



**Request for Proposal**  
**Sanitation Routing Software System**

**Submit proposals by:**  
**Thursday, June 12, 2014 3:00 PM PST**

## **1. GENERAL INFORMATION FOR VENDORS**

### **1.1 Summary Scope of Work**

The City of Santa Cruz is soliciting proposals for a Sanitation Routing Software System, including related hardware components. Today, the City manually routes the existing refuse, recycling, and street sweeping routes and the intent in soliciting proposals is to indentify the most cost effective and efficient method for automating the routing process, and implementing better on-route management through GPS and routing software integration.

### **1.2 Contact**

If you have any questions concerning this Request For Proposal (“RFP”), please contact Karen Adams, IT Project Manager at [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com) or at 831/420-5006.

### **1.3 Proposal Deadline**

Proposals are due Thursday, June 12, 2014 by 3:00 p.m. All proposals will be delivered to the Purchasing Division, 809 Center St, Rm 101, Santa Cruz, California, 95060.

Vendors will deliver two hardcopy proposals and one electronic copy before the due date. Electronic copies may be provided via flash drive (with the hardcopy proposal) or emailed to [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com). Proposals received via email alone will not be accepted and flash drives will not be returned. The City prefers that hardcopy proposals be printed on recycled paper and bound in an easily recyclable format.

### **1.4 Proposal Evaluation and Award**

A contract for a Sanitation Routing Software System, including related hardware components and all services needed to implemented, will be awarded based on the following criteria:

1. Proposal is responsive when received on time and completed per instructions,
2. Proposal is compliant with specifications and industry standards,
3. Vendor is offering the lowest overall price for the best value (best value methodology detailed in section 3 of this solicitation),
4. Vendor is responsible; City may consider:
  - a. Possession of industry standard licensing and/or certifications;
  - b. Financial responsibility of the Vendor;
  - c. Experience of the Vendor;
  - d. Adequacy of equipment of the Vendor;
  - e. Past performance of the Vendor; and
  - f. Declared delivery date.

A vendor’s failure to promptly respond to City’s inquiries for proposal clarification may result in determination of non-responsibility.

The contract earliest start date would be August 2014.

Vendors have the right to take exception to the specifications or terms to this solicitation. Any exceptions taken must be explained in the proposal. Any exceptions that contradict the City’s terms and conditions, or contain provisions that are not in the best interest of the City will disqualify the vendor. If exceptions are not explained, the Vendor will comply with the specifications as stated in this solicitation.

The City reserves the right to reject any or all proposals and waive any informality or minor defects in proposals received.

### **1.5 Organization of this RFP Document**

The Request For Proposals (RFP) is organized in these sections:

**Section 1- General Information to Vendors:** Contains summary of service, contact information, proposal due date, and general background information.

**Section 2- Specifications:** Provides details regarding the contract requirements.

**Section 3- Process Instructions:** Contains the tentative RFP schedule, explains how the proposals will be evaluated, and presents administrative information on the conduct of the RFP process.

**Section 4- Acknowledgement of Receipt Form:** Informs City of intent to submit proposal.

**Section 5- RFP Cover Page:** Provides basic Vendor information and also contains an authorized signature acceptance to City's terms and conditions as stated in this solicitation.

**Section 6- RFP Questions for Evaluation Criteria #1** - Presents questions for Vendor response regarding proposed system features.

**Section 7- RFP Questions for Evaluation Criteria #2** - Presents questions for Vendor response regarding pricing. Proposals must include all costs incidental to implementing and supporting a Fleet Routing Software according to this solicitation.

**Section 8- RFP Questions for Evaluation Criteria #3** - Presents questions for Vendor response regarding qualifications and experience.

**Section 9- RFP Questions for Evaluation Criteria #4** - Presents questions for Vendor response regarding the implementation plan, training, on-going support, and technical assistance.

**Appendix A-** Local Business Preference Certification

## 2. SPECIFICATIONS

### 2.1 Project Overview

The City of Santa Cruz is soliciting proposals for a Sanitation Routing Software System, including related hardware components and all needed services to implement. The preferred system would be Microsoft based on off-the-shelf software. Major features of the Sanitation Routing Software System should include the following:

1. Offer an easy to use application accessible from various locations for supervisors and dispatchers to perform routing functions such as, route balancing, sequencing and complete re-routing. Included here is a strong desire to leverage GIS for mapping and displaying information graphically to assist with decisions and monitoring of overall activities.
2. Offer easy to access and sharing of route ad hoc queries, dashboard indicators/monitors and various performance metrics and reporting tools (including graphical representation of the data).
3. Offer driver on-board terminals which allow for driver, dispatcher/supervisor and customer service real-time route communications, GPS capabilities with vehicle tracking capabilities, on-screen truck display, and the ability to record route events.
4. Offer web portal/access views for Customers and Customer Service staff to login and view route details and recorded events for the account.
5. Offer must integrate with our Billing System (Eden – Tyler Technologies) to exchange account and billing details and our Work Order System (Maintenance Connection) to exchange maintenance and fueling records. Included in this is the ability to automate the exchange of information (real-time and/or batch), alert one or more parties if an exchange fails and eliminate the need to print work orders and physically route paper.
6. Identify all hardware, software and services required to fully utilize the proposed software. The proposal should include any software licenses, equipment, services, and professional services needed for the installation and implementation, business process review to take advantage of application options, development of reports required, and any administration and end-user training.

The system will be deployed in a virtual environment, unless a hosted mode is selected. Our standard deployment is Microsoft Windows Server 2012 and MS SQL 2012. Workstations are deployed with Windows 7. We have smartphones and tablets in the field that are a mix of Windows 8 and Apple iOS.

### 2.2 Background

The City of Santa Cruz provides refuse, recycling collection and street sweeping services to approximately 17,000 residential and 5,000 commercial customers. The City uses a consolidated utility billing system for water, sewer and refuse services. The City Water Department Customer Service Division handles all customer requests through a software program called Eden Utility Billing by Tyler Technologies (“Eden”). Customer information is stored in this database and all customer activities are accessed there. Changes in service, stop and starts, and route problems are all entered into the system by the City’s Customer Service Representatives and then printed remotely to the Resource Recovery

Collection offices. The work orders are given to the appropriate staff and then they sign off the tags once the work is completed. The tags are physically taken, daily, to Customer Service where they enter the final disposition (work complete, charge for service, etc.) into the Eden software.

Within Eden there is a “route” portion that will produce a printed list of customer addresses. The routes have been hand drawn on a map, by route supervisor, and this information is then entered into a separate “Route Screen” in Eden. Once the information is in the system, the route sequencing must be physically entered based on the supervisor’s and driver’s knowledge of the route.

Technology deployed: workstations deployed with Windows 7, Sprint Nextel cell phones (push-to-talk) with voicemail.

The existing routes are as follows:

Count	Type
8	Residential routes collected by split side load automated vehicles that collect refuse and green-waste on the first pass and recycling materials on the second pass
3	Commercial Front Loader collection routes
3	Rear loader commercial refuse routes
2	Split Rear Loader routes collecting mixed recycling and green-waste
3	Roll off trucks servicing commercial accounts
1	Commercial cardboard route using a rear loader three days a week and a front loader twice a week
1	Saturday rear loader commercial refuse route
3	Motor sweeper routes serving both commercial and residential streets
1	Hand Sweeper route (performs a variety of support functions)

## 2.3 Primary Functions

### 2.3.1 Software Routing Requirements

- a) Continuous routing on side of the street for side loader residential collection services.
- b) Stop to Stop routing for commercial front, rear and roll-off collection services.
- c) Continuous “no-stop” routing for street sweeping services.
- d) User created “on the fly” route balancing to address unforeseen circumstances such as limited vehicles, limited personnel, or traffic changes.
- e) User set constraints such as limitations on left turns, and do not pick up before times. System should also set vehicle constraints on routing such as type, tonnage capacity and fuel range. It should also set travel or stop speeds or durations.
- f) User set route balancing criteria, such as yardage, tonnage, or number of customers, containers or stops.
- g) The ability to make special notations on customer locations, such as do not pick up before, located on another street, container location on the property, etc.

- h) Route analysis capability to determine duplicate or overlapping routes, streets or times and suggest route optimization for days and times.
- i) Any additional software modules, such as mapping modules, **required** to make the software function as described in section 2.3 of this RFP.

### 2.3.2 Software Reporting

- a) Route Management Reports: With the application the users will have the ability to run standard reports built to deliver such items as route performance, cost data, customer information, and trending, on a vehicle, route or as a fleet.
  - o Identify what field integration would be required to enable the cost data and trending reports to run effectively when billing, maintenance and fueling costs are all handled outside of the application.
- b) Route sheets must be displayed in multiple ways, including but not limited to hard copy print (with/out map), dash display, tablet display, or mobile phone viewable.
- c) Turn by turn, route direction guide viewable in multiple ways, including but not limited to hard copy print (with/out map), dash display, tablet display, or mobile phone viewable.
- d) Vehicle Management Reports: Vehicle usage reports, including but not limited to time spent idling, time off the route, and vehicle performance.
  - o Identify what field integration would be required to enable the vehicle data and performance reports to run effectively when billing, maintenance and fueling costs are all handled outside of the application.
- e) Ability to create user defined reports and save them (or export them) to excel, pdf or other non-proprietary format.
- f) Ad hoc reports enable common queries to be saved and shared between users.
- g) Ability to schedule reports to run and deliver to a printer or email.

### 2.3.3 Driver Terminal

- a) Required hardware for the display of the software, describe whether it is permanently vehicle mounted, removable terminal, notebook or handheld devices.
- b) System integrated with on-board GPS devices and programs. Explain in section 6 any driving restrictions and/or safety policy features that can be enabled.
- c) Ability for driver to track route issues (i.e. reporting misses, cans not out, extra tonnage). Identify audit trail capabilities for entries. Do you date and timestamp?
- d) On screen route sheets with ability for turn by turn directions. Do you offer visual and verbal?
- e) Allow work orders to be sent electronically to the drivers in route.
- f) Ability to take photographs of service problems and download to dispatch. Identify how and when Dispatch or others would see the photos. Do you date and timestamp?
- g) Ability to read RFID on carts and containers. Identify setup requirements involved
- h) Geocode service locations.
- i) Historical route record, reviewable by the dispatcher, for playback of vehicle and route information.

- j) Easy integration and exchange of information with our Fleet Management application (Maintenance Connection). Describe in section 6, fields required to ensure the exchange of service, work orders and fueling records could be sent between systems. Also, how the information is then used within standard reports.
- k) Easy integration and exchange of information with our Eden Utility Billing application (Tyler Technologies). Describe in section 6 how the exchange of routes and billing could be sent. Also, confirm that imported information is then used within standard reports.

#### **2.3.4 Ease of use**

- a) System operators will be able to visually identify and use all basic functions.
- b) Common screen appearance – The system utilizes a common interface format providing a consistent look and feel across areas of functionality.
- c) View of all data – allows access to all information from a centralized access point without having to exit one program to view additional data.
- d) Explain in section 6 how easy it would be to customize the screen fields (add, name changes, hide, etc.), required fields, screen follow, and such for various user groups – drivers, supervisors, managers.
- e) Data Entry Validation – Validation checks are performed on appropriate fields and an alert is created if the data is unacceptable based on data type definition for that field. Explain when validation takes place, field or after screen update
- f) Documentation – system includes all documentation online and a searchable help function. Information will be printable, if needed.

#### **2.3.5 Security**

- a) System will provide login ID and password protection that restricts access based on user permissions, groups and/or role and logs activity by ID.
- b) System will have a test environment for review of rules, procedures, process and training.
- c) Offers LDAP integration for authentication for all or some users depending on device they are logging in on.
- d) Offers secure wireless transfers of any data between driver, supervisor/dispatcher and application.

#### **2.3.6 Optional Integration and Features**

- a) System compatible with existing Fleet Management software, Maintenance Connection System v6.0.
  - o Outline in section 6 what diagnostic information will be available from the vehicle and how this is used by reports. In addition, explain how this information could be sent to our Fleet Management system (Maintenance Connection) and if wanted, what would need to be returned.
- b) As long as Sanitation Routing will standalone, proposals may also include optional software modules, such as Fleet Mechanical Maintenance, Landfill Gate/ Scale, and Billing.

#### **2.4 Software Ownership, Title, Licensing and Copyright**

In regard to the software offered for purchase or use by the City, the Vendor will:

- Warrant and represent that it is the owner of or otherwise has the right to grant a license to use any software provided for the purposes for which the software was obtained. Such purposes are set forth in this RFP.
- Certify that title to all software offered for purchase under this RFP is free of all liens and encumbrances.

### **2.5 Hardware Requirements**

All equipment will be new and in current production. Any hardware, cameras, cabling, or other devices to fully comply with the specifications of this RFP will be included in Vendor's proposal.

### **2.6 Right To Copy**

In regards to documentation provided to the City during contract implementation (e.g. manuals and training materials), the Vendor will allow the City to reproduce all printed materials for its own future needs. If the documentation is provided in electronic format, it should be in Microsoft Word with the right to print.

### **2.7 Warranty**

Vendor warrants that the item(s) provided and/or work performed under this contract comply with all specifications, are free of liens and encumbrances, and that workmanship and materials are free from defects. Work will comply with nationally recognized codes and established industry standards. Equipment will carry the manufacturers' most favorable commercial warranties. The warranty period will begin after acceptance of item(s) and/or work.

Vendor agrees to remedy by replacing or repairing any item(s) that is damaged or defective during normal usage within the warranty period, at no additional cost to the City. Such repair or replacement will occur within a reasonable time frame, to the satisfaction of the City.

Exceptions to any of these warranty provisions will be indicted by Vendor in their proposal.

### **2.8 Vendor's Employee Conduct**

Vendor will agree to remove any employee whose conduct is improper, inappropriate, or offensive as determined by the City. A removed employee(s) is not to work on City premises without the written consent of the City. The Vendor will remove any employee from working in, or delivering to, City facilities who is convicted of a felony during his/her employment.

### **2.9 City's Standard Terms and Conditions**

The City of Santa Cruz standard terms and conditions shall govern this contract. Review the terms and conditions at <http://www.cityofsantacruz.com/terms>; all terms including, but not limited to, insurance apply to the contract resulting from this solicitation. A current copy of these terms will be included in the resulting contract as an Exhibit. A hard copy of the terms and conditions are available by contacting the Purchasing Division at 831/420-5080.

### 3. PROCESS INSTRUCTIONS

#### 3.1 RFP Schedule

The City will make every effort to adhere to the following schedule:

<b>ACTION</b>	<b>DATE</b>
1. Issue RFP	May 8, 2014
<b>2. Acknowledgement of Receipt Form due</b>	<b>May 22, 2014</b>
3. Deadline for submitting questions	May 22, 2014
4. City response to questions	May 29, 2014
<b>5. Proposal due date</b>	<b>June 12, 2014</b>
6. Demos for finalists	Week of June 23 <sup>rd</sup>
7. Evaluation completed	Week of July 14th
8. Notice of intent to award	Week of July 21st
9. Earliest Contract would begin	August 2014

#### 3.2 Format and Content

Vendors are invited to respond to these specifications. Responses will be in the form of a proposal that defines a Sanitation Routing Software, which the Vendor proposes to offer to the City of Santa Cruz. Proposals should include answers to **all** the questions (in the order presented) in the RFP Questionnaires, Sections 6 – 9. Responses should be numbered to match questionnaire and will be complete and unequivocal in nature.

Vendors will deliver two hardcopy proposals and one electronic copy before the due date. Electronic copies may be provided via flash drive (with the hardcopy proposal) or emailed to [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com). Proposals received via email alone will not be accepted and flash drives will not be returned. The City prefers that hardcopy proposals be printed on recycled paper and bound in an easily recyclable format. Proposals should be organized as follows and should not exceed 30 pages:

- RFP Cover Page, Section 5:** Will contain Vendor's contact information; business name, address, phone number, fax number, primary contact name and title, and primary contact's email address. Will also contain authorized signature acceptance to City's terms and conditions as stated in this solicitation.
- Vendor Response to RFP Questionnaire, Section 6:** Clearly identify all proposed system features.
- Vendor Response to RFP Questionnaire, Section 7:** Provide all costs incidental to implementing and supporting the Sanitation Routing Software as proposed; include all professional fees and expenses.
- Vendor Response to RFP Questionnaire, Section 8:** Explain your qualifications and experience.
- Vendor Response to RFP Questionnaire, Section 9:** Explained the proposed implementation plan, training, on-going support, and technical assistance.
- If Applicable: Local Business Preference Certification, Attachment A**

7. **Optional Appendices or Exhibits:** If applicable, Vendor must submit a copy of any sales and/or service agreement that Vendor will require during the execution of any contract resulting from this solicitation. Any agreements terms that contradict the City's terms and conditions, or contain provisions that are determined not to be in the best interest of the City may disqualify Vendor.

Vendor may also include sample reports, peer review reports, letters of recommendation, or other exhibits that will assist the City in favorably evaluating the Vendor. Do not include promotional materials.

### **3.3 Exceptions**

Vendors must provide documentation explaining any exception to the specifications. The determination as to whether any exception is acceptable will be made by the City and such determination will be final and binding. If exceptions are not requested, the Vendor will comply with the specifications as stated in this solicitation.

### **3.4 Non-Response to RFP**

In the event your business decides not to submit a proposal, please return the Acknowledgement of Receipt Form, Section 4. It would be helpful if you indicated why your business did not wish to submit a proposal. Failure to respond to this RFP may result in the removal of your business' name from the bid list.

### **3.5 Acceptance of Specifications and Terms**

Submission of a proposal indicates acceptance by the Vendor of the conditions contained in this Request For Proposals, unless clearly and specifically noted in the proposal submitted.

### **3.6 RFP Addenda**

The City may determine that it is necessary or advisable to revise any part of this solicitation. If revisions are made, it will be provided in the form of a written addendum emailed to all vendors who submitted the Acknowledgement of Receipt Form, Section 4, (prior to May 22, 2014) showing intent to submit a proposal. However, email notifications of addenda sent to known potential vendors are a convenience only.

It is each vendor's responsibility to understand and comply with any addenda to this solicitation. Addenda may be posted on the City's website, [www.cityofsantacruz.com](http://www.cityofsantacruz.com), under Bidding Information (see Open General Solicitations) or vendors may contact Karen Adams, IT Project Manager, at phone: 831/420-5006 or email: [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com) to determine whether addenda have been issued.

### **3.7 Collusive or Sham Proposals**

No person, firm, or corporation will make or file or be interested in more than one proposal for the same work, except so far as alternate proposals may be called for. Nor will any person, firm, or corporation submit a collusive or sham proposal, per se, directly or indirectly, to induce any other firm to submit such a proposal, or to refrain from responding, or seek in any way to fix the price, or any portion of the proposed price, in order to secure an advantage against the owner or any person interested in a proposed contract. However, a person, firm, or corporation submitting a sub-proposal to a vendor or quoting prices on materials for a vendor, is not hereby disqualified from submitting sub-proposals or quoting prices to other vendors.

### **3.8 Subcontracting**

Should any Vendor submitting a proposal consider subcontracting portions of the engagement, that fact will be clearly identified in the proposal along with the name of the proposed subcontracting business(s).

### **3.9 Evaluation Procedure**

The City will use a two-step evaluation process. The first phase will be an evaluation of proposals; an Evaluation Committee will score and rank all responsive proposals submitted using the proposal

evaluation methodology detailed in section 3.10 and 3.10.1. The highest ranking finalists will be invited to continue in the evaluation process.

The finalists from phase 1 will be asked to present and demonstrate their Sanitation Routing Software to the Evaluation Committee. The second phase of evaluation will include scenario-based demonstrations, oral presentations, reference checks, and (at the option of the City) may include best and final offers. The evaluation committee will rank the phase 2 finalists and will be responsible for negotiating a firm contract with the highest ranked Vendor. If no agreement can be reached, negotiations may begin with the next ranked Vendor.

### **3.10 Proposal Evaluation Methodology: Phase 1 Ranking**

All responsive proposals received in a timely manner and completed per instructions will be reviewed, evaluated, and ranked by an evaluation committee composed of City staff. The evaluation committee will open and review the proposals in confidence. Proposals will be available to the public after notification of contract award. Phase 1 ranking will be in accordance with the evaluation criteria described below:

<u>Criteria</u>	<u>Weight</u>
1. Proposed system features	40%
2. Overall price	30%
3. Vendor's qualifications and experience	15%
4. Implementation plan, training, on-going support, and technical assistance	15%

#### **3.10.1 Phase 1 Evaluation Criteria Definitions**

1. Proposed system features (40%), RFP Section 6  
Proposals will be evaluated for the Vendor's ability to provide the preferred Sanitation Routing Software package. Major deviations to specifications will be scored as unacceptable. Certain deviations may be accepted if they are minor, equal, or superior to that which is specified. The determination as to whether any deviation is, or is not, acceptable will be made by the City.
2. Overall price (30%), RFP Section 7  
The total cost of the contract will affect 30% of the overall evaluation. This includes, but is not limited to, equipment needed, training, professional services, subscriptions, on-going costs, possible travel and other misc. costs. The lowest cost responsive offer will be given the full points for these criteria and higher offers will be scored proportionally.
3. Vendor's qualifications and experience (15%), RFP Section 8  
Proposals will be evaluated for the Vendor's overall qualifications and recent experience successfully completing similar sized projects, especially government refuse and recycling collection projects. Vendors profile to include: stability (financial, longevity, and organizational), size of organizational structure, and experience of account members. This section also includes reference check feedback.
4. Implementation plan, training, on-going support, and technical assistance (15%), RFP Section 9  
Proposals will be evaluated for an acceptable implementation plan and the vendor's ability and willingness to provide training, on-going support and technical assistance. This criterion also includes a score for existing environmental conservation and sustainable living policies and certifications.

**3.11 Demonstration Evaluation Methodology: Phase 2 Ranking**

The highest scoring vendors from phase 1 ranking will be invited to participate in phase 2 of the evaluation. During this second phase, finalists will be provided with the same scenarios to use to demonstrate their system. Discussions **may** be conducted with the finalists for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements. Proposal revisions **may** be permitted prior to award for the purpose of obtaining best and final offers. The Evaluation Committee will use all information collected to rank the finalists in order of their ability to best meet the requirements of the City.

**3.12 Contract Implementation**

The contract resulting from this solicitation is tentatively scheduled to begin July 2014. Upon award notification and prior to final contract approval, the successful proposer will be required to submit:

1. Proof of insurance as specified in the City's Standard Terms and Conditions found at ([www.cityofsantacruz.com/terms](http://www.cityofsantacruz.com/terms));
2. A completed W9 form if not already on file with the City; and
3. Proof of a current City of Santa Cruz business tax certificate.

The finalized contract will include the Specifications as listed in Section 2, the Vendor's response to Sections 6 – 9, and any negotiated modifications agreed to by the parties.

**3.13 Public Record**

Proposals received will become the property of the City. All proposals, evaluation documents, and any subsequent contracts will be subject to public disclosure per the "California Public Records Act," California Government Code, sections 6250 – 6270. All documents related to this solicitation will become public records once discussions and negotiations with proposers have been fully completed and an award has been announced.

Appropriately identified trade secrets will be kept confidential to the extent permitted by law. Any proposal section alleged to contain proprietary information will be identified by the proposer in boldface text at the top and bottom as "PROPRIETARY." Designating the entire proposal as proprietary is not acceptable and will not be honored. Submission of a proposal will constitute an agreement to this provision for public records. Pricing information is not considered proprietary information.

**3.14 Award Protests**

The City desires to foster cooperative relationships with Vendors and to reach a fair agreement in a timely manner.

The City encourages Vendors to resolve issues regarding the RFP requirements or the procurement process through written correspondence and discussions at least 5 business days prior to the proposal due date. This will allow the City time to research the validity of the protest and either issue an addendum to the solicitation, cancel the solicitation, or determine the protest to be unfounded and proceed with the solicitation. In the event the protest of specifications is denied and the protester wishes to continue in the protest process, they must still submit a proposal in accordance with the proposal submittal procedures provided in this solicitation. Questions or concerns prior to the intent to award notice will be directed to:

Karen Adams  
IT Project Manager, Information Technology Department  
809 Center St Rm 8,  
Santa Cruz CA 95060

Protests regarding the contract award must be received no later than 5 business days after the written notice of intention to award has been distributed. The award protest must be in writing and include:

- The name, address, and telephone number of the protester;
- The solicitation title and due date;
- A detailed statement of the legal and/or factual grounds for the protest; and
- The form of relief requested.

Throughout the protest review process, the City has no obligation to delay or otherwise postpone an award of a contract. Protests regarding the award resulting from this solicitation must be delivered to:

City of Santa Cruz  
Administrative Services Department  
809 Center St, Rm 6  
Santa Cruz, CA 95060

The Administrative Services Department Head will review the protest and issue a written response within 10 business days. The decision of the Administrative Services Department Head will be final.

**4. ACKNOWLEDGEMENT OF RECEIPT FORM**

This Acknowledgement of Receipt Form will be signed and delivered to Karen Adams, IT project Manager, no later than **May 22, 2014**. Fax form to 831-420-5312 or email form to [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com) .

The purpose of this form is to notify the City of Vendors interested in submitting a proposal and confirming receipt of all necessary information. Vendors who elect to return this form with the indicated intention of submitting a proposal will receive copies of the City’s response to questions and RFP addenda, if any are issued. However, E-mail notifications sent to known potential vendors are a convenience only.

It is each vendor’s responsibility to understand and comply with any addenda to this solicitation. Addenda may be posted on the City’s website, [www.cityofsantacruz.com](http://www.cityofsantacruz.com), under Bidding Information (see Open General Solicitations) or vendors may contact Malissa Kaping CPPB, Senior Buyer, at [mkaping@cityofsantacruz.com](mailto:mkaping@cityofsantacruz.com) or at 831/420-5083 to determine whether addenda have been issued.

In acknowledgement of receipt of this Request for Proposals the undersigned agrees that s/he has received a complete copy; beginning with page 1 and ending with page 22

This vendor  does  does not (**check one**) intend to submit a proposal for a Sanitation Routing Software.

If not, please provide reason (to assist City in planning future solicitations): \_\_\_\_\_  
\_\_\_\_\_

Vendor Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

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

E-mail address: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Printed Name of Authorized Representative: \_\_\_\_\_

Please review the solicitation prior to May 22, 2014 and submit any questions prior to this date. Questions received prior to May 22<sup>nd</sup>, will be answered on May 29<sup>th</sup>.

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**5. RFP COVER PAGE**

Vendors will deliver two hardcopy proposals and one electronic copy before the due date. Electronic copies may be provided via flash drive (with the hardcopy proposal) or emailed to [kadams@cityofsantacruz.com](mailto:kadams@cityofsantacruz.com). Proposals received via email alone will not be accepted and flash drives will not be returned. The City prefers that hardcopy proposals be printed on recycled paper and bound in an easily recyclable format.

**Proposal Response Sheet**

The undersigned, upon acceptance, agrees to furnish the following in accordance with terms and conditions as per City of Santa Cruz "Request for Proposals for a Sanitation Routing Software System" dated May 8, 2014.

The undersigned, under penalty of perjury, declares not to be a party with any other business to an agreement to bid a fixed or uniform price in connection with this proposal.

The unsigned declares under penalty of perjury that she/he is authorized to sign this document and bind the business or organization to the terms of this contract.

The undersigned recognizes the right of the City of Santa Cruz to reject any or all proposals received and to waive any informality or minor defects in proposals received.

Name of your organization: \_\_\_\_\_

Address: \_\_\_\_\_

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

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

E-mail address: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Printed Name of Authorized Representative: \_\_\_\_\_

**Optional Piggyback Provision**

If vendor is awarded contract, will vendor extend contract terms and pricing to other government agencies?

Yes  No

**Addenda**

It is each bidder's responsibility to ensure that they have received all addenda prior to submission of their bid. Addenda will be posted on the Bidding Information (see Open General Solicitations) page of the City's website, [www.cityofsantacruz.com](http://www.cityofsantacruz.com).

How many addenda were issued for this solicitation? \_\_\_\_\_

**6. RFP QUESTIONS FOR EVALUATION CRITERIA #1:  
PROPOSED SYSTEM FEATURES**

Instructions for Sections 6-9: Answer all of the questions in order and please number your responses. Any omission may be cause for rejection of proposal. Answers should be complete and in the order presented. A simple "yes" or "no" answer is not adequate.

As stated in Section 3.3, exceptions to, or deviations from, a particular specification will be evaluated and considered by the City so long as those deviations are fully explained. Vendors are required to explain all deviations in their proposal. Major deviations may result in rejection of the proposal. The determination as to whether any deviation is, or is not, acceptable will be made by the City and such determination will be final and binding upon all Vendors.

**System Overview**

- 1) Please provide a summary of your proposed Sanitation Routing Software.
- 2) The following is a list of the primary functions listed in section 2.3. Complete the following table to identify which functions are:
  - 1 = Part of Base Product
  - 2 = Can be Included at an Additional Cost
  - 3 = Planned Future Enhancement
  - 4 = Not Part of System

**Software Routing Requirements**

<b>Function</b>	<b>Identification</b>
a) Continuous routing on side of the street for side loader residential collection services.	
b) Stop to Stop routing for commercial front, rear and roll-off collection services.	
c) Continuous "no-stop" routing for street sweeping services.	
d) User created "on the fly" route balancing to address unforeseen circumstances such as limited vehicles, personnel or traffic changes.	
e) User set constraints such as limitations on left turns, and do not pick up before times. System should also set vehicle constraints on routing such as type, tonnage capacity and fuel range. It should also set travel or stop speeds or durations.	
f) User set route balancing criteria, such as yardage, tonnage or number of customers, containers or stops.	
g) The ability to make special notations on customer locations, such as do not pick up before, located on another street, container location on the property, etc.	
h) Route analysis capability to determine duplicate or overlapping routes, streets or times and suggest route optimization for days and times.	

<p>i) Any additional software modules, such as mapping modules, <b>required</b> to make the software function as described in section 2.3 of this RFP.</p>	
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**Software Reporting**

Function	Identification
<p>a) Route Management Reports: With the application the users will have the ability to run standard report built to deliver such items as route performance, cost data, customer information, and trending, on a vehicle, route or as a fleet. *</p>	
<p>b) Route sheets must be displayed in multiple ways, including but not limited to, hard copy print (with/out map), dash display, tablet display, or mobile phone viewable.</p>	
<p>c) Turn by turn, route direction guide viewable in multiple ways, such as hard copy print (with/out map), dash display, tablet display, or mobile phone viewable.</p>	
<p>d) Vehicle Management Reports: Vehicle usage reports, including but not limited to, time spent idling, time off the route, and vehicle performance. *</p>	
<p>e) Ability to create user defined reports and save them (or export them) to excel, pdf or other non-proprietary format.</p>	
<p>f) Ad hoc reports enable common queries to be saved and shared with other.</p>	
<p>g) Ability to schedule reports to run and deliver to a printer or email.</p>	

**Driver Terminal**

Function	Identification
<p>a) Required hardware for the display of the software, describe whether it is permanently vehicle mounted, removable terminal, notebook or handheld devices.</p>	
<p>b) System integrated with on-board GPS devices and programs. Provide additional information in question 12.</p>	
<p>c) Ability for driver to track route issues (i.e. reporting misses, cans not out, extra tonnage). Provide additional information in question 13.</p>	
<p>d) On screen route sheets with ability for turn by turn directions. Provide additional information in question 14.</p>	
<p>e) Allow work orders to be sent electronically to the drivers in route</p>	
<p>f) Ability to take photographs of service problems and download to dispatch. Provide additional information in question 15.</p>	
<p>g) Ability to read RFID on carts and containers. Provide additional</p>	

information in question 16.	
h) Geocode service locations.	
i) Historical route record, reviewable by the dispatcher, for playback of vehicle and route information.	
j) Easy integration and exchange of information with our Fleet Management application (Maintenance Connection). Provide additional information in question 5.	
k) Easy integration and exchange of information with our Eden Utility Billing application (Tyler Technologies). Provide additional information in question 17.	

**Ease of Use**

<b>Function</b>	<b>Identification</b>
a) System operators will be able to visually identify and use all basic functions.	
b) Common screen appearance – The system utilizes a common interface format providing a consistent look and feel across areas of functionality.	
c) View of all data – allows access to all information from a centralized access point without having to exit one program to view additional data.	
d) Customizable User Interface – Able to provide a user interface that is intuitive and customizable for hiding fields, setting required fields, changing field names, etc. Provide additional information in question 7.	
e) Data Entry Validation – Validation checks are performed on appropriate fields and an alert is created if the data is unacceptable based on data type definition for that field. Provide additional information in question 18.	
f) Documentation – system includes all documentation online and a searchable help function. Information will be printable, if needed.	

**Security**

<b>Function</b>	<b>Identification</b>
a) System will provide login ID and password protection that restricts access based on user permissions, groups and/or role and logs activity by ID.	
b) System will have a test environment for review of rules, procedures, process and training.	
c) Offers LDAP integration for authentication for all or some users depending on device they are logging in on.	

d) Offers secure wireless transfers of any data between driver, supervisor/dispatcher and application.	
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**Optional Integration and Features**

Function	Identification
a) System compatible with existing Fleet Management software, Maintenance Connection System v6.0. Provide additional information in question 5.	
b) As long as Sanitation Routing will standalone, proposals may also include optional software modules, such as Fleet Mechanical Maintenance, Landfill Gate/ Scale, and Billing.	

- 3) If applicable, describe functions of your base product that are not identified above.
- 4) For the items marked with a 3 – Planned Future Enhancement or 4 – Not Part of System, please explain how these items will be delivered or could be delivered.
- 5) Explain how your system can integrate with our existing Fleet Management software, Maintenance Connection System v6.0. ).
  - a. Please describe how the exchange of service, work orders and fueling records could be sent with status indicators. Also, explain how the information could be used within standard reports.
  - b. Outline what diagnostic information will be available from the vehicle and how this is used by reports. In addition, explain how this information could be sent to our Fleet Management system and if needed, what would need to be returned.
- 6) Identify what field integration would be required to enable the cost data, trending reports, vehicle data, and performance reports to run effectively when billing, maintenance and fueling costs are all handled outside of the application.
- 7) Please describe how easy it would be to customize the screen fields (add, name changes, hide, etc.), required fields, screen follow, and such for various user groups – drivers, supervisors, managers.
- 8) Your software may have available optional software modules that would be of value or as we migrate could offer greater integration. Please take a moment to outline and explain.
- 9) Provide a detailed list of all proposed hardware needed to fully comply with the specifications in this RFP. Please note any requirement for spares to ensure that the truck/driver can be operational daily.
- 10) The City has a virtual environment, Microsoft standards, please describe and/or diagram the system specifications
- 11) Please describe the system’s ability to interact with ESRI products.
- 12) Explain any driving restrictions and/or safety policy features that can be enabled.
- 13) Identify audit trail capabilities for driver entries. Do you date and timestamp?
- 14) Are the turn by turn directions able both visual and verbal?
- 15) Identify how and when dispatch (or others) would see photos taken by the driver. Are the photos date and time stamped?
- 16) Explain set-up required for system to read RFID on carts and containers.

- 17) Explain how routes and billing data could be sent to our existing Eden Utility Billing application (Tyler Technologies). Also, confirm that imported information is then used within standard reports.
- 18) Explain when data validation occurs, within the field or after screen update.

### **7. RFP QUESTIONS FOR EVALUATION CRITERIA #2: OVERALL PRICE**

Detail all costs incidental to the purchase of the proposed Sanitation Routing Software. ALL costs must be included in your proposal; costs not explained in the proposal will not be paid. Be sure to include any optional software, equipment, or services that would be needed to accomplish the requirements listed in this RFP.

- 19) Identify cost of software and licensing needed.
  - a. Identify suggested number of licenses required at implementation. Make note any 3<sup>rd</sup> party licensing requirements for functionality.
  - b. How long will license pricing remain fixed after implementation (for the purpose of purchasing additional licenses)?
- 20) Detail equipment costs.
  - a. How long will equipment pricing remain fixed after implementation (for the purpose of purchasing additional units)?
- 21) Detail costs for all services needed to fully implement the offered system such as business process re-engineering, implementation, training, etc.
- 22) Detail Support and Maintenance Fees showing costs for **3 years**.
- 23) What should the City expect regarding equipment maintenance costs (not covered by the Support and Maintenance fees)? Include information regarding any consumable supplies needed.
- 24) The City expects to make progress payments based on milestones reached as stated in your implementation plan (explain your implementation plan in Section 9, question 30). Explain payment terms offered; include information regarding any early payment discounts offered for payment within 15 to 29 days of receiving a correct invoice.
- 25) Provide hourly rates for additional services that may be needed for additional work not detailed in this solicitation. Describe under what circumstances that City would be charged for additional work.

### **8. RFP QUESTIONS FOR EVALUATION CRITERIA #3: VENDOR'S QUALIFICATIONS AND EXPERIENCE**

- 26) Provide a narrative that includes company background, size and qualifications', including year business was established.
- 27) Provide information regarding the implementation team to be assigned to this project. Include their role, knowledge, skills, certifications and number of years of experience.
- 28) Describe experience doing similar work for other public agencies of similar size and requirements.
- 29) Provide the names of three references who purchased a similar sized Sanitation Routing Software. Include the name of the business, the name of a contact person, and the phone number.

**9. RFP QUESTIONS FOR EVALUATION CRITERIA #4:  
IMPLEMENTATION PLAN, TRAINING, ON-GOING SUPPORT, AND TECHNICAL  
ASSISTANCE**

- 30) Provide an overview of your implementation plan.
- a. Include a general timeline;
  - b. Identify both vendor and City responsibilities; and
  - c. Requirements and expectations for each task.
- 31) Explain training to be provided (include who will be trained, the length of training, and location of training).
- 32) Describe any documents that will be provided, such as manuals and training materials.
- 33) Explain what type of support the City will receive when reviewing current business practices to increase efficiency by implementing a new Sanitation Routing Software.
- 34) What warranty will be offered to the City? Include warranty information for both hardware and software.
- 35) Describe the services that are included in the cost of the annual Support and Maintenance contract.
- a. What is included in regards to technical support?
  - b. What is included in regards to equipment maintenance?
  - c. What is expected response time for on-site service?
  - d. Under what circumstances the City would be charged separately for either technical support and/or equipment maintenance?
- 36) Describe your technical support center.
- a. Provide location, approximate staff count, and whether it is a toll-free phone number.
  - b. List your hours of operation (PST) for technical support and customer service.
  - c. Describe any remote diagnostic/monitoring capabilities.

Appendix A:



Local Business Preference Certification

Business Name: \_\_\_\_\_

Local Businesses and Locally Owned Businesses must submit this certification with each bid or proposal in order to receive the 2% and additional 4% preference applied during the evaluation of any competitive process for goods, supplies, equipment, materials, services, or professional services.

Local Businesses

To qualify for the 2% local business preference, a business must meet the following criteria:

- 1) Does the business have an office with at least one employee located in the [City of Santa Cruz](#)?  
 Yes    No   Business Address: \_\_\_\_\_
- 2) Is the business current in the payment of all taxes, charges, assessments, or fees owed to the City of Santa Cruz?  
 Yes    No
- 3) Does the business hold a valid City of Santa Cruz business license?  
 Yes    No   DBA/license number: \_\_\_\_\_

Locally Owned Businesses

To qualify for an additional 4% locally owned business preference, a business must meet the above requirements for a local business and at least 50% of the business' owners must live in the County of Santa Cruz.

To qualify for the locally owned business preference, list all of the business' owners and their county of residence (attach additional sheets if necessary).

Owner Name: \_\_\_\_\_ County: \_\_\_\_\_

Owner Name: \_\_\_\_\_ County: \_\_\_\_\_

By submitting this form, I represent that I qualify as a (check all that apply):

- Local Business
- Locally Owned Business

I understand that by submitting false information or failing to disclose material information in order to qualify for the preference my business will be 1) required to pay the city any difference between the contract amount and what the city's cost would have been if the contract had been properly awarded, and 2) prohibited from bidding on any city contract or receiving any city contract for a period of three years of the discovery of facts supporting the same.

Authorized Signature: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Date: \_\_\_\_\_