

**OUTAGAMIE COUNTY**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**RECYCLING MANAGEMENT SOFTWARE**  
**FOR**  
**DEPARTMENT OF RECYCLING AND SOLID WASTE**

**DUE BY: May 26, 2016**

**Deadline for Vendor Questions: Noon CT May 6, 2016 (see Section 6.0 for details)**

## 1.0 Introduction and Background

The Outagamie County Department of Recycling and Solid Waste is soliciting proposals for a full recycling management and accounting system to handle both inbound and outbound materials. Outagamie County Recycling and Solid Waste owns and operates a single stream recycling facility and landfill. The single stream recycling facility began operations in 2009 and has grown to process approximately 100,000 tons of recyclables annually. Although the tonnage has more than doubled since the beginning, the current software utilized has not changed and our operations have outgrown the current software capabilities. Interact is the current software system used for both recycling and landfill operations. Although this software proposal does not include incorporating the landfill side of the business at this time it is imperative that the proposed software system is compatible and does not interrupt or infringe upon the existing landfill software.

## 2.0 Scope of System

The proposed comprehensive recycling software system shall target the following minimum specifications in each component. The base system pricing, maintenance and training shall be for all components referenced in Section 2.0. The County is considering both a cloud and server based solution. Vendors may submit a proposal for both options or just one option.

### 2.1 Outbound Shipment Capabilities

The proposed system shall target the following minimum capabilities for the outbound shipment component –

- Store and easily retrieve customer information including address, telephone numbers, e-mail addresses.
- Store and easily retrieve empty, tare and gross weights of a minimum of 500 vehicles.
- Integrate into the existing scale system
  - Manual Scale: Fairbanks Scales Model END-R2500-F1
  - Automated Scale: Fairbanks Scales Model PNL-R2500-F1
- Perform weighing transactions for authorized buyers and trucks, capturing the date, time, truck number, truck tare and gross weights and then calculating the net weight, associated fees and other transaction identification.
- Produce a Bill of Lading (BOL) for both the driver and scale operator, including information such as commodity type, trucking company, tons, tare weight, gross weight, release number, etc.
- The ability to process split loads of commodities (loads coming from multiple balers or multiple commodities on one truck).
- Allowing ability to attach documentation to transaction(s) including emails, special instructions, Purchase Orders, Weight Notifications, etc.

### 2.2 Invoicing and Customer Pricing Capabilities

The proposed system shall target the following minimum capabilities for invoicing and customer pricing components –

- Automatically generate invoices based on customer payment terms and conditions (i.e. daily, monthly, semi-monthly, NET30, NET60, etc).
- Provide options to adjust invoices for inbound and outbound material:
  - Add line item charges as needed and maintain original weight(s) and amount(s)
  - Account for variances (i.e. contamination, oil spill, moisture, etc)

- Freight
- Integrate with monthly commodity index pricing with ease of updating current and past loads with new prices.
- Base pricing on customer and/or commodity (i.e. customer “A” pays \$60 for newsprint and customer “B” pays \$65 for newsprint).
- Reconcile with an Accounts Receivable and Accounts Payable System. Integrate with General Ledger System (JD Edwards).
- Ability to set customer payment parameters (i.e. notice is given when payment received is 2% less than original invoice).

### 2.3 Administrative / Data / Report

The proposed system shall target the following minimum capabilities for the administration, data and reporting components –

- All functions are to be available on up to five (5) computers at one location. This would be broken down by two (2) full administrative rights users and three (3) regular access users without the ability to manipulate information and/or add/remove fields.
- In addition to reporting history this software must also be able to produce general reports such as:
  - Tonnage (daily, yearly, monthly, by account, etc)
  - Aging (daily, yearly, monthly, by account, etc)
  - Invoicing (Accounts Payable/Receivable)
  - History of Changes (voided/edited tickets and who completed this task)
  - Index Pricing History
  - Scheduled Jobs
  - Customizable reports as requested by Outagamie County
- Set up administrative functions, user level security and customization ability
  - On-site administrator rights to include:
    - Create/Edit/Change material codes
    - Additional fields
    - Set up Defaults
- Ability to export to other Microsoft Office Software (i.e. Excel, Access, Word, etc)

### 2.3 Training

The vendor shall include training in the base system cost. Provide the following information in your proposal --

- Training format (web-based, on-site, etc).
- Materials used (handouts, power point, etc).
- Length of training.
- Any training follow-up offered.

### 3.0 Technical Support / Maintenance

Provide annual pricing for five-year ongoing support and maintenance. Provide details in your proposal on your support services offered which include –

- Contact methods (live chat, email, telephone support)
- Days and hours of support
- Response time
- Work order history

- Upgrade support and maintenance information, including your involvement with the County's IT staff for an upgrade.

#### 4.0 **Optional Services**

We are seeking the following optional features for the software system. Price each component separately under Tab 4 of your proposal. State in your proposal in addition to the initial cost if the support / maintenance cost would increase. The optional features are highly desirable and one of the evaluation criteria will be the ability for a vendor to offer the optional items.

##### 4.1 **Inbound Shipment Capabilities**

The proposed optional system shall target the following minimum capabilities for the inbound shipment component –

- Store and easily retrieve customer information including address, telephone numbers, e-mail addresses.
- Store and easily retrieve empty, tare and gross weights of a minimum of 500 vehicles.
- Interface into the existing scale system.
- The ability to set default material codes to certain origins, on site locations, material category (recycling), etc.
- Issue paperless receipts and/or ability to not print.
- Ability to e-mail receipts, scale tickets, pictures and other documentation.
- Split loads from multiple municipalities and invoice separately.

##### 4.2 **Inventory System**

The proposed optional system shall target the following minimum capabilities for the inventory system component –

- An inventory management function which would communicate with the County's current baler system and keep a real time inventory after outbound shipments have departed the facility.
- The system must interface with the PLC current database collection system. The PLC is an Allen Bradley Control Logix with EtherNet/IP communication protocol.
- Describe in your proposal under this section how you will achieve the interface.

##### 4.3 **Other Optional Software Modules**

Provide an option for the following (each shall be priced separately) –

- Mobile device capabilities (i.e. photos, shipments, log in, etc).
- Customer Portal (weight notifications, etc).
- Calendar for outgoing loads with release #, truck information, company, etc.

##### 4.4 **Optional Hardware**

Provide an option for the following (each shall be priced separately) –

- Touch-Screen Display
- Electronic Signature Pad
- Automated Reader / Badge for automated scale

## 5.0 Pricing

We are seeking a lump sum system cost to include all components referenced in Section 2.0. The lump sum initial cost shall also include the first year of maintenance / support. Additionally if proposing a SaaS, the lump sum cost must include the first year of SaaS hosting / fee. Pricing must remain firm through August 31, 2016.

## 6.0 Vendor Questions

The deadline for vendor questions is noon May 6, 2016. Email questions to Nicole at [Nicole.Schultz@outagamie.org](mailto:Nicole.Schultz@outagamie.org). All questions will be answered online at [www.outagamie.org](http://www.outagamie.org) under Bids & RFPs then this project by end of day May 12<sup>th</sup>.

## 7.0 Vendor Demonstration

The County may request vendor demonstrations. If a demonstration is requested it will be at no-cost to the County. The demonstration will either be provided via a webinar or onsite at the County's facility (Appleton, WI). Outagamie County reserves the right to select the number of vendor(s) invited for a demonstration and determine if one will be requested.

## 8.0 Proposal Submittal/Required Information and Format of Response

Provide one original unbound and four bound proposal copies.

To assure similarity in proposal presentation and allow the evaluation team to easily compare proposals, proposer shall include the materials in the order as described below and sections should be separated by tabs. Failure to provide all requested information below may result in the rejection of your proposal.

### TAB 1 — INTRODUCTION

This section should include an overall description and understanding of the County project. Describe how you will fulfill the scope of service as requested in Section 2.0, addressing each subsection and bullet point.

### TAB 2 — TECHNICAL INFORMATION

Describe the following information in this section –

- Security and data management
- If cloud based,
  - How is data protected and backed up?
  - List the location of all data centers and if they are owned and managed by the proposing company or outsourced.
  - In the event of an outage, could staff continue to locally add transactions and sync after communication is restored? Explain the process.
  - In the event of an outage, what is the communication plan between the vendor and the County?
- If server based,
  - Explain the server requirements (licensing, ram, processor, storage, virtualization, etc).
  - In the event of an outage, could staff continue to locally add transactions and sync after communication is restored? Explain the process.
  - In the event of an outage, what is the communication plan between the vendor and the County?

- Provide information on the computer specifications for running the software (ram, processor, hard drive, web browser, etc).

#### **TAB 4 — OPTIONAL ITEMS**

Provide information and costs associated with the optional items as referenced in Section 4.0. If any of these optional services would increase the annual maintenance / support, reference the increase.

#### **TAB 5 — LANDFILL SOFTWARE**

In the future, the County may consider changing landfill software. Provide information on the proposed software's ability to accommodate future flexibility to incorporation landfill functions as well. Provide an estimated cost for the module. If the proposed software does not have the landfill functionality, reference that is not an option in Tab 5.

#### **TAB 6 — REFERENCES**

Provide a minimum of three and a maximum of five similar sized agencies that are currently using your system.

#### **TAB 7 — COMPLETED FORMS**

In this section, complete the Proposal & Pricing Form.

### **9.0 Contact Information**

Nicole Schoultz  
Outagamie County, Purchasing Coordinator  
(920) 832-6083  
[nicole.schoultz@outagamie.org](mailto:nicole.schoultz@outagamie.org)

### **10.0 Clarification and/or Revisions to the Specifications and Requirements**

Proposer must examine the RFP documents carefully and before submitting a Proposal may request clarification. A Proposer's failure to request additional information or clarification shall preclude the Proposer from subsequently claiming any ambiguity, inconsistency, or error.

The County will issue responses to inquiries and any other corrections or amendments it deems necessary in written addendum prior to the Proposal due date. Proposers should rely only on the representations, statements or explanations that are contained in this RFP and the written addendum to this RFP. Where there appears to be a conflict between the RFP and any addendum issued, the last addendum issued will prevail.

It is the Proposer's responsibility to assure receipt of all addenda, which would be posted on the County's website at [www.outagamie.org](http://www.outagamie.org) then Bids & Proposals under this project. Upon posting, such addenda shall become part of the RFP and binding on Proposer(s).

### **11.0 County Reservation**

Outagamie County reserves the right to accept or reject, any or all proposals, in whole or in part, as deemed in the best interest of the County.

- a. This proposal request does not commit Outagamie County to make an award or to pay any costs

incurred in the preparation of a proposal in response to this request.

- b. The proposals will become part of Outagamie County's files without any obligation on Outagamie County's part.
- c. The proposer shall not offer any gratuities, favors, or anything of monetary value to any official or employee of Outagamie County for any purpose.
- d. The Company shall report to Outagamie County any manufacturer product price reductions, model changes, and product substitutions. No substitutions are allowed without prior approval from Outagamie County.
- e. Outagamie County has the sole discretion and reserves the right to cancel this proposal and to reject any and all proposals received prior to award, to waive any or all informalities and or irregularities, or to re-advertise with either an identical or revised specification.
- f. Outagamie County reserves the right to request clarifications for any proposal.
- g. Outagamie County reserves the right to select elements from different individual proposals and combine and consolidate them in any way deemed to be in the best interest of Outagamie County.

**12.0 Closing Date**

Proposals will be received up to 2:00 pm CT May 26, 2016.

**13.0 Proposal Submittal**

Send or deliver proposals to –

Outagamie County Purchasing  
Attn: Nicole Schoultz  
410 S Walnut St (4<sup>th</sup> Floor Finance)  
Appleton, WI 54911

Mark on the outside of your proposal “Recycling Software”.

**14.0 Taxes**

Outagamie County is exempt from Federal Excise Tax (39-6005724), Wisconsin Sales Tax (ES 41005), but if there is a tax, such as local or county, it must be shown in the proposal.

**15.0 Method of Procurement**

The method for this procurement is competitive proposal, pursuant to Chapter 22 of the Outagamie County Code of Ordinances.

**16.0 Venue**

This agreement will be governed and construed according to the laws of the State of Wisconsin. This agreement is performable in Outagamie County.

**17.0 Status of Proposal**

Upon award, proposals will be considered public record and details will be posted online. Information on status could be obtained from Outagamie County's web site [www.outagamie.org](http://www.outagamie.org) than **Status of Bids/Proposals**.

**OUTAGAMIE COUNTY PROPOSAL & PRICING FORM**  
**Recycling Management Software**  
**Page 1 of 2**

**Proposals Due:** May 26, 2016 -- 2:00 p.m., CT

**Send/Deliver Proposals To:** Outagamie County Purchasing  
Attn: Nicole Schoultz  
410 S Walnut St  
Appleton, WI 54911

Name of Solution Proposing \_\_\_\_\_

**Provide all information as requested in Section 8.0**

Firm Name: \_\_\_\_\_

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

Print name: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

City/State/Zip: \_\_\_\_\_

Phone/Fax: \_\_\_\_\_

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

**OUTAGAMIE COUNTY PROPOSAL & PRICING FORM**

**Recycling Management Software**

**Page 2 of 2**

*Cost referenced below must include all components as referenced in Section 2.0*

**On-Site System**

Lump Sum System Cost & Year 1 Maintenance & Support \$ \_\_\_\_\_

Year 2 Maintenance & Support \$ \_\_\_\_\_

Year 3 Maintenance & Support \$ \_\_\_\_\_

Year 4 Maintenance & Support \$ \_\_\_\_\_

Year 5 Maintenance & Support \$ \_\_\_\_\_

**SaaS**

Lump Sum System Cost & Year 1 SaaS Fee, Maintenance & Support \$ \_\_\_\_\_

Annual SaaS Fee - Year 2 \$ \_\_\_\_\_

Annual SaaS Fee - Year 3 \$ \_\_\_\_\_

Annual SaaS Fee - Year 4 \$ \_\_\_\_\_

Annual SaaS Fee - Year 5 \$ \_\_\_\_\_

Year 2 Maintenance & Support \$ \_\_\_\_\_

Year 3 Maintenance & Support \$ \_\_\_\_\_

Year 4 Maintenance & Support \$ \_\_\_\_\_

Year 5 Maintenance & Support \$ \_\_\_\_\_