



LA CROSSE COUNTY

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Request for Proposals

Land-Fill Scale Management Software

La Crosse County Solid Waste Department

April 2018

Contents

1. Overview	3
2. Proposal Submittal Instructions	3
2.1 RFP Schedule	3
2.2 RFP Location	3
2.3 Submission of Questions	3
2.4 Submission of Proposals	4
2.5 Opening of Proposals	4
2.6 Ownership of Proposals	4
2.7 Other Information	4
2.8 Amendments to RFP	4
2.9 Public Records Law	4
3. Technical Requirements	5
3.1 Mandatory Requirements	5
3.2 System Overview	5
3.3 Maintenance and Support	6
3.4 Software Implementation	6
3.5 Training	6
4. Explanation of Costs	7
TABLE 1. REQUIREMENT CHECKLIST AND POTENTIAL CUSTOMIZATION COST TABLE	7
TABLE 2. PURCHASE AND CONTINUAL MAINTENANCE SUPPORT COST TABLE	10
5. Vendor Qualifications and Expectations	11
5.1 General Information	11
5.2 Relevant Experience	11
5.3 Organization and Key Personnel	11
6. How to respond to this RFP	12
7. Evaluation of Proposals	12
7.1 Evaluation Criteria	12
7.2 Initial Evaluation	12
7.3 Vendor Interview/Demonstrations	12
7.4 Final Approval of Vendors	12
8. Terms and Conditions	13

1. Overview

The La Crosse County Solid Waste Department is seeking proposals for a land-fill scale management system to replace the current system. The landfill serves both public and commercial refuse haulers so the system must be able to process both credit card transactions as well as incorporate radio frequency Identification (RFID) tag reader technology and collect data for the billing of our large capacity, permitted haulers. The desired system will increase the automation of the check-in/check-out process and reduce manual data collection while still allowing personnel to access and input additional data points as required

Proposals shall also include any software, hardware, and accessories necessary to make the system fully operational with existing scales. The desired system must be able to integrate with the landfill's existing two, Mettler Toledo (Model# VTC-221) scales for entry and exit processing weights controlled from the central scale house building. The scales are above ground scales, measure 70 feet by 10 feet, and are located adjacent to the scale house building.

2. Proposal Submittal Instructions

2.1 RFP Schedule

The following is a list of the important dates for activities related to the RFP process. La Crosse County reserves the right to change these dates and will post the changes on its web site.

Activity	Time (CST)	Date
RFP Released	-	4/26/18
Submission of Proposals	10:00 AM	5/22/18
Notification of Advancement to Interview/Demonstration	4:00 PM	5/31/18
Vendor Interviews/Demonstrations	-	6/14/18
Final Decision	-	7/9/18

2.2 RFP Location

This RFP is posted on the La Crosse County web site. The County reserves the right to amend this RFP at any time. In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the web site. It is the vendor's responsibility to be aware of amendments that are posted on the web site at: <http://www.co.la-crosse.wi.us/RFP/>

2.3 Submission of Questions

All questions concerning this RFP must be directed to:

Bryan Jostad
La Crosse County Purchasing Manager
608-785-5879
bjostad@lacrossecounty.org

2.4 Submission of Proposals

All proposals shall be submitted in complete original form. No faxed or emailed proposals will be accepted. Proposals shall be sealed and marked "Land-fill Scale Software RFP – La Crosse County".

1. Vendors shall submit one (1) copy of their proposal in a paper form.
2. Vendors shall also submit one (1) in an electronic form (on a CD or jump drive).
3. Sealed Proposals must be delivered no later than 10:00 AM (CST) on May 22, 2018 to:

Bryan Jostad
La Crosse County Finance Department
212 North 6th Street
Room 2150
La Crosse, WI 54601

Proposals received after the above date and time will be returned unopened.

2.5 Opening of Proposals

The proposals will be publicly opened at 10:05 AM (CST) on May 22, 2018 at:

La Crosse County Finance Department
212 North 6th Street
Room 2150
La Crosse, WI 54601

At that time, the names of vendors who properly submitted proposals will be announced. Announcement of the names of the vendors who submitted proposals is not a guarantee that the proposals otherwise comply with the specifications of this RFP

2.6 Ownership of Proposals

All proposals submitted on time become the property of La Crosse County upon submission and the proposals will not be returned to the Vendors. By submitting a proposal, the Responder agrees that La Crosse County may copy the proposal for purposes of facilitating the evaluation.

2.7 Other Information

Vendors may submit any other information that is not described in this proposal that would be beneficial to La Crosse County. If in the vendor's opinion the County has overlooked anything material or relevant, such item(s) may be brought to the County's attention and be included in the proposal. Please make special note of these items in your proposal.

2.8 Amendments to RFP

In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the website at: <http://www.co.la-crosse.wi.us/RFP/>

2.9 Public Records Law

All proposals are subject to the Wisconsin Public Records Law.

3. Technical Requirements

On all the following requirements, please provide detail in your responses appropriate to the type of system environment that your software operates (i.e. Cloud-based or locally hosted).

3.1 Mandatory Requirements

- 3.1.1. Scale software and RFID system must be able to be fully functional with the existing La Crosse County scales (2) which are manufactured Mettler Toledo scales (Model # VTC-221) located adjacent to the scale house building, measure 70 feet by 10 feet, and are above ground scales. Explain how the proposed scale software system will integrate with existing scale system.
- 3.1.2. Scale software system must meet La Crosse County technological requirements as outlined in Table 1 and Table 2 of Attachment F. Please explain how the proposed scale software system meets these listed requirements.

3.2 System Overview

- 3.2.1. Provide an overview of the complete system. Describe any customization options that may be available including the ability to adapt custom data field options, custom GUI or form options into the existing system.
- 3.2.2. Installed system will have RFID reader and 200 RFID tags and shall automatically identify all incoming permitted customers with accounts via RFID tags. Provide supporting information on the RFID systems capability to assist landfill personnel in expediting the check-in process.
- 3.2.3. Provide a basic system schematic showing the client, network and/or server design required.
- 3.2.4. Provide examples of all preconfigured reports available in the system and any other pertinent system-generated examples.
- 3.2.5. Provide explanation of system capability to import data from off-site scales (i.e. not interfaced with the system).
- 3.2.6. Provide explanation of system capability to export financial data to, or interface directly with third-party General Ledger (GL) systems.
- 3.2.7. Please list all required hardware necessary for the minimum operation of the software.
 - 3.2.7a. List additional add-on features for functionality supported by the proposed software (e.g. ticket/receipt printing, RFID tracking, etc.)
- 3.2.8. List all system compatibility requirements necessary for operating software including any operating system, browser or add-on software (e.g. Java or JRE) versioning requirements.

3.3 Maintenance and Support

- 3.3.1. Describe software maintenance packages available. Complete the pricing schedule outlined in Table 1 of Section
- 3.3.2. Describe release/update process include detail on:
 - 3.3.2a. Release Methods and frequency
 - 3.3.2b. Hot-fix methods
 - 3.3.2c. Release Documentation and self-help tools available
 - 3.3.2d. Testing and verification processes including testing and live platforms options
 - 3.3.2e. Describe backup and recovery features
- 3.3.3. Describe on-call support and maintenance services available
 - 3.3.3a. Support hours and if 24-hour support is available
 - 3.3.3b. Give an example of how a typical support issue would be processed including how issue would be reported and tracked, escalation process and communication back to customer with typical turnaround time indicated.
 - 3.3.3c. Explain any other Service Level Agreements (SLAs) as part of your internal maintenance and support services.

3.4 Software Implementation

- 3.4.1. Describe your organizations project management methods / Discipline / Philosophy
- 3.4.2. Describe anticipated Implementation Time Line
- 3.4.3. Provide example of a typical (actual) project plan from a recent, similar implementation
- 3.3.4. Describe and/or provide examples of project documentation and status reporting employed during the project implementation.
- 3.4.5. Describe Vendor's expectation for La Crosse County resource hours required during the implementation. Describe typical roles and responsibilities of both the Vendor and customer resources during implementation
- 3.4.6. Describe data conversion methods available and how testing and verification would be conducted.

3.5 Training

- 3.5.1. Describe training procedures and the typical amount of training time needed for a staff of 10 people.
- 3.5.2. Describe how the training is administered.
- 3.5.3. Describe optional training services available post-implementation.

4. Explanation of Costs

Vendors should complete the following requirement Checklist and costs tables:

TABLE 1. REQUIREMENT CHECKLIST AND POTENTIAL CUSTOMIZATION COST TABLE

#	REQUIREMENT	Function Exists in System		If No, Can Requirement be Customized		Comments
		Y	N	Y	Cost, if Any	
	CREDIT CARD PROCESSING					
1	Ability to process credit cards including ability to read and process credit cards containing the new chip technology.					
2	OPTIONAL: Ability to integrate with La Crosse County's credit card processor, paygov.net which charges a 2.5% transaction fee with a minimum of a \$1 fee or an equivalent system.					
3	System to have built in credit card compliancy and security safeguards					
	TRANSACTION PROCESSING					
4	Customers with permitted accounts set up are automatically identified by system using RFID reader and tags.					
5	Customer account name field needs to allow both alpha and numerical characters.					
6	Ability to identify and track customers without accounts.					
7	Ability to identify correct total cost based on net weight.					
8	Ability to identify correct pricing based on material type.					
9	Ability to identify correct pricing based on the customer's empty (tare) weights that are stored in the system.					
10	Ability to set up and track preauthorized jobs.					
11	Ability to identify correct pricing for small transactions that have a minimum fee, including functionality for "zero" weight transaction that defaults to the minimum weight transaction fee.					
12	Ability to identify correct pricing for products and the correct pricing for products that have a quantity or minimum fee.					
13	Receipts need to be printed.					

14	Ability to print tickets for transactions with more than one type of waste on the same ticket.				
15	Ability to charge per unit (ie: obtaining a vehicle weight and frozen box dig-outs) based on stored weights.				
16	Ability for La Crosse County to perform rate changes without involvement from any vendor.				
17	Ability to provide a receipt at weigh-in for customers with stored rates and at weigh-out for those without stored rates.				
18	Ability for the scale clerk to edit any transaction including a transaction that is in progress.				
19	The minimum number of waste categories and associated pricing the system can store is 50, with the ability to expand.				
20	Ability to print tickets with a ticket number				
21	Ability to print customer/vehicle identification for Commercial haulers and public customers (ie: vehicle number, account number, etc.) on ticket.				
22	Ability for RFID reader to input account identification, hauler information, weight, and truck number.				
23	Ability to print weigh in and weigh out date and times on ticket.				
24	Ability to print waste type on tickets.				
25	Ability to record waste quantity by weight and/or unit price.				
26	Ability to print transaction type (ie: cash sale, charge sale, credit card sale, etc.)				
27	Ability to print the value of any or all transactions.				
28	Ability to reprint ticket. (duplicate)				
	CANNED AND CUSTOM REPORTING				
29	Ability to account for and/or track all transactions terminated or deleted by clerk or edits made to existing transactions.				
30	Ability to run various daily reports.				
31	Ability to run daily reports for the total number of loads, dollars, and tonnage broken down by rate code for all types of transactions including but not limited to cash, checks, and credit card.				
32	Ability to run daily reports for specific timeframes of the day and broken down by type of material.				
33	Ability to run daily reports filtered by transaction number, date or time.				

34	Ability to run daily reports filtered by account number, truck number, or trailer number.					
35	Ability to run daily reports filtered by material, tonnage, origin or rate.					
36	Ability to run daily reports filtered by operator identification.					
37	Ability to run a report listing all customers and their account numbers including other relevant customer information.					
35	Ability to run daily reports filtered by material, tonnage, origin or rate.					
36	Ability to run daily reports filtered by operator identification.					
37	Ability to run a report listing all customers and their account numbers including other relevant customer information.					
	ACCOUNTING AND BILLING					
38	An accounting/billing module that is capable of operating independently of the weighing module.					
39	Ability to produce a log of transactions and daily totals for reconciliation with weighing software totals					
40	Ability to be fully integrated with a Receivable module for payments.					
41	Ability to access the billing/accounting system using user ID and password.					
42	Ability to generate finance charges, late fees and penalties.					
43	Ability to generate delinquent notices.					
44	Ability to email invoices, statements and scale house tickets to customers.					
45	Ability to filter invoices, statements and scale house tickets by Bill Account.					
	CERTIFICATION					
46	Software, scale, and credit card “pay at the scale” terminal must be NTEP Certified as required by the Wisconsin Department of Agriculture, Trade, and Consumer Protection.					
	SECURITY AND ADMINISTRATION					
47	Ability of the system to assign role-based security access to different system features					
48	Ability of the system to allow for the configuration of password and user login security compliance rules.					

49	Ability of system to maintain a history/security log that tracks all changes (additions and deletions) to the transaction data.					
50	If system hosted on premise, does system allow for authentication via Active Directory					
51	If cloud-based, system hold website certificates					
52	System should allow for the customer independent maintenance of the service and pricing tables in order to make annual pricing and billing adjustments.					
	HARDWARE					
53	RFID system readers integrated into software.					
54	RFID tags integrated into RFID reader.					

TABLE 2. PURCHASE AND CONTINUAL MAINTENANCE SUPPORT COST TABLE

Purchase Items	Cost
Application Software	
List by individual Module cost (if applicable)	
Licensing - Describe licensing type (i.e. Enterprise, named user, concurrent user) and number of licenses required.	
Subtotal	
Standard Implementation Services (clearly state unit cost)	
Project Management	
Installation	
Other Consulting Services	
Training (if not included)	
Anticipated vendor on-site visit expenses (travel and hotel)	
Subtotal	
Purchase Total	
Implementation Items	Cost
Recommended Hardware (if not SQL Server or vendor hosted)	
Servers	
Additional and optional hardware required	
200 RFID Tags	
RFID Reader	
Subtotal	
Custom Implementation	
(If ANY)	
Third party add-ons (i.e. report generators, tax software, etc.) (IF ANY) Please list any individual products and costs	
Ongoing Yearly Maintenance	Cost
Yearly Support costs client hosted	
Yearly Support costs hosted (cloud)	
Typical yearly support cost increase %	

Other Services and costs	Cost
Software Escrow (if available)	
Customer enhancement development rate not covered under yearly maintenance	
List all costs not identified above regarding purchase, implementation maintenance	
Subtotal	
Implementation Total	
Total Purchase and Implementation Costs	

5. Vendor Qualifications and Expectations

5.1 General Information

5.1.1. Letter of introduction that includes name of contact person and contact information (email address, phone number, etc.).

5.1.2. General Information regarding:

- Summation of the vendor’s history (no more than 2 pages)
- Length of time the vendor has been in business
- Number of active clients and their location by region of the USA

5.1.3. Customer service support office location(s) that would service this contract

- Specifically identify the location of the customer center that will support the system after implementation
- Customer service operational hours availability

5.1.4. Ownership and affiliation of product

- Vendor shall identify whether they have developed all or a portion of their proposed product
- Vendor shall identify major components / modules that are developed by 3rd parties and integrated into the final proposed product

5.2 Relevant Experience

Provide contact information, list modules used and date of implementation regarding all existing clients:

5.2.1. Counties in Wisconsin

5.2.2. Cities in Wisconsin

5.2.3. Counties in Midwest

5.2.4. Cities in Midwest

5.3 Organization and Key Personnel

5.3.1. Organizational Structure / Hierarchy

5.3.2 Responsibilities and qualifications of personnel providing services under this proposed agreement.

6. How to respond to this RFP

The vendor is required to provide written responses to the following:

- 1.) **Section 3 Technical Requirement** all listed items.
- 2.) **Section 4 Explanation of Costs** Complete Tables 1 and 2 and include any extra written responses requested to explain costing details.
- 3.) **Section 5 Vendor Qualifications and Expectations** all listed items.

7. Evaluation of Proposals

7.1 Evaluation Criteria

La Crosse County will evaluate the proposals using the criteria described below.

Category	Points	Percent
Experience and Qualifications	100	20
Scope of Work	100	20
Cost Schedule	100	20
Initial Total	300	60
Interview / Demonstration	200	40
Grand Total	500	100

7.2 Initial Evaluation

Each proposal shall receive an initial evaluation by an evaluation team. The highest evaluated vendors; up to 3; shall be requested to meet with the evaluation team for an interview. Vendors advancing to the interview stage will also be provided an interview agenda. Vendors will be notified of their interview status no later than 4 pm on May 31, 2018.

7.3 Vendor Interview/Demonstrations

Vendor interviews are scheduled for June 14, 2018. Vendors must be available to interview on that date. Interviews will be 90 minutes in length. Vendors participating in the interview / demonstration may appear in-person and through a webinar.

7.4 Final Approval of Vendors

The evaluation team will make a recommendation to the Public Works & Infrastructure Committee which meets on July 9, 2018.

8. Terms and Conditions

- 1.) La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.
- 2.) La Crosse County reserves the right to re-issue any requests for proposals.
- 3.) Upon the selection of a finalist vendor, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If La Crosse County, for any reason, is unable to reach a final agreement with this vendor; La Crosse County reserves the right to reject such vendor and negotiate a final agreement with the vendor who has the next most viable proposal. La Crosse County may also elect to reject all proposals and re-issue a request for proposal.
- 4.) Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information.
- 5.) La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of the County.
 - a. La Crosse County will award the purchase to the vendor whose proposal is most advantageous to the County. In determining the most beneficial offer, the County will consider such criteria as, but not limited to, cost, quality/workmanship, capability, standardization, major and minor exceptions to our specifications, superior design features, warranty, delivery, past experience, installation, equality, discount, customer satisfaction, bidder's past performance and/or service reputation, and servicing capabilities. The County may opt to establish alternate selection criteria to protect its best interest, or to meet performance and operational standards.
- 6.) La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of the County.
- 7.) La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the vendor.
- 8.) The Vendor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Vendor, or its (their) agents and / or sub-contractors which may arise out of or connected with activities covered by this contract.
- 9.) The selected vendor shall not subcontract or assign any interest in the contract and shall not transfer any interest in the same without prior written consent of La Crosse County.
- 10.) No reports, information, or data given to or prepared by the firm under contract shall be made available to any individual or organization by the firm without the prior written approval of La Crosse County.
- 11.) Should the selected vendor merge or be purchased by another individual or firm contract continuation would be at La Crosse County's option.