

AMENDMENT NO. 1

Request for Proposals for a
Customer Service, Cart Management and Route
Management System

for the
Solid Waste Management Division

of the
Government of Guam

May 8, 2009

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to the
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**Summary of the Pre-Proposal Conference
With Additional Information**

Location: Solid Waste Management Building, Via Teleconference

Date: April 30, 2009

Time: 8:00 a.m. Guam Time

Attendees: Jack Tucker, Senior Project Manager, GBB Receiver
Linda Ibanez, Solid Waste Management Division
Bob Manibusan, Solid Waste Management Division
Amelita Benavente, Solid Waste Management Division
Kevin Callen, Technical Advisor, GBB receiver
David Seader, Principal Consultant, GBB Receiver

Potential Responders (see Attendee List attached)

Dave Seader began the conference by welcoming the attendees, introducing the Solid Waste Management Division (SWMD) team and taking attendance. He then explained the purpose of the conference: to provide an opportunity to potential proposers to ask questions and get clarifications of the RFP.

Mr. Seader then provided background on the purpose of the solicitation. In managing the operations of the SWMD, it was recognized that there was a problem of connecting the service being delivered on the island to about 15,000 customers with the official customer base of about 12,000 who are billed for the service. One reason for the significant disparity between the two numbers is that the SWMD is unable to link the service location with the customer records, which is a major need to improve the service and to create a more self-sustaining financial operation for this division.

In addition, the SWMD wants to upgrade and improve its customer service capability. Right now the division has a customer service group that performs admirably, working with a custom-designed "homegrown" system for keeping track of customer interactions. The SWMD wants to incorporate their functions into a more comprehensive and integrated customer management system.

The SWMD is in the process of standardizing its collection services by introducing carts into the system for all of its residential customers. It is on the verge of announcing the winner of a separate solicitation procuring 96 gallon carts for each of the customers in the system. Each of these carts will have an RFID tag so that the SWMD can locate all of the service pickup points and tie that to the customer

records. In connection with that program, the division is going to re-register its customers. SWMD staff will be going out throughout the island on a village-by-village basis to re-register all customers, have them identify where they are on a map that the division is producing, and linking all of that information together with a new customer service system -- hence this RFP.

Mr. Seader explained the three dimensions of the solicitation:

1. Customer Service System
2. Cart Management System
3. Route Management System

All of the specifications for the functionality, requirements, system hardware and service support for each of these systems is contained in the RFP.

Customer Service: The Customer Service System is essentially a system to support and interact with both the Tipping Fee System and the customer service functions that deal with customers in terms of investigating and resolving any kind of service problem, billing problem, or change in customer status.

The billing and collection service for the SWMD is and will continue to be maintained by the Government of Guam's Tipping Fee System. It is a system custom designed, developed and maintained by Data Management Resources, Inc. for the Government of Guam. That system keeps track of customer payments and customer records, and provides the monthly billing for our residential customers. The SWMD wants to download payment status information from the Tipping Fee System so that any delinquent customers can be identified and addressed by their customer service representatives so that they can impose some discipline on them by suspending service or taking other actions. In addition, the division wants to upload information to the Tipping Fee System on changes in customer status and information, service changes, new customers, etc.

Cart Management: SWMD wants to keep track of its inventory of carts: where they are, where they are going, where they've been, if they are lost, when they are being repaired, etc., and to be able to link them to a particular customer and service location.

Route Management: SWMD wants to assign customers to routes on a current basis, and be able to have the correct customer information available to drivers so they can stop only at current customers and skip the ones that are non-customers or suspended customers. When customers get reinstated or new ones are registered, SWMD wants to get them added to the routes.

Mr. Seader then outlined the submittal process for proposals. The pre-proposal conference is the first in the procurement process. After the release of the RFP the next major milestone is the delivery of the proposal May 15, 2009 at 4:00 p.m. at the office of the Solid Waste Management Division in Tamuning, Guam at the address listed in the RFP.

SWMD is planning to have the proposals evaluated by June 3, 2009, and have a signed contract with the successful proposer by June 10, 2009. This would coordinate well with the roll-out of the cart program which will begin early in June, and the re-registration program which will take place over the summer.

He then entertained questions from the potential proposers:

Q1: If the Government of Guam, pursuant to the RFP, may be buying hardware and software from the proposer over a period of three years, how are we to price the equipment – fixed for three years, escalating, based on some index, etc.?

A1: The Government of Guam would prefer a fixed price, but the proposer should provide alternative prices and terms, as the proposer deems necessary.

Q2: What is your current customer service response time?

A2: We are able to respond within 24 hours.

Q3: The proposal is due in by the 15th of May, but if I'm correct, is the system to be up and running by June 9th?

A3: No, we plan to make an award, have negotiation completed and have the contract signed by the 10th of June. At that point clock will start on the implementation.

Q4: If it takes longer than June 10th to have this negotiation completed, then the implementation schedule will be pushed back in similar amount of time?

A4: Yes.

Q5: We recently participated in the roll-out carts, and one of the things that came out is that GBB will be handling or managing the payable on that contract. Will it be the same for this contract?

A5: Yes.

Q6: How frequently do you foresee data exchange or some sort of interaction between the two systems to update account payable status? Monthly, quarterly?

A6: Up to a daily update, if necessary.

Q7: How do you perceive the interaction happening between the two systems -- generating a file or with an upload or download from the current system?

A7: As per the RFP we see a flat file transferred between the systems.

Q8: In the RFP in some areas it calls for USB 1.0 and other places calls for USB 2.0. Can we provide a USB interface with either one, meaning it will work for 1.0 as well as 2.0?

A8: It's not a hard requirement – just be specific on which one you are offering in each case.

Q9: USB port requirement does not specify whether it is a host or client. Can I take the liberty and say we can pretty much propose and explain why we choose a certain function with the USB?

A9: The intent of the USB alternative is to be a back-up plan if the Wifi or cellular connection is not working, so the driver can download the data onto the USB drive and bring it in to the office and upload it.

Q10: Is the truck for the pilot project a rear loader with a dual tipper? What's the name of the tipper, manufacturer and the model of the tipper?

A10: The truck is a rear loader. The tipper is a Toter Model 3065 Trimlift II Lifter.

Q11: What is the make and model of the truck for Phase One pilot project? Is it new?

A11: The initial one is an AutoCar 2007 with Goliath rear loader. That will be the pilot vehicle. It was placed in service in 2008.

Q12: Looking ahead to Phase Two, as well and down the road, what do you envision the future truck configuration to be -- are they all going to be rear loader or side loader or fully automated or semi-automated?

A12: For the foreseeable future, all trucks will be a rear-load semi-automated configuration, with one exception being the smaller special collection truck (in Guam we use the term "baby packer"), a standard size pickup truck with a 3- to 6-yard hopper, hydraulic tip hopper and a cart lifting mechanism on them for special collection in places that the large trucks cannot get to.

Q13: Will the Wifi installed at the DPW truck depot be weather protected? Will the equipment being installed in the depot be exposed to rain?

A13: There is a covered patio at the back of the SWMD building that could be used for the installation of equipment. Wifi equipment could be installed in the building with an external antenna. The successful bidder will determine the best mounting configuration with the approval of SWMD.

Q14: For the installation of the equipment on a truck, is the truck exposed to weather? If there is no covered area for installation, there might be a delay in installing the equipment to the truck.

A14: We have a maintenance shop facility that can be made available for any installation on the trucks. It has three (3) bays that are covered. So weather should not be a problem for installation.

Q15: Does the maintenance shop have any fabrication capability, or welding capability that we can use?

A15: No, it is a very basic shop that only does light preventative maintenance. Any major repairs are contracted out.

Q16: Are there any metal fabrication shops in Guam that we can utilize for our installation?

A16: Yes, we are located in an industrial area that has adequate contractors.

Q17: Is there any welding capability in the shop to weld brackets?

A17: No.

Q18: Regarding the communication, when the truck is away from the yard, and transmitting data over time, is there a preferred provider that you would like us to use?

A18: No, that would be up to the proposer.

Q19: What are the shop hours that can be made available for installation?

A19: Our facility will be available normal operating hours, 8- 5 p.m. We can make arrangements to be there earlier if needed.

At 8:40 Mr. Seader declared the pre-proposal teleconference ended.

The following was added after the conference call -- *It is the intent of the Government of Guam, unless this timeline is not feasible, to complete the implementation of the Customer Service system (excluding the onboard vehicle system and RFID reader) by July 6, 2009, for actual cart collection service to start thereafter.*

Questions received after the conclusion of the pre-proposal conference:

Q20: Are you aware of any current "up to date" mapping software that accurately identifies each street and its location on the Island of Guam? Please advise.

A20: The vendor will be asked to utilize street centerline data provided by GovGuam.

Q21: How will down time, if any, be tracked? Will there be an assigned person to determine Vendor down time versus Customer down time?

A21: The Vendor will be responsible for monitoring and reporting on downtime from the server(s).

Q22: Will you please provide more details regarding the customer registration application?

A22: All customers must be signed up for a new service. They must provide their billing and service location addresses. In many cases, there is not a geo-referenced service address, i.e., a street address does not exist. In order to establish the location at which the customer will be provided service (and to which the cart to be delivered), the customer will need to pinpoint the service location on a map that will be uploaded to their customer record. The Customer Service Representatives are envisioned to have laptop computers, but not have Internet access in the field during the registration campaigns in the communities.

The registration system would preferably utilize aerial photography and capture and XY coordinate for the cart location and for the actual house, all of which will be associated to their actual registration and billing information

that will be entered into the system during customer sign-up. The solution would allow for offline registrations that would be synchronized once the Customer Service representative returns to having Internet access and/or once the customer service software is implemented. This registration application will be required before the Customer Service System goes live and the new cart collection services are started.

Q23: Would you negotiate a contract that would waive or limit service availability credits?

A23: The intent of the service level agreement and related penalties are to ensure that the Government of Guam has an available and operational system. The proposer may offer alternatives or modifications to the service-level agreement, but there will be a contract requirement for a service-level agreement and penalties for non-compliance.

Potential Proposers Attending the Pre-Proposal Teleconference

RFP: Customer Service, Cart Management and Route Management System
for the Solid Waste Management Division
Pre-Proposal Teleconference
April 30, 2009
Attendee List

| <u>Vendor</u> | <u>Name</u> | <u>Contact Number</u> |
|--|-------------------------------------|---|
| Effician, Inc. w/ Alpine Technology Corp. | Ich-Kien Lao, President | (919) 272-0224 |
| Toter Incorporated | Skip Lynn | 704-872-8171 / 800-424-0422 704-878-0734 (fax) ckitts@toter.com |
| Pacific Waste Systems, LLC | Amelia Toelkes | (671) 646-2267/1925 (671) 649-0120 (fax) impact@ite.net bam@pacificwastesystems.com |
| Desert Micro Software | Barbara Knyes | 904-247-4285 ext 325 904-241-7333 (fax) mikes@desertmicro.net |
| Far East Equipment Company LLC | Charlene Mendiola | 671-473-4376 671-473-4370 (fax) jlimtiaco@fleetservicesguam.com |
| Softpac/Computerland Guam | Brian Porter Danny Leon Guerrero | |
| Routeware | Ed Arib | |