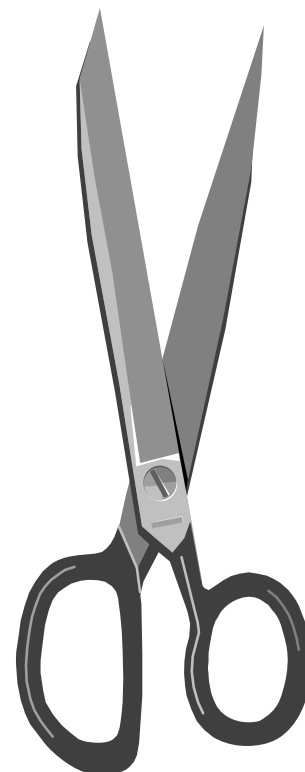



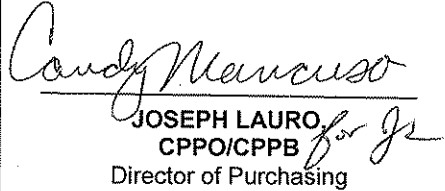
Cut along the outer border and affix this label to your sealed proposal envelope to identify it as a "Sealed Proposal". Be sure to include the name of the company submitting the bid where requested.

SEALED PROPOSAL • DO NOT OPEN	
SEALED PROPOSAL NO.:	089-0065-P(RM)
PROPOSAL TITLE :	SOFTWARE REPLACEMENT, SOLID WASTE SCALE HOUSE
DUE DATE/TIME:	FEBRUARY 24, 2009 @ 3:00 P.M.
SUBMITTED BY:	_____ (Name of Company)
DELIVER TO:	PURCHASING DEPARTMENT Board of County Commissioners Annex Building –6 th Floor 400 South Fort Harrison Avenue Clearwater, FL 33756



Please Note:

From time to time, addenda may be issued to this proposal. Any such addenda will be posted on the same Web site, www.pinellascounty.org/purchase/Current_Bids1.htm, from which you obtained this proposal. Before submitting your proposal you should check our Web site to download any addenda that may have been issued. Please remember to sign and return Addenda Acknowledgement Form with completed proposal package if applicable.

SUBMIT TO: PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6 TH FLOOR CLEARWATER, FL 33756		 <h1 style="text-align: center;">REQUEST FOR PROPOSAL</h1>	
ISSUE DATE: JANUARY 21, 2009		PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED	
TITLE: SOFTWARE REPLACEMENT, SOLID WASTE SCALE HOUSE		RFP NUMBER: 089-0065-P(RM)	
SUBMITTAL DUE: FEBRUARY 24, 2009 @ 3:00 P.M. AND MAY NOT BE WITHDRAWN FOR 60 DAYS FROM DATE LISTED ABOVE.		PRE-PROPOSAL DATE & LOCATION: 02/04/09 @ 10:00 A.M. PINELLAS COUNTY UTILITIES 5 TH FL CONFERENCE ROOM, 400 S. FT. HARRISON AVE., CLEARWATER, FL 33756	
DEADLINE FOR WRITTEN QUESTIONS: FEBRUARY 11, 2009 BY 3:00 P.M. SUBMIT QUESTIONS TO: RUBY MCKENZIE AT RMMCKENZ@PINELLASCOUNTY.ORG Phone: 727-464-3795 Fax: 727-464-3925			
COMMISSIONERS CALVIN D. HARRIS - CHAIRMAN KAREN WILLIAMS SEEL - VICE CHAIRMAN NANCY BOSTOCK NEIL BRICKFIELD SUSAN LATVALA JOHN MORRONI KENNETH T. WELCH		THE MISSION OF PINELLAS COUNTY Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.	
		 JOSEPH LAURO CPPO/CPPB Director of Purchasing	

PROPOSER MUST COMPLETE THE FOLLOWING

PROPOSERS ARE CAUTIONED THAT THE POLICY OF THE BOARD OF COUNTY COMMISSIONERS, PINELLAS COUNTY, IS TO ACCEPT THE LOWEST RESPONSIBLE PROPOSAL RECEIVED MEETING SPECIFICATIONS. NO CHANGES REQUESTED BY A PROPOSER DUE TO AN ERROR IN PRICING WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS.

PAYMENT TERMS: ____% ____DAYS, NET 45 (PER F.S. 218.70) *RFP DEPOSIT, IF REQUIRED, IS ATTACHED IN THE AMOUNT OF \$ _____

PROPOSER (COMPANY NAME): _____ D/B/A _____

MAILING ADDRESS: _____ CITY / STATE / ZIP _____

COMPANY EMAIL ADDRESS: _____

PHN: () _____ FAX: () _____

*REMIT TO NAME: _____
 (As Shown On Company Invoice)

CONTACT NAME: _____

Proper Corporate Identity is needed when you submit your bid, especially how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information. It is essential to return a copy of your W-9 with your bid. Thank you.

PRINT NAME: _____

EMAIL ADDRESS: _____

I HEREBY AGREE TO ABIDE BY ALL CONDITIONS OF THIS RFP & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

AUTHORIZED SIGNATURE: _____

PRINT NAME/TITLE: _____

FORMS CHECKLIST	
COPY OF COMPANY INVOICE	<input type="checkbox"/>
W-9 (TAXPAYER ID)	<input type="checkbox"/>

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE

SEE PAGE 16 SECTION E SCOPE OF WORK

SECTION A - GENERAL CONDITIONS**1. SUBMISSION OF PROPOSAL:**

- a) Proposals will be opened immediately after the proposal submittal date and time (3:00 PM) by the Pinellas County Purchasing Department, 400 South Fort Harrison Avenue, Annex Building, 6th Floor, Clearwater, FL 33756. The public may attend the proposal opening, but may not immediately review any proposals submitted. The names of respondents only will be read aloud at the time of opening. Pursuant to Section 119.07(3)(m), all proposals submitted shall be subject to review as public records 10 days from opening, or earlier if an intended decision is reached before the 10-day period expires. Late proposals will not be accepted.
- b) Proposals and changes thereto shall be enclosed in sealed envelopes or packages, addressed to the Purchasing Department, Pinellas County. The name and address of the firms, the date and hour of the proposal submittal, and the title shall be placed on the outside of the envelope.
- c) Proposals must follow the format of the RFP and structure their responses to follow the sequence of the RFP when submitting a proposal. County staff will evaluate the proposals received, based on responsiveness to the evaluation criteria and based on the information being provided in the required sequence.
- d) Proposers must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services and must provide information as specified in Section D.
- e). Proposer is advised that exceptions to any of the terms contained in this RFP or the attached service agreement must be identified in its response to the RFP. Failure to do so may lead County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

2. WRITTEN REQUESTS FOR INTERPRETATIONS/CLARIFICATIONS:

No oral interpretations will be made to any firms as to the meaning of specifications or any other contract documents. All questions pertaining to the terms and conditions or scope of work of this proposal must be sent in writing (mail or fax) to the Purchasing Department and received no later than the deadline specified in RFP. Responses to questions may be handled as an addendum if the response would provide clarification to requirements of the proposal. All such addenda shall become part of the contract documents. The County will not be responsible for any other explanation or interpretation of the proposed RFP made or given prior to the award of the contract. The Purchasing Department will be unable to respond to questions received after the specified deadline.

3. DESCRIPTION OF SUPPLIES/SERVICES:

Any manufacturer's names, trade names, brand name, or catalog numbers used in specifications are for the purpose of describing and establishing general quality levels. SUCH REFERENCES ARE NOT INTENDED TO BE RESTRICTIVE. Proposals will be considered for all brands that meet the quality of the specifications listed for any items.

4. RIGHTS OF PINELLAS COUNTY IN REQUEST FOR PROPOSAL PROCESS:

In addition to all other rights of the County under Florida law, the County specifically reserves the following:

- a) Pinellas County reserves the right to rank firms and negotiate with the highest-ranking firm. Negotiation with an individual proposer does not require negotiation with others.
- b) Pinellas County reserves the right to select the proposal that it believes will serve the best interest of Pinellas County.
- c) Pinellas County reserves the right to reject any or all Requests for Proposals.
- d) Pinellas County reserves the right to cancel the entire Request for Proposal.
- e) Pinellas County reserves the right to remedy or waive technical or immaterial errors in the Request for Proposal or in proposals submitted.
- f) Pinellas County reserves the right to request any necessary clarifications or proposal data without changing the terms of the proposal.
- g) Pinellas County reserves the right to make selection of the proposer to perform the services required on the basis of the original proposals without negotiation.

SECTION A - GENERAL CONDITIONS - CONTINUED

5. EVALUATION CRITERIA:

The evaluation criteria define the factors that will be used by the Evaluation Committee to evaluate and score responsive, responsible and qualified proposals. Proposers shall include sufficient information to allow the Evaluation Committee to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E of the RFP. Proposers will ordinarily not be suggested for award/ranking of firms or oral presentations if a score of at least eighty percent (80%) of the total points available is not achieved through evaluation.

6. COSTS INCURRED BY PROPOSERS:

All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne solely by the Proposer(s). No payment will be made for any responses received, or for any other effort required of, or made by, the Proposer(s) prior to contract commencement.

7. ORAL PRESENTATION:

An oral presentation of proposal may be requested of any firm, at the Evaluation Committee's discretion.

8. CONFLICT OF INTEREST:

- a) The Proposer represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided for in Fla. Stat., §112.311, et. Seq. The Proposer further represents that no person having any interest shall be employed for said performance.
- b) The Proposer shall promptly notify the County's representative, in writing, by certified mail, of all potential conflicts of interest for any prospective business association, interest, or other circumstance, which may influence or appear to influence the Contractor's judgment or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the Proposer may undertake and request an opinion of the County as to whether the association, interest or circumstance would, in the opinion of the County, constitute a conflict of interest if entered into by the Proposer. The County agrees to notify the Proposer of its opinion by certified mail within thirty days of receipt of notification by the Proposer.

9. WITHDRAWAL OF PROPOSAL:

A proposal may be withdrawn prior to the time set for the proposal submittal, based on a written request from an authorized representative of the firm; however, a proposal may not be withdrawn after the time set for the proposal submittal for a period of time as specified.

10. LATE PROPOSAL OR MODIFICATIONS:

Proposal and modifications received after the time set for the proposal submittal will not be considered; however, modifications in writing received prior to the time set for the proposal submittal will be accepted. **In addition, late proposals will not be accepted, will be rejected and will be returned for any reason. The time clock stamp located in Pinellas County Purchasing Department shall be the official time stamp.** This upholds the integrity of the proposal process.

11. PROPOSALS FROM RELATED PARTIES / MULTIPLE PROPOSALS RECEIVED FROM ONE PROPOSER:

Where two (2) or more related parties each submit a proposal or multiple proposals are received from one (1) proposer, for any contract, such proposals shall be judged non-responsive. Related parties mean proposers or the principles thereof, which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principles thereof of one (1) proposer have a direct or indirect ownership interest in another bidder or proposer for the same contract.

12. LOCAL, STATE, AND FEDERAL COMPLIANCE REQUIREMENTS:

The laws of the State of Florida apply to any purchase made under this Request for Proposal. Proposers shall comply with all local, state, and federal directives, orders and laws as applicable to this proposal and subsequent contract(s) including but not limited to Equal Employment Opportunity (EEO), Minority Business Enterprise (MBE), and OSHA as applicable to this contract.

SECTION A - GENERAL CONDITIONS - CONTINUED**13. PROVISION FOR OTHER AGENCIES:**

Unless otherwise stipulated by the proposer, the proposer agrees to make available to all Government agencies, departments, and municipalities the proposal prices submitted in accordance with said proposal terms and conditions therein, should any said governmental entity desire to buy under this proposal. Eligible Users shall mean all state of Florida agencies, the legislative and judicial branches, political subdivisions (counties, local district school boards, community colleges, municipalities, or other public agencies or authorities), which may desire to purchase under the terms and conditions of the contract.

14. COLLUSION:

The proposer, by affixing his signature to this proposal, agrees to the following: "Proposer certifies that his proposal is made without previous understanding, agreement, or connection with any person, firm or corporation making a proposal for the same item(s) and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action".

15. RIGHT TO AUDIT:

Pinellas County reserves the privilege of auditing a proposer's records as such records relate to purchases between Pinellas County and said proposer. Such audit privilege is provided for within the text of the Pinellas County Code §2-156 through §2-176(j). Records should be maintained for three years from the date of final payment.

16. STATEMENT RELATIVE TO "PUBLIC ENTITY CRIMES":

The proposer is directed to the Florida Public Entity Crime Act, §287.133, Florida Statutes, and the County's requirement that the successful proposer comply with it in all respects prior to and during the term of this contract.

17. COUNTY INDEMNIFICATION:

- a) The first ten dollars (\$10) of compensation received by the contractor pursuant to this contract represents specific consideration for the following indemnification: contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said contractor; or by, or in consequence of any neglect in safeguarding the work; or through the use of unacceptable materials in the construction of improvements; or by, or on account of any act or omission, neglect or misconduct of the said contractor; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County.
- b) The successful proposer(s) agrees to indemnify the County and hold it harmless from and against all claims, liability, loss, damage or expense, including counsel fees, arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon, with respect to the goods or any part thereof covered by this order, and such obligation shall survive acceptance of the goods and payment thereof by the County.

18. VARIANCE FROM STANDARD TERMS & CONDITIONS:

All standard terms and conditions stated in Section A apply to this contract except as specifically stated in the subsequent sections of the document, which take precedence over Section A, and should be fully understood by proposers prior to submitting a proposal on this requirement.

19. ADA REQUIREMENT FOR PUBLIC NOTICES:

Persons with disabilities requiring reasonable accommodation to participate in this proceeding/event, should call 727/464-4062 (voice/tdd) fax 727/464-4157, not later than seven days prior to the proceeding.

SECTION A - GENERAL CONDITIONS - CONTINUED**20. CERTIFICATE OF INSURANCE:**

The successful proposer must provide a Certificate of Insurance in accordance with Insurance Requirements, Section C, prior to issuance of Purchase Order or commencement of any work hereunder.

21. PROCUREMENT POLICY FOR RECYCLED MATERIALS:

Pinellas County wishes to encourage its proposer to use recycled products in fulfilling contractual obligations to the County and that such a policy will serve as a model for other public entities and private sector companies.

When awarding a purchase of \$5000 or less, or recommending a purchase in excess of \$5000 for products, materials, or services, the Director of Purchasing may allow a preference to a responsive proposer who certifies that their product or material contains the greatest percentage of postconsumer material. If they are submitting a proposal on paper products they must certify that their materials and/or products contain at least the content recommended by the EPA guidelines.

On all proposals over fifty thousand dollars (\$50,000) and formal quotes under fifty thousand dollars (\$50,000), or as required by law, the Director of Purchasing shall require proposers to specify which products have recycled materials, what percentage or amount is postconsumer material, and to provide certification of the percentages of recycled materials used in the manufacture of goods and commodities procured by the County.

Price preference is not the preferred practice the County wishes to employ in meeting the goals of this resolution. If a price preference is deemed to serve the best interest of the County and further supports the purchase of recycled materials, the Director of Purchasing will make a recommendation that a price preference be allowed up to an amount not to exceed 10% above the lowest complying proposal received.

DEFINITIONS:

Recovered Materials: Materials that have recycling potential, can be recycled, and have been diverted or removed from the solid waste stream for sale, use or reuse, by separation, collection, or processing.

Recycled Materials: Materials that contain recovered materials. This term may include internally generated scrap that is commonly used in industrial or manufacturing processes, waste or scrap purchased from another manufacturer and used in the same or a closely related product.

Postconsumer Materials: Materials which have been used by a business or a consumer and have served their intended end use, and have been separated or diverted from the solid waste stream for the purpose of recycling, such as; newspaper, aluminum, glass containers, plastic containers, office paper, corrugated boxes, pallets or other items which can be used in the remanufacturing process.

The County shall be responsible for filing all DEP notifications and furnish a copy of the DEP notification and approval for demolition to the successful proposer. The County will furnish a copy of the asbestos survey to the successful proposer. The proposer must keep this copy on site at all times during the actual demolition.

22. PAYMENT/INVOICES:

The proposer must specify on the Proposal Summary form the exact company name and address which must be the same as invoices submitted for payment as a result of award of this RFP. Further, the successful proposer is responsible for immediately notifying the Purchasing Department of any company name change, which would cause invoicing to change from the name used at the time of the original RFP. Payment will be made, in arrears, in accordance with Fla. Stat. § 218.70, et. seq., the Local Government Prompt Payment Act.

SECTION A - GENERAL CONDITIONS - CONTINUED**23. CANCELLATION:**

- a) Pinellas County reserves the right to cancel this contract without cause by giving thirty (30) days prior notice to the contractor in writing of the intention to cancel or with cause if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified.
- b) Failure of the contractor to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of Pinellas County.
- c) In addition to all other legal remedies available to Pinellas County, Pinellas County reserves the right to cancel and obtain from another source, any items/services which have not been delivered within the period of time stated in proposal, or if no such time is stated, within a reasonable period of time from the date of order as determined by Pinellas County.
- d) In the event sufficient budgeted funds are not available for a new fiscal period, the County shall notify the proposer of such occurrence and contract shall terminate on the last day of current fiscal period without penalty or expense to the County.

24. ASSIGNMENT/SUBCONTRACTING/CORPORATE ACQUISITIONS AND/OR MERGERS:

The Contractor shall perform this contract. No assignment or subcontracting shall be allowed without prior written consent of the County. If a proposer intends to subcontract a portion of this work, the proposer must disclose that intent in the proposal. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by the County, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local, state, or federal laws. Action by the County awarding a proposal to a firm that has disclosed its intent to assign or subcontract in its response to the RFP, without exception shall constitute approval for purpose of this Agreement.

25. NON-EXCLUSIVE CONTRACT:

Award of this Contract shall impose no obligation on the County to utilize the proposer for all work of this type, which may develop during the contract period. This is not an exclusive contract. The County specifically reserves the right to concurrently contract with other companies for similar work if it deems such action to be in the County's best interest. In the case of multiple-term contracts, this provision shall apply separately to each term.

26. LOBBYING:

Lobbying of Evaluation Committee members, Pinellas County Government employees, or elected officials regarding request for proposals, request for qualifications, bids or contracts, during the pendency of bid protest, by the bidder/proposer/protestor or any member of the bidder's/proposer's/protestor's staff, an agent of the bidder/proposer/protestor, or any person employed by any legal entity affiliated with or representing an organization that is responding to the request for proposal, request for qualification, bid or contract, or has a pending bid protest is strictly prohibited either upon advertisement or on a date established by the Board of County Commissioners and shall be prohibited until either an award is final or the protest is finally resolved by the County Administrator or Purchasing Director; provided, however, nothing herein shall prohibit a prospective bidder/proposer from contacting the Purchasing Department to address situations such as clarification and/or questions related to the procurement process. For purposes of this provision lobbying activities shall include but not be limited to, influencing or attempting to influence action or non-action in connection with any request for proposal, request for qualification, bid or contract through direct or indirect oral or written communication or an attempt to obtain goodwill of persons and/or entities specified in this provision. Such actions may cause any request for proposal, request for qualification, bid or contract to be rejected.

27. ADDITIONAL REQUIREMENTS:

The County reserves the right to request additional services relating to this Agreement from the Contractor. When approved by the County as an amendment to this Agreement and authorized in writing, the Contractor shall provide such additional requirements as may become necessary.

SECTION A - GENERAL CONDITIONS - CONTINUED**28. ADD/DELETE LOCATIONS/SERVICES:**

The County reserves the right to unilaterally add or delete locations/services, either collectively or individually, at the County's sole option, at any time after award has been made as may be deemed necessary or in the best interests of the County. In such case, the contractor(s) will be required to provide services to this contract in accordance with the terms, conditions, and specifications.

29. SERVICES AGREEMENT:

A written agreement, in substantially the form attached, incorporating the Request for Proposal and the successful proposal will be prepared by the County, signed by the successful proposer and presented to the Board of County Commissioners, County Administrator or Director of Purchasing for approval and signature.

SECTION A - GENERAL CONDITIONS - CONTINUED

30. PROTEST PROCEDURE:

As per Section 2-162 of County Code

1.

(a) *Bid/Proposal protests.* Any actual or prospective bidder, proposer, who is allegedly aggrieved in connection with the issuance of a bid/proposal package or pending award of a contract may protest to the director of purchasing.

(b) *Posting.* The Purchasing Department shall post the formal award on the departmental website. The formal award shall be publicly posted on the Purchasing Department's website no less than three full business days after the decision to recommend the award to the bidder/proposer is made.

(c) *Requirements to Protest.*

(1) If the protest relates to the content of the bid/proposal package, a formal written protest must be filed no later than 5:00 p.m. on the fifth full business day after issuance of the bid/proposal package.

(2) If the protest relates to the award of a contract, a formal written protest must be filed no later than 5:00 p.m., on the fifth business day after posting of either the contract award recommendation or the contract award itself. The formal written protest shall identify the protesting party and the solicitation involved; include a clear statement of the grounds on which the protest is based; refer to the statutes, laws, ordinances or other legal authorities which the protesting party deems applicable to such grounds; and specifically request the relief to which the protesting party deems itself entitled by application of such authorities to such grounds.

(3) A formal written protest is considered filed with the county when the Purchasing Department, County Administrator, or County Commission receives it. Accordingly, a protest is not timely filed unless it is received within the time specified above. Failure to file a formal written protest within the time period specified shall constitute a waiver of the right to protest and result in relinquishment of all rights to protest by the bidder/proposer.

(d) *Sole remedy.* These procedures shall be the sole remedy for challenging an award of bid. Bidder/proposers are prohibited from attempts to influence, persuade, or promote a bid protest through any other channels or means. Such attempts shall be cause for suspension in accordance with 2-161(b) of this article.

(e) *Time Limits.* The time limits in which protests must be filed as specified herein may be altered by specific provisions in the Bid/Request for Proposal.

(f) *Authority to resolve.* The Director of Purchasing shall resolve the protest in a fair and equitable manner and shall render a written decision to the protestant no later than 5:00 p.m. on the fifth business day after the filing thereof.

(g) *Review of Purchasing Director's decision.*

(1) The protesting party may request a review of the Purchasing Director's decision to the County Administrator by delivering written request for review of the decision to the Director of Purchasing by 5:00 p.m. on the fifth business day after the date of the written decision. The written notice shall include any written or physical materials, objects, statements, and arguments, which the bidder/proposer deems relevant to the issues raised in the request for review.

(2) If it is determined that the solicitation or award is in violation of law or the regulations and internal procedures of the Purchasing Department, the County Administrator shall immediately cancel or revise the solicitation or award as deemed appropriate.

(3) If it is determined that the solicitation or award should be upheld, the County Administrator shall issue a decision in writing stating the reason for the action with a copy furnished to the protesting party and all substantially affected persons or businesses no later than 5:00 p.m., on the fifth full business day. The decision shall be final and conclusive as to the county unless any further action is taken or a party commences action in court.

(4) *Stay of Procurement During Protests.* There shall be no stay of procurement during protests.

SECTION A - GENERAL CONDITIONS - CONCLUDED**31. INTEGRITY OF REQUEST FOR PROPOSAL (RFP) DOCUMENTS:**

Proposers shall use the original RFP Form(s) provided by the Purchasing Department and enter information only in the spaces where a response is requested. Proposers may use an attachment as an *addendum* to the RFP Form(s) if sufficient space is not available on the original form for the proposer to enter a complete response. **Any modifications or alterations to the original RFP documents by the proposer, whether intentional or otherwise, will constitute grounds for rejection of a RFP.** Any such modifications or alterations a proposer wishes to propose must be clearly stated in the proposer's RFP response and presented in the form of an addendum to the original RFP documents.

32. PUBLIC EMERGENCIES:

It is hereby made a part of this bid that before, during, and after a public emergency, disaster, hurricane, tornado, flood, or other acts of God that Pinellas County shall require a "First Priority" for goods and services. It is vital and imperative that the majority of citizens are protected from any emergency situation that threatens public health and safety, as determined by the County. Proposer/contractor agrees to rent/sell/lease all goods and services to the County or governmental entities on a "first priority" basis. The County expects to pay a fair and reasonable price for all products and services rendered or contracted in the event of a disaster, emergency, hurricane, tornado or other acts of God.

SECTION B - SPECIAL CONDITIONS**Proposal Title: SOFTWARE REPLACEMENT – SOLID WASTE SCALE HOUSE**
Proposal Number: 089-0065-P(RM)**1. OBJECTIVE:**

The Pinellas County Utilities department (hereinafter referred to as "PCU") is seeking proposals from interested and qualified providers of software products and related services for the licensing, installation, implementation, training, and support of a replacement for the existing landfill Solid Waste ticketing, billing and reporting system (i.e., Scale House System). PCU is seeking a single proposer to act as the prime contractor for all the products and services requested herein.

2. PROPOSAL REQUIREMENTS:

Each proposal should contain the following at a minimum. Proposer must also address detailed requirements as specified in Section E, Scope of Work.

- a) A written narrative describing the method or manner in which the proposer proposes to satisfy requirements of the Scope of Work.
- b) A description of the proposer's experience in providing the same or similar services as outlined in the RFP. This description should include the names of the person(s) who will provide the services, their qualifications, and the years of experience in performing this type of work. Also include the reference information requested in Section D.
- c) The fee(s) for products and services as outlined in the Scope of Work Cost (Section E.5) and any additional proposer offered itemized options.

3. EVALUATION CRITERIA:

Following is the criteria that will be used by the County to evaluate and score responsive and qualified proposals. Proposers shall include sufficient information to allow the County to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E.6, Scope of Work.

4. PRICING/PERIOD OF CONTRACT:

The contract shall be for a period of **not less than 12** months from the date of execution of the agreement. If any additional services are identified after the original contract term, said services shall not exceed rates outlined in the firms then current "published" fee schedule.

Prices shall be held firm for the duration of the contract. Services performed pursuant to this contract shall commence upon execution of the agreement and continue as necessary to perform and complete all the work required within the contract period.

5. OPTION OF RENEWAL:

The contract may be renewed subject to written notice of agreement from the County and successful proposer, for additional 12-month periods beyond the primary contract period. This option shall be exercised only if all prices, terms and conditions remain the same and approval is granted by the County Administrator or Director of Purchasing.

SECTION B - SPECIAL CONDITIONS - Continued

6. NON-MANDATORY PRE-PROPOSAL CONFERENCE:

The conference will be held on Wednesday, February 4, 2009 at 10:00 am, Pinellas County Utilities Department, 5th Floor Conference Room, 14 South Fort Harrison Avenue., Clearwater, FL 33756.

All questions pertaining to the proposal or technical specifications will be reviewed at this time. Proposal suggestions or modifications may be discussed with County representatives at this meeting and may be considered by representatives as possible addenda to the Invitation to Request for Proposal.

7. PERFORMANCE SECURITY :

The successful proposer must supply Performance Security in the amount of **100%** percent prior to execution of the contract or issuance of a Purchase Order.. The Performance Security Bond must be in the form of a security bond, cashier's check, certified check, bank draft, trust company treasurer's check or irrevocable letter of credit. Checks shall be payable to Pinellas County Board of County Commissioners. **NO PERSONAL, COMPANY CHECKS OR CASH WILL BE ACCEPTED.**

8. PROPOSAL SUBMITTAL COPIES:

Proposals shall be submitted with one (1) original and 9 copies with the 'Original' clearly marked, plus 1 electronic copy (CD) of the answers for Section E except E-5 Cost Section.

9. ITEMS TO BE RETURNED WITH PROPOSAL:

a)	Section B	Proposal Deposit (If Applicable)
b)	Section D	Proposer References
c)	Section E	Proposal Response to all items in Section E except E-5 Cost Section
d)	Section F	Proposal Signature Page
e)	Section G	Addendum Acknowledgement Form (If Applicable)
f)	Section H	Statement of No Submittal (If Applicable)

SECTION B - SPECIAL CONDITIONS - Continued

10. TIME LINE:

Following is a listing of actions and anticipated dates; the County reserves the right to change the dates, if necessary.

Estimated Dates	
January 21, 2009	Advertising & Publishing RFP
February 4, 2009	Non-Mandatory Pre-proposal Conference
February 11, 2009	Deadline for Questions/Clarifications
February 24, 2009	Proposals are due in Purchasing by 3:00 p.m. Public bid opening to follow immediately.
March 2009	Phase #1 Complete
May 2009	Phase #2 Complete
May 2009	Recommendation due to Purchasing from Utilities
June 2009	Submit Recommendation to Board for Authorization to Negotiate
August 2009	Submit recommendation to Board for Award of Contract

SECTION C - INSURANCE AND INDEMNIFICATION REQUIREMENTS

I. MINIMUM INSURANCE REQUIREMENTS FOR GENERAL LOW RISK CONTRACTS

A. Prior to the time Contractor is entitled to commence any part of the project, work or services under this Contract, Contractor shall procure, pay for and maintain at least the following insurance coverage's and limits. Said insurance shall be evidenced by delivery to the County of (1) certificates of insurance executed by the insurers listing coverage's and limits, expiration dates and terms of policies and all endorsements whether or not required by the County, and listing all carriers issuing said policies; and (2) upon request a certified copy of each policy, including all endorsements. The insurance requirements shall remain in effect throughout the term of this Contract. In addition, the County reserves the right to request physical evidence of this coverage by requesting the policy declaration page.

- (1) Worker's Compensation in at least the limits as required by law; Employers' Liability Insurance of not less than \$100,000 for each accident.
- (2) Comprehensive General Liability Insurance including, but not limited to, Independent Contractor, Contractual, Premises/Operations, Products/Completed Operation and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death, of not less than \$500,000, each occurrence; and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, and the policy shall include Broad Form Property Damage coverage, and Fire Legal Liability of not less than \$50,000 per occurrence, unless otherwise stated by exception herein.
- (3) Comprehensive Automobile and Truck liability covering owned, hired and non-owned vehicles with minimum limits of \$500,000 each occurrence, for bodily injury including death, and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards.
- (4) Professional Liability Insurance (including Errors and Omissions) with minimum limits of \$500,000 per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the PROJECT with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", CONSULTANT may submit annually to the COUNTY a current Certificate of Insurance proving claims made insurance remains in force throughout the same three (3) year period.
- (5) \$500,000 combined single limits, personal injury and/or bodily injury, including death, and property damage liability insurance as an excess of the primary coverage required above.

B. Each insurance policy shall include the following conditions by endorsement to the policy:

- (1) Each policy shall require that thirty (30) days prior to expiration, cancellation, non-renewal or any material change in coverage's or limits, a notice thereof shall be given to County by certified mail to: Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, Florida 33756. Contractor shall also notify County, in a like manner, within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, non-renewal or material change in coverage received by said Contractor from its insurer; and nothing contained herein shall absolve Contractor of this requirement to provide notice.

SECTION C - INSURANCE AND INDEMNIFICATION REQUIREMENTS

- (2) Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Contractor.
- (3) The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
- (4) **Pinellas County shall be endorsed** to the required policy or policies as an additional insured. The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County to any such future coverage, or to County's Self-Insured Retention's of whatever nature.

C. Contractor hereby waives subrogation rights for loss or damage against the County.

D. Contractor shall ensure that any subcontractors or persons hired by subcontractors maintain the same level of insurance coverage as the contractor.

II. MINIMUM INSURANCE REQUIREMENTS FOR HIGH RISK CONTRACTS OVER \$100,000.00

- A. For selected high-risk contracts over \$100,000.00 aggregate value, the County may require an insurance certificate, policy declaration page and required endorsements. These required items shall be received by the County after formal Board of County Commissioners award and prior to execution of contract. Failure to provide required insurance documentation may cause your company to forfeit award.
- B. There may be certain projects or services less than \$100,000.00 in aggregate value that would be an exception and must be treated the same way as those services of \$100,000.00 and greater i.e. services involving obvious potentially dangerous conditions. Examples of such services would be any contracts involving construction, alterations, renovations, painting, spraying, roofing, mowing, scaffolding, excavation, demolition, environmentally sensitive work and any other condition that appears to be dangerous in nature.

SECTION D - PROPOSER REFERENCES
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Proposal Title: SOFTWARE REPLACEMENT – SOLID WASTE SCALE HOUSE
Proposal Number: 089-0065-P(RM)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: _____

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: _____

BUSINESS ADDRESS: _____

HOW LONG IN PRESENT LOCATION: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

TOTAL NUMBER OF CURRENT EMPLOYEES: _____ FULL TIME _____ PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: _____

All references will be contacted by a County Designee via email, fax, mail or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

All fields below must be completed

1 _____ COMPANY NAME _____ CITY, STATE _____ CONTACT PERSON _____ TELEPHONE _____ FAX _____ EMAIL ADDRESS	2 _____ COMPANY NAME _____ CITY, STATE _____ CONTACT PERSON _____ TELEPHONE _____ FAX _____ EMAIL ADDRESS
3 _____ COMPANY NAME _____ CITY, STATE _____ CONTACT PERSON _____ TELEPHONE _____ FAX _____ EMAIL ADDRESS	4 _____ COMPANY NAME _____ CITY, STATE _____ CONTACT PERSON _____ TELEPHONE _____ FAX _____ EMAIL ADDRESS

SECTION E – SCOPE OF WORK**Proposal Title: SOFTWARE REPLACEMENT – SOLID WASTE SCALE HOUSE****Proposal Number: 089-0065-P(RM)****1. GENERAL INFORMATION****1.1 Purpose:**

Pinellas County Utilities (PCU) Solid Waste is seeking to replace their existing Scale House software product with a comprehensive solution. The purpose of this Request For Proposal (RFP) is to select a billing, ticketing and reporting system that is tailored to the requirements of the solid waste operations industry and most effectively meets PCU's associated business requirements. Our intention is to seek a mainstream product(s) that supports the latest industry trends and is aligned with PCU's customer service goals. The product should be a browser based solution that drives best business practices through "standard" functionality and limited customization. The proposal should include all licensing, support, implementation services, system hardware and associated peripherals required to provide a fully functional and "operational" solution. Any hardware and associated peripherals required to provide a fully functional solution will be procured outside of this selection process.

1.2 Background:

PCU is a Pinellas County government organization of 600 plus employees reporting to the Board of County Commissioners through the County Administrator. PCU is made up of three Enterprise Funds (Water, Wastewater and Solid Waste) under the direction of the Director of Utilities who reports to the County Administrator.

PCU Solid Waste operates the only municipal waste disposal facility in the County. The facility processes approximately 1.4 million tons of garbage annually, with an average truck count that exceeds 1,000 loads daily. Of the facility's 1,018 daily transactions, 48% are cash and 45% are credit. The average daily revenue is \$130,539 of which 9.67% is cash and 90.33% is credit. The current Scale House system supports 48 destinations and 58 products. There are approximately 500 customer accounts that generate 136 monthly invoices and Solid Waste manages an individual escrow account for each credit customer.

Solid Waste Mission

The mission of Pinellas County Solid Waste Operations is to provide safe, competitive, integrated and environmentally sound solid waste services to all citizens of Pinellas County. These services emphasize public awareness and communication so our citizens can make educated choices concerning proper management of their solid waste.

Current Architecture

PCU departments employ various commercial application technologies. All systems are supported within a consistent technical framework that is built around the Oracle Relational Database. These logical database(s) are fully normalized and the systems are designed to operate in an enterprise fashion. All systems are interfaced/integrated where appropriate and configured with minimal customization. Accordingly, it is expected that the selected Scale house Replacement System will interface with the financials module of the County's Oracle business suite as required.

The existing Scale House system is server based software that has been in use since 1998 with the last major upgrade occurring about 4 years ago. The software utilizes the SQLServer database and operates in a stand-alone fashion, with the servers supported (locally) at the Solid Waste facility. The current Scale House system is labor intensive and lacks the basic functionality and third party device support necessary to accommodate PCU's more progressive business requirements.

SECTION E – SCOPE OF WORK**1.3 Project Drivers:**

There are four drivers for the project:

- Obsolescence and Technical Support Capabilities
It has been difficult to keep pace with the Solid Waste department's business requirements within the constraints and capabilities of the existing software system. Basic functions such as credit card payments and auto-check processing lag significantly behind industry trends and advanced functions require expensive modifications.
- Business Changes
Business driven changes are occurring at an ever-increasing pace. Changing regulatory requirements, modified business processes, and progressive customer expectations make mainstream functionality and process flexibility critical to effective customer service. The historical backlog of requested modifications exceeds the capabilities of the current system and is a barrier to PCU business goals.
- Customer Expectations
Customer expectations continue to expand as they reflect service experiences in other sectors of their lives. The system should support these mainstream expectations by leveraging advanced functionality. These include credit card payments, AutoCheck processing, e-billing, Smartpass capabilities, unattended scales, image support, and flexible self service options.
- Access to Digital Information
Pinellas County Utilities Department of Solid Waste Operation would like to capture and permanently link key information to individual scale transactions via electronic and video input devices including tag, truck, signature and driver picture for better audit capability and control.

SECTION E – SCOPE OF WORK**2. PROPOSAL AND SUBMISSION REQUIREMENTS**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposal shall include all of the following in the order indicated below:

2.1 Title Page

Show the RFP number and subject, the name of your firm, address, email address, telephone number(s), facsimile machine number(s), name of contact person, title, and date.

2.2 Table of Contents

Clearly identify the materials by section and page number.

2.3 Letter of Transmittal (limited to one (1) page)

Briefly state your firm's understanding of the products to be provided and the services to be performed and make a positive commitment to provide services as specified. Give the name(s) of the person(s) who is/are authorized to make representations for your firm, their title, address, email address, telephone number(s) and facsimile number(s).

2.4 Proposal Contents

Proposals should contain a clear and comprehensive response to all requirements/questions in Sections E.3 through E.5. All responses should be identified by the corresponding section and item number.

Please Note: Your response to all Sections with the exception of Section E.5 (Cost Section) should be submitted by the proposal due date in order to be considered. Section E.5, Cost Section, will be submitted only by the selected finalists and will be due 10 Business Days after the last day of your specific Fact Finding Session.

SECTION E – SCOPE OF WORK

3. COMPANY PROFILE and TECHNICAL REQUIREMENTS

MANDATORY: The Proposer must provide a response to every numbered line item in this Section. Failure to provide complete and accurate information may result in your company being eliminated from further consideration. Please provide comparable information for all subcontractors and application software providers utilized in your proposal. If an item does not apply please indicate so with an “N/A” (not applicable).

A. COMPANY PROFILE (Rating value = 2)

Please provide:

- 3.1.1 A brief history of company(s) including a summary of all products and services offered.
- 3.1.2 How many years has the organization(s) been in business as a scale house software proposer/implementer?
- 3.1.3 The address and phone number of the U.S. based corporate office.
- 3.1.4 A full client list including name, address, information technology contact and phone number, and a functional project contact and phone number.
- 3.1.5 A list of four potential site visit locations of comparable size and functionality to Pinellas County Utilities solid waste operations including name, address, version number of product, point of contact, and phone number.
- 3.1.6 An organizational chart for the division of the company(s) directly responsible for the product or services proposed in this RFP. Indicate total employees in the sales, support and service departments. Indicate the total number of employees and their distribution by function. Please indicate (by function) total employee head count by year for the last five years. Identify, with an asterisk, those categories comprised of people serving multiple roles.
 - Total Employees.
 - Sales.
 - Technical Support.
 - Research and Development.
 - Maintenance.
 - Management.

SECTION E – SCOPE OF WORK

B. USER GROUP INFORMATION (Rating value = 3)

A user group is away to share sometimes hard-won knowledge about the product and provides an opportunity for the software vendor to communicate product direction and product timelines. Members share experiences and ideas to improve their understanding and use of a particular product. User groups are frequently able to influence vendor to modify or enhance their products.

Please provide:

3.2.1 The following information regarding user groups:

- When was the user group organized?
- How many members belong to the group?
- How often does the user group meet?
- Provide name, phone number and email address of the group president.
- Provide name, address, phone number and email addresses of all members.
- Are there membership fees?
- Is there a user group bulletin board/newsgroup on the Internet?
- How many postings do you usually receive on your bulletin board/newsgroup per month?
- Does the user group provide input concerning product enhancements?
- What percentage of your product enhancements comes from user group suggestions?
- Please provide two (2) examples of enhancements as a result of user group input.
- Is the user group a national organization and where have they met for the past three years and when?
- Are there also regional user group chapters? If so, list the regional chapters, where they've met and locations of the meetings for the last three years.

SECTION E – SCOPE OF WORK

C. NUMBER OF SYSTEMS IMPLEMENTED (Rating value = 3)

Please provide:

3.3.1 The number of implementations on the version being proposed as well as information on each prior version. Include each application implemented only where your company was the prime contractor responsible for the project. For each application implemented, include the number contracted in the last twelve (12) months, total number contracted to date, and total number of live sites. A live site is defined as a site that has “effectively” deployed the software in a production environment for a period of not less than 90 days.

<u>Application/version</u>	<u>MFG</u>	<u># in Last 12 Mos.</u>	<u>Total # to Date</u>	<u># Live to Date</u>
1.				
2.				
3.				
4.				

D. PRODUCT LINE PROFILE (Rating value = 3)

Please provide:

3.4.1 The original development-date as well as the date and version number of the last two (2) releases (#1 most current) for each application proposed.

<u>Application</u>	<u>Manufacturer</u>	<u>Original Development Date</u>	<u>Revision #1 & Version #</u>	<u>Release #2 & Version #</u>
1.				
2.				
3.				
4.				
5.				
6.				

SECTION E – SCOPE OF WORK

E. POLICIES REGARDING REGULATORY REQUIREMENTS (Rating value = 2)**Please describe:**

- 3.5.1 How you monitor federal tax/regulatory proposals and mandates in order to identify required changes to application code.
- 3.5.2 How you monitor state / local tax/regulatory proposals and mandates in order to identify required changes to application code.

F. R&D ACTIVITIES/STRATEGIC PRODUCT DIRECTION (Rating value = 4)**Please provide:**

- 3.6.1 Your current research and development activities. Include percentage of total revenue re-invested in product development annually and provide the dollar figure for the past 3 years.
- 3.6.2 A statement of your strategic direction and product lifecycle for each of the product lines being proposed.

G. IMPLEMENTATION SUPPORT (Rating value = 5)

The proposed solution must include a comprehensive installation plan (Statement of Work & Project Plan) complete with all activities and resources required for successful product implementation. PCU will provide management, technical, and user resources to support the County's obligation under the project contract in accordance with the proposer's installation approach and associated activities.

Please provide:

- 3.7.1 The names of your proposed implementation team. Include a resume for each team member showing qualifications and experience, including the name and contact phone number for the last two sites worked.
- 3.7.2 Describe by individual (name and title) the tasks your personnel will perform during implementation.
- 3.7.3 The typical delivery lead-time from contract execution to (a) the delivery of the Application, Documentation and (b) the onsite installation of the base Application Software.
- 3.7.4 The anticipated conversion/implementation time in weeks. Conversion of existing data to the new system is mandatory. It is anticipated that data must be converted from at least (but possibly not limited to) the following systems; current Scale House System which is AutoScale and the previous system, SMS2000. Conversion activities will include (but not be limited to): data mapping, development of conversion specifications, conversion programming, conversion testing, and data clean-up, intermediate conversions, as needed, and production conversion for one hundred thirty-two (132) months (eleven years) of PCU history from all of the aforementioned systems.

SECTION E – SCOPE OF WORK

- 3.7.5 A suggested implementation schedule for the proposed system (e.g., a time-phased Gantt chart). Include installation, planning, fit analysis, conversion, training, testing, interfaces, and system modifications noted in the functional requirements, critical milestones, business process re-engineering, change management, and data conversion tasks.
- 3.7.6 PCU's responsibilities and client manpower requirements for each implementation task.
- 3.7.7 The type of implementation support you provide as part of your proposed implementation services. Include site preparation, system testing, user training, data conversion, parallel processing, custom/specific documentation, and any other implementation items required to deliver a "turn-key" solution.
- 3.7.8 A Software Specification/Requirements Document outline that will be used in any proposed custom modification process. Also please provide a description of your standard requirements definition/approval procedures used for custom work.
- 3.7.9 Complete (minimum) system requirements, including architecture, networks, peripherals and third part solutions.
- 3.7.10 A Software Specification/Requirements Document outline that will be used in the custom interface process request. Also please provide a description of your standard requirements definition/approval procedures used for custom work.
- 3.7.11 Provide how your implementation staff has the ability to assess and define business processes to ensure that technological solutions meet best business practices for PCU. Provide names and resumes for your implementation team that are qualified to deliver this. Proposer must submit any associated staff change to PCU for approval prior to engagement.

SECTION E – SCOPE OF WORK

H. PROPOSER SUPPLIED TRAINING (Rating value = 5)**Please provide:**

- 3.8.1 A list of available training courses. The training must be comprehensive enough to ensure that the PCU staff can effectively use and maintain the system. For purposes of clarification, training should be divided into two distinct categories, Core Team and End User respectively. End user training should be “roles based” and the training delivered by proposer’s training professionals.

Areas that should be included (but not limited to) in the training are:

- Overview of the system.
- System administration and operations.
- Record inquiry, data entry, and similar routine operations.
- Billing and payments, adjustments, rates, new accounts, maintenance and inquiry, material and destination codes setup and maintenance, letter generation, and credit and collections.
- Routine and ad hoc report generation.
- Year-end and other periodic processing.
- Interfacing with other systems and programs.

- 3.8.2 The following details for each course:

- Target Audience.
- Course contents.
- Prerequisites.
- Instructional Medium (class room, self-study, computer tutorial, on-the-job instruction).
- Duration.
- Materials required other than manuals (e.g., audiovisual equipment).
- List training facility requirements by course type:
 - Our facility - Computer Lab, Conference Room.

- 3.8.3 PCU has approximately 40 end users that will require role(s) based training. Define how much on-site training is included in your proposed implementation.

- 3.8.4 Please provide a proposed (sample) user training schedule

SECTION E – SCOPE OF WORK

I. MAINTENANCE AND TECHNICAL SUPPORT (Rating value = 5)**Please provide:**

- 3.9.1 Verification that your company will provide appropriate corrections, without charge, for any implementation/conversion errors including but not limited to programs, data, objects, hardware, discovered after installation of the application. Will this support continue for the life of the support/maintenance contract? If no, explain support method.
- 3.9.2 Verification that your company will provide corrections (e.g., patches) for PCU's system if program errors are discovered. Please explain in detail.
- 3.9.3 A list of all externally and internally identified and known outstanding errors/system deficiencies and the anticipated schedule for their resolution.
- 3.9.4 A description of how customer requested enhancements to the system are handled. Include any applicable pricing structure.
- 3.9.5 Please provide your product life cycle and the date you anticipate the next update of your current release. How long do you support each version? What is your policy for updating the application? How often do you provide new product version releases? Is this on a scheduled or flexible basis? Do you charge to install updates/upgrades? Please describe and include any policies related to ancillary products (e.g., cash receipting, bill printing) included in your proposal.
- 3.9.6 A description of the policy for updating and/or certifying the application (and Interfaces) when new releases of third party software become available (i.e., new releases of Oracle, Windows, Microsoft Office, or any other related products).
- 3.9.7 An explanation of how a new version or release of the product is implemented. Please provide a brief explanation of the upgrading process.
- 3.9.8 A description of cost considerations (if any) to your current customers when an application undergoes major redesign and a customer wishes to implement a new release.
- 3.9.9 An explanation of procedures to retrofit all (if any) customization made by the PROPOSER, for PCU, into new releases of the application. Describe regression-testing procedures used to ensure previous changes are not impacted by the new release.
- 3.9.10 A guaranteed response time for support calls: during PCU's work hours (6am to 6pm EST M-S), holidays (excluding Thanksgiving, Christmas and New Year) average and guaranteed response time, and during off-hours (6pm to 6am EST), both average and guaranteed response time.
- 3.9.11 Verification that your company provides telephone support on an on-going basis. What are the times during the day that it is available? Is the cost of this support included in the maintenance costs? If not, provide with proposal.
- 3.9.12 Your company's Web site capabilities. What customer service/support features are available at this site? Provide URL.
- 3.9.13 Verification that all point releases are made available to all customers.

SECTION E – SCOPE OF WORK

- 3.9.14 Verification that all patches are made available to all customers.
- 3.9.15 Verification that all modifications performed for any customer is made available to all customers.
- 3.9.16 Verification that the proposer will provide on-site support if there is a “production down” situation and the remote diagnostics prove inconclusive. Please provide your procedures for this situation. Please provide any applicable required fees for this service.
- 3.9.17 An explanation of how problems are classified according to degree of urgency. For example: (very urgent) is resolved within 2 hours; (urgent) resolved within 8 hours; (somewhat urgent) resolved within 48 hours; and, (not critical) resolved within 5 working days. Who determines the priority of the problem?
- 3.9.18 Verification that the proposer has escalation procedures if they are unable to resolve a problem within the established response times.
- 3.9.19 Verification that your company will provide a single point of contact for all problem resolution.

SECTION E – SCOPE OF WORK**J. TECHNICAL ENVIRONMENT REQUIREMENTS (Rating value = 3)**

Please refer to Appendix B, Pinellas County Technical Standards and provide your recommended hardware/software configuration for the following sections:

a. Database Server**Please provide:**

3.10.a Based on PCU's size and complexity, the recommended hardware/software configuration for the Database Server.

Hardware Requirements:

3.10.1a Processor type: Intel, RISC, Alpha, Other (specify).

3.10.2a Number of Processors & Processor speed (MHZ).

3.10.3a RAM capacity needed for optimal application execution.

3.10.4a Hard Disk capacity needed for optimal application programs.

3.10.5a Hard Disk capacity needed for long term application data.

3.10.6a The detail of any other hardware requirements.

Software Requirements:

3.10.7a The Server Operating System and optimum version required.

3.10.8a Network Protocols Supported: TCP/IP and bandwidth/throughput requirements.

3.10.9a List any and all other software requirements

b. Application Server**Please provide:**

3.10.b Based on the PCU's size and complexity, the recommended hardware/software configuration for the Application Server(s).

Hardware Requirements:

3.10.1b Processor type: Intel, RISC, Alpha, Other (specify).

3.10.2b Number of Processors and Processor speed (MHZ).

3.10.3b RAM capacity needed for optimal application execution.

3.10.4b Hard Disk capacity needed for optimal application programs.

3.10.5b Hard Disk capacity needed for long term application data. (i.e., **5 YEARS**)

3.10.6b The detail of any other hardware requirements.

SECTION E – SCOPE OF WORK**Network Operating System Requirements:**

3.10.7b Network Operating System and minimum version required:

3.10.8b Network Protocols Supported: TCP/IP.

3.10.9b Other Network requirements.

3.10.10b Web/Workstation Server(s)

c. Web/Workstation Server(s)**Please provide:**

3.10.c Based on the PCU's size and complexity, the recommended hardware/software configuration for the Web/Workstation Server(s).

Hardware Requirements:

3.10.1c Processor type: Intel, RISC, Alpha, Other (specify).

3.10.2c Number of Processors and Processor speed (MHZ).

3.10.3c RAM capacity needed for optimal application execution.

3.10.4c Hard Disk capacity needed for optimal application programs.

3.10.5c Hard Disk capacity needed for long term application data.

3.10.6c The detail of any other hardware requirements.

Network Operating System Requirements:

3.10.7c Network Operating System and minimum version:

3.10.8c Network Protocols Supported: TCP/IP.

3.10.9c Other Network requirements.

d. Client PCs/Workstations**Please provide:**

3.10.d Based on the PCU's size and complexity the recommended hardware/software configuration for Client workstations.

SECTION E – SCOPE OF WORK

Hardware Requirements:

- 3.10.1d Processor type: Intel, Other.
- 3.10.2d Processor/MHZ.
- 3.10.3d RAM capacity needed for application execution.
- 3.10.4d Hard Disk capacity needed for optimal application programs.
- 3.10.5d Other Hardware requirements.

Software Requirements:

- 3.10.6d Operating System and minimum version. List all compatible.
- 3.10.7d Network Protocols Supported: TCP/IP.
- 3.10.8d The software required for the client workstation (e.g., run-time libraries, DLL's required, Oracle client version, license fees for the run-time environment).
- 3.10.9d Other Software requirements.
- 3.10.10d The middleware used between the Client and the Database server.

Required Modifications to Client:

- 3.10.11d The changes required to the existing Client control files (e.g., config.sys, autoexec.bat, win.ini). Provide examples if possible.
- 3.10.12d A description of the Client installation (initial and new release) procedures.
- 3.10.13d The list of required drivers and their memory requirements.

e. Other Hardware/Software Requirements**Please provide:**

- 3.10.1e A description of the recommended back-up and recovery procedures for all servers, including recommended hardware, configuration, software, and frequency.
- 3.10.2e A description of job scheduling capabilities & requirements. Does it provide video text inserters?
- 3.10.3e A description of the recommended hardware and software to support Electronic Cash Drawers.
- 3.10.4e A description of the recommended hardware and software to support Security Cameras.
- 3.10.5e A description of the recommended hardware and software to support Video Text / Inserter.
- 3.10.6e A description of the recommended hardware and software to support Credit & Debit Card transaction capability.

SECTION E – SCOPE OF WORK

- 3.10.7e A description of the recommended hardware and software to support unattended scales.
- 3.10.8e A description of the recommended hardware and software to support Electronic Web Payments.
- 3.10.9e A description of the recommended hardware and software to support an scanner/reader for processing of “batched” payments.
- 3.10.10e Is your product GUI or BUI based? Please identify and describe any tools needed to support either or both.
- 3.10.11e In addition to the other questions in this section, a list of all platforms, operating systems, RDBMS, and other appropriate hardware/software (e.g., barcode scanners, printers, e-mail, imaging), which you certify your application to run on.
- 3.10.12e Verification of the types of front end that your product uses such as HTML, JAVA, C, Visual Basic, .net or any other front end.
- 3.10.13e List any known software incompatibilities.

SECTION E – SCOPE OF WORK

K. APPLICATION SOFTWARE CHARACTERISTICS AND FEATURES
(Rating value = 4)

Please provide and/or answer the following:

- 3.11.1 What programming language(s) and versions is your product written in?
- 3.11.2 What development tools are required to support configuration and/or modifications to the system?
- 3.11.3 Is your product based on a 2 or 3-tiered or N-tiered client/server architecture or Browser Based architecture? Describe in detail. If browser based, list all browsers and versions supported.
- 3.11.4 Is your product a 32-bit or 64-bit application?
- 3.11.5 Please describe your application architecture and its components.
- 3.11.6 Please describe the data flow by function. Also provide a data flow diagram.
- 3.11.7 Do you provide/license/escrow source code for your product?
- 3.11.8 Please describe your application architecture and its components including the following:

Enterprise Application Integration (EAI)

- Is the product able to interact with external Business Process Management
- Is the product able to interact with an external Enterprise Service Bus (ESB)? If so, specify all certified/compatible ESBs.
- Is the product able to interact with external message queuing software? If so, specify all certified/compatible messaging providers.
- Is the product able to interact with any other enterprise-level integration solutions? If so, specify which.

Programmatic Integration

- Does the product provide an API to programmatically interface with the system? If so, specify programming language(s) and other skill sets necessary to interact with this API.
- Is API documentation provided with the product? If so, specify the provided documentation formats.
- Does the product provide web services to interface with the system?
- Are the provided web services compliant with standard WS-I, WSDL, and XML specifications?
- Are the provided web services compliant with WS-* specifications for security and reliability?
- Are the provided web services deployed behind a signed certificate for a secure http connection?
- Are the provided web services compliant with WS-* specifications for security and reliability?
- Are the provided web services deployed behind a signed certificate for a secure http connection?
- Does the product contain any additional programmatic-level integration options? If so, specify which.

Security Integration

- Can the user authentication and authorization component of the product interface with external LDAP services? If so, what LDAP providers are supported?
- Are outward facing interfaces Payment Card Industry (PCI), HIPAA, etc. -compliant, where applicable?

Other Integration

- Does the product allow batch file import and export into and out of the system? If so, what file formats are allowed?
- Can record-level information in this product be linked to an externally-maintained database index record through the use of alternative identifiers? If so, what external databases are supported?
- Does the product allow any additional external integration options? If so, specify which.

- 3.11.9 Please select the integration architectural configuration(s) that your system supports without customization (i.e. your system has API, messaging, or other built-in interfaces to support this type of integration "out-of-the-box"). Please provide technical description or white paper if available.

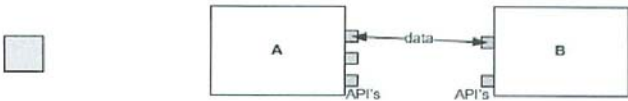
Integration Architecture

Please select the integration architectural configuration(s) that your system supports without customization (i.e. your system has API, messaging, or other built-in interfaces to support this type of integration "out-of-the-box.") Please provide technical description or white paper if available.



Check Integration Architecture(s) & Protocol(s) Supported by Product

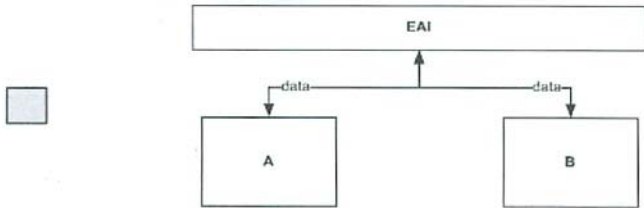
System-to-System Integration



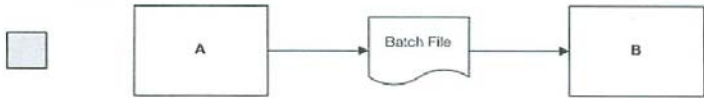
System-to-Person Master Index-to-System Integration



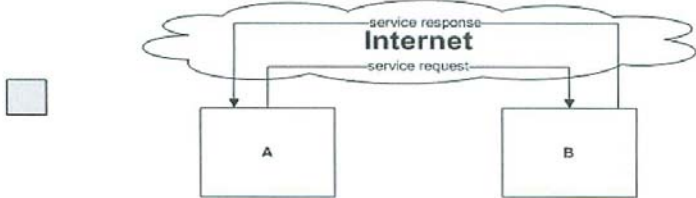
System-to-EAI-to-System Integration



System-to-Batch-to-System Integration



Web Service Oriented Architecture



Other



Please specify

Protocols Supported

☐ HIPAA X11

☐ HL7

☐ XML

☐ EDI

☐ Proprietary

☐ User-Defined

☐ Text Delimited

☐ Other: _____

SECTION E – SCOPE OF WORK

L. DOCUMENTATION (Rating value = 5)

Do you offer the following documents and capabilities, is the document provided in hard copy and electronic format:

- 3.12.1 Major system overviews for all components?
- 3.12.2 System flowcharts and/or Data Flow Diagrams?
- 3.12.3 Entity Relationship Diagrams?
- 3.12.4 Work Flow Diagrams?
- 3.12.5 Data Dictionary?
- 3.12.6 Program documentation?
- 3.12.7 Program source code?
- 3.12.8 Installation and configuration procedure manuals for servers & workstations including the setting of the server environment, including port definitions and space limitations.
- 3.12.9 Manuals describing the use of the application software (User's Manual)?
- 3.12.10 Training materials (two complete sets, plus one reproduction-ready copy)?
- 3.12.11 Input screen/panel documentation with data entry explanations?
- 3.12.12 Samples of all standard reports with narrative descriptions of all fields displayed on the report, input parameters and an explanation of how to execute each report?
- 3.12.13 Samples of bill/invoice formats?
- 3.12.14 All error codes, messages and their explanations displayed on-line and/or on reports with action required or options available?
- 3.12.15 Samples of all on-line screens with a narrative description of all fields displayed on the screen?
- 3.12.16 System Administration and Security Manuals?
- 3.12.17 Computer operations documentation? (e.g., Scheduling information, job and restart/recovery information, error codes, job dependencies and flow charts).
- 3.12.18 Procedures for updating technical and user documentation for new releases?
- 3.12.19 Standardized user exits/plugin-ins for custom enhancements?
- 3.12.20 Help desk documentation for internal user support?

SECTION E – SCOPE OF WORK

- 3.12.21 Is all updated system documentation available concurrent with the release of new software updates?
- 3.12.22 Will PCU be authorized to make or print additional copies of the documentation for their own use without incurring any additional fees?
- 3.12.23 Is all the documentation available in Microsoft Word or an editable format?
- 3.12.24 May proposer-training classes be videotaped for PCU use at no additional cost?
- 3.12.25 Has your company or any outside party performed benchmarks on the proposed version of the product? If so, please provide.

SECTION E – SCOPE OF WORK

Response Requirements

Responses to the questions should be as they pertain to the proposed version of the product or system that is in production use in an environment that is comparable to Pinellas County as of the proposal due date.

Place an “X” in the most appropriate column, there can be only one answer per question. Any unanswered questions will be considered a “D” for evaluation purposes.

The columns for your response represent the possible responses that the proposer can make for each requirement. Proposers are to indicate the proper response code in the space provided to the right of the priority code. Definitions are listed below:

- A This requirement currently exists in the proposed version of the product that is in production use in an environment that is comparable to Pinellas County and can be demonstrated.
- B This requirement will be available for production use prior to unit testing at Pinellas County and will be incorporated at no additional charge as part of the baseline product.
- C This requirement is not currently available, but can be provided as an enhancement to the baseline product or as a modification.
- D This requirement is not included in the proposal.
- REF The proposer is to provide an explanation for each functional requirement that the proposer feels has restrictions, limitations or needs clarification. Further, the proposer is to provide a brief explanation of each enhancement or modification and reference the item number. Please feel free to use separate sheets for explanations and simply indicate on the “REF” line a Reference Item Number corresponding to the item on your additional sheet(s) so that it can be easily found during scoring. Any modifications should also be reflected in the project plan time line as requested in Section E.

Each requirement has been assigned a priority code as defined below:

- 3 Pinellas County Utilities cannot fully accomplish its business objectives without this feature.
- 2 Including this feature will provide significant benefits to Pinellas County Utilities in accomplishing its business objectives.
- 1 Including this feature will provide some benefits to Pinellas County Utilities in accomplishing its business objectives.

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	1. Customer Service						
	Does your product allow a user to look up accounts on-line by:						
1.1	a. Billing Address?	3					
1.2	b. Customer Name?	3					
1.3	c. Business Name?	3					
1.4	d. Account Number?	3					
1.5	e. Phone Number?	2					
1.6	f. Truck Number?	3					
1.7	g. Ticket Number?	3					
1.8	h. Container Number	3					
1.9	i. Invoice						
1.10	Does your product allow a user to enter a "user assigned" truck number at the time that an account is setup or a new truck is added to an existing account?	3					
1.11	Does your product automatically assign a unique truck number when a new truck is added to the system?	3					
1.11a	Does your product have the ability to set a validity date to an assigned truck and container number (i.e. When a truck is retired, the truck number should no longer be used by staff for processing vehicles, but should be retained in the system as historical data.)?	3					
1.12	Does your product create and utilize (as a primary key) a unique truck number that is a combination of the account number (3 alphanumeric characters minimum) and the truck number (3 digits minimum)?	3					
1.13	Does your product display customer account name (close matches) if a lookup does not find an exact name match?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	1. Customer Service						
1.14	Does your product display account charge summary on-line with service type breakout (master/detail)?	2					
1.15	Is your product able to track and process "zero charge" services, such as charity or special events?	3					
1.16	Does your product process and track "negative/credit" charges for services related to outbound materials?	3					
1.17	Does your product accommodate additional responsible party information similar to the primary customer information?	3					
1.18	Does your product provide the ability to process third-party notifications and/or related party notifications?	3					
1.19	Does your product allow a user to look up an account by a partial customer name entry?	3					
1.20	Does your product provide an "account level" comment field?	3					
1.20a	In relation to the above question – does your product provide a user definable menu selection for frequently used comments?	2					
1.21	Does your product provide the ability to generate customer mailing lists by selecting name, account number, or account type options?	3					
1.22	Does your product provide the aforementioned customer mailing list in an exportable format such as comma delimited format?	3					
1.23	Does your product provide the aforementioned customer mailing list in MSWord mail merge compatible format?	2					
1.24	Can your product track project expiration dates for haulers (i.e., their permits expire once a year and they must have a valid permit in order to dump at a County facility)?	2					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	1. Customer Service						
1.25	Does your product include "web based" customer self service functions?	3					
1.26	Does your product's web based customer self service allow a customer to pay their bill via credit and/or e-check?	3					
1.27	Does your product's web self service allow a customer to print a duplicate statement?	3					
1.28	Does your product's web self service functions allow a customer to view transaction history (i.e., account activity) for one year?	3					
1.29	Does your product's web self-service function allow a user to register a change of billing address?	3					
1.30	Does your product record the user ID for all web self-service transactions?	3					
1.31	Does your product support IVR processed credit card payments?	2					
1.31a	Does your product support IVR processed e-checks?	1					
1.32	Are all self-service related customer information and transactions reflected in real time?	3					

SECTION E - SCOPE OF WORK		FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF
	2. Billing & Collections						
2.1	Does your product provide the typical aging of account balances (e.g., 0-30, 31-60, 61-90, 91-120 and >120 days) viewable on-line by a user?	3					
2.2	Does your product produce delinquent letters/notices when accounts age past 30, 60, & 90 days?	3					
2.3	Can the aforementioned delinquent letters/notices be set up as a part of the nightly batch processes?	2					
2.4	Does your product maintain account transaction history for a customer including delinquency activity?	3					
2.5	Does your product operate on an accrual basis (recognize billed receivables as accrued revenue)?	3					
2.6	Does your product automatically charge late fees on an account based on user defined rules?	3					
2.7	Does your product calculate late fees based on a percentage of the past due balance?	3					
2.8	Does your product notify a scale house attendant if a customer has a "bad check" history and has been placed on "cash only?"	3					
2.8a	Does your product allow users to define dunning rules based on customer type?	3					
2.9	Does your product calculate late fees based on a user defined flat fee corresponding to the number of days past due (e.g., 30-60 days = \$25.00, 60-90 days = \$50.00, etc)?	3					
2.10	Can your product bill customers in advance and then track subsequent charges against the billed amount?	3					
2.11	Can your product bill customers in advance on a monthly, quarterly, and annual basis?	2					
2.12	Does your product maintain complete billing, adjustment, and payment history as line item detail on an account?	3					
	Does your product generate a bill print file that can be used for:						

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	2. Billing & Collections						
2.13	a. Internal bill printing	3					
2.14	b. Transmitted to a vendor for outsourced bill print	2					
2.15	Does your product provide the user the ability to transfer a balance from an inactive account to a new or active account?	2					
2.16	Does your product allow a user, with appropriate security, to perform a “monetary” adjustment on an account?	3					
2.17	Does your product allow a user with appropriate security to perform a “material type” adjustment on a ticket that has already been posted to an account?	3					
2.18	Does your product allow a user with appropriate security to perform a “weight/tonnage” adjustment on a ticket that has already been posted to an account?	3					
2.18a	Does your product reflect account adjustments in real time?	3					
2.18b	Does your product have the ability to generate a debit/credit memo as part of the adjustments process?	2					
2.19	Does your product provide a user initiated “write-off” process?	3					
2.20	Does your product allow a user to define (e.g., date/age and amount) the criteria to be used for the “write-off” process?	3					
2.21	Does your product provide an automated way of transmitting, to a collection agency, delinquent accounts for processing?	2					
2.22	Does your product allow the user to define the criteria for accounts that are to be sent to the collection agency?	2					
2.23	Does your product provide an automated way of identifying delinquent accounts for collection processing?	3					
2.24	Does your product allow the user to define the criteria for identifying delinquent accounts for collection processing?	3					
2.25	Does your product support electronic payments from customers?	3					
2.26	Does your product support credit card processing?	3					

SECTION E - SCOPE OF WORK		FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF
	2. Billing & Collections						
2.27	Does your product capture the date, payment amount, and approval code for a credit card transaction?	3					
2.28	Does your product offer/support more than one credit card processing contractor?	3					
2.29	Does your product provide "check reader" (i.e., check scanning) functionality for verification/validation of received checks?	3					
2.30	Does your product provide the aforementioned "check reader" functionality using a 3 rd party product?	3					
2.31	Does your product allow a user with appropriate security to make invoice adjustments/corrections prior to the time that the invoice is actually printed?	3					
2.32	Once an invoice has been printed does your product allow a user with appropriate security to perform a "cancel/ re-bill" in order to correct invoicing errors?	3					
2.33	Once invoiced does your product prohibit a user from making an adjustment to tickets?	3					
2.34	Once invoiced does your product prohibit a user from making any kind of adjustment other than an account/charge adjustment?	3					
2.35	Does your product print a bill/invoice that shows all charge, payment and adjustment activity since the last billing date?	3					
2.35a	Does your product print a billing statement that shows customer's previous balances, charges, payments, adjustments, and account totals?	3					
2.35b	Does your product have the ability to produce a duplicate invoice and / or statement for a specific period keeping original amounts for that invoice and / or statement (as static copy of that exact document)?	3					
2.36	Does your product allow a user to post a payment to a specific invoice?	3					
2.36a	Does your product allow a user to post a payment to a specific ticket?	3					
2.37	Does your product track the amount and date of an account related cash escrow?	3					

SECTION E - SCOPE OF WORK						FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF				
	2. Billing & Collections										
2.37a	Does your product allow a Scale House Attendant to separately direct funds received (e.g.: account payment, cash escrow, etc.)? This is necessary in order to prevent a cash escrow payment from appearing as a credit toward the account balance.	3									
2.38	Does your product track non-cash types of escrow (e.g., letter of credit, surety bond, etc.) and their expiration dates?	3									
2.39	Does your product generate a renewal notice letter to customers with non-cash types of escrow for a user defined period prior to their expiration date?	3									
2.39a	Does your product allow the user to view the escrow balance on individual accounts?	3									
2.39b	Does your product have the ability to attach a scanned document to a customer account record (e.g., escrow letter of credit)?	2									
2.39c	Does your product have the ability to attach a linked document to a customer account record (e.g., spreadsheet or word document)?	2									
2.40	Does your product allow a user to setup "Charity" accounts (no charge accounts) and still track all activity for that account (e.g., tonnage, material type, dump dates and times, etc)?	3									
2.41	Does your product allow a user to define the maximum amount of "no charge tonnage" billing on an account and then resume normal charge billings for that account for any tonnage beyond that?	3									
2.42	Does your product produce sequentially numbered invoices that flow from one month to the next?	3									
2.43	Does your product support E-Billing?	3									
2.44	Does your product provide the user the ability to perform a "hard close" on any particular account period (i.e., freeze that period from any further transactions)?	3									
2.45	Does your product automatically calculate the correct Returned Item Fee using the State of Florida tiered fee structure based on the amount of the Returned check?	3									

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	2. Billing & Collections						
2.46	Does your product have the ability to “flag” (i.e., identify to a user/cashier) an account that has had two Returned Items in a user specified period of time (e.g., 12 months) and indicate to a user that the account is now "Cash Only" (i.e., requires certified funds)?	3					
2.47	Does your product allow us to exempt a customer so that customer is not included in the aging report? For example we may not want to include a charity account on the aging report.	2					
	Does your product accept payments from a third party payment source such as:						
2.48	a. Bank Lockbox?	3					
2.49	b. ACH standards?	3					
2.50	c. IVR?	2					
2.51	d. Web Site?	3					
2.52	e. Electronic Check?	3					
2.53	f. Credit/Debit Card vendor?	3					
2.54	Does your product import data from another source such as a processing center to apply to customer accounts for payment?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	3. Scale House						
	IT SHOULD BE ASSUMED THAT ANY FUNCTION THAT IS AVAILABLE FOR TRUCK WILL BE AVAILABLE FOR VEHICLE, CONTAINER AND TRAILER.						
3.1	Does your product interface with the B-Tech scale (Model CPD-M) for the purposes of recording electronic weight data?	3					
3.1a	Does your product support "unique" identifiers for transactions on each scale?	2					
3.2	Does your product track hauler vehicles by a unique vehicle number?	3					
3.3	Does your product accept and notate a keyboard entered tare weight of a vehicle?	3					
3.4	Does your product track the last tare weight date for each vehicle?	3					
3.4a	Does your product track average gross weight?	3					
3.5	Does your product allow a user to edit an incorrect tare weight?	3					
3.6	Does your product allow manually reweighing and updating the tare weight of a vehicle on a forced reweigh?	3					
3.7	For a vehicle that does not have a system stored tare weight, does your product automatically produce a reweigh ticket at the time of the inbound weigh-in excluding flat rate?	3					
3.8	Does your product record and maintain the tare weights for containers by unique container ID number?	3					
3.9	Does your product track the last tare weight date for each container?	3					
3.10	Does your product force a reweigh for a container based on an "outdated" tare weight?	3					
3.11	Does your product record and maintain a container type code for each stored container ID?	3					
3.12	Does your product record and maintain the tare weights for trailers using a unique trailer ID number?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	3. Scale House						
3.13	Does your product track the last tare weight date for each trailer?	3					
3.14	Does your product force a reweigh for a trailer based on an “outdated” tare weight?	3					
3.15	Does your product record and maintain a trailer type code for each stored trailer ID?	3					
3.15a	Does your product have the ability to alert the Scale House Attendant that a trailer is associated with the vehicle (based on the type of vehicle) so that the Attendant is “forced” to process the vehicle for “reweigh”?	3					
3.15b	In relation to the above question – does your product allow the user to override the “forced reweigh” in the event the vehicle does not have a trailer?	3					
3.16	Does your product provide an automated method of identifying a vehicle and associated account (e.g., pass card, bar code, etc.)?	3					
3.17	Does your product have the ability to associate multiple vehicles with a single account (i.e., show vehicle level detail on the billing statement)?	3					
3.18	In reference to the above question, does your product then also have the ability to show “vehicle level” detail in the monthly billing invoice?	3					
3.19	Does your product have the ability to generate a flat rate ticket but process actual weight and material type?	3					
3.20	Does your product have the ability to support multiple flat rates for various vehicle types and material types?	3					
3.21	Does your product allow the user to define what “material type” codes are valid for billing purposes?	3					
3.22	Does your product allow the user to enter an effective date (start and end date) for valid material types?	3					
3.23	Does your product have the ability to record and process multiple material types for a single load transaction?	1					

SECTION E - SCOPE OF WORK		FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF
	3. Scale House						
3.24	Does your product have the ability to accept multiple tender types (e.g., cash, check, credit card, etc.) for a single transaction?	3					
3.25	Does your product provide "check reader" (i.e., check scanning) functionality for verification/validation of received checks at the Scale house terminals?	3					
3.26	Does your product allow a Scale House Attendant to change tender type without having to reenter other transaction information (before the ticket is completed)?	3					
3.27	Does your product alert or notify a Scale House Attendant when an account's "charging" privilege has been suspended?	3					
3.28	Does your product alert or notify a Scale House Attendant when a customer is on a "cash only" basis?	3					
3.28a	Does your product alert or notify a Scale House Attendant when a customer is "locked out" (not allowed to enter facility) due to unredeemed returned checks?	3					
3.29	Does your product post account transactions (weigh tickets) to the account history in "real-time"?	3					
3.30	Does your product support unattended (self-serve) scale transactions for approved trucks utilizing some form of a "pass card" system?	3					
3.31	Does your product integrate video logging with transactions for both attended and unattended scales?	3					
3.32	Does your product notify the scale house attendant when there is a "diversion" (i.e., the rerouting of traffic to another facility area for unloading)?	3					
3.33	Does your product provide a user configurable weigh ticket format?	3					
3.34	Does your product allow a user to edit a ticket before the transaction is completed?	3					
3.35	Does your product allow a user (with proper security) to void a ticket and record a reason code or comment?	3					
3.36	Does your product provide a daily cash drawer balancing function and associated report?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	3. Scale House						
3.37	Does your product allow a user to easily identify which scales are used for inbound and outbound weighing purposes and have the application process the electronic weights accordingly?	3					
3.38	Does your product allow the Scale House Attendant the ability to add special fees to a particular load ticket?	3					
3.39	Does your product allow the Scale House Attendant to process a "charge" customer for a cash transaction (as possibly requested by the customer)?	3					
3.40	Does your product interface with an industry standard hand held technology for data collection purposes including Psion Teklogix?	3					
3.41	Does your product use configuration tables to validate that only certain material types can go to certain locations?	3					
3.42	Does your product record the Scale House Attendant(s) ID for the "in" (weigh in) scale and the "out" (outbound) scale for a particular complete transaction?	3					
3.43	Does your product allow changes to a processed ticket by a supervisor without changing either the "in" or "out" operator?	3					
3.44	Does your product use the original ticket number (in bound ticket number) for look up of the outbound ticket?	3					
3.45	Does your product allow a Scale House Attendant the ability to mark a ticket as a "run-off" (i.e., did not reweigh and left the site)?	3					
3.46	Does your product identify and track "run-off" redemptions when a customer returns to pay?	3					
3.47	Does your product include a customer "alert" feature which is user defined? Such as a field to alert the end users of a special circumstance or account delinquent status?	3					
3.48	Does your product allow a Scale House Attendant to process a ticket with a deposit? Such as the ability to combine two transactions on one ticket.	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	3. Scale House						
3.49	Does your product allow a system comment to be printed on all tickets? Such as “we are closed tomorrow”, “scale three will be down for maintenance on June 9, 2008”.	3					
3.50	Does your product support Touch Screen transaction processing?	3					
3.51	Does your product retain/record the user ID of the “signed-on” user for all transactions performed until that user logs off?	3					
3.52	Does your product allow users to add user defined fee categories, material types, and destination codes?	3					
3.53	Are all Scalehouse transactions updated in real-time and reflected on the attendant's terminal?	3					
3.54	Does your product support user definable alert thresholds (e.g., when the total of 2 months of loads exceeds escrow amount)?	3					
3.55	Does your product support the ability to “end-date” a product/material code?	3					
3.56	Does your product allow a user to look up “last transaction” from a terminal if a ticket does not print?	3					
3.57	Does your product allow a user to print a duplicate ticket and track the ticket as a “reprint” versus an original?	3					
3.57a	Does your product allow a user to print multiple reprints as above?	3					
3.57b	Does your product keep a log of how many times a ticket has been reprinted and document the user who reprinted it?	3					
3.58	Does your product alert or notify the Scale House Attendant when a reweigh customer is required to pay versus when a customer is due a refund?	3					
3.59	If a customer is unable to pay in full on an outbound reweigh, does your product flag the transaction/ticket of the outstanding balance?	3					

SECTION E - SCOPE OF WORK						FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF				
	4. Management Dashboard & Reporting										
4.0	Does your product have the ability to produce reports using an “as of” date, regardless of the date of the report request?	3									
4.1	Does your product provide a documented data model that is easily understood by an end-user and directly accessible for ad hoc reporting purposes?	3									
4.2	Does your product provide a “Management Dashboard” for on-line reporting of up to date statistics?	3									
4.3	If so, are the statistics to be reported on the Dashboard user definable?	3									
4.4	Does your product provide a number of standard reports? If so please attach a list of those reports as a “Reference” item to this question.	3									
4.5	Does your product utilize a standard ad hoc reporting tool (e.g., Crystal Reports, Cognos, etc) in the development of all of its standard reports?	3									
4.6	Does your product produce a daily activity report for each scale which logs all transactions or scale activations?	3									
4.7	Does your product have an integrated real time on-line, ad hoc, query tool with printable/report output?	3									
4.8	Does your product have the ability to report on “Charity” accounts (no Charge Account) and display balance used and remaining balance (tonnage and dollar amounts)?	2									
4.9	Does your product provide workflow functionality?	1									
4.10	Does your system have the ability to capture and permanently link key information to (all) individual scale transactions via electronic and video input device including: tag, truck, signature and driver (picture)?	2									
4.11	Does your system have the ability to allow a user with appropriate security to execute standard reports?										

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	5. Technical Requirements						
5.0	Does your product interface with the Financials module of the County's Oracle business suite using standard APIs.	3					
5.1	Is your product's user interface "browser" based?	2					
5.2	Is your product compatible with Internet Explorer version 6.0 or higher?	1					
5.3	Does your product exclusively employ the Oracle Relational Database and what is the current version supported?	3					
5.4	Does your product exclusively employ the SQL Database and what is the current version supported?	2					
5.5	Does your product provide context sensitive on-line help for all screens?	3					
5.6	Does your product provide user modifiable on-line help?	1					
5.7	Does your product include an application level user security in addition to the general network security? If so, does your product use existing user directory technologies Windows Active Directory and / or Novell's eDirectory?	3					
5.7a	Does your product include an application level user security which allows inquiry only?	3					
5.8	Does your product provide role based user level security? If so, can your product leverage LDAP for user authentication and authorization?	3					
5.9	Does your product allow a user to direct scheduled reports to specific printers?	3					
5.10	Does your product allow a user to direct a requested report to a specific printer?	3					
5.11	Does your product provide complete user documentation either on-line or in electronic format?	3					
5.12	Does your product include an archive and restore function for user specified data?	3					
5.13	Does your product provide an audit trail of every transaction including cancelled or deleted	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	5. Technical Requirements						
	transactions and the associated user ID?						
5.14	Does your product allow the System Administrator to set "time-out" periods for all security roles?	1					
5.15	Does your product support up to 25 concurrent users with an average response time of less than 2 seconds?	3					
5.16	Does your product offer touch screen operations for scale house attendants?	2					
5.17	Does your product retain/record the user ID of the "signed-on" user for all transactions performed until that user logs off?	3					
5.18	Does your product utilize "thin-client" architecture such as Citrix, VMware, Application Virtualization, etc?	1					
5.18a	Does your product allow the system administrator to prohibit a single user from having multiple login sessions at different terminals?	3					
5.19	Does your product alert a user that they are logged in on more than one terminal?	3					
5.19a	Does your product prohibit multiple users from being logged on to a single terminal?	3					
5.20	Does your product allow or force a password change on a periodic basis?	3					
5.21	Does your product allow the Scale House Attendant's workstations to continue to function in the event of a server failure?	3					
5.22	If your product is a client-based application, does your product allow for user selected options at the time of the workstation software installation?	2					
5.23	Does your product provide system wide messaging capability?	2					
5.24	Does your product allow traffic control and system message interface?	3					
5.25	Does your system utilize and/or provide a standard interfaces to third party Credit Card payment processing providers?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	5. Technical Requirements						
	IVR						
	Does your product access customer information based on the following key fields provided by an IVR System through a real time interface:						
5.26	a. Telephone number?	2					
5.27	b. Account number?	2					
5.28	Does your product maintain a record of every customer's credit card/electronic check payment attempt via IVR (regardless of the final status)?	1					
5.29	Does your product, through an IVR interface, perform automated outbound courtesy calls for customer notification (e.g.: due to delinquent status, unscheduled closing of the Solid Waste facility, etc)	1					
5.30	Does your product allow a customer to access their account information via IVR access?	2					
	Credit Card						
5.31	Does your product interface with Bank of America and any other major bank or financial institution for the purposes of processing debit/credit card payments (transmit payment amount, credit card number, expiration date, and receive authorization number)?	3					
5.32	Does your product store the authorization result for each credit card payment request?	3					
	Cashiering						
5.33	Does your product interface with a commercially available cashiering system including synchronized cash drawer operation?	3					
	Hosting Services						
5.34	Does your firm provide off-site hosting and managed support services?	1					
	Processing Environment Configuration						
5.35	Does your implementation strategy and post production configuration utilize multiple application software environments including: Development, Test, Production, and Training?	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.0	Are all reports reflective of real time values?	3					
	Please verify that the following reports are currently generated by your system or will be ready for testing prior to going live and able to be utilized fully at go live.						
6.1	DAILY FUNDS RECEIVED REPORT- This report details the total funds taken each day. This report provides summary and detail options. The report provides the end user a choice of fields to select from and date ranges. This report totals the funds processed for each user or the entire cashier team. This report also provides a deposit listing for each day for each user and for the entire cashier team.	3					
6.2	OPERATOR RECONCILIATION REPORT- This report lists the cash, checks and tender type and references the ticket number associated with each transaction. This report has summary and detail option. This can show each operator's total or the entire team's totals.	3					
6.3	VOIDED TICKET REPORT- This report shows all voided transactions between specific date ranges. This report is available in detail or summary format.	3					
6.4	MISSING TICKET REPORT- This report shows sequential ticket numbers that are skipped. This report is available in detail or summary format.	3					
6.5	FEE REPORT- This report shows surcharges for each customer for a user defined time period. This is available as detail with a summary at the end.	3					
6.6	TRANSACTION REPORT- This report shows total transactions for a user defined time period. This report is available in summary or detail format.	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.7	ADJUSTMENT LISTING REPORT -This report lists all adjustments for each day and shows each user, amount of adjustment, date of adjustment, reason for adjustment, supervisor approval if needed, and comment details. This report is available in summary or detail format.	3					
6.8	PRODUCT SUMMARY REPORT -This report allows end users to view products and charges or credits (in bound and outbound). Parameters include product type and date ranges (Example: product #601-ash outbound). This report is available in summary or detail format.	3					
6.9	EXIT TICKET REPORT -This report shows each time the scale was activated, but for some reason did not get processed as a customer. (Example: a customer pulled up in error and asked for directions). This report is available in summary or detail format. The elements listed on this report include: ticket/load, scale #, user, hauler, truck #, customer, product, date, time in, time out, gross weight, tare weight, net weight, and total cost. The report also indicates if transactions were voided or processed manually.	3					
6.10	DESTINATIONS TOTALS REPORTS -This report shows the description, destination, transaction count, tonnage, net costs, and total costs. This report is available in summary or detail format.	3					
6.11	CUSTOMER HAULER REPORT -This report shows all of the solid waste customers. This report shows all transactions for each hauler for a specified date range and every time they have been in and out, it also shows product code, as well as product amount and cost. This report is available in summary or detail format.	3					
6.12	MASTER CONTAINER LIST -This report shows every container for all haulers, container numbers, bar code (if applicable), their tare weight, and their average net weight. It is updated daily and printed monthly. This report is available in summary or detail format. In the event that the scales are inoperable, this report is used to manually process containers.	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.13	MASTER VEHICLE LIST -This report shows every vehicle (hauler trucks), truck numbers, bar code (if applicable), their tare weight, and their average net weight. It is updated daily and printed monthly. This report is available in summary or detail format. In the event that the scales are inoperable, this report is used to manually process vehicles.	3					
6.14	RUN OFF LIST -This report shows those customers (including material, destination and cost) who were required to reweigh before leaving the facility, but did not. This report is available in summary or detail format.	3					
6.15	INDIVIDUAL SCALE TRANSACTION REPORT -This report will show who worked the scale and when, ticket information, time in, time out, product code and tender type. This report is available in summary and detail format.	3					
6.16	SCALE ACTIVITY REPORT -This report shows each time the scale is activated. The transaction can have a value of zero or a weight value. This report is available in summary or detail format.	3					
6.17	DESTINATION REPORT -This report shows destination code, description, transaction number, tonnage, ticket number, net cost, fees, total cost, and this report has a date range. This report is available in summary or detail format.	3					
6.18	AGING REPORT -This report shows customers and receivables in categories: current, over 30 days, over 60 days, over 90 days, and over 120 days. This report is available in summary or detail format.	3					
6.19	RETURNED PAYMENTS LISTING -This report contains a listing of all returned payments received and processed back to accounts such as returned checks and credit card charge-backs. The report includes all pertinent customer information and amounts related to the returned item. This report is available in summary or detail format.	3					
6.20	PAYMENT LISTING REPORT -This report shows all payments processed (account payments and escrow payments). The report is categorized by payment type and account type. This report is available in summary or detail format.	3					

SECTION E - SCOPE OF WORK		FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.21	BATCH PROOF LIST -This report shows the batch where payments, debits, credit, escrow, and any adjustments for a specific transaction date are recorded. This report shows a date, site, type, reference, payment method, amount manually distributed, if any. This report is available in summary or detail format.	3					
6.22	TONNAGE ACTIVITY REPORT -This report is a monthly summary report and can capture fiscal year or calendar year information; it captures what material and types went to the plant and to the landfill. In addition it will also show how many tires were received, what material was rejected from the plant; it breaks the material into "processable" or "non-processable". It shows the total tonnage to the plant, total tonnage to the landfill and total refuse to the facility. This report is available in summary or detail format.	3					
6.23	CUSTOMER SUMMARY-CHARITY -This report shows what each charity's status is. The charitable organizations are allotted a specific tonnage threshold each fiscal year. Once exceeded, the system tracks and charges the excess tonnage. This report is available in summary or detail format.	3					
6.24	CUSTOMER SUMMARY REPORT -This report allows users to view any or all customers who were processed in bound or outbound to the facility and the tonnages and amounts. Parameters include customer type and date ranges. This report is available in summary or detail format.	3					
6.25	ONLINE REPORT -This report is customizable by the user. The user is able to select one or all of the following (in any combination): site, date, time, hauler/truck, customer, "bill to", route, destination, product, operator, type, or workstation. The user is able to specify in bound or outbound, whether or not to include or exclude voids, and whether or not to include or exclude "unit weigh" products. This report is available in summary or detail format.	3					
6.26	BILLING DATA INVOICE -This summarizes all the codes and materials that came in to the landfill that are payable to the landfill contractor. This report is available in summary or detail format.	3					

SECTION E - SCOPE OF WORK		FUNCTIONAL REQUIREMENTS E.4					
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.27	PROCESSABLE WASTE PIT PROCESSING ANALYSIS -This report provides an analysis of waste available to the plant, material diverted from the plant, and total processed by the plant. The report also tracks rejected materials and scrap metals sold. The information is tracked on a weekly basis and totaled monthly.	3					
6.28	ACTIVITY REPORT/WASTE-TO-ENERGY -This report shows how much waste was available to the plant and how much waste was diverted away from the plant; it shows all rejects and metals; how much waste the plant received; how much ferrous metals and non ferrous metals were sold. The information is tracked on a weekly basis and totaled monthly.	3					
6.29	INVOICE SUMMARY BY INVOICE -This report is a monthly listing of invoices for each account customer. The report provides invoice numbers; for each invoice the following information is provided: number of tickets, net tons, net cost, fees, and total amount. This report is available in summary or detail format.	3					
6.30	RECONCILIATION REPORT -This report reconciles all charges, payments and adjustments with the Period Close Report.	3					
6.30a	PERIOD CLOSE REPORT – This report lists all customers, showing previous balance, charges, payments, adjustments, ending balance. The report shows totals for all columns at the close of a period. The user defines the date range; usually end of month or fiscal year.	3					
6.31	DENSITY CALCULATIONS -This report shows how much ash and waste was disposed of in each designated landfill area during a specified period of time. This report is for calculating volume of air space consumed.	3					
6.32	ELECTRONIC PAYMENT SUMMARY REPORT – This report shows all receivables that were processed electronically such as credit cards, e-checks, ACH, etc. The user can request this information for a specified date range.	3					
6.33	UNATTENDED SCALES REPORT – This report shows all activity processed by the unattended scales. The report is categorized by customer, vehicle, material, destination, and tonnage. This report is available in summary or detail format.	3					

SECTION E - SCOPE OF WORK			FUNCTIONAL REQUIREMENTS E.4				
Item #	Requirement Description	Priority	A	B	C	D	REF
	6. Reporting Requirements						
6.34	CUSTOMER STATUS REPORT – This report shows all account customers and provides detail or summary information (for a specified date range) on account activity dates. The report indicates if an account is inactive.	3					
6.35	AUDIT REPORT – This report provides details of all activities for each user of the system. Elements included on this report are: employee name, activity or transaction type, time, scale / terminal, money tendered (cash check or charge). The report can be requested for a specified date range.	3					
6.36	Does your product provide the user the ability to download data to various programs such as Microsoft EXCEL and Word?	3					

SECTION E – SCOPE OF WORK**COST SECTION E.5****5. Cost Section****COST OF SOFTWARE AND SUPPORT SERVICES**

All prices quoted in this proposal must be a fixed price for software, training, customization, implementation, and ongoing annual support services. The County, at its sole discretion, may elect to add additional features or remove requested features prior to finalizing costs during contract negotiations. The County will require the proposer to submit a brief statement of understanding for each modification/configuration and interface with their final costs. The proposer must complete the cost sheets as provided herein. Modification Costs should also indicate hours/cost per hour for each modification. All costs or hourly rates quoted herein shall be inclusive of all travel, living and miscellaneous expenses for the entire project.

The proposer may include any additional price sheets or pricing information as deemed necessary to fully inform the County of all costs and options associated with the Solid Waste Scale House Project.

SECTION E – SCOPE OF WORK**COST SECTION E.5****A. SYSTEM COSTS****5.1.1 Application Software**

Indicate below the cost of the products, including application software and 3rd party software, included as part of this proposal.

APPLICATION (Name of Application)	One-Time Base Package License Fee (Cost of License)	SUPPORT & MAINTENANCE COSTS/YEAR FOR EACH APPLICATION				
		1st Year	2 nd Year	3 rd Year	4 th Year	5th Year
TOTAL COST						

SECTION E – SCOPE OF WORK**COST SECTION E.5****5.1.2 One Time Implementation Services Cost Summary**

Indicate below the implementation services included as part of the proposal package.
Note costs by service area.

SERVICE CATEGORY	Hours	Hourly Rates	TOTAL COST
1. Software Installation			
2. Business Process/Gap Analysis			
3. Table Setup/System Configuration			
4. Data Conversion			
5. Interface(s) Provided			
6. Customization/Modifications			
7. Report/Query Development			
8. Testing/Testing Support			
9. Training			
10. Post-Implementation Support			
11. Other (please specify)			
TOTAL COST OF IMPLEMENTATION SERVICES			

COST SECTION E.5

NAME OF INTERFACE & Referenced Functional Requirement(s)	FIXED COST
TOTAL COST OF ALL INTERFACES	

SECTION E – SCOPE OF WORK**COST SECTION E.5****5.1.4 Itemized Cost For All Proposed Enhancements and Modifications**

NAME OF ENHANCEMENT OR MODIFICATION and Referenced Functional Requirement(s)	FIXED COST
TOTAL COST OF ENHANCEMENTS AND MODIFICATIONS	

SECTION E – SCOPE OF WORK**COST SECTION E.5****5.1.5 Itemized Training Costs**

List below, by course, the hours and total cost of the proposed training services.

COURSE	HOURS	COSTS
TOTAL COST OF TRAINING		

SECTION E – SCOPE OF WORK**COST SECTION E.5****5.1.6 TOTAL SOLID WASTE SOLUTION COST SUMMARY INCLUDING IMPLEMENTATION COST AND 5 YEARS OF LIVE PRODUCTION USE.**

Summarize all costs required to use the Solid Waste Solution as proposed in a live environment for 5 years.

	TOTAL COSTS
A. Application Software Total Cost (<u>including</u> annual maintenance/support).	
B. Implementation Services Total Cost (<u>not including</u> costs of Interfaces & Modifications)	
C. Total Cost of All Interfaces	
D. Total Cost of All Enhancements and Modifications	
E. Other Costs (Described below)	
TOTAL FIXED COST TO LICENSE and IMPLEMENT THE SOLID WASTE SOLUTION AS PROPOSED	

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6****EVALUATION/SELECTION PROCESS: CRITERIA FOR EVALUATION**

The RFP submittals will be evaluated in a three-phase approach. Phase #1 will address system functionality, service level capabilities, and the submitter's company data and technical requirements. Phase #2 will focus on demonstrations, reference checks and client site visits. Phase #3 will address cost and implementation work plan. The County retains the right to ask for additional information and additional on-site demonstrations of software to aid in the final selection.

PHASE #1 – Evaluation of Proposals (Total Points Available = 400)**Company Data and Technical Requirements–(Section E.3)****Maximum Points 100**

The RFP submittals will be evaluated in this section based on the written response to questions on specific topics. The County's Evaluation Committee will evaluate the answers provided by the submitter on a consensus basis. An evaluation score for this sub-section of Phase I will be calculated based on the following value criteria:

<u>SUB-SECTION</u>	<u>Category</u>	<u>Value</u>	<u>Maximum Score</u>
3A	Company Profile	2	10
3B	User Group Information	3	15
3C	Number of Systems Implemented	3	15
3D	Product Line Profile	3	15
3E	Policies-Regulatory Requirements	3	15
3F	R&D Activities/Product Direction	4	20
3G	Implementation Support	5	25
3H	Proposer Supplied Training	5	25
3I	Maintenance & Technical Support	5	25
3J	Technical Environment	3	15
3K	Application Software Characteristics	4	20
3L	Documentation	5	25
	TOTAL POTENTIAL SCORE		225

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6**

Each submittal will be evaluated against all the other submittals in all the above categories with the value listed above times their relevant position to generate their respective score.

Relative Ranking Scores:	1 st Place=	5	Points
	2 nd Place=	4	Points
	3 rd Place=	3	Points
	4 th Place=	2	Points
	5 th Place=	1	Point
	All Others=	0	Points

The formula for calculating an evaluation score for this sub-section is as follows:

Each category has an assigned value that is multiplied by the submitter's Relative Ranking Score for the category (e.g., Category 3A has a value of 2 x 4 for the 2nd Place position would give the 2nd Place position a total of eight points for this category). The sum of all the categories will be the submitter's score.

Based on the total gross points of the submitter for this section, the points awarded for this section are as follows:

Highest Points Total	=	100 Points
2 nd Highest Points total	=	75 Points
3 rd Highest Points Total	=	50 Points
4 th Highest Points Total	=	25 Points
All Others	=	Zero Points

Functional Requirements–(Section E.4)**Maximum Points 300**

Section E.4 will be evaluated using the following scoring criteria. Responses to the questions should be as they pertain to a version of the product or system that is in production use in an environment that is comparable to Pinellas County as of the proposal due date.

Each requirement has been assigned a priority code as defined below:

3	Critical	Pinellas County Utilities cannot fully accomplish its business objectives without this feature.
2	Important	Including this feature will provide significant benefits to Pinellas County Utilities in accomplishing its business objectives.
1	Beneficial	Including this feature will provide some benefits to Pinellas County Utilities in accomplishing its business objectives.

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6**

The columns for your response represent the possible responses that the submitter can make for each requirement. Submitters are to indicate the proper response code in the space provided to the right of the priority code. Definitions are listed below:

A	This requirement currently exists in a version of the product that is in production use in an environment that is comparable to Pinellas County and can be demonstrated.
B	This requirement will be available for production use prior to unit testing at Pinellas County and will be incorporated at no additional charge as part of the baseline product.
C	This requirement is not currently available, but can be provided as an enhancement to the baseline product or as a modification.
D	This requirement is not included in the proposal.
REF	The submitter is to provide an explanation for each functional requirement that the submitter feels has restrictions, limitations or needs clarification. Further, the submitter is to provide a brief explanation of each enhancement or modification and reference the item number. Please feel free to use separate sheets for explanations and simply indicate on the "REF" line a Reference Item Number corresponding to the item on your additional sheet(s) so that it can be easily found during scoring. Any modifications should also be reflected in the project plan time line as requested in Section E.

Your response to these items will be evaluated and scored as indicated below:

YOUR RESPONSE	OUR PRIORITY	YOUR SCORE ON THIS ITEM
A	3	9
A	2	6
A	1	3
B	3	6
B	2	4
B	1	2
C	3	0
C	2	0
C	1	0
D	3	-9
D	2	-6
D	1	0

Based on the total gross points of the submitter for this section, the points awarded for this section are as follows:

Highest Points Total	=	300 Points
2 nd Highest Points total	=	250 Points
3 rd Highest Points Total	=	200 Points
4 th Highest Points Total	=	150 Points
5 th Highest points Total	=	100 Points
All Others	=	Zero Points

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6****PHASE #2 – Evaluation of Presentations, Demonstrations, & Site Visits****Total points available for this Phase = 300.****Part A of Phase#2**

Based on the sum of the total point scores (out of the possible 400 points) from Phase #1, a short list of the highest scored proposals will be selected to do on-site (Clearwater, Florida) demonstrations. All submitters will be advised accordingly.

On-site Demonstration**Maximum Points 150**

The evaluation of the demonstrations will be on a consensus basis by the Evaluation Committee. The areas of focus that will be specifically looked at are as follows:

- Completeness of Coverage of Proposal Response in Sections E.3 & E.4,
- Clarity of Presentation
- Ability to Demonstrate System Functionality
- Verification of Accuracy of Proposal Response in Sections E.3 & E.4
- Adherence to Presentation Time Schedule

At the on-site product demonstrations, submitters will be asked to make an oral presentation and provide a demonstration of their proposed solution. This demonstration will be evaluated based on the functional requirements as stated in Sections E.3 and E.4 of this RFP. The presentation will provide submitters with an opportunity to explain the functional and technical capabilities of their product. Submitters shall also be prepared to answer detailed questions regarding their response to the County's functional requirements identified in the RFP. All demonstrations must be presented by staff that are familiar with the functional, technical and design constraints of the product.

This presentation will be conducted in Clearwater, Florida. Please refer to RFP Section B-10, Time Line for the dates scheduled for submitter's presentation to Pinellas County Utilities. A demonstration agenda will be provided to the finalists at the time of their notification. The time periods for the demonstrations are fixed. A random drawing will assign the submitter's specific time period.

An optional informational meeting (not to exceed 1 day), referred to as the Fact Finding period, will be held for submitter finalists. The purpose of this session is to provide the submitter an opportunity to view Pinellas County's existing systems, processes and procedures. Submitter will obtain any clarifications required to assist in the preparation and finalization of the cost section of their proposal. PCU will work with each submitter to establish individual sessions and ensure PCU staff is available accordingly. It is up to each finalist to determine how they would like to spend the Fact Finding period and submit an agenda two (2) weeks prior to their onsite visit.

The points awarded for this section are as follows:

Highest Point Demo	=	150 Points
2 nd Highest Point Demo	=	100 Points
3 rd Highest Point Demo	=	50 Points
All Others	=	Zero Points

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6****Part B of Phase#2**

Further, based on information ascertained from the demonstrations, validation and correcting adjustments (if required) will be made to the scores to any of the three sections in Phase #1 and appropriately documented.

These adjusted scores plus the score from the demonstrations will determine the finalists. The non-finalist submitters that gave demonstrations will be notified that they will not receive further evaluation at this point in time.

Client Site Visits**Maximum Points 150**

The finalists will be required to update the list of all current users of their products and indicate which users have functional requirements, transaction levels, services, and organization size similar to Pinellas County Utilities. Pinellas County will select the preferred site and the proposer shall be responsible for coordinating the site visit. All Pinellas County's costs associated with the client site visits will be paid by Pinellas County Utilities. During this visit, the County's representatives should have an opportunity to meet with the customer's key users, project manager and team, and technology department representatives, independent of the submitter. No submitter representatives will be present during the site visits. This scoring section will also include information obtained from client reference checks conducted by PCU.

The points awarded for this section are as follows:

Highest Point Visit	=	150 Points
2 nd Highest Point Visit	=	100 Points
3 rd Highest Point Visit	=	50 Points

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6**

A preliminary agenda for a site visit is:

1. Familiarization
 - Site Background
 - System Environment
 - Applications Implemented and In-Process
 - Interfaces
 - Implementation Plan Followed
 - Introduction to User's Key Personnel
2. Software Demonstration (possible time with each unit)
 - Scale house
 - Billing
 - Collection
3. Meet with User's Key Personnel
 - System Support Representatives (Technical Issues)
 - Key Users (Functional Issues)
 - Project Manager & Team
4. Conduct Discussions with User Personnel
 - Implementation Experience
 - Strengths and Weaknesses
 - Application Functionality
 - Ease of Use
 - Screen Flow
 - Reporting Capabilities
 - Support
 - Documentation
 - Training
 - Degree of Modifications
 - Ability of System to Support Growth

Corporate Site Visit (informational purposes only)

At the County's option a corporate site visit may be conducted at the submitter's corporate office and service center. All Pinellas County costs associated with the corporate site visits will be paid by Pinellas County Utilities. During this visit, the County's representatives should have an opportunity to meet with key staff that will be responsible for this project.

SECTION E – SCOPE OF WORK**EVALUATION/SELECTION PROCESS E.6****PHASE #3 – Evaluation of Cost Section for the selected Finalists****Total points available for this Phase = 300**

Each finalist's cost proposal including the associated Statement of Work and Project Plan (i.e., proposer's response to Section E.5 of this RFP) will be analyzed and evaluated by the Selection Committee. The scoring for Phase #3 will be 300 points. The proposer's ranking for cost will be determined through a cost analysis to include the following: total submitted costs, the incremental increase in functionality compared to the incremental cost, baseline functionality vs. modifications, implementation costs, annual service costs and additional projected costs to the County as a result of implementation of the proposer's system. This may include the hiring of additional personnel, and/or the re-training of existing personnel.

Points will be awarded as follows:

Lowest overall Cost Proposal	=	300 pts
2 nd Lowest overall Cost Proposal	=	150 pts
3 rd Lowest overall Cost Proposal	=	0 pts

SECTION F – INSTRUCTIONS FOR SUBMITTING PROPOSALS

All proposals shall be signed in ink by authorized principals of the firm.

Proposals are to be submitted in a sealed envelope or package. The face of the envelope or package shall indicate the RFP number, name, and address of the firm, and title of the proposal.

Proposals are to be submitted to Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, FL 33756 by the date and time indicated on the cover sheet.

Proposals shall be submitted in one (1) original and 9 copies plus 1 digital copy in word format.

Substitute
Form**W-9****Request for Taxpayer
Identification Number and Certification**Give form to the
requester. Do not
send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Other (see instructions) ▶	<input type="checkbox"/> Exempt payee
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
or
Employer identification number

Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶

Detach on the perforation

STATEMENT ON USE OF SOCIAL SECURITY NUMBERS

The Clerk of the Court collects social security numbers as required or permitted by law. We are committed to protecting sensitive information and will disclose social security numbers to independent parties only as legally required.

Purposes for which we collect social security numbers include:

- Compliance with record-keeping and tax reporting to federal, state and local agencies;
- Classification of accounts;
- Identification and verification;
- Billing and payments;
- Data collection;
- Reconciliation;
- Tracking; and

Applications for home solicitation permits, marriage licenses and passports as required by state or federal law.

SECTION G – ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: SOFTWARE REPLACEMENT – SOLID WASTE SCALE HOUSE
Proposal Number: 089-0065-P(RM)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS ITB/RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.	SIGNATURE/PRINTED NAME	DATE RECEIVED

Note: Prior to submitting the response to this solicitation, it is the responsibility of the firm submitting a response to confirm if any addenda have been issued. If such document(s) has been issued, acknowledge receipt by signature and date in section above and return Addenda Acknowledgement Form with RFP. Failure to do so may result in being considered non-responsive or result in lowering the rating of a firm's proposal.

Information regarding Addenda issued is available on the Purchasing Department section of the County's website at, www.pinellascounty.org/purchase/Current_Bids1.htm, listed under category 'Current Bids'.

SECTION H – NO BID STATEMENT

NOTE: If you do not intend to submit a proposal on this requirement, please return this form immediately. **Thank you.**

[Pinellas County Purchasing Department
400 South Fort Harrison Avenue, 6th Floor
Clearwater, Florida 33756]

We, the undersigned have declined to submit a proposal for RFP No. **089-0065-P(RM) for SOFTWARE REPLACEMENT – SOLID WASTE SCALE HOUSE**

- _____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).
- _____ Insufficient time to respond to the Request for Proposal.
- _____ We do not offer this product or service.
- _____ Our schedule would not permit us to perform.
- _____ Unable to meet specifications.
- _____ Unable to meet Bond requirement.
- _____ Specifications unclear (explain below).
- _____ Unable to Meet Insurance Requirements.
- _____ Remove Us from Your "Notification List" Altogether
- _____ Other (specify below).

REMARKS:

We understand that if the "No Proposal" letter is not executed and returned our name may be deleted from the Bidders List of Pinellas County.

COMPANY NAME: _____

DATE: _____

SIGNATURE: _____

TYPED NAME OF ABOVE: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

Appendix Section

APPENDIX A**GLOSSARY OF TERMS**

Glossary	Definitions
AutoCheck Processing	Process checks at the terminal to minimize returned checks while still offering Scalehouse customers their payment method of choice
Deposit	Monies that cash customers leave with Scalehouse attendant for estimate of tipping fees before re-weigh after dumping.
Escrow	Payment guarantee in the form of cash, bond or irrevocable letter of credit required of account customers in the amount equal to two months estimated tipping fees.
SmartPass Capabilities	A vehicle identification system which relies on radio-frequency identification, where an antenna at the Scalehouse communicates with a transponder on the vehicle via Dedicated Short Range Communications (DSRC) Transaction processing includes posting transactions to the accounts. This system must be integrated into the main scale and account processing system.

A Risk Assessment will be conducted by BTS/Security Management to determine the criticality of the application/data and to determine the necessary protection requirements for the application and data.

B. The protection requirements will be implemented and verified by BTS/Security Management prior to the application entering production.

1. General Policy Requirements**a. Internal Network Addresses Must Not Be Disclosed**

The internal system addresses, configurations, and related system design information for networked computer systems must be restricted such that both systems and users outside Pinellas County's internal network cannot readily access this information.

b. E-Government Web Servers Must Be In Demilitarized Zone (DMZ)

All E-Government web servers must be protected by firewalls in a demilitarized zone.

c. Connections**1. Changes to the Enterprise Network**

Changes to Enterprise networks must only be made by authorized members of the IT Department and approved by the Telecommunications Operations Section, in conjunction with the IT Information Security Section.

2. Installation of Communications Lines

Users and vendors must not make arrangements for, or actually complete the installation of data lines with any carrier, if they have not first obtained approval from the manager of the Telecommunications Operations Section, in conjunction with the IT Information Security Section.

3. Physical Security of Communications Equipment

a) Buildings which house communications equipment must be protected with physical security measures that prevent unauthorized persons from gaining access.

2. Contractors and Contracted Individuals

Before such third parties are given access to systems, a contract defining the terms and conditions of such access must have been signed by a responsible manager or principal of the third party organization. The contract must include a statement that the third party will abide by this Security Policy.

3. Non-Contracted Third Parties

Such third parties must only be granted access to computers or networks with agency approval.

4. Third Parties Must Agree Not To Disclose Sensitive Security Information

Third Parties must agree in writing prior to beginning work not to reveal sensitive security information to non-employees without permission from the hiring Agency.

5. Third Parties and Their Own Computers

Third parties must not connect their own electronic devices or personal computers to the Enterprise network unless they have received prior approval by Agency management.

6. Design Conforms to Established Standards

Agency management must ensure that all software development and software maintenance activities performed by in-house staff or third parties subscribe to Pinellas County policies, standards and procedures as they relate to security.

7. Subject to Same Security Policies as In-House Development

All third party development is subject to Section III, B, 1 of this Policy. (Applications Developed with Security in Mind, Design Conforms to Established Standards, Development Tasks Performed by Appropriate Personnel)

8. Source Code Remains with the Agency Upon Departure

Source code developed by outside personnel under contract shall remain with the Agency in the same manner as software developed internally upon the departure of the third party. The contracting Agency and/or the Department of Information Technology shall make arrangements for the safe storage and retention of such source code.

9. Passwords and User Accounts

When it is necessary for third parties to be given access to systems, special accounts with the permissions necessary for the job shall be set up for their exclusive use. Such accounts will be deleted or disabled upon the termination of the third party's employment. Passwords for accounts used by IT staff or employees shall not be given to third parties. If this is not possible, any passwords a third party may have been given or been exposed to shall be changed upon the termination of the third party's employment.

10. No Undocumented Access Methods

Programmers and other technically-oriented staff must not install back doors that circumvent the authorized access control mechanisms found in operating systems and/or access control packages.

11. Test Data Clearly Identified and Separated From Production

Software in development and its data must be kept strictly separate from production software and its data. If facilities permit it, this separation must be achieved in physically separate computer systems. When computing facilities do not allow this, separate directories or libraries with strictly enforced access controls must be employed.

12. Development Methods

Because unfamiliar programming languages can pose a security risk, the introduction of tools and languages not previously used in production work shall be reviewed and must be approved by Agency management. For third-party development, the contracting Agency must grant approval for new tools and languages.

13. Developer Access Privileges Limited

Application development staff must not be permitted to access production information, with the exception of the production information relevant to the particular application on which they are currently working.

14. Mission Critical Applications

All software that handles sensitive or critical information, and that has been developed in-house or by third parties, must have its security controls fully operational prior to being placed in production.

15. Must Adhere to Server Security Policies

All web servers, which are intended for access by the public (Internet Community), must adhere to the same security policies related to servers. In addition to the related server policies, web servers should adhere to the Best Practices for Web Servers document.

16. Specific Procedures Required for Internet Web Servers

All Internet-connected web servers must be "hardened" according to industry standards and manufacturer's recommendations. Additionally, the IT Information Security Section shall conduct a scan for known vulnerabilities before a server is connected to the Internet. All known vulnerabilities must be corrected prior to the server being placed in production.

17. This (#17) may or may not apply, depending on whether Utilities considers the applications "critical applications".**This would be determined during the Risk Assessment:****Developed Applications for Critical Production Use**

If a third party developed application is being considered, and if this software will be used for a critical business activity, one of two conditions must be met prior to completing the transaction. The first condition is that the third party must license any developed intellectual property to the Agency. The second condition is that the third party must periodically provide any developed intellectual property to a mutually agreed on party who will hold it in escrow. This Policy allows the Agency staff to continue to maintain the software even though the third party may have gone out of business, may have discontinued the product, or may be negligent in terms of fixing problems in the code.

SAMPLE AGREEMENT

THIS AGREEMENT, made and entered into on this ____ day of _____, 2009 by and between PINELLAS COUNTY, a political subdivision of the State of Florida, hereinafter referred to as the "County", represented by its Board of County Commissioners, and _____, hereinafter referred to as the "Contractor."

WITNESSETH:

WHEREAS, County has previously determined that it has a need for _____; and

WHEREAS, County solicited competitive proposals for such services pursuant to Pinellas County Request for Proposal No. _____ (hereinafter RFP); and

WHEREAS, County awarded the Proposal to Contractor; and

WHEREAS, Contractor has represented that it is able to satisfactorily provide the services according to the terms and conditions of the RFP, which is incorporated herein by reference, and the terms and conditions contained herein; and

NOW THEREFORE, in consideration of the above and mutual covenants contained herein, the parties agree as follows:

1. Services to be Performed. The Contractor hereby agrees to provide the County with _____, as requested and more specifically outlined in the RFP, this Agreement and all subsequent official documents that form the Contract Documents for this Contract.

2. Time of Service. Services shall be performed in a timely manner, as specified in the Request for Proposal.

3. Term of Agreement/Option of Renewal. This contract shall be in effect for _____ months from the date of execution and any extension thereof. This contract may be renewed subject to execution of a written agreement between the County and successful proposer for up to ____ () additional () _____ month period(s) beyond the primary contract period. This option shall be exercised only if all prices, terms and conditions remain the same, and approval is granted by the Board of County Commissioners.

4. Amendment of the Contract. This Contract may be amended only by mutual written agreement of the parties.

5. Assignment/Subcontracting. The Contractor shall perform this contract. No assignment or subcontracting shall be allowed without prior written consent of the County. If a proposer intends to subcontract a portion of this work, the proposer must disclose that intent in the RFP. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by County, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local,

state, or federal laws. Action by the County awarding a proposal to a proposer that has disclosed its intent to assign or subcontract in its response to the RFP, without exception shall constitute approval for purposes of this Agreement.

6. Cancellation. Pinellas County reserves the right to cancel this Contract, without cause, by giving thirty (30) days prior written notice to the Contractor of the intention to cancel, or with cause if at any time the Contractor fails to fulfill or abide by any of the terms or conditions specified. .

Failure of the Contractor to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of Pinellas County.

In addition to all other legal remedies available to County, County reserves the right to cancel and obtain from another source any items which have not been provided within the period of time stated in the bid, or if no such time is stated, within a reasonable period of time from the date of order or request, as determined by County.

In addition, in the event that sufficient budgeted funds are not available for a new fiscal period, the County shall notify the Contractor of such occurrence and the Contract shall terminate on the last day of the then current fiscal period without penalty or expense to the County.

7. Compensation. County shall pay Contractor upon Contractor's completion of, and County's acceptance of, the services required herein, as specified in the Request for Proposal. Prices shall remain firm for the duration of the contract.

8. Permits/ Licenses. Contractor must secure and maintain any and all permits and licenses required to complete this contract.

9. Audit. The Contractor shall retain all records relating to this contract for a period of at least three (3) years after final payment is made. All records shall be kept in such a way as will permit their inspection pursuant to Chapter 119, Florida Statutes. In addition, Pinellas County reserves the right to audit such records pursuant to Pinellas County Code, Chapter 2.

10. Minimum Insurance Requirements. The Contractor must maintain insurance in at least the amounts required in the Request for Proposal throughout the term of this contract. The contractor must provide a Certificate of Insurance in accordance with Insurance Requirements Section C of the Request for Proposal, evidencing such coverage prior to issuance of a purchase order or commencement of any work under this Contract.

11. Indemnification. Contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said Contractor; or by, or in consequence of any neglect in safeguarding the work; or by the use of unacceptable materials in the construction of improvements; or on account of any act or omission, neglect or misconduct of the said Contractor; or by, or on account of, any claim or amounts recovered under the

"Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such

injury or damage as shall have been occasioned by the sole negligence of the County. The first ten dollars (\$10.00) of compensation received by the Contractor represents specific consideration for this indemnification obligation.

12. Governing Law. The laws of the State of Florida shall govern this Agreement.

13. Independent Contractor Status and Compliance with the Immigration Reform and Control

Act of 1986. The Contractor is and shall remain an independent contractor and is neither agent, employee, partner, nor joint venturer of County. Contractor acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986 located at 8 U.S.C. 1324, et. seq., and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach and shall be grounds for immediate termination of the Contract, at the discretion of Pinellas County.

14. Severability. The terms and conditions of this agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void renders the balance of the agreement to be impossible of performance.

15. Documents Comprising Contract. The Contract shall include this Agreement for _____, as well as the following documents, which are incorporated herein by reference.

- a. Pinellas County's Request for Proposal and all of its addenda and attachments issued on _____;
- b. Contractor's Certificate of Insurance required in Section C of the Request for Proposal;

- c. Contractor's Bond(s), required in Section B of the Request for Proposal;
- d. Contractor's Bid

If there is a conflict between the terms of this Agreement and the above referenced documents, then the conflict shall be resolved as follows: the terms of this Agreement shall supersede over the other documents, and the terms of the remaining documents shall be given preference in their above listed order.

IN WITNESS WHEREOF THE parties herein have executed this Agreement for _____ pursuant to Bid No. _____ as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its
Board of County Commissioners

CONTRACTOR

Chairman

President/(name)

[Corporate Seal]

ATTEST:
KEN BURKE

ATTEST:

By: _____
Deputy Clerk

By: _____
(Attesting Witness' name/title)

APPROVED AS TO FORM:

Office of the County Attorney

DOCUMENT2

4/15/99

SAMPLE AGREEMENT

PINELLAS COUNTY PURCHASING
PRE-PROPOSAL SIGN IN SHEET

CONTRACT# 089-0065-P	CONTRACT TITLE: SOFTWARE REPLACEMENT, SOLID WASTE SCALE HOUSE	LOCATION(S) OF MEETING: 14 S FT. HARRISON AVE
DATE & TIME: FEBRUARY 4, 2009 @ 10AM	PURCHASING STAFF: RUBY MCKENZIE	

All information must be filled in or you may be disqualified from bidding. If an addendum is issued, it will be mailed or faxed to all attendees to the address/fax # you have entered below. Addendums can also be found on our website at www.pinellascounty.org/purchase

***** PLEASE PRINT *****

	NAME OF ATTENDEE * COMPANY REPRESENTED	ADDRESS	TELEPHONE # CELLULAR #	FAX#
9.	Nancy C. Bedell PCU - BSD	14 S. FT Harrison CIW FI	727-464-4887	
10.	Karen D Nunley PCU SW	3095 114 th Ave N St. Petersburg FL 33714	727-464-7554	
11.	Kerim Pratt.			
12.	JOHN GROSBECK BTS		727-453-4102	
13.	Sig Ruiz Utilities - Finance	14 S. Fort Harrison Clearwater, Florida	727-464-4212	
14.	Mark Flippen FISC	728 Industry Rd Longwood, FL 32750	321-278-9902 800-330-7972	407-831-0653 mflippen@floridascale.com
15.	Kevin Pratt BTS		727-453-3164	
16.	Debra Ardoline Langhem Consulting Vicki Beckman BTS			

PINELLAS COUNTY PURCHASING
PRE-PROPOSAL SIGN IN SHEET

CONTRACT# 089-0065-P	CONTRACT TITLE: SOFTWARE REPLACEMENT, SOLID WASTE SCALE HOUSE	LOCATION(S) OF MEETING: 14 S FT. HARRISON AVE
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All information must be filled in or you may be disqualified from bidding. If an addendum is issued, it will be mailed or faxed to all attendees to the address/fax # you have entered below. Addendums can also be found on our website at www.pinellascounty.org/purchase

***** PLEASE PRINT *****

	NAME OF ATTENDEE * COMPANY REPRESENTED	ADDRESS	TELEPHONE # CELLULAR #	FAX#
1.	Kevin ST John Creative Information Systems	27 Lowell Street Manchester NH 03101	603-381-1926 cell 603-627-4144 OR	603-668-1150 KST John@creativeinfo.net
2.	Judy Torres Creative Information Systems	SAME AS ABOVE	239-949-2969	Same as above
3.	Jackie W. Barlow, Jr Paradigm Software, LLC	10944 Beaver Dam Rd, Ste C Hunt Valley MD 21030	410-329-1300	410-329-1885
4.	Russ Hensley HENSLEY EAM AND ASSOC	163 EAST MAIN ST STE 401	866-279-3743 russ@hea.biz	
5.	CHRISTY ADAMS HENSLEY EAM AND ASSOC	163 EAST MAIN ST STE 401	866-279-3743 christy@hea.biz	
6.	Brenda Everman Mettler Toledo	2549 Richmond Rd. Lex. Ky 40516	859-806-9050	614-985-9354
7.	Deb Bush Pinellas County SW	3095 114th Ave N SP 33716	727-464-7803 727-5805313	727-464-7712
8.	Bob Hensler PC Solid Waste	11	727-580-4741	11

**BOARD OF COUNTY
COMMISSIONERS**

NANCY BOSTOCK
NEIL BRICKFIELD
CALVIN D. HARRIS
SUSAN LATVALA
JOHN MORRONI
KAREN WILLIAMS SEEL
KENNETH T. WELCH



Joseph Lauro, CPPO/CPPB
Director

February 2, 2009

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: Software Replacement, Solid Waste Scale House

PROPOSAL NUMBER: 089-0065-P(RM)

PROPOSAL SUBMITTAL IS DUE: February 24, 2009 @ 3:00 PM

ADDENDUM NO. 1

Following is additional information, clarifications, questions and responses relative to referenced Request for Proposal (RFP): Software Replacement, Solid Waste Scale House, RFP: 089-0065-P(RM)


Clarification: Pre-Proposal Conference Location

Page 1 of the RFP is incorrect. The correct location is the Utilities Conference Room, 5th Floor, **14 South Fort Harrison Avenue, Clearwater, FL 33756**. The correct location is on Page 11 of the RFP.

All other specifications, terms and conditions remain the same.

Please remember to acknowledge receipt of this Addendum in Section G, Page 75 under Addendum No. 1 and return with completed bid package.

Sincerely,


Joseph Lauro, CPPO/CPPB
Director of Purchasing

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase



**BOARD OF COUNTY
COMMISSIONERS**

NANCY BOSTOCK
NEIL BRICKFIELD
CALVIN D. HARRIS
SUSAN LATVALA
JOHN MORRONI
KAREN WILLIAMS SEEL
KENNETH T. WELCH



Joseph Lauro, CPPO/CPPB
Director

February 17, 2009

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: Software Replacement, Solid Waste Scale House

PROPOSAL NUMBER: 089-0065-P(RM)

PROPOSAL SUBMITTAL IS DUE: February 24, 2009 @ 3:00 PM

ADDENDUM NO. 2

Following is additional information, clarifications, questions and responses relative to referenced Request for Proposal (RFP): Software Replacement, Solid Waste Scale House, RFP: 089-0065-P(RM)

Questions: Please see Attachment 1 for responses to questions asked at pre-proposal conference and those received via email. Please go to www.pinellascounty.org/purchase. Click on Current Bids and scroll down to the RFP that is listed in alphabetical order by the RFP's name. Click on "A-2" to access the addendum and the attachment.

All other specifications, terms and conditions remain the same.

Please remember to acknowledge receipt of this Addendum in Section G, Page 75 under Addendum No. 2 and return with completed proposal package.

Sincerely,

Candy Mancuso
Joseph Lauro, CPPO/CPPB
Director of Purchasing *for JL*

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase



ATTACHMENT 1

REF: 089-0065-PIRM) SOFTWARE REPLACEMENT, SOLID WASTE SCALE HOUSE

ADDENDUM NO. 1 - RESPONSE TO QUESTIONS RECEIVED VIA EMAIL AND AT PRE-PROPOSAL CONFERENCE 2/4/09

Question Number	RFP 089-0065-P Question/Reference	Proposer Question	Response
1	What expansion capabilities does Solid Waste want?	How many site licenses? Concurrent Users? Type (roles of users)? How many unattended users?	In the RFP, the County specified in Item # 5.15 (with a priority 3) that the proposer's product needs to support at least 25 "concurrent" users with an average response time of less than 2 seconds. Roles would be as follows: Scalehouse Operators, Scalehouse Supervisors, Scalehouse Manager, A/R Operators, A/R Manager, Operations Manager, Read Only users for reports. Unattended scales would be a minimum of 4 (2 remote and 2 to be operated as unattended or attended).
2		Is there an IT contact for more technical questions?	All questions are to be directed to Rudy McKenzie. No other contact is to be made to staff members at Pinellas County.
3		There is reference to parallel testing. How long does Pinellas County expect to perform a parallel test?	In the RFP, Implementation Support, Item 3.7.5 - PCU asked the proposers to provide a suggested implementation schedule for the proposed system. This shall include installation, planning, fit analysis, conversion, training, testing, interfaces, and system modifications noted in the functional requirements, critical milestones, business process re-engineering, change management and data conversion tasks. In Item #3.7.7 the proposer is to provide details of the type of implementation support they provide as part of their proposed implementation services. This shall include site preparation, system testing, user training, data conversion, parallel processing, custom/specific documentation, and any other implementation items required to deliver a "turn-key" solution.
4		How does the escrow account work (1.2 on p. 16)?	All non-municipal accounts must post an cash escrow or bond equal to two months disposal fee.
5	1. Customer Service - Does your product allow a user to look up accounts on-line by:	Does "online" refer to a workstation residing on the Pinellas County network or do you have another definition? (1. Customer Service, 1.11)	Online refers to access to the system by County staff residing on the Pinellas County Network.
6	1.11 - Does your product automatically assign a unique truck number when a new truck is added to the system?	When would the system need to automatically assign a unique truck number?	The question is self-explanatory "when a new truck is added into the system".
7	1.14 - Does your product display account charge summary on-line with service type breakout (master/detail)?	Clarify "on-line" - Is this for use by County staff or external users? Can you detail the service types? Are you specifying that this is web-based reporting?	This statement refers to County staff. For example, if staff wanted to view an account for a summary of charges they would expect to see all materials. If staff wanted to drill down further to see the detail of a specific material, all vehicles and other specific items relating to that material would be displayed.
8	1.18 - Does your product provide the ability to process third-party notifications and/or related party notifications?	Give an example of a third party notification.	All non-municipal accounts must post an cash escrow or bond equal to two months disposal fee. If the account holder has not paid and several notices have been sent can the system notify the bank or bond holder (third party)? Another instance would be if there were two names on the account, one as primary and the other as secondary, could the system notify the secondary if the account were to go delinquent status?
9	2.8.a - Does your product allow users to define dunning rules based on customer type?	What are Dunning Rules?	Dunning Rules are also called Credit & Collections Rules.
10	2.17 - Does your product allow a user with appropriate security to perform a "material type" adjustment on a ticket that has already been posted to an account?	There were concerns about violating accounting rules. How do you want to handle "adjustments"?	Adjustments are unavoidable. Through system security, there should be adequate segregation of duties between the person making the correction and the person that made the mistake. Does your system allow for this type of security?
11	2.18 - Does your product allow a user with appropriate security to perform a "weight/volume" adjustment on a ticket that has already been posted to an account?	NTEP rules state that you can't change a weight. Can you clarify the intent of this question?	Adjustments are unavoidable. Through system security, there should be adequate segregation of duties between the person making the correction and the person that made the mistake. Does your system allow for this type of security?
12	2.20 - Does your product allow a user to define (e.g., date/range and amount) the criteria to be used for the	Define "write-off" process.	The term "Write-off" = uncollectable funds
13	"Write-off" process?	What format should this file be in? Is XML acceptable?	For additional automated file transfer capabilities, please provide all formats which are available as a part of the product. XML will be acceptable as a potential solution.
14	2.23 - Does your product provide an automated way of identifying delinquent accounts for collection processing?	What is the trigger for automation? Automatically from the software or from user review? What are the rules?	Automatically from the software, the rules (criteria/ triggers) are user defined see question 2.24.
15	2.28 - Does your product offer/support more than one credit card processing contractor?	Clarify: Does the county currently use more than one credit card processor? If so, who are they?	The County is currently using Bank Of America at other facilities

Question Number	RFP 089.0065.P Question Reference	Proposed Question	Response
16	2.29 Does your product provide a check reader?	Are you currently using a check reader system at the County's other facilities/offices.	The Clerk of Court's office uses Magtek.
17	2.33 - Once invoiced does your product prohibit a user from making an adjustment to tickets?	Please clarify - this question seems to conflict with 2.16, 2.17 and 2.18	No conflict, these are questions not specifications. The questions were asked in different ways to address different answers. Although the County's preference is auditable, authority based, modifications, there are a combination of many factors that impact final selection.
18	2.44 - Does your product provide the user the ability to perform a "hard close" on any particular account.	Define "hard close"	Hard close means that the month is closed and no changes can be made.
19	2.46 - Does your product have the ability to "flag" (i.e., identify to a user/cashier) an account that has had two Returned Items in a user specified period of time (e.g., 12 months) and indicate to a user that the account is now "Cash Only" (i.e., requires certified funds)?	Provide a common scenario as to what you want to happen.	As discussed in the pre-proposal conference meeting, Returned Items refers to NSF checks or credit card charge backs. Provide details of what your product can do in this situation.
20	3.1 Does your product interface with the B-Tech scale Model CPD-M for the purposes of recording electronic weight data?	How is your scale indicator connected to the computer (i.e. serial, Ethernet, etc.)	Serial
21	3.15b in relation to the above question - does your product allow the user to override the "forced reweight" in the event the vehicle does not have a trailer?	Please explain the process of a user overriding a forced re-weight	For example if the product uses the truck and trailer as a single "unit" and the customer comes in without the trailer.
22	3.2 - Does your product track trailer vehicles by a unique vehicle number?	Please explain further what is expected	Please identify the capabilities of your product by using the criteria stated in the RFP for your response of A,B,C or D.
23	Does your product have the ability to support multiple flat rates for various vehicle types and material types?	Please give an example of how you would use multiple flat rates for vehicle types AND material types	PCU would like to assign a flat rate (individually) to each material type and each vehicle type or vehicle type combination (truck & trailer). Conceptually, this would mean that Vehicle Types and Material Types are defined separately in discrete tables. They would be "combined" at point of transaction and calculated based on the combined fees. It is possible that a vehicle type combination may have multiple material types associated with the transaction. It is also possible that a single material type may be associated with a vehicle type combination. The system should be able to store relevant items discretely and associate them in the transaction record in a many-to-one manner.
24	3.48 Does your product allow a Scale House Attendee to process a ticket with a deposit? Such as the ability to combine two transactions on one ticket?	Regarding two transactions on one ticket - do you mean multiple materials on a ticket or multiple payment types such as cash and credit card? Please explain in more detail	Customers who give PCU a blank check to cover the deposit for more than one vehicle. Yes to multiple payment types. Customers who may come in with waste and leave with much.
25	3.5 - Does your product allow a user to edit an incorrect tare weight?	Is this edited at time of ticketing?	Yes
26	3.7 - For a vehicle that does not have a system stored tare weight, does your product automatically produce a reweight ticket at the time of the inbound weight-in excluding flat rate?	Do you force a vehicle to get a tare weight if one is not stored? Or inbound / outbound weight?	Yes.
27	3.10.2e - A description of job scheduling capabilities & requirements. Does it provide video text inserter?	Clarify Job Scheduling. Video Texting in this question seems to be in the wrong place	3.10.2e should state: A description of job scheduling capabilities & requirements. Reference to video text inserter is removed.
28	3.20 - Does your product have the ability to support multiple flat rates for various vehicle types and material types?	How would multiple flat rates be assigned to a vehicle type?	Multiple flat rates may not necessarily be "assigned" to a vehicle type. The intent of this question is to find out if your product "supports" multiple flat rates for various vehicle and material types.
29	3.32 - Does your product notify the scale house attendant when there is a "diversion" (i.e., the rerouting of traffic to another facility area for unloading)?	Give an example of "diversion". What is "another service area"?	As explained in the pre-proposal conference, a "diversion" is when material is sent to the landfill rather than the waste to energy facility. Another service area refers to another disposal area located within the Solid Waste facility.
30	3.40 - Does your product interface with an industry standard hand held technology for data collection purposes including Pison Teklogix?	Exactly what data is needed and in what format would that data be provided? Could a specific device be identified that would accept this data?	This is a "general" question to determine product's commitment to industry standards. Specifically, the purpose of the question is to ensure that the product readily supports standard data collection devices. PCU listed the Pison Teklogix.

Question Number	RFP 009-0035-B Question Reference	Proposer Question	Response
31	3.44 - Does your product use the original ticket number (in bound ticket number) for look up of the outbound ticket?	What happens if the transaction is not complete? Is there a gap in the ticket sequence?	PCU is asking the proposer needs to "propose" a process solution for that event.
32	3.46 - Does your product allow a Scale House Attendant to process a ticket with a deposit? Such as the ability to combine two transactions on one ticket?	Please provide an example of combining two transactions on one ticket	Scale House account customer delivering waste and leaving with a load of mulch.
33	3.54 - Does your product support user definable alert thresholds (e.g., when the total of 2 months of loads exceeds ascrew amount)?	Define User	The user would be a administrative person such as a member of the Accounts Receivable team, the Scale Supervisors or Manager.
34	3.58 - Does your product alert or notify the Scale House Attendant when a reweigh customer is required to pay versus when a customer is due a refund?	Provide a scenario when this would occur	The question is self-explanatory. Does the Scale house owe the customer a refund or do they owe the Scale house additional money?
35	4.2 - Does your product provide a "Management Dashboard" for on-line reporting of up to date statistics?	Do you have a dashboard now? What kind of information will be needed? Does it need to be user definable? What are the expectations? What do you want from a dashboard?	No the software currently in use does not have a dashboard. PCU is looking for the Proposer to provide the "standard" functionality their product supports in these areas.
36	4.6 Does your product produce a daily activity report for each scale which logs all transactions or scale activations?	(Item 4.6) Please define scale activation.	Anytime the scale registers any weight.
37	4.7 Does your product have an integrated real time on-line, ad hoc, query tool with printable/report output?	Define what is the expectation of ad hoc.	PCU's definition of ad hoc is: the ability for a user (not programmer) to create a list or query result that enables them to view data by defined selection criteria (i.e. date range, material type, customer, destination, etc.) in combination- not necessarily a packaged report.
38	4.9 - Does your product provide workflow functionality?	What are your expectations for workflow? Is there any integration with other packages? Do you own a workflow package? Can the County explain what they are looking for in workflow functionality? provide a detailed example of what you want the software to do	PCU currently has workflow capabilities within it's Maximo and Oracle ERP products. It is not envisioned that dynamic workflow between the Scale House product and other systems will be necessary. The question relates to triggered workflow communication and/or events between the proposed product and the business users (within solid waste facility).
39	4.11 - Does your system have the ability to allow a user with appropriate security to execute reports?	This does not have a priority	This rating should be a priority 3.
40	5.0 Does your product interface with the Financials module of the County's Oracle business suite using standard APIs.	What are the standard APIs?	The question is intended to determine the extent your product readily interfaces to industry leading products and the expense that interface development may require. Please refer to the Oracle Corporation for their supported (Financials) APIs.
41	5.1 Is your product's user interface "browser" based	There was something asked if we had Microsoft? SQL?	Although the County's clear preference is an Oracle database solution, it can support Microsoft SQL
42	5.23 Does your product provide system wide messaging capability?	Please define system wide messaging. Please provide an example	System wide messaging would be available to all operators (i.e. if Joe's hauling comes in send them to Admin, all vehicles of a certain type to the south landfill.)
43	5.24 Does your product allow traffic control and system message interface? Please provide an example of system message interface	Can the County explain what they mean by traffic control and system message interface? Please provide an example of system message interface	This would be a message that the Scale House could print on the ticket(s). Remember to re-tare your truck. We will be closed on Thanksgiving. All vehicles to the landfill. Scale #2 will be closed for repairs this week, etc.)
44	5.3 - Does your product exclusively employ the Oracle Relational Database and what is the current version supported?	Explain "exclusively". This seems to conflict with 5.4. It was recommended that "exclusively" be removed.	Clarify 5.3 as "Can your product be configured to use an Oracle relational database as its primary data store, and what are the versions supported?" Clarify 5.4 as "Can your product be configured to use an Microsoft SQL Server relational database as its primary data store, and what are the versions supported?"

Question Number	RFP 085-0855-R Question Reference	Proposer Question	Response
45	5.7 - Does your product include an application level user security in addition to the general network security? If so, does your product use existing user directory technologies Windows Active Directory and / or Novells eDirectory?	Do you want the product to integrate into an active directory? Messaging - do you want to integrate with an e-mail system or can the product have it's own inbox? The proposer also asked which directions that we have now, and the OS that they run on. Are you asking that the user be authenticated in the system to use the application?	PCU needs to know what kind of user repository will be used by the product, and how the application-level security (authentication and authorization) will work. Integrating into an LDAP-compliant directory is one possible scenario (and PCU has the hardware in place to support it). The County currently has eDirectory running on a combination of Netware, SLES, and OES, and Active Directory running on Windows Server 2003. Messaging. E-mail doesn't have anything to do with the questions in 5.7.
46	5.21 - Does your product allow the Scale House Attendants workstations to continue to function in the event of a server failure?	This seems to conflict with 5.1 - does Pinellas County want a browser based system.	No conflict, these are questions not specifications. The questions were asked in different ways to address different answers. Although the PCU's preference is a browser based solution, there are a combination of many factors that impact final selection.
47	5.24 - Does your product allow traffic control and system message interface?	Define system control and traffic control	The intent of this question is to find out if a system message can be entered such as, scale house closings, holiday closings, or disposal area closings.
48	6.16 - SCALE ACTIVITY REPORT This report shows each time the scale is activated. The transaction can have a value of zero or a weight value. This report is available in summary or detail format.	What do you mean by scale is activated? Are you asking for an audit trail?	Anytime the scale registers any weight. Yes PCU is asking for an audit trail.
49	Page 52 - IVR	Do we need to provide an IVR system? Are you currently using an IVR system? If so, what is the brand and the contact information	For these questions, PCU wants to know what the proposer can provide in terms of an IVR. The determination of whether to use our existing IVR system or a new system will be driven by the proposer's recommendation and what they can provide. Pinellas County's primary IVR system uses SynTellect software behind a Siemens PBX, which may or may not be used as part of the recommended solution. When answering these questions, please indicate if you can provide a turnkey IVR solution (hosted externally or on Pinellas County hardware), or if you can provide an IVR solution which we can host on our current IVR platform.
50		Is there an internal (Treasurer's) Policy and IT policy for CC transactions?	From an IT perspective, focus on PCI compliance. In particular, the County's Security group will be looking at the confidentiality of credit card and cardholder data, especially insure network traffic that contains any PCI-protected data, insecure web applications (as determined by Webspider and OWASP best practices), and log files that contains PCI-protected data. The County does not currently have separate servers or network segments for PCI-compliant applications. For a general security perspective, also see Appendix B of the RFP.
51		What payment types does PCU handle or want to handle - E check, ACH transfer, etc.	In addition to cash and checks, see RFP items 2.48 through 2.53. Also see RFP items 2.37a through 2.39a
52		Can we get the RFP in Word format so that we can complete the tables and forms?	The tables and forms will be provided in Adobe flitable format.
53	Page 17 - 1.3 Project Drivers	Does the County currently have the video hardware in place? If so, can you provide us with the make/model? Based on the RFP all hardware will be acquired outside of this selection process. Is that correct?	PCU does not intend to re-use the video equipment that is currently in place. The proposer should recommend the video equipment that can be integrated into their product. Any hardware and associated peripherals required to provide a fully functional solution will be procured outside of this selection process.
54	Page 22 - 3.7.3 - The typical delivery head-line from contract execution to (a) the delivery of the Application, Documentation and (b) the on-site installation of the Basis Application Software	Can the County let us know how many administrative staff will need access to the software?	PCU currently has four administrative staff utilizing our existing system. The capabilities of the new product may require an associated adjustment to those numbers. The proposer's product should be configurable to support these changing scenarios and the proposer should use the current administrative commitment to establish an initial pricing baseline.
55	Page 22 - 3.7.4 The anticipated conversion/implementation time in weeks	Can the County let us know how many scale lanes and computers will be used?	Although PCU's current configuration supports 4 staffed scales and 12 computers, the capabilities of the new product may require associated adjustment to those numbers. The proposer's product should be scalable and configurable to support changing scenarios. Proposer should use the current configuration to establish an initial pricing baseline.
56	Page 23 - 3.7.7 The type of implementation support you provide as part of your proposed implementation services.	How long does the County want to parallel test?	Please refer to the response to Question # 3 for the answer to this question.
57	Page 29 - 3.10.2a - A description of job scheduling capabilities & requirements. Does it provide video text inserters?	What does the County mean by job scheduling capabilities? Is the video text inserter reference for this question a typo?	Define Job Scheduling Capabilities. The reference to the video text inserters has been removed. Pinellas County has a number of reports and processes that are run daily. It is PCU's intent to have many of these run automatically. Please define the standard job schedule capability found within your product.

Question Number	RFP 06S-005-R Question/Requirement	Proposer Question	Response								
58	Page 29 - 3.10.5a A description of the recommended hardware and software to support video Text/insert.	Does the County currently have a video system in place?	The Scale House has a video system, but it is not integrated into the software, for the purposes 3.10.5a the proposer should not consider what we have. It is strictly for monitoring cash handling activities.								
59		(Page 31 - 3.11.8) It would be helpful to understand what the new application will be talking to when you're asking how the enterprise application integration works. Do you have Peoplesoft, SAP, Biztalk application, Sun Microsystems BP? We need a context in order to answer this because there is some fidelity in here where in the beginning it talks about Enterprise Service Biz and then in the next paragraph it talks about services oriented architecture (SOA) and those are not mutually inclusive.	Pinellas County is not looking to integrate with any specific technology or application. PCU is looking to the proposer to define all the potential integration points of the product, so that the County may measure how easily it can be used with any technology that the County has now or may have in the future. For example, is the product, out of the box, able to be plugged into a service bus, and which service buses are certified for use?								
60		There are several mentions of posting. Are you looking for a real time solution or batch posting with period closing?	PCU would like to know whether your product has real time or batch posting and the reason you might suggest one over the other.								
61		Had a Question / issue with the Company profile question 3.1.4 full client list. We do not mind giving Pinellas this information (with a nondisclosure) but because of the Florida Sunshine rule our customer base will be public to all of our competitors. If we do not fill out this portion of the RFP will it keep us out of the next haze of the bid process?	Please review the information listed below. It is in the RFP. Failure to provide the requested information for specific criteria will have an impact on the scores your proposal receives from the evaluation committee.								
62		Is it possible to get a MS Word version or RTF format of the RFP?	<p>Page 19 of RFP: MANDATORY: The Proposer must provide a response to every numbered line item in this Section. Failure to provide complete and accurate information may result in your company being eliminated from further consideration. Please provide comparable information for all subcontractors and application software providers utilized in your proposal. If an item does not apply please indicate so with an "N/A" (not applicable).</p> <p>A. COMPANY PROFILE (Rating value = 2)</p> <p>Page 66 of RFP: Company Data and Technical Requirements--(Section E.3) Maximum Points 100</p> <p>The RFP submittals will be evaluated in this section based on the written response to questions on specific topics. The County's Evaluation Committee will evaluate the answers provided by the submitter on a consensus basis. An evaluation score for this sub-section of Phase I will be calculated based on the following value criteria:</p> <table> <tr> <th>SUBSECTION</th><th>Category</th><th>Value</th><th>Maximum Score</th></tr> <tr> <td>3A</td><td>Company Profile</td><td>2</td><td>10</td></tr> </table> <p>Page 70 of RFP: Client Site Visits</p> <p>Maximum Points 150</p> <p>The finalists will be required to update the list of all current users of their products and indicate which users have functional requirements, transaction levels, services, and organization size similar to Pinellas County Utilities. Pinellas County will select the preferred site and the proposer shall be responsible for coordinating the site visit. All Pinellas County's costs associated with the client site visits will be paid by Pinellas County Utilities. During this visit, the County's representatives should have an opportunity to meet with the customer's key users, project manager and team, and technology department representatives. Independent of the submitter. No submitter representatives will be present during the site visits. This scoring section will also include information obtained from client reference checks conducted by PCU.</p> <p>The RFP document has been posted in MS Word version and may be accessed on the County's website at www.pinellascounty.org/purchase. Click on Current Bids and scroll down to the RFP that is listed in alphabetical order by the RFP's name. Click on the Word document.</p>	SUBSECTION	Category	Value	Maximum Score	3A	Company Profile	2	10
SUBSECTION	Category	Value	Maximum Score								
3A	Company Profile	2	10								

Question Number	RFP 089-0035-BP Questions/Reference	Proposed Question	Response
63		<p>In Section A, Page 9.31 it states that: alterations or modifications to the original RFP could be grounds for rejection. We can convert the PDF into a Word document and back into a PDF and without changing any wording answer the questions on the page they're asked. Can we do that? The answers would be a different color to stand out. So the only changes to the PDF would be adding spaces to answer the question if needed. We can do a lot of cutting and pasting of the required information from previously written documents. Or do we actually have to add an addendum for each question answered?</p>	<p>The RFP document has been posted in MS Word version and may be accessed on the County's website at www.pineblascounty.org/purchase. Click on Current Bids and scroll down to the RFP that is listed in alphabetical order by the RFP's name. Click on the Word document.</p>
64		<p>On page 13 insurance requirements are mentioned but on page 11.9, Items to Be Returned With Proposal, Section C isn't even mentioned. Do you want the insurance certificates added as an addendum?</p>	<p>The proposer must provide Pineblasc County with a Certificate of Insurance that meets the specifications outlined in the RFP, Section C Insurance and Indemnification Requirements prior to beginning any work or services under this contract. A purchase order will not be issued to the successful proposer until a Certificate of Insurance has been received and approved by the Risk Department.</p>
65		<p>Also, is the whole package to be put together as listed on Page 11.9?</p>	<p>Yes. However, replace d) Section F with Page 1, Proposal Signature Page. The W-9 form in Section F must also be included in the proposal submittal.</p>
66		<p>Some of our answers are quite lengthy and may alter the page when using the MS Word version. I don't want to do anything that will cause our bid to be rejected.</p>	<p>The proposer may respond to the questions in the Scope of Work at the question level. However, when responding to questions in any table provided for a response, the information must be entered into the response fields as provided. Do not create any additional rows in the Functional and Cost tables. It will skew the data. Please refer to Section A, #31, Integrity of Request for Proposal (RFP) Documents, page 9 of the RFP document that addresses modifications or alterations to the original RFP document. To maintain the integrity of the RFP document, only enter information in the Sections that ask the proposer for a response. All other information or exceptions should be submitted as an attached addendum to your proposal.</p>