING COMINGLE TON (6012T)

RECYCLING OCC TON (6011T)

RECYCLING PLASTIC TON (6015T)

MSW REJECTED RECYCLING TON (1009T)

Question 29: **In the Scope of work, Implementation, Initial System Testing, the line:**
The Contractor shall make all adjustments and modifications to the system to conform to the City's requirements at its own cost and expense.

Would the city accept this modification?

The Contractor shall make all adjustments and modifications to the system to conform to the City's requirements at its own cost and expense within the standard configuration and settings of the Contractors software. Items needing development beyond the current capabilities of the software will be addressed with the City to determine the appropriate resolution.

Response 29: This is acceptable.

Question 30: Form G, Item 14 – Route Optimization is not typically part of Scalehouse software functionality. While AMCS offers this functionality in a separate solution and is happy to provide input, Route Optimization software would be a separate product purchase, not associated with the Scalehouse.

Please describe your ideal use case for Route Optimization.

Are you interested in master route planning only?

How often do you plan your master routes?

Are you interested in route optimization as a service?

What is the current system being used for dispatching and routing today?

Are you using route optimization technology today?

Response 30: This is an optional requirement of the RFP. The City would like to complete a route optimization study to improve service delivery through more efficient routing and aligning equipment with routes. The Current system being used for dispatching and routing is a combination of fixed routes, customer service and route supervisors.

Question 31: Form G, Item 15 – Container Inventory Feature. Similar to above, Container Inventory is typically warehoused in a system of record outside of the Scalehouse functionality – most typically in an ERP/ Routing software. While AMCS offers this functionality in a separate solution and is happy to provide

input, Container Inventory would likely be contained in a separate product purchase, not associated with the scale house.

Does the City only seek to capture container information on the scale ticket?
 What is the City’s current system of record for containers?
 What information specific to the containers are you interested in managing?

Response 31: This is an optional requirement of the RFP. The City currently uses City Works and excel spreadsheets to track containers. The City’s container inventory is incomplete, and the city wishes to complete the inventory and utilize a system to track containers. The City would be interested in a format that could track the number of containers assigned to an address, and a count how many containers a truck would be able to service during an assigned route.

Question 32: The RFP states at the Materials Recovery Facility (MRF), please advise how many scales are at each location and whether they are attended or unattended.

Location	# of Scales	# Attended Inbound	# Attended Outbound	# Kiosk (Unattended Inbound)	# Kiosk (Unattended Outbound)

How many back office (non-scale) concurrent users will be using the application at each location (supervisor, superintendents, etc.)?

Response 32: The City has one (1) person operating a single scale for both inbound and outbound material located at the MRF, with one computer kiosk, the scale is attended when open.
 The City will need to have 3 concurrent users
 Material Recovery Facility (MRF) – 1
 Wheeler Service Center – 1
 City Hall – 1

Question 33: Page 7 – Track Transaction Type

Ability to input transaction information such as inbound/outbound and pair it with other incoming data.
 Please describe “pair it with other incoming data”?

Response 33: “Other incoming data” refers to; truck numbers, destination(s), routes, ability to input comments, origins of material, etc.

Question 34: Page 7 – Export reports in Excel or PDF format

The ability to print, download, or send customized reports in other formats that are compatible outside of the software
 Is the vendor responsible for creating “customized” reports or is it the intent for the selected system to provide the ability to create customizable reports by the city staff?

- If vendor is to create customized reports, how many?

Please define “other formats that are compatible outside of the software” other than Excel & PDF formats.

Response 34: The selected system is to provide the ability to create reports by City Staff. “Other formats that are compatible outside of the software” refers to Excel and PDF.

Question 35: Please clarify the following three statements found on Pg. 14 Section 2: System Description:

Detailed list of proposed hardware and software necessary to perform all required or appropriate interfaces with City’s systems.

Will the City be providing any hardware (PC, report printer, Scales, etc.)?

Description of modular integration across human resources, payroll, and time/attendance applications

Please explain. I could not find any requirements in the RFP to integrate with Human Resources, Payroll or time/attendance systems.

A detailed schematic diagram of any proposed hardware layout for installation within the City’s facilities (if necessary). This diagram will describe where new equipment is to be installed and where existing equipment is to be used or replaced. Please attach any product descriptions, warranties, and/or license information for any hardware included in the schematic diagram.

No existing equipment is mentioned in the RFP. Please provide existing equipment.

Response 35: Question 1: The City will be providing hardware
Question 2: This was erroneously included and can be ignored
Question 3: The City will be replacing an existing PC with a new PC adhering to the following specs:

Brand: Hewlett-Packard

Model: Elite Desk 800 G2

Processor: Intel i5 @ 3 Ghz – 64 bit

RAM: 8 GB

Disk: 128 GB SSD

Graphics card: Intel HD 4600, 1 GB RAM, 2 DisplayPort outputs

Optical Disk: CD/DVD RW

Network: Gigabit RJ45

USB 3.0: 4 front, 4 rear

USB 2.0: 2 rear

Question 36: In Section IV, Minimum Information Required in the RFP

Pg. 15 - Responses to Detail System requirements in this Section must be provided in the MS Excel Worksheet included with this RFP (ATTACHMENT G). Respondents must use the format provided and add comments as necessary.

Is the Excel Worksheet available for download or is the vendor required to re-create it?

Response 36: The City has provided an excel version of the spreadsheet as part of Addendum 1.

Respondents are responsible for any conclusions that they may draw from the information contained in the Addendum.