NOTICE TO PROPOSERS

There may be one or more amendments to this Request for Proposal solicitation. If your company desires to receive copies or notices of any such amendments, you must provide the information requested below to the Government of Guam Solid Waste Management Division. Please send this information to Linda Ibanez via fax at 671-649-3777 or by e-mail at lindaibanez@gmail.com. **The Government of Guam will send amendments only to those firms that complete and return this form in a timely manner via fax or provide the requested information by timely e-mail.**

RFP name	Customer Service, Cart Management and Route Management System for the Solid Waste Management Division
Company name	_____
Mailing address	_____
	_____
	_____
Phone number	_____
Fax number	_____
Contact person	_____
E-mail address	_____

Send amendments by (check one): ☐ fax
☐ e-mail

Amendments will be posted on the Solid Waste Management Receiver web site (http://www.guamsolidwastereceiver.org) in a PDF format.

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

for the Solid Waste Management Division

of the Government of Guam

1.0 Introduction/Overview

1.1 Purpose/Objective

The purpose of this Request for Proposal (RFP) is to procure computer software, hardware and related services for the customer service, cart management and route management functions (the System) of the Solid Waste Management Division (SWMD) of the Government of Guam (GovGuam). Through improved customer service, customer account management capability and management of its waste collection activities, SWMD will be able to improve the quality of service to the citizens of Guam, improve its accounts receivable position, and improve its operational performance in providing these services.

The SWMD currently has limited capability and systems in place for customer service, especially the ability to match customer locations with service status. As a result, the SWMD has difficulty stopping the service of customers with delinquent accounts, or assuring that all those receiving service are paying for the service. The System will provide hardware, software and services to link accounts receivable with service eligibility through geo-location and RFID-based cart tracking, as well as providing SWMD the ability to manage customer service interactions. The procurement of the System is being undertaken in conjunction with a separate procurement of solid waste carts equipped with RFID tags. The two procurements together will give SWMD the ability it needs to provide comprehensive, cost-effective and customer friendly service.

1.2 Background

GovGuam has been out of compliance with the USEPA's Clean Water Act for approximately twenty-three (23) years. In 2004, GovGuam and the USEPA entered into a legally binding Consent Decree whereby GovGuam would design and build a sanitary landfill, close the existing Ordot Dump in an environmentally responsible manner, and implement a household hazardous waste operation. The Federal District Court of Guam (Court) placed the SWMD under a federal receivership on March 17, 2008 after GovGuam failed to comply with this Consent Decree. With that order, Gershman, Brickner & Bratton, Inc., a waste management consulting firm, was appointed by the court as the receiver for the SWMD (Receiver) and charged

with implementing the Consent Decree and managing the employees of the SWMD and all of the SWMD activities including, but not limited to, the weekly collection of household garbage from its paying customers.

The SWMD currently has 12,080 registered customers but collects from approximately 15,000 stops a week. Of the 12,080 registered customers, there are approximately 3,000 for whom SWMD has not been able to tie their billing with their collection addresses.

Currently, the customers for weekly garbage collection set their garbage out once a week, generally in trash bags placed in a 35 gallon container provided by the resident. There is no restriction on how many containers a customer can place out for collection. These containers are not uniform and often placed in corral-like platforms that are unsightly and make it difficult for SWMD employees to lift the garbage containers into the collection vehicle. Performing the work in this manner raises the risk of injury to collection employees.

In an attempt to reduce the risk of injuries to its workers, standardize the collection containers, and solve its registration and billing discrepancies, the SWMD is implementing a cart-based collection program and new customer service software. The Receiver submitted a report to the Court outlining this plan, and on January 14, 2009, the Court issued an order that the Receiver implement the plan within the timeframe outlined in the Receiver's report. The report to the Court and the subsequent order by the Court can be found at the Receiver's website (http://www.guamsolidwastereceiver.org).

Once the contracts for the carts and the System have been executed, the objective is to integrate the hardware, software and equipment into a technology platform whereby the truck's GPS, the cart's RFID tag, and the customer service software communicate and track services. At that point the SWMD will begin a new customer registration drive to re-register all the existing customers and sign up new customers for the residential collection service. SWMD staff will go to each village for several consecutive days and nights so that residents of that village can easily sign up for services. The week following registration, SWMD employees will deliver the carts to the customers who have registered. Guam is comprised of 19 villages, ranging in population from one thousand to several thousands. During this first wave of deliveries, only one 95-gallon cart will be delivered to each customer. After the SWMD is finished registering customers in all 19 villages, a second wave of deliveries will commence, providing customers with the remaining amount of carts that they require. The purpose of delivering the carts in this way is to minimize the amount of unused inventory of carts. Given this, the Receiver expects to make more than one order for carts to be shipped to Guam.

1.3 The Current Situation

GovGuam currently uses a custom-developed application for billing called the Tipping Fee System (TFS). The TFS was developed for the IBM iSeries computer system (a.k.a., AS/400). The operating system is i5 version 5 release 2 modification level 0. The TFS was written using the host programming languages - primarily RPG/400 and the CL (control language of the operating system). The database architecture is DB2 built into the operating system.

The TFS has a customer record for each customer receiving service. The customer record has the following information:

- Account #
- Customer name and phone #
- Customer ID – water meter (original) or social security # (new)
- Co-customer name and ID
- Employer (optional); work phone #, fax #, other phone #
- Mailing address
- Service location/street address/village/water meter route/book #
- Billing and payment history
- Notation of any billing disputes
- Other coding (inactive, updating record, etc.)

Not all customer records have a street name and street number that correspond to their service location, making the coordination of customer accounts to their physical collection location more difficult.

The TFS's monthly billing process is as follows:

1. Updates the TFS customer accounts receivable master records.
2. Generates billing statement records.
3. Automatically interfaces journal entries to the Department of Administration's (DOA) accounting system – debits receivable to General Ledger and credits receivable to revenue ledger for billing totals.

Customer payments are handled by the DOA accounting system:

1. Posted to TFS customer accounts receivable master records
2. Journal entries generated - credit receivable to General Ledger and debit receivable to cash

Accounts Payable is handled outside the Tipping Fee System through the DOA accounting system.

Customers may pay their bills by cash or check in the following ways:

- At a bank: Bank of Guam, Bank Pacific or Citizens Security Bank
- At a Treasury of Guam Cashier location: One-Stop Center or Treasurer's Office
- By mail
- Online (which also includes credit card payment capability)

Collection activity consists of sending out letters to delinquent accounts. Rarely, if ever, are residential customers terminated for non-payment.

Customer service is provided by a staff of customer service representatives using manual information collection and dissemination supported by Excel spreadsheets.

1.4 System Overview

The System is to be comprised of hardware (i.e., System Components) and software (i.e., Functionality) that will be provided by the Proposer.

1.4.1 Software Functionality

The primary Functionality of the System consists of the following three components, depicted below in Exhibit 1:

1. Customer service
2. Cart management
3. Route management

The primary Functionality is further detailed in the Requirements section of this RFP (Section 3.4). Provided below is a summary of the Primary Functionality.

Customer Service: The customer record in the Tipping Fee System will maintain all customer financial information, such as billing and payment history, service type and rates, etc. The System will maintain all service delivery-related information for each customer account, including the service unique identifier, service code, service set-out location(s) (X,Y coordinates), service building location(s) (address and X,Y coordinates), cart(s) RFID number(s), cart serial numbers(s), collection day, and route number. The link between the two systems will be the unique customer account number, allowing the System to communicate customer account status and the Tipping Fee Revenue System to download service characteristics needed for account management, such as changes in a customer's record, information on new accounts, service terminations, etc. There may be a one-to-many relationship between a single account (unique identifier) and multiple service (unique identifiers), as customers may pay for multiple services from one account. The System will be able to download a batch file from the Tipping Fee System that provides the payment status of the customer account and whether service should be discontinued. The System will be required to provide flat file data outputs for import into the Tipping Fee System.

As customers interact with SWMD staff, all communications will be recorded in the customer's history. If the customer wants to update its account information, register for new service, terminate a service or make any other service modification, the Customer Service Representative (CSR) will use the System to record all the information and provide a batch export out of the System into a format required by Tipping Fee System to update the customer's record (or create a new one). If the customer requires a special service, cart delivery, repair or inspection, or lodges a service or damage complaint, the CSR will record that information and generate a work order that will be visible in the Cart Management and Route Management functions of the System. In addition, work orders will be generated to remove carts for customers that are having their service suspended. Once the work order is completed (and closed), any additional charges required or service credits will be communicated to the Tipping Fee System via batch download for customer billing purposes.

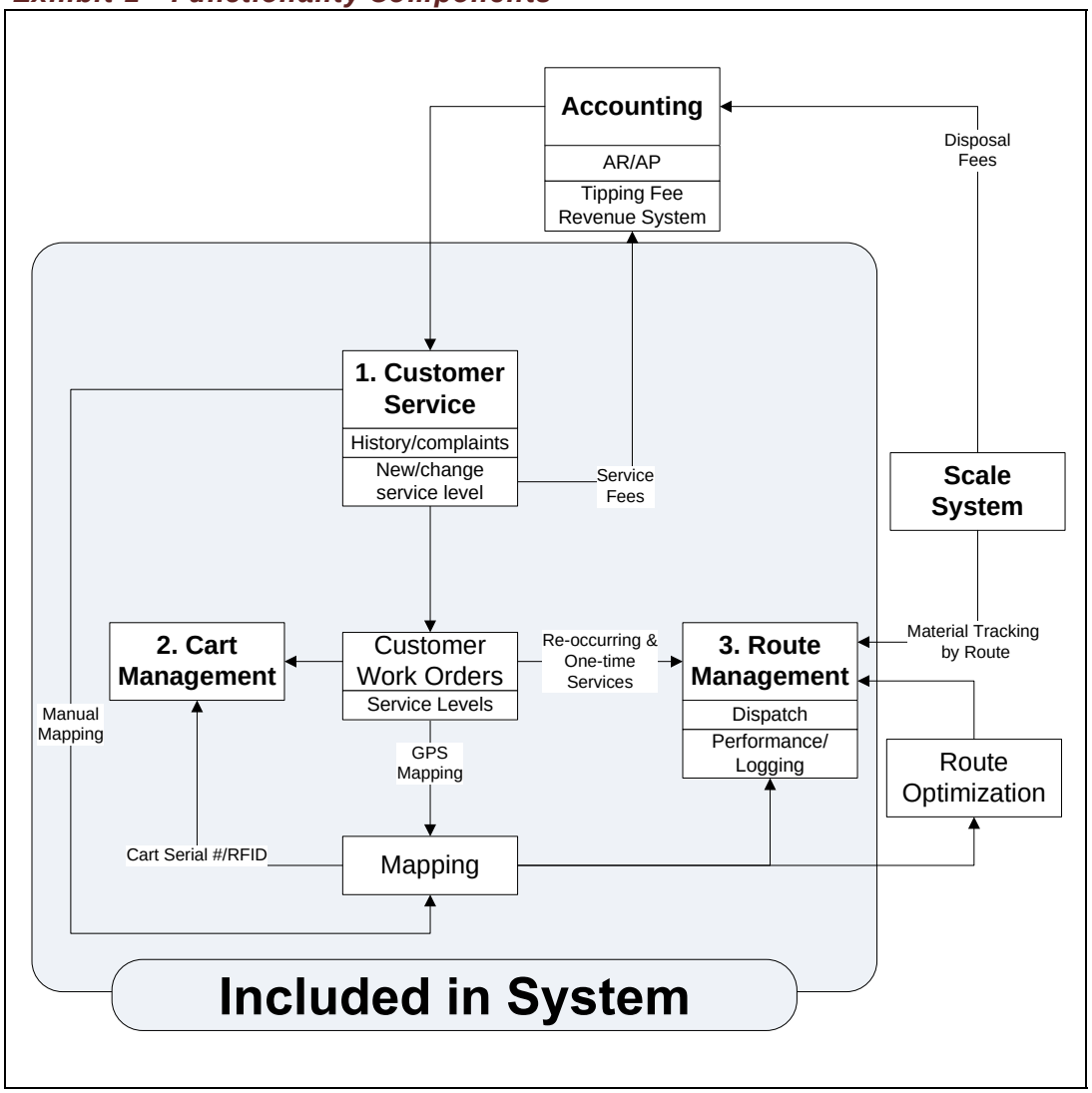
Cart Management: In order to track the location of each cart (X and Y coordinates), its RFID number, serial number, service unique identifier, and account assignment, delivery date, pick-up date, maintenance history, work order history, purchase year, etc., the Cart Management system will be integrated with the Customer Service and Route Management systems and viewable by the user when accessing customer information or when accessing all of the cart information.

The Cart Management information will also be tied to the Work Order function. As work orders are generated, they will be downloaded in batch to the PDAs for completion. As the staff person services, picks up or delivers a cart (for the work order), the cart will have its RFID tag scanned with a timestamp and XY coordinate being recorded. The data for the completed work order will be uploaded to the System and the service location's XY coordinate and RFID number will be updated in the System for that account and service identifier.

Route Management: Route Management provides the Operations Manager the capability to assign customers to a collection day, route and sequence number, assign employees to a truck and assign employees and trucks to a route on a daily basis. The System will maintain the service code for each route. The System will provide the ability to pull up a customer's service set-out location (X, Y coordinates) on an electronic map (in GIS (Geographic Information System) or another electronic mapping interface). The System will provide Daily Route Reports, comprised of a sequential list of customers in the order to be serviced and service-related comments, for providing to the crews the customer and sequence to be serviced on a given route. The System will also provide a Suspend Service report for each route that provides those customers that should not be serviced.

Other System Interfaces: As illustrated in Exhibit 1, the system has several interfaces with other aspects of the SWMD system, services and operations. The interaction between the System and the Tipping Fee System was described above in the section on Customer Service. The System may also require future interfaces with (1) the fleet maintenance operation, (2) the landfill scale system, and (3) route optimization software. Thus, an open interface and database that allows for developing interfaces with the System would be preferred.

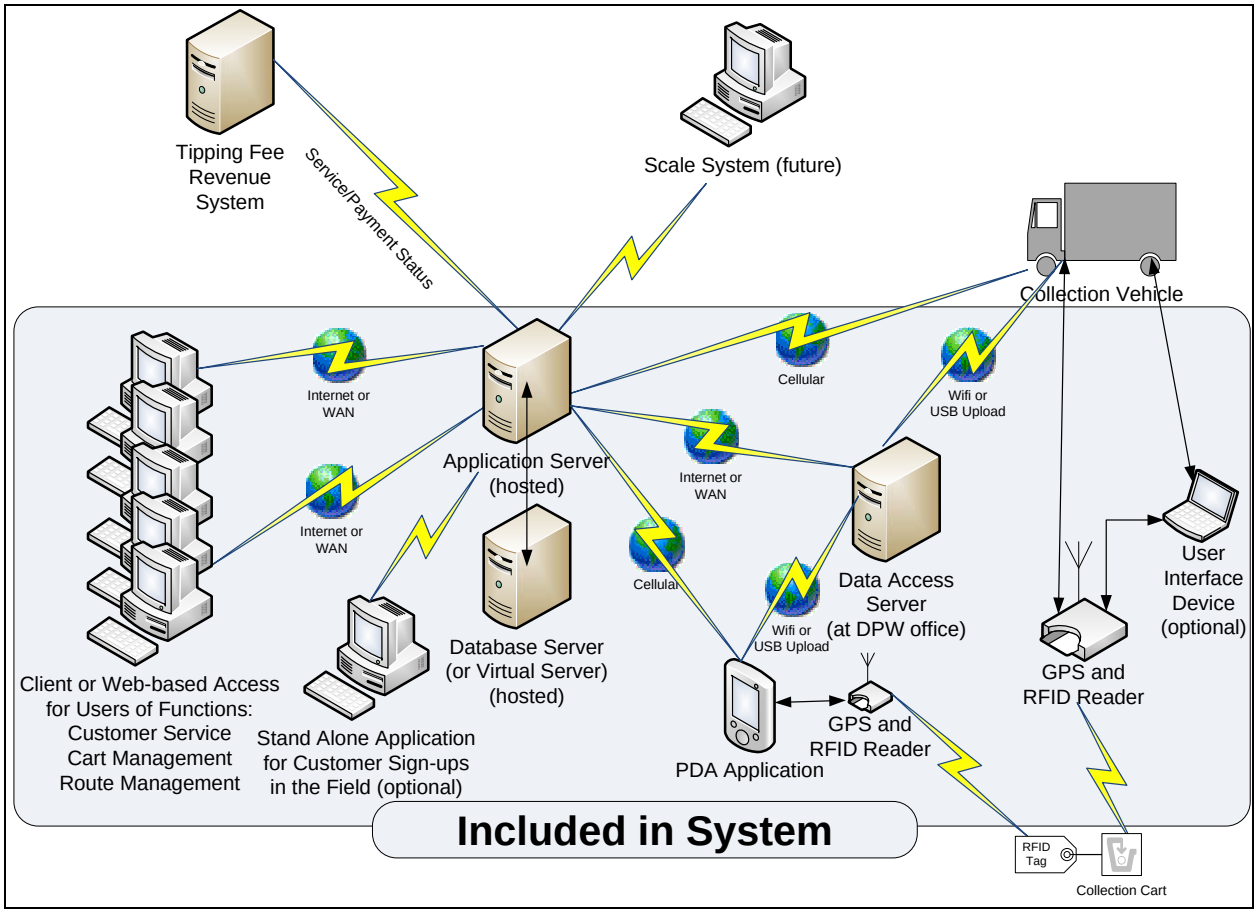
Exhibit 1 - Functionality Components



1.4.2 System Components

The hardware components of the System will be comprised of the elements seen in Exhibit 2 below, excluding the desktop computers used for GovGuam access to the application, the infrastructure for the Tipping Fee System, the future Scale System, and the collection carts with RFID tags. For the Proposer's information, the specifications for the RFID tags are included in Attachment 1.

Exhibit 2 - System Components



Except for the Data Access Server, the entire System will be supported and maintained by the Proposer and hosted by the Proposer at a hosting facility on the Island of Guam. The hosting will provide daily backup, weekly off-site backup storage, and a firewall. The GovGuam access to the System will be via the Internet or a WAN.

There are three potential ways of data transmission between the mobile data components of the PDA and Onboard Vehicle System (OVS) mounted in the collection vehicles: (1) Wifi, 2) upload from a USB drive to the Data Access Server (which will then transmit to the hosted Application Server over the Internet or WAN), or (3) a direct cellular connection to the hosted Application Server. It is preferred and a base requirement to utilize a cellular connection. Guam has a problem of

inconsistent cellular connectivity, so the System cannot rely on cellular service for data transmission. The System will need to store the data on the PDA and OVS until cellular connection is restored (and the data is uploaded). As a minimum, a direct upload via a USB drive (for the OVS) and a USB cable/docking station (for the PDA) would provide a backup/secondary means of uploading the data. Proposers may provide alternative solutions to solving the problem of inconsistent cellular connectivity. However, the solution must have at least two methods of data transmission and not require constant cellular connections.

The System will be on a dedicated server (Application Server) with a separate server or virtual server as the Database Server. The System will provide a Data Access application to be installed in the SWMD office or an alternative solution for manual upload of data to the Application Server. Work Orders for cart deliveries and maintenance will be downloaded to a PDA that will record the RFID tag on the cart during the completion of the work order, and subsequently upload the work order information to the server when cellular connection is made available. Each collection vehicle will be equipped with a cellular modem, USB drive, GPS receiver, GPS antennae, RFID reader and RFID antennae, each to be supplied by the Proposer.

Each collection event will be recorded with the timestamp, RFID number, and X, Y coordinates, and then transmitted to the System Server via cellular connection once the cellular connection is established. In addition, the System will provide automatic GPS fixes on a customizable interval. As an option, the System will have an onboard terminal for viewing customer route information and inputting service related information.

1.4.3 System Phasing

Phase 1 of this contract will consist of implementing the customer service, cart management software and route management software; and a Pilot Project using RFID readers in one truck. Due to concerns over the technical viability of the OVS and the capacity of staff to properly integrate the OVS and its procedures into collection operations, GovGuam desires to initially test the solution in a Pilot Project. The Pilot Project will consist of equipping one collection vehicle (that has two cart tippers on the rear) with the OVS. The use of the PDAs for fulfilling work orders, which includes scanning the cart's RFID tags, is a component of the Phase 1 System and will be utilized not just for the OVS Pilot Project. Upon successful completion of the Pilot, GovGuam has the option to begin a Phase 2 and purchase the OVS for the remainder of the fleet.

This contract will be in effect for three (3) years with GovGuam being able to purchase any of the specified items in this Proposal throughout that time. GovGuam expects to place an order for said goods immediately upon approving this contract.

2.0 Procurement Process

This procurement is being conducted and managed by Gershman, Bricker & Bratton, Inc., Receiver, on behalf of the GovGuam Solid Waste Management Division.

2.1 Procurement Method

GovGuam is using the competitive sealed proposals method of source selection for this procurement. Under this method, an award, if made, will be made to the responsible Proposer whose proposal is most advantageous to GovGuam, taking into consideration price and the other factors set forth in Section 2.5 of this RFP. GovGuam will not use any other factors or criteria in the evaluation of proposals received. In that regard, GovGuam may, as it deems necessary, conduct discussions with responsible Proposers for the purpose of clarification to assure full understanding of, and responsiveness to solicitation requirements.

Before the submittal date for Proposals, prospective Proposers are invited to attend via teleconference a **mandatory pre-Proposal conference** (see Section 2.3 below), at which time they can seek clarifications and ask questions about the procurement.

After the RFP responses have been submitted by Proposers in accordance with this RFP solicitation document, GovGuam will evaluate them to determine the Proposer deemed most responsive, will select the apparent winning Proposer, issue a Notice of Intent to Award and begin to negotiate a final contract with that Proposer. GovGuam also will have the option of asking for best and final proposals from those Proposers deemed reasonably susceptible of being selected for award, i.e., those found in the competitive range, before making its final choice.

2.2 Projected Timeline

The following is the expected timeline for this procurement. All times and days listed below are based in Guam's time zone. **Proposers are completely responsible for determining the accurate date and time on Guam when participating in this procurement process.**

- Proposal Released on Wednesday, April 22,2009
- Pre-Proposal Teleconference (mandatory) on Thursday, April 30, 2009 at 8 a.m.
- Written Questions Submitted by Tuesday, May 5, 2009
- Written Responses to Questions Released on Friday, May 8, 2009
- Proposals Due at Guam SWMD Office at 4 p.m. on Friday, May 15, 2009
- Evaluation, Questions, Clarifications Completed on Friday, May 29, 2009
- Issue Notice of Intent to Award on Wednesday, June 3, 2009

- Contract Negotiations Completed by Wednesday, June 10, 2009

2.3 Pre-Proposal Conference

A mandatory pre-Proposal teleconference will be held for potential Proposers. The time for this conference is referenced below.

Date	Time	Time Zone
April 30, 2009	8 a.m.	Guam
April 29, 2009	3 p.m.	Pacific
April 29, 2009	5 p.m.	Central
April 29, 2009	6 p.m.	Eastern

Participants can call into the teleconference with the following information:

- Phone Number: 1-877-326-2337
- Conference ID: 1769697#

Any prospective Proposer intending to attend the pre-Proposal conference must pre-register for the conference by contacting the GovGuam contact person (see Section 2.4) at least 24 hours prior to the start of the conference. Any prospective Proposer having difficulty connecting to the conference or staying connected should contact the GovGuam contact person immediately upon discovering the difficulty.

2.4 Contact Person and Inquiries

Direct all questions related to this RFP process or procedures to GovGuam's contact person, Linda Ibanez, by mail, by telephone at (671) 647-4312, by fax at 671-649-3777 or by email at lindaibanez@gmail.com. All questions received 24 hours prior to the pre-Proposal Conference will be answered at the pre-Proposal Conference, and a copy of responses will be provided to all vendors attending the conference. Include the RFP page and paragraph number reference that applies to each question.

Proposers must clearly understand that the only official answer or position of GovGuam will be the one stated in writing. Questions seeking clarification or interpretation of the specifications and requirements of this RFP must be made in writing to the contact person. No inquiry received after the deadline stated in Section 2.2 will be considered. The question asked, along with any written response made thereto by GovGuam, will be distributed as an amendment to the RFP to all persons registered with GovGuam as having requested a copy of such amendment. However, GovGuam is not obligated to respond to any question asked, and GovGuam's failure to respond to any such question will not relieve a Proposer of any obligations or conditions imposed by this RFP.

Other than with the consent of the Contact Person or as specifically directed by the Contact Person, all Proposers, including any persons affiliated with or in any way related to an Proposer, are strictly prohibited from contacting GovGuam or any organization under contract to GovGuam, on any matter having to do in any respect with this RFP other than as contemplated herein. Failure by any Proposer to adhere

to this prohibition may, at the sole discretion of GovGuam, result in disqualification and rejection of any Proposal.

Data Resources Management, Inc. is the GovGuam contractor for the maintenance of the Tipping Fee System. That organization will be made available to work with the successful Proposer in implementing the System. No contact with data Resources Management, Inc. is permitted without the consent of the GovGuam Contact Person.

2.5 Proposal Submission

All Proposals are to be delivered before **4:00 p.m.**, Guam local time, on **May 15, 2009** to:

GBB Receiver Office
2nd Floor, Solid Waste Management Building
Department of Public Works
542 N. Marine Corps Drive
Tamuning, Guam, 96913

GovGuam will not accept any Proposals received after 4:00 p.m. and shall return unopened such late Proposal to the Proposer.

Proposers must submit **one (1) original and six (6) copies** of the Proposal in Microsoft Office format, together with **one (1) electronic copy** on CD, on one sealed package with the identifier "Proposal for a Customer Service, Cart Management and Route Management System for the Solid Waste Management Division of the Government of Guam" clearly marked on the outside.

Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, names of any Proposers submitting a proposal will be read aloud.

2.6 Selection Process and Evaluation Criteria

The evaluation of Proposals received will be performed by a committee made up of personnel from the SWMD and Receiver. The process will be reviewed by Government of Guam's Chief Procurement Officer of the General Services Administration**.**

GovGuam will first examine Proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, Proposers should exercise particular care in reviewing the format and contents required for this RFP. GovGuam reserves the right to accept or reject in whole or in part any or all Proposals submitted. Reasons for which Proposers may be disqualified and their proposals not considered include:

a. GovGuam determines that the Proposer's Proposal is not responsive.

b. GovGuam determines that the Proposer is not responsible, due to the unreasonable failure of the Proposer to promptly supply information in connection with a determination of responsibility.

c. The Proposer fails to complete the Proposal in its entirety.

d. Reasonable grounds exist for believing that any Proposer has a proprietary or pecuniary interest in more than one proposal, or that collusion exists among the Proposers.

e. Proposer has defaulted on any previous performance contracts with any company, organization or governmental unit within the past five (5) years.

f. Proposer, in GovGuam's opinion, is determined to be non-responsible, i.e., does not have the capacity to perform.

g. Proposer or Proposer Team Member has been found to have misrepresented.

The evaluation committee shall then score all proposals based upon the evaluation factors detailed in below in this section of this RFP. Upon completion of the scoring, the committee may recommend short-listing the Proposals that are "potentially acceptable" and "acceptable." The detailed evaluation may result in more than one finalist. At this point, Metro may request additional presentations by Proposers, carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed Proposers.

The Receiver will then review the evaluation documentation and issue a Notice of Intent to Award to all Proposers advising them of the Proposer selected.

The factors to be considered in the evaluation of proposals are listed below. While Metro believes all these items to be of importance, they are ranked in descending order of importance, together with the percentage weighting of the total score represented by each one:

1. Overall quality of the Technical Plan presented in the Proposal (35%)
2. Qualifications, background and experience of the Proposer Team (30%)
3. Total cost of goods and services provided (25%)
4. Quality of the Project Management Plan (10%)

The factors that go into each of these criteria are listed below in the same order as presented above.

2.6.1 Quality of Technical Plan

Proposers will be judged on the completeness, clarity and quality of their overall technical approach for achieving the goals and objectives of GovGuam with regard to this procurement. Does the proposal meet or exceed all of the critical functional requirements listed in the RFP? Does the proposal meet or exceed all of the critical technical requirements listed in the RFP? Important aspects of this review include: the reliability of the system being proposed, including the capacity, technology, and quality of the Functionality and Components to ensure continuous service; demonstrated understanding of the technical, scheduling and risk-management aspects of undertaking the System support services; qualifications and experience of the designated Expert and System Technician to provide the support services.

2.6.2 Qualifications, Background and Experience

Proposers will be evaluated on the basis of their demonstrated competence to undertake and provide each and every component of the System at the desired levels of quality, timeliness and cost effectiveness. The following dimensions of Proposer qualifications will be analyzed:

Corporate Profile – Does the Proposer have the necessary expertise and available resources to provide the System Functionality, Components and services? Does the Proposer Team have experienced managers available to lead the proposed project successfully? What kind of corporate infrastructure exists within the Proposer Team to support this project?

Proposer Experience – What is the quality and quantity of experience of the Proposer in the design, implementation, hosting, operation and maintenance of systems like the one being procured and/or components thereof? For what duration, how recently and with what success? What has been the Proposer's track record in providing support services for its systems? What specific innovations, awards and other achievements can the Proposer document?

Financial Strength –Has the Proposer ever declared bankruptcy or failed to meet a financial obligation for past projects? The insurability, short-term funding capability and general financial strength of the Proposer Team will be considered.

2.6.3 Cost

The evaluation of the Proposer's cost proposal will be made through a cost analysis to include the following: itemized & total submitted costs, any incremental increase in functionality compared to the incremental cost, baseline functionality vs. modifications, implementation costs, annual maintenance costs and additional projected costs to MWS as a result of implementation requirements or assumptions stated by the Proposer. This may include the hiring of additional GovGuam personnel and/or the re-training of existing personnel.

2.6.4 Quality of Project Management Plan

The evaluation team will review the Proposer's Project Management Plan, considering implementation, scheduling, deliverables, task resourcing, project phase detail, proposed staff, post implementation support, and potential scheduling issues. Dimensions of evaluation include: responsiveness and feasibility of proposed scope of work overall approach/philosophy to providing the service, proposed contract team and organizational structure, detailed plan of approach (including major tasks and subtasks), proposed service quality program, GovGuam's analysis of the risks posed by Proposer's proposed solution, analysis of exceptions to the RFP and SLA, key personnel assigned to the project who will actually be delivering the services, including their detailed resumes, skill sets, and reference experience in projects of similar size and scope.

2.8 Request for Proposal Terms and Conditions

2.8.1 Period of Validity/Binding Offers

All proposals submitted under this procurement shall be valid for a period of 90 days from the submission date.

2.8.2 Interpretations and Amendments

Nothing stated or discussed orally during any Q&A, interview or other session shall alter, modify, or change the requirements of the RFP. Only those interpretations, explanations, or clarifications that are incorporated into a written amendment to this RFP and issued by GovGuam should be considered by Proposers. All addenda will be distributed to each person that requests a copy of all amendments to this RFP, but it shall be the responsibility of the Proposers to make inquiries as to the amendments issued. All such addenda shall become a part of this RFP, and all Proposers shall be bound by such addenda.

2.8.3 Ambiguity, Conflict, or Other Errors in the RFP

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, it shall immediately notify GovGuam of such error in writing and request modification or clarification of the document. GovGuam will make modifications by issuing a written amendment and will give written notice to all parties who have requested copies of addenda to this RFP from GovGuam.

The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the RFP before submitting its Proposal or it shall be waived. A non-responsive Proposal will not be excused by any such ambiguity, conflict, discrepancy, omission, or other error.

2.8.4 Information Provided by GovGuam

Information included in or provided with this RFP is provided solely for the convenience of the Proposers. NO REPRESENTATION OR WARRANTY OF ANY KIND IS MADE BY GOVGUAM AS TO THE ACCURACY OR COMPLETENESS OF THE INFORMATION INCLUDED IN OR PROVIDED WITH THIS RFP. Proposers are solely responsible for conducting such independent due diligence investigations as may be necessary for the proper preparation of Proposals. GovGuam and its employees, agents and advisors are not responsible for the completeness or accuracy of any information distributed or made available, orally or in writing, during this procurement process.

2.8.5 Costs and Expenses of Proposers

GovGuam accepts no liability under any circumstances for any costs or expenses incurred by Proposers in acquiring, clarifying, or responding to any condition, request or standard contained in this RFP. Each Proposer that participates in this procurement process does so at its own expense and risk and agrees that GovGuam shall not reimburse any costs incurred during this process. Further, each Proposer shall indemnify and hold harmless GovGuam from and against any claims for such reimbursement (including any costs and/or attorney's fees) made, directly or indirectly, by or on behalf of such Proposer. Costs for developing any Proposal shall be the sole responsibility and shall be incurred at the sole risk of the Proposer, whether or not any award results from this solicitation. GovGuam will not be responsible for any such costs or expenses incurred by Proposers under any circumstances.

2.8.6 Cancellation or Modification of Solicitation and Rejection of Any and All Qualifications Statements

GovGuam reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments, as it may deem appropriate. If there is any disagreement or discrepancy between this RFP and any supplement or amendment, the most recent supplement or amendment shall govern.

GovGuam reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of GovGuam. Any such waiver shall not modify any remaining RFP requirements or excuse the Proposer from full compliance with the RFP specifications and other contract requirements if the Proposer is awarded the contract.

GovGuam shall accept all proposals that are submitted properly, but reserves the right to accept or reject in whole or in part any or all proposals submitted. The Purchasing Agent shall reject the proposal of any Proposer that is determined to be non-responsive. However, the Purchasing Agent reserves the right to request clarifications or corrections to proposals. The unreasonable failure of a Proposer to promptly supply information in connection with such a request may be grounds for a determination of non-responsibility.

Receipt of a proposal by GovGuam or submission of a proposal to GovGuam confers no rights upon the Proposer, nor does it obligate GovGuam in any manner.

GovGuam reserves, at its sole discretion, the right to determine which Proposers are qualified to submit proposals.

2.8.7 Conducting Investigations/Requesting Supplementary Information

GovGuam reserves the right to conduct investigations with respect to the qualifications, experience and representations of the Proposer and Proposer Team Members and to require Proposers to supplement, clarify or provide additional information in order for GovGuam to evaluate the Proposals submitted. Each Proposer Team Member, through its request for and receipt of this RFP and participation in this procurement, consents to such investigations.

2.8.8 Ownership and Disclosure

Proposals received in response to this RFP will be maintained by GovGuam, and are matters of public record and subject to public inspection except for the time reserved for review. To the extent allowed by Applicable Law, GovGuam will not disclose Proposal contents during the period falling between the Proposal Submission date and the date of the Notice of Intent to Award the project. However, all information submitted by Proposers becomes a matter of public record upon Notice of Intent to Award the project.

Notwithstanding the foregoing, Proposer Team Members recognize and agree that neither GovGuam nor its staff and its advisors shall be responsible or liable in any manner for any losses that and Proposer Team Member may suffer from the disclosure of information or materials to third parties.

All Statements of Qualifications (other than portions thereof subject to patent or copyright protection) will become the property of GovGuam to the fullest extent permissible under Applicable Law upon submission. Regardless of the outcome of this procurement process, GovGuam, in accordance with all Applicable Laws, reserves the right to use all information, documents, data, concepts, and other items contained therein, for its own purposes in any manner it elects to do so without further cost to GovGuam.

2.8.9 Acceptance of Proposals

GovGuam shall consider all proposals that are submitted properly. However, Metro reserves the right to request clarifications or corrections to proposals.

3.0 Proposer Scope of Work

3.1 Proposer's Responsibilities

3.1.1 Tasks

The components of the scope of work for the Proposer are comprised of the following tasks. Responses to these items are required.

1. Provide licensed, supported, maintained and hosted software to fulfill the business and technical requirements for a Customer Service, Cart Management and Route Management System

- To provide all application software for the System
- To provide custom developed components, that will not be integrated into a future release, including source code for the customization

2. Provide services to fulfill the business and technical requirements for a Customer Service, Route Management and Cart Management System

- To manage this project as the prime contractor, if other firms are involved
- To develop any customized components of the software
- To install the application, client and database components
- To provide hosting of the system application with firewall, daily back-up, and weekly off-site back-up
- To provide support during Guam business hours, and any applicable hourly rates for post-warranty support
- To provide training and skills transfer for SWMD users and systems administrators.
- To document the training in both hardcopy and electronic formats
- To provide training in all areas of utilizing the System, for users and systems administrators
- To comply with all RFP response criteria

4. Provide hardware to fulfill the business and technical requirements for a Customer Service, Route Management and Cart Management System

- To include any servers, hardware or ancillary equipment required for the successful operation of the proposed solution.
- To provide all required hardware for RFID and PDA equipment

5*. Perform all other tasks required for this scope of work.*

3.1.2 Installations

Provided below is the minimum number of installations. Proposers are required to prepare a Proposal that provides this minimum number of installations with a per installation price for additional installations that is consistent with that for the minimum number of installations. For the definition of the phases, see Section 1.4.3.

Phase 1:

- Minimum of 6 total users of the customer service, route management and cart management software.

- 1 rear load truck with two tippers, requiring two RFID antennae each and one Onboard Vehicle System (OVS) of an RFID Reader, GPS receiver, and cellular modem.
- Minimum of 3 PDA devices with RFID Reader, GPS receiver, and cellular modem.

Phase 2:

- Minimum of 4 rear load trucks with two tippers, requiring two RFID antennae each and one Onboard Vehicle System (OVS) of an RFID Reader, GPS receiver, and cellular modem.
- Minimum of 3 rear load trucks with one tipper, requiring one RFID antennae and one Onboard Vehicle System (OVS) of an RFID Reader, GPS receiver, and cellular modem and antennae.

3.2 GovGuam's Responsibilities

GovGuam is planning to perform the following tasks:

- Designate a primary contact to resolve questions and obtain business decisions
- Provide secondary user training and implementation of procedures for using the system, as defined by the Proposer
- Accept the System to signify completion of the development/installation phase of the project
- Accept the System to signify completion of the project after 30 consecutive days of error-free operation at mutually agreed-upon levels of performance

3.3 Contractual Terms and Conditions

The successful Proposer and GovGuam will enter into a contract governing the relationship between them for delivery, installation, testing and maintenance of the software and hardware of the System. The two parties will negotiate the contract' terms and conditions based upon the specifications of this RFP and the successful Proposer's Proposal. Among the requirements for the contact are the following terms:

3.3.1 Completion Criteria

The completion criterion for Phase 1 of the project's installation will be the successful execution of an Acceptance Test. This Acceptance Test may involve a test script/workflow, based on the requirements from the RFP to which the Proposer has responded, along with criteria mutually agreed upon by the Proposer and GovGuam.

Successful completion means that the results specified in the script are achieved or are at least acceptable to GovGuam. The script events will also demonstrate the system's ability to meet the range of response times mutually agreed upon by the Proposer and GovGuam. This test will involve the simultaneous use of the System by a number of users, estimated at three.

After this initial installation is deemed successful, the implementation of the System will be considered complete when:

- all the above tasks have been successfully executed,
- the project deliverables have been provided and accepted (including training), and
- 90 consecutive days of error-free operation at mutually agreed-upon levels of performance have been achieved. This will "start the clock" for the post-implementation support/maintenance period, which will be governed by the Service Level Agreement (see Section 3.3).

The optional Phase 2 will begin at a point after the initial 90 days of operation and is anticipated to be prior to the first year anniversary of the completion of the installation of Phase 1.

3.3.2 Failure to Comply

If the selected Proposer fails to comply with any of the terms and conditions in accordance with the contract, GovGuam reserves right to cancel the order and to recover 10% of the order value as a penalty/liquidated damages for non-performance.

In case the delivery is delayed beyond the stipulated date of delivery, a penalty for delay at one-half of one percent (0.5%) of the order value for each day of delay or part thereof will be imposed and will be deducted from the invoiced amount. GovGuam will charge up to a maximum of 10% of the order value as penalty, if the delivery is delayed for more than 10 days.

If installation and implementation are not completed by the stipulated date, a penalty for delay at one-half of one percent (0.5%) of the order value for each day of delay or part thereof will be imposed and will be deducted from the bill amount. GovGuam will charge up to a maximum of 10% of the Order value as penalty, if the delivery is delayed for more than 10 days.

If Support is not provided within the Proposer's stated timeframes, a penalty for delay at five percent (5%) of the monthly hosting and maintenance fees for each day of delay or part thereof will be imposed and will be deducted from the bill amount.

All the above penalties are independent of each other and are applicable separately or concurrently.

Penalties are not applicable for reasons attributable to GovGuam or Force Majeure, as will be defined in the contract. However, it is the responsibility of the selected Proposer to prove that the delay is attributed to GovGuam or Force Majeure with supporting documents.

If required, GovGuam may ask the selected Proposer to arrange for demonstration of any feature, quality and capability of the software version committed to in the Proposal and as agreed upon to be supplied, installed & implemented by the Proposer, within two weeks from the date of the contract. This demonstration will be conducted at the SWMD by prior arrangement. GovGuam will accept the software on successful completion of the acceptance test. Unsatisfactory performance of the Acceptance Test may result in GovGuam's cancellation of the entire contract.

3.3.3 Service Level Agreement

The contact with selected Proposer will incorporate a Service Level Agreement (SLA) with GovGuam for hosting and maintenance of the software supplied for a further period of 3 years after Acceptance Testing is completed. A model of the SLA is presented as Attachment 2.

3.4 Requirements

Below is a table containing the prioritized requirements grouped into four categories: Technical, Customer service, Cart Management and Route Management.

The criteria for defining the importance of the requirements are:

(**C**) **Critical:** This is a core functionality of the system that must be met by Proposer.

(**M**) **Medium:** Requirement is important, a priority, but not critical.

(**L**) **Low:** Requirement is desirable and "nice to have," but not a priority.

Category	Requirement	Importance
Customer Service	System will maintain all service-related information for each customer account for the following services with the ability to add services as needed.	C
Customer Service	System will allow for setting up of accounts for customer and their services (in a one to many relationship), recording at a minimum: Customer name Billing address Service address Service XY coordinate Cart XY coordinate Service notes Customer ID Service ID Cart serial number Cart RFID number Date data was entered Data entry person Customer group (user definable)	C

Category	Requirement	Importance
Customer Service	System will track the status of each service, as active, closed, late payment, suspended service. Payment status will come from a daily download a batch file from GovGuam's Tipping Fee System that provides the (payment) status of the customer account and whether service should be discontinued. Business rules will be customized to determine whether the service will be suspended. Validation rules will ensure that the data is properly matched between the System and the Tipping Fee System, and report to the user any conflicts.	C
Customer Service	Status Reports of customer accounts will flag in a summary report and in the user interface based on business rules, such as late payments.	C
Customer Service	All customer inquiries are recorded and categorized based on user-defined types.	C
Customer Service	System will record 3 location-related attributes for each service, which, in turn, an account may have multiple services. Each service will have up to 3 location-related attributes: address and X,Y coordinates.	C
Customer Service	The System will utilize a user-definable "template" to include default values to make account creation faster.	M
Customer Service	The System will have the ability to define business rules that validate the account information to ensure that it is complete.	M
Customer Service	The System will have the ability to check for duplicate account data to thwart the User from entering duplicate accounts.	C
Customer Service	The System will allow for defining customer groups to allow for special pricing or credit to be applied to all members. Requires the functions to: Add/remove/change customers Add/remove/change group attributes Pricing Payment terms Credits Allow for Overrides	C
Customer Service	System will provide a batch export out of the System into a format required by GovGuam's Tipping Fee System to provide GovGuam information on new/deleted/modified accounts and services.	C
Customer Service	Proposer will develop up to five custom reports to be defined by GovGuam.	C
Customer Service	The System will support an unlimited number of comments and types per account, invoice, payment and individual service.	M
Customer Service	Service comments will also print on the route dispatch reports/customer sequence lists	C
Customer Service	Comments will have the option to select from user-definable lists of commonly utilized comment text	M

Category	Requirement	Importance
Customer Service	System will have detailed work order management: Customize Work Order Type and Department views Moves Work Orders through each department Ensures completion by each department Automatic Billing, Container & Landfill document tracking Generates EPA Transport/Manifests documents	C
Customer Service	Service work orders may be assigned by the user to an individual user or to a pre-defined user group, either through the System or by email	M
Customer Service	Reporting will include a report designer that allows for the User to generate custom reports	C
Customer Service	System will provide standard reports. Proposer will list the standard reports.	C
Customer Service	System will provide an application for customer registrations that may be run on laptop computers that are not connected to the Internet. The customer registration application will utilize Google Earth or similar to allow the user to pinpoint the location (and store the XY coordinates) of their cart set-out on an electronic map that displays aerial photography.	C
Cart Management	System provides for managing inventory for containers and vehicles. Both a serial number and RFID number is required to be stored for each cart.	C
Cart Management	Cart, vehicles and equipment data regarding assets will be stored in the application for: size, purchase date, manufacturer, serial number, RFID number, current customer location (linked to their Service ID) or storage yard.	C
Cart Management	Proposer must specify RFID readers, antennae and related hardware/software that it will utilize. RFID hardware and software must include the frequency, manufacturer, model number and detailed specifications.	C
Cart Management	System will consist of an Onboard Vehicle System (OVS) of an RFID Reader, RFID Antennae, GPS receiver, and Wireless LAN 802.11g or 802.11n network connectivity, USB port, and cellular modem and antennae (optional for Phase 2).	C
Cart Management	System will consist of multiple methods for connecting to the customer service software, including Wireless LAN 802.11g or 802.11n network connectivity, USB port, and cellular modem and antenna (optional for Phase 2).	C
Cart Management	The Wireless LAN antenna installed at the DPW truck depots will have a minimum 3 antenna to ensure adequate coverage of the staff using the PDAs and of the vehicles upon entering, parking and debarking the depot. The Wireless LAN will be "Wi-Fi Certified" by the Wi-Fi Alliance.	M
Cart Management	Although the OVS may utilize commercial off-the-shelf hardware, the OVS must provide high impact plastic shrouds or enclosures for all components exposed to the operating environments.	C

Category	Requirement	Importance
Cart Management	The OVS shall have the following connectors: • RFID Antenna Connector • RFID Antenna Multiplexer (in the case of 2 antennae) • Cellular Antenna Connector • GPS Antenna Connector • Wireless LAN • USB 2 port • User Interface Device Connector (optional) • Power Connector	C
Cart Management	The OVS shall be powered from the truck battery and power on and off automatically using the truck ignition signal.	C
Cart Management	The OVS shall store a minimum of 5,000 records including cart ID, truck number, GPS coordinates, date, and time.	C
Cart Management	The OVS shall upload records using a cellular network (GSM, GPRS or CDMA), as available in Guam, and also via a USB drive. This is an optional item in Phase 2 and its use (and related cellular service fees) may be discontinued at anytime in Phase 1.	C
Cart Management	The OVS software shall be capable of being remotely upgraded.	C
Cart Management	The OVS shall use a Low Frequency (134.2 kHz) RFID reader, such as the Texas Instruments' RI-RFM-007B coupled with the Texas Instruments' RI-CTL-MB2B, or the enclosed reader, Texas Instruments' RI-STU-S251B, or similar with identical specifications.	C
Cart Management	RFID Antennae will be from Texas Instruments model number RI-ANT-S02C, RI-ANT-S01C, or with identical specifications.	C
Cart Management	RFID Antennae will be mounted in a high impact plastic shroud to prevent physical damage to the antennae.	C
Cart Management	The OVS shall use a multiplexer and related hardware configured for instances where two RFID antennae are being utilized on one vehicle, such as Oregon RFID's Series 2000 4-Channel TX/RX Multiplexer (replacement for the Texas Instruments discontinued RI-MOD-TX8A board) that allows the use of 2 transmit/receive antennae connected through a Remote Antenna Tuning Board (e.g., RI-ACC-008B) with one Remote Antenna Radio Frequency Module (e.g., RI-RFM-008B) that is an active antenna (TX/RX channel) selected by a controller through two digital input signals.	C

Category	Requirement	Importance
Cart Management	Proposer must provide a PDA or other handheld device that will be utilized for cart distribution and allow an association between trash containers and subscriber addresses, such as the Motorola MC35 or similar with exact specifications, a Low Frequency RFID Reader card, and a protective outer case. • PDA must record and update for each service the address, RFID number, cart serial number. • PDA shall be used to allow containers to be identified and associated with a specific address when the trash container is initially delivered to the customer. • PDA allows addresses and associated container identifiers to be transferred for use by the back office applications (billing, routing, etc.). • PDA software will have flexibility to add custom fields to allow for use in fulfilling work orders, such as supervisor inspection, repair, create new work order, close work order • PDA will be customized to interface with the main Application Software while in connected via a cellular connection or batch upload when the cellular connection is restored • The unit will record the X,Y coordinates via GPS for both the cart location and the owner's house with both XYs being associated to the single account. • The unit will have an RFID reader. • The unit will have a cellular connection to the server and also be capable of storing the information when cellular access is not available.	C
Cart Management	The PDA itself will be a ruggedized to withstand field conditions, such as the Motorola MC35 with similar or better specifications: • Intel processor XScale PXA270 @ 416 MHz • Expansion slots for SD/MMC card • USB 1.1 or USB 2 • 128 MB Flash • Microsoft Windows Mobile 6.0 or 6.1 Professional • 2 Megapixel camera • Color Display of QVGA (320 x 240), backlit, touchscreen • Car kit (cigarette lighter charger, mount) • Battery, Rechargeable Li-Ion 3.7V, 1350 mAh • Drop specification, 3 ft. (91.44cm) to tile • Operating temperature, 32° to 104°F (0° to 40°C) • One year warranty • Wireless, 802.11b/g • GPS-enabled, 814 • Cellular connection	C

Category	Requirement	Importance
Cart Management	The PDA will be equipped with a Low Frequency RFID Reader card, such as the Wireless Dynamics SDiD™ 1020 RFID SD Card or similar with exact specifications: • Up to 8.0 cm (3.2") range • ISO15693 compliant • ISO14443A compliant • Supports Philips MIFARE® and Philips MIFARE DESFire® • Supports Philips I-CODE® and Philips I-CODE® SLI • Supports Texas Instrument Tag-it™ HF-I • Customizable	C
Cart Management	The PDA will be equipped with a protective outer case/shell, such as the Otterbox 1950-20 Case or similar with exact specifications: • 3 Layers of Protection • All I/O Ports Accessible • Sound Transmits Through the Case • Use of All Navigation Keys and Keyboard Buttons • Camera Accessible • Includes Holster with Belt Clip • Accommodates Standard and Extended Battery	C
Cart Management	As an option, an RFID User Interface Device shall be mounted near the tippers to provide status including power state, tag read status, and record upload status.	M
Cart Management	The RFID User Interface Device shall include a contamination button that allows the user to identify containers that contain improper set-outs as defined by GovGuam, such as dead animals, hazardous wastes, uncontained wastes.	M
Cart Management	The RFID User Interface Device shall alert the waste collection operator of a cart that is being collected that is suspended customer, such as due to non-paying accounts.	M
Cart Management	System will need to be able to import KML, XML or a CSV file with the account name, account number and X,Y coordinates, as developed by customer service during new customer sign-up using Google Earth 5.0.	C
Cart Management	System will utilize a mapping system to display the locations of customer homes and cart locations (as a different pushpin type), which will also allow for the user to view customer contact and account information. The mapping interface will also allow for the display of street centerline data provided by GovGuam.	C
Cart Management	GPS tracking of the vehicles will be provided to allow the individual tracking of the location and RFID reads of each vehicle. Non-RFID read GPS pings will be at a rate of at least one/120 seconds.	C
Cart Management	GPS tracking of the vehicles will be provided to allow the individual tracking of the location and RFID reads of each vehicle and viewable in the System's mapping component overlaid with map data provided by GovGuam.	C
Cart Management	GPS tracking will provide an accuracy of at least 10 meters.	C

Category	Requirement	Importance
Cart Management	Recordings of GPS tracks for individual trucks/days will be viewable in the System for up to 30 days and be backed up by the System and viewable by a restore process for up to 1 year.	C
Cart Management	GPS and RFID data will be exchanged between the mobile solution and the Server via an open format. Examples of such formats for GPS units include: GPX (the GPS Exchange Format) and NMEA 0183 Protocol. Proposer must explain the data exchange format to be utilized.	M
Cart Management	The System Administrator may control automatic GPS fixes on a customizable interval of every 15 seconds to every 5 minutes.	C
Route Management	Administration may enter scale ticket information into system (or driver enters data themselves) that records the date/time, route, vehicle, material, weight, and employee/driver.	C
Route Management	Units of measurement may include ton, lb., or cubic yard. Material types recorded in the System may be modified by an administrator without programming. Material types will be user definable.	C
Route Management	System will record daily route logs.	C
Route Management	System will generate a route dispatch list for each daily route.	C
Route Management	System will generate a route dispatch exception list to notify the crew of suspension of service for customers. The report will include the name, address, and cart serial number.	C
Route Management	The System will maintain the sequence number for each service point on a route.	C
Route Management	The System will allow for the User to insert a new service point into a route and it will automatically update the sequence number for each point following the inserted point.	C
Route Management	The System will allow for the Operations Manager to assign staff to a vehicle and a staff/vehicle crew to a route for each day's dispatching. This information will be stored and recorded on a daily basis.	M
Route Management	Staff/vehicle crew reports will allow for a summary of staff, vehicle and route assignments to be accessed on a daily, monthly or yearly basis.	
Technical	System will be integrated at the application level and not exchange data between the OVS and primary Application based on a manual import/export process.	C
Technical	Database is a relational database management system, such as Microsoft SQL Server, Oracle, IBM DB2, MySQL, Postgres.	C
Technical	The System will allow for the Administrator to restrict access to view or modify specific account information or account groups, based on the User	C
Technical	Server hardware will not be proprietary and available from third party vendors.	C
Technical	Version upgrades and patches will be installed by the Proposer as part of the maintenance contract with no additional charges or fees.	C

Category	Requirement	Importance
Technical	System will be hosted by the Proposer. Hosting will be provided at a local commercial hosting facility on the Island of Guam. The initial term will be three years. The term will begin once Acceptance testing has begun.	C
Technical	Hosting will provide a minimum of 1,000 GB transfer monthly and 100Mbps uplink port speed.	C
Technical	Proposer will provide a cellular data account connected to the System for all equipped vehicles and PDAs that will be a component of the monthly service fees.	C
Technical	Proposer will host the System on two servers each with a Pentium Quad Core processor (2+Ghz each core) and 8 GB of RAM or, under a virtual server environment (such as VMWare ESXi or Microsoft Hyper-V), one server with two Pentium Quad Core processors (2+Ghz each core) and 16 GB of RAM.	C
Technical	The hosted server(s) will be on a lease-to-own basis, whereas, after the 3 year contract, GovGuam will be delivered the fully operating server(s), unless GovGuam mutually negotiates and extension to the hosting contract.	C
Technical	Application hosting and deployment will be provided as either a web-based solution or a client-server architecture	C
Technical	Application hosting will provide a minimum 99.9% uptime and a Service Level Agreement as provided in this document	C
Technical	Usage by individual Users will be logged and tracked via an Administrative function	M
Technical	System will provide a calendar view for visualizing tasks, work orders and milestones.	M
Technical	System architecture will be such that any customizations made to the System for GovGuam will not cause the core product / base application to no longer be maintained under the normal software release schedule, i.e., after the customized System is implemented for GovGuam, future releases will not require new customizations in order for GovGuam to be provided the new version	C
Technical	System will provide detailed Help functions as an online help file and printed manual.	C
Technical	System will provide video-based training/help on key functions.	M
Technical	Training will be provided on-site for Users and Administrators.	C
Technical	OSV Training will be provided on-site for vehicle crews.	C
Technical	Code will be provided in escrow as an option.	L

4.0 Proposal Format and Contents

4.1 Compliance with the RFP

Proposals must be in strict compliance with this RFP. Failure to comply with all provisions of the RFP may result in disqualification. GovGuam, in its sole discretion, may reject any Proposal that does not conform in all material respects to the instructions and requirements identified in this RFP.

4.2 General Format

Proposal submittals must be concise, clear, readable and complete. Proposals, including all supporting documents, must be typed in English and in portrait format using 8½" x 11" paper. Illustrations, tables and figures can be larger, but must fold to 8½" x 11". Marketing brochures, special appendices or elaborate graphics are discouraged. Any illustrations, tables and figures used should amplify specific points being made in the text of the Proposal. Metro encourages the use of paper made with recycled content and copied double sided.

All Proposals must be bound in a single volume that lies flat when opened. Each of the required sections must be clearly and easily separated and marked in the volume.

4.3 Organization of Proposal

The Proposal shall include each of the following major sections in the specified order:

Cover Letter
Title Page
Table of Contents
I. Proposer Team Background and Experience
II. Technical Plan
III. Project Management Plan
IV. Cost Proposal
Appendix A – Proposal Forms (Completed)
Appendix B – supporting Documents

4.4 Proposal Contents

4.4.1 Cover Letter

The cover letter must be prepared on the letterhead of the Proposer and signed by an officer or other representative of the Proposer who is duly empowered to enter into a contract with GovGuam on the Proposer's behalf. The cover letter is intended to introduce the complete Project Team of the Proposer. It must contain, at a minimum, the following information:

- Designation of the exact legal name and type of entity, and the jurisdiction of organization, of the Proposer, as the proposed Contractor;
- Identification of each Proposer Team Member and a discussion of the proposed role of each firm;

- A clear statement indicating that the Proposer's Proposal constitutes a binding offer by the Proposer to Metro for the binding offer period of 90 days;
- The full contact information for a representative of the Proposer who will be the point of contact for GovGuam with respect to any matter concerning this procurement

4.4.2 Title Page

The title page must contain the name/purpose of the Proposal, which is a "Proposal for a Customer Service, Cart Management and Route Management System for the Solid Waste Management Division of the Government of Guam," and identify the Proposer and each member of the Proposer Project Team by company name, address, phone number, facsimile number, and e-mail address.

4.4.3 Table of Contents

The table of contents must contain a detailed listing of major sections and subsections that correspond to the requirements noted in the RFP. The table of contents must also list all tables, appendices, figures, etc. contained in the Proposal.

4.4.4 Section I. Proposer Team Background and Experience

The Proposal must include an organizational chart showing the lines of responsibility and reporting among the Proposer Team Members

4.4.4.1 Organization and Legal Structure

The following information regarding **each** Proposer Team Member must be provided in this section of the Proposal, and the supporting documents must be included in Appendix B of the Proposal:

a. Detailed information regarding the legal structure and organization of the firm;
b. List of all legal and contractual relationships between and among the Proposer Team Members and each of said firms and their respective parents, subsidiaries and other affiliates;
c. An organizational chart or diagram reflecting the ownership structure of each firm;
d. A short business history of each firm;
e. The address, phone number, facsimile number and e-mail address of each firm's office from which work related to this RFP will be supported;
f. The total number of salaried employees and the number of key employees in each function key to the firm's role in the Proposer team as appropriate (e.g., technical support, research and development, maintenance, implementation, management, etc.);
g. A full CIS client list including utility services provided (public or private), # of customers/accounts of that utility
h. A list of any and all clients that have failed to go-live or have terminated their contracts with your organization prior to contract completion; and

i. A list of any and all clients where you have been engaged in litigation, arbitration or mediation.

4.4.4.2 Relevant Experience

Information regarding the previous and ongoing experiences of each Proposer Team Member with the provision of services similar the services anticipated in this RFP should be provided in this section. In responding to this section of the RFP, Proposers should provide a description of all experience relevant to the provision of the services. A Proposer's experience description may include broad capabilities, experience and statistical overviews, as well as more detailed descriptions of specific methodologies, innovative practices, cost-savings measures, and the like.

In addition to describing each team member's general experience, provide the following references using the forms contained in Attachment 3 of this RFP:

Form 1. Describe and provide client references for three projects that have utilized the customer service, cart management, route management software for a minimum of three years.

Form 2. Describe and provide client references for three projects that have utilized the GPS vehicle tracking application and hardware for a minimum of three years for at least 8 vehicles.

Form 3. Describe up to three projects and provide client references that have utilized your solution of a Low Frequency RFID implementation for at least 10,000 carts collected with rear load waste vehicles and tippers deployed for at least one year.

Form 4. If you did not have experience to list in the previous form (Form #3), please describe with project duration, RFID technology utilized, and number of carts, and provide client references for three projects that have utilized your solution of an RFID implementation for waste collection operations.

4.4.5 Section II. Technical Plan

***System Description*:** Proposer will provide a detailed description of the following:

- The System's **functionality**, infrastructure or technical attributes and why it excels as the optimum solution for GovGuam;
- Its **hosting environment**, software technology, hardware technology, location, SLA (if off-site), maintenance procedures, and why it is the appropriate solution for GovGuam;
- Its **OVS-RFID solution** and how it will be integrated with the software application functionality of:
    - Customer service
    - Cart management
    - Route management

- Its **OVS-RFID solution** and technical attributes that make it excel as the optimum solution for GovGuam

.

It is required that the Proposer provide the manufacturer and model number (or brand name for software) for each hardware/software item. Please note that if the hardware is proprietary and manufactured by/for the Proposer, it is only required to provide the technical specifications to ensure that it meets the System Requirements. In addition, if the item is not required in your System, please note and provide a brief explanation. The items requiring this detailed response include, but are not limited to, the following:

Item	Manufacturer(s)	Model Number(s)
RFID Reader		
RFID Antennae		
RFID Multiplexer		
RFID Antennae Tuning Board		
RFID Remote Antennae Radio Frequency Module		
RFID Connectors or other equipment/hardware required for the installation		
PDA		
PDA RFID Reader		
PDA cellular connection data provider (GPRS, CDMA, etc.)		
OVS - GPS Receiver		
OVS cellular modem and data provider (GPRS, CDMA, etc.)		
Application/Database Server(s)		
Server Operating System		
Database Software		
Other:		
Other:		
Other:		
Other:		

For all software installed by the Client/user, it is required that system specifications be provided.

For the server hosting, it is required that the Internet access specifications be provided below to include but not limited to:

- Uplink port speed,
- Monthly transfer
- Hosting provider
- Physical location of server

If the Proposer has any exceptions to the SLA, requirements or other aspects of this procurement, clearly identify them and list them in this section of the Proposal

System Requirements: Attachment 4 contains a table with the prioritized System requirements grouped as either Technical, Customer Service; Cart Management or Route Management. In this section of the Proposal, the table must be completed by the Proposer. For each requirement listed, Proposers are asked to respond with one of the following values:

0 – This requirement is not currently met, will not be provided through customization in the next four months, and there are no plans to meet this requirement in the next four months.

1 - This requirement is fully met by the currently available software/hardware solution being offered.

2 - This requirement will be fully met by a future planned release of the software/hardware solution that will be available within the next four months, but after the implementation.

3 - This requirement will be fully met by a customization of the current software/hardware solution that will be provided and demonstrated to be fully functional and tested prior to installation. This customization will be available in future releases of the software and not impact the cost of upgrades or maintenance.

If the response is "2" or "3," please provide any assumptions and pre-requisites that are required to deliver the new release (2) or customizations (3). Other comments should also be provided in the space provided or in an attached sheet.

Support: It is highly important that direct phone and online meeting support by an expert on the System be provided during Guam business hours (8AM-5PM), Monday-Friday. Fill in the information in the following table in this section of the Proposal:

Item	Proposer Response
During Guam business hours between 8AM and 5PM, Monday-Friday excluding government holidays, for how many hours, at what times during those hours, and from what office location will you provide be able to provide Direct phone and online meeting support by an expert on the System.	Number of Hours = Times = Office Location =

Given the sophisticated and proprietary nature of the solutions being implemented, it is highly important that in-person technical support by an Expert of the System be provided within 2-48 hours of a system failure related to the Onboard Vehicle System (OVS) and within 1-4 hours of a system failure related to the hosted software Application Server. An Expert will have a minimum of one year of experience using the System. Provide the

name, contact information, background and experience of the Expert being proposed for the System.

Due to the travel times to reach Guam, a System Technician may be utilized to initially troubleshoot problems with the OVS. A System Technician for the OVS will be an Electrical Engineer with a PE license from Guam that has entered into a contractual agreement with the Proposer and has been trained on the OVS by the Proposer. A System Technician for the Application is a programmer, system administrator or database administrator with at least 5 years of experience that has entered into a contractual agreement with the Proposer and has been trained on the Application by the Proposer. Fill in the information in the following table in this section of the Proposal:

Item	Proposer Response
How many hours will it take to provide in-person technical support by a System Expert of the OVS?	Number of Hours = Location of Expert =
How many hours will it take to provide in-person technical support by a System Technician of the OVS?	Number of Hours = Location of Technician =
Please provide the name, contact information and a summary of the OVS System Technician's experience (attaching a resume is acceptable).	
How many hours will it take to provide in-person technical support by a System Expert of the Application?	Number of Hours = Location of Expert =
How many hours will it take to provide in-person technical support by a System Technician of the Application?	Number of Hours = Location of Technician =
Please provide the name, contact information and a summary of the Application System Technician's experience (attaching a resume is acceptable).	

***Training*:** List the number of hours of in-person training that will be provided by a System Expert on

- The Application software for at least 6 users.
- The OVS for 2 crews during the Phase 1 pilot.
- The OVS for at least 7 remaining crews for the Phase 2 option.

4.4.6 Section III. Project Management Plan

The Proposer will provide details of its Project Management arrangements, including implementation scheduling, deliverables, task resourcing, project phase detail, proposed staff, post implementation support, and potential scheduling issues. Ensuring a properly managed implementation is a key component of the success of the project. Proposers shall detail their overall approach/philosophy to providing the service, quality assurance and quality control mechanisms, plans for periodic reporting on the project's status, proposed contract team and organizational structure, detailed plan of approach (including major tasks and subtasks), proposed service quality program, key personnel assigned to the project who will actually be delivering the services, including their detailed resumes, skill sets, and reference experience in projects of similar size and scope

Implementation Timeline: The implementation is required to be completed to precede the new cart-based collection system starting on July 1, 2009, although there may be minor customizations, such as Custom Reports that are developed after that time. Please provide your timeline for completing the following milestones.

Milestone	Date
Contract Signed and Orders Placed	June 10, 2009
Application Server Ready for Testing	
Application Customizations Complete	
Application Testing Complete	
OVS Hardware Installed for Phase 1	
OVS Testing Complete for Phase 1	
Training for OVS Complete for Phase 1	
Training for Application Complete	
System Expert(s) Arrives in Guam for Installation	
System Expert(s) Departs Guam	

4.4.7 Section IV. Cost Proposal. Proposers must include an itemized list of all direct and indirect costs associated with the performance of this contract. Proposers must complete the Cost Response Form contained in Attachment 5 of this RFP.

Attachment 1 – RFID Tag Specifications

The following are the specifications for the RFID tags to be installed by the cart contractor:

- Each cart will be affixed at the factory with a 30 mm disk Low Frequency RFID transponder (tag) from Texas Instruments model number RI-TRP-R9QL or with identical specifications.
    - RFID tags will operate at a resonance frequency of 134.2 kHz and be compliant to ISO/IEC 11784/11785 global open standards.
    - RFID tags are lead free and RoHS compliant
    - RFID tags will be manufactured and undergo, prior to delivery, complete functional and parametric testing, documented by the manufacturer.
    - RFID tags will utilize Texas Instruments, or similar with identical specifications, HDX (half duplex) technology for its transmission principle.
    - RFID tags will provide 64 bits of read only data storage.
    - RFID tags will insensitive to almost all non metallic materials.
    - RFID tags Modulation FSK (Frequency Shift Keying) will be at 134.2 kHz / 123.2 kHz.
    - RFID tags will be powered from the reader signal (battery-less).
    - RFID tags will be made of Polyoxymethylene (POM) with Protection Class IP 67.
- RFID tags installed at the factory with a plastic vinyl rivet or, in the case of the cart having a molded slot, cemented in place with an exterior adhesive or caulk with a 40-50 year warranty.
- Each installed RFID tag will have data stored on the tag that includes a unique 64 bit serial number. The RFID tag's serial number, installation date, and the cart's externally printed serial number will be provided in a Microsoft Access database to GovGuam at the time of delivery for any carts.
- Additional tags will be provided for replacement.
- Specifications for the installation location of the RFID tag are to be provided by GovGuam prior to the manufacturing as directed by the Accounting and Operations System Proposer.

Attachment 2 – *Model Service Level Agreement (SLA)* 100% Services Availability

This Service Level Agreement for 100% Services Availability ("SLA") is made and entered into as of this ____ day of _____, 200_ ("Effective Date") by and between Proposer, and the Government of Guam ("Customer"), collectively the Parties, and is made subject to the terms and conditions set forth in the Master Services Agreement and any related agreements, amendments and/or attachments (collectively, the "Agreement") executed between the parties and dated _____, 200_.

The Parties hereby represent and warrant to each other that the individuals executing this SLA are duly authorized to execute and deliver this SLA on their behalf, and that each Party will comply with and be bound by its terms and conditions, as well as those contained in the Agreement. Any terms defined in the Agreement shall have the same meaning in this SLA as in the Agreement. In the event that any provision of this SLA and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provisions of this SLA shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent with the Agreement.

SERVICE LEVEL GUARANTEE DEFINITION
Proposer shall use commercially reasonable efforts to maintain 100% Service Availability for Customer purchased "Covered Services", as listed below.

- All Co-location Space Services
- All Connectivity Services
- All Power Services
- All Application Maintenance Services, Including Software Updates and New Releases
- All Server Maintenance Services, Including Software Updates and New Releases
- All Backup, Antivirus and Firewall Services

"Service Availability" is defined as services functioning as intended without any significant interruption.

REPORTING
Customer will be entitled to Credit(s) as outlined below if the Customer: (1) provides written notice to Proposer of the circumstances giving rise to this Credit request, (2) provides such written notice within five (5) days after the last day of the month within which Proposer failed to comply with the applicable SLA, and (3) identifies the relevant ticket(s) relating to the SLA for which the Customer seeks credit(s). For any billing month in which Proposer fails to meet the above guarantee, Customer will receive one Credit, based on the Credit structure below.

CREDIT POLICY

If Proposer fails to meet the Service Level outlined above in any given month, Proposer will, as Proposer's sole obligation and Customer's sole and exclusive remedy for failure to meet the foregoing guarantee, credit Customer's account according to the following schedule(s):

Services Availability	Credit*
Uptime of 99.9% or higher (Less than 43 minutes of downtime)	No Credit
Uptime of 99.0% - 99.9% (Between 43 and 432 minutes of downtime)	2% (4%)
Uptime of 98.0% - 98.9% (Between 432 and 864 minutes of downtime)	3% (6%)
Uptime of 97.0% - 97.9% (Between 864 and 1,296 minutes of downtime)	5% (10%)
Uptime of 95.0% - 96.9% (Between 1,296 and 2,160 minutes of downtime)	10% (20%)
Uptime of 90.0% - 95.0% (Between 2,160 and 4,320 minutes of downtime)	15% (30%)
Less than 90% (More than 4,320 minutes of downtime)	33% (33%)

***Percentage of the total managed services monthly fees due to Proposer for that calendar month. For downtime during Guam business hours of 8AM to 5PM Monday-Friday, excluding Government holidays, credits are doubled as shown in the parentheses. The total credit from all Service Level Guarantees is not to exceed 33% of such fees due to Proposer for that calendar month as indicated below.

"Credits" will be based upon the actual duration of the interruption of Service, measured from the issuance of a trouble ticket with the Proposer to the restoration of the impacted service.

CREDIT EXCEPTIONS

A. If at any time the Customer is in default under the Agreement, then the Customer will not be entitled to any service Credits.
B. Credit will not be issued under this SLA for any covered outage that, as determined by Proposer in its reasonable judgment, results from:
    - Downtime due to scheduled system maintenance that is announced at least two days in advance, conducted no more than once weekly, for no more than 7 hours between the Guam hours 7PM and 3AM.
    - Downtime due to Customer-initiated changes whether implemented by Customer or Proposer on behalf of Customer;
    - Downtime caused as a result of the Customer exceeding system capacity;
    - Downtime due to viruses;
    - Downtime due to Customer-required operating system software revisions and hardware/software configurations that are not Proposer tested and approved;

- Downtime due to problems caused by Customer-supplied Web site content or software (e.g. faulty CGIs or third party applications);
- Downtime due to Customer failure to adhere to Proposer's change management process and procedures;
- Downtime due to the acts or omissions of Customer, its employees, agents, third party contractors or Proposers, or anyone gaining access to Proposer's network or to the Customer's web site at the request of Customer;
- Downtime caused by Acts of God or natural disasters;
- Any event or condition not wholly within the control of Proposer; and
- Violations of Proposer's Acceptable Use Policy;
- The negligence or willful misconduct of Customer or others authorized by Customer to use the Services provided by Proposer;
- Any failure of any component for which Proposer is not responsible, including but not limited to all Customer-provided or Customer-managed electrical power sources, networking equipment, computer hardware, computer software or web site content;
- Any failure of Customer-provided local access facilities;
- Any scheduled or emergency maintenance up to an accumulated total of 24 hours per month;
- Any failures that cannot be corrected because the Customer is inaccessible.

Attachment 3 – Reference Project Forms

Form 1. Please describe and provide client references for three projects that have utilized the customer service, cart management, route management software for a minimum of three years.

Reference	Proposer Response
Reference 1.1	
Reference 1.2	
Reference 1.3	

Form 2. Please describe and provide client references for three projects that have utilized the GPS vehicle tracking application and hardware for a minimum of three years for at least 8 vehicles.

Reference	Proposer Response
Reference 2.1	
Reference 2.2	
Reference 2.3	

Form 3. Please describe up to three projects and provide client references that have utilized your solution of a Low Frequency RFID implementation for at least 10,000 carts collected with rear load waste vehicles and tippers deployed for at least one year.

Reference	Proposer Response
Reference 3.1	
Reference 3.2	
Reference 3.3	

Form 4. If you did not have experience to list in the previous Item (#3), please describe with project duration, RFID technology utilized, and number of carts, and provide client references for three projects that have utilized your solution of an RFID implementation for waste collection operations.

Reference	Proposer Response
Reference 4.1	
Reference 4.2	
Reference 4.3	

Attachment 4 – System Requirements Table

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will maintain all service-related information for each customer account for the following services with the ability to add services as needed.	C		
Customer Service	System will allow for setting up of accounts for customer and their services (in a one to many relationship), recording at a minimum: Customer name Billing address Service address Service XY coordinate Cart XY coordinate Service notes Customer ID Service ID Cart serial number Cart RFID number Business Unit Object Account Date data was entered Data entry person Customer group (user definable)	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will track the status of each service, as active, closed, late payment, suspended service. Payment status will come from a daily download a batch file from GovGuam's Tipping Fee System that provides the (payment) status of the customer account and whether service should be discontinued. Business rules will be customized to determine whether the service will be suspended. System will track the method of payment: drop box, in-person payments at government offices, mailed in payments, phone-in credit card payments, online payments, etc. Validation rules will ensure that the data is properly matched between the Systems and report to the User any conflicts.	C		
Customer Service	Status Reports of customer accounts will flag in a summary report and in the user interface based on business rules, such as late payments.	C		
Customer Service	All customer inquiries are recorded and categorized based on user-defined types.	C		
Customer Service	System will record 3 location-related attributes for each service, which, in turn, an account may have multiple services. Each service will have up to 3 location-related attributes: address and X,Y coordinates.	C		
Customer Service	The System will utilize a user-definable "template" to include default values to make account creation faster.	M		
Customer Service	The System will have the ability to define business rules that validate the account information to ensure that it is complete.	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	The System will have the ability to check for duplicate account data to thwart the User from entering duplicate accounts.	C		
Customer Service	The System will allow for defining customer groups to allow for special pricing or credit to be applied to all members. Requires the functions to: Add/remove/change customers Add/remove/change group attributes Pricing Payment terms Credits • Allow for Overrides	C		
Customer Service	System will provide a batch export out of the System into a format required by GovGuam's Tipping Fee System to provide GovGuam information on new/deleted/modified accounts and services.	C		
Customer Service	Proposer will develop up to five custom reports to be defined by GovGuam.	C		
Customer Service	The System will support an unlimited number of comments and types per account, invoice, payment and individual service.	M		
Customer Service	Service comments will also print on the route dispatch reports/customer sequence lists	C		
Customer Service	Comments will have the option to select from user-definable lists of commonly utilized comment text	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will have detailed work order management: Customize Work Order Type and Department views Moves Work Orders through each department Ensures completion by each department Automatic Billing, Container & Landfill document tracking Generates EPA Transport/Manifests documents	C		
Customer Service	Service work orders may be assigned by the user to an individual user or to a pre-defined user group, either through the System or by email	M		
Customer Service	Reporting will include a report designer that allows for the User to generate custom reports	C		
Customer Service	System will provide standard reports. Proposer will list the standard reports.	C		
Customer Service	System will provide an application for customer registrations that may be run on laptop computers that are not connected to the Internet. The customer registration application will utilize Google Earth or similar to allow the user to pinpoint the location (and store the XY coordinates) of their cart set-out on an electronic map that displays aerial photography.	C		
Cart Management	System provides for managing inventory for containers and vehicles. Both a serial number and RFID number is required to be stored for each cart.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	Cart, vehicles and equipment data regarding assets will be stored in the application for: size, purchase date, manufacturer, serial number, RFID number, current customer location (linked to their Service ID) or storage yard.	C		
Cart Management	Proposer must specify RFID readers, antennae and related hardware/software that it will utilize. RFID hardware and software must include the frequency, manufacturer, model number and detailed specifications.	C		
Cart Management	System will consist of an Onboard Vehicle System (OVS) of an RFID Reader, RFID Antennae, GPS receiver, and Wireless LAN 802.11g or 802.11n network connectivity, USB port, and cellular modem and antennae (optional for Phase 2).	C		
Cart Management	System will consist of multiple methods for connecting to the customer service software, including Wireless LAN 802.11g or 802.11n network connectivity, USB port, and cellular modem and antenna (optional for Phase 2).	C		
Cart Management	The Wireless LAN antenna installed at the DPW truck depots will have a minimum 3 antenna to ensure adequate coverage of the staff using the PDAs and of the vehicles upon entering, parking and debarking the depot. The Wireless LAN will be "Wi-Fi Certified" by the Wi-Fi Alliance.	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	Although the OVS may utilize commercial off-the-shelf hardware, the OVS must provide high impact plastic shrouds or enclosures for all components exposed to the operating environments.	C		
Cart Management	The OVS shall have the following connectors: • RFID Antenna Connector • RFID Antenna Multiplexer (in the case of 2 antennae) • Cellular Antenna Connector • GPS Antenna Connector • Wireless LAN • USB 2 port • User Interface Device Connector (optional) • Power Connector	C		
Cart Management	The OVS shall be powered from the truck battery and power on and off automatically using the truck ignition signal.	C		
Cart Management	The OVS shall store a minimum of 5,000 records including cart ID, truck number, GPS coordinates, date, and time.	C		
Cart Management	The OVS shall upload records using a cellular network (GSM, GPRS or CDMA), as available in Guam, and also via a USB drive. This is an optional item in Phase 2 and its use (and related cellular service fees) may be discontinued at anytime in Phase 1.	C		
Cart Management	The OVS software shall be capable of being remotely upgraded.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	The OVS shall use a Low Frequency (134.2 kHz) RFID reader, such as the Texas Instruments' RI-RFM-007B coupled with the Texas Instruments' RI-CTL-MB2B, or the enclosed reader, Texas Instruments' RI-STU-S251B, or similar with identical specifications.	C		
Cart Management	RFID Antennae will be from Texas Instruments model number RI-ANT-S02C, RI-ANT-S01C, or with identical specifications.	C		
Cart Management	RFID Antennae will be mounted in a high impact plastic shroud to prevent physical damage to the antennae.	C		
Cart Management	The OVS shall use a multiplexer and related hardware configured for instances where two RFID antennae are being utilized on one vehicle, such as Oregon RFID's Series 2000 4-Channel TX/RX Multiplexer (replacement for the Texas Instruments discontinued RI-MOD-TX8A board) that allows the use of 2 transmit/receive antennae connected through a Remote Antenna Tuning Board (e.g., RI-ACC-008B) with one Remote Antenna Radio Frequency Module (e.g., RI-RFM-008B) that is an active antenna (TX/RX channel) selected by a controller through two digital input signals.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	Proposer must provide a PDA or other handheld device that will be utilized for cart distribution and allow an association between trash containers and subscriber addresses, such as the Motorola MC35 or similar with exact specifications, a Low Frequency RFID Reader card, and a protective outer case. • PDA must record and update for each service the address, RFID number, cart serial number. • PDA shall be used to allow containers to be identified and associated with a specific address when the trash container is initially delivered to the customer. • PDA allows addresses and associated container identifiers to be transferred for use by the back office applications (billing, routing, etc.). • PDA software will have flexibility to add custom fields to allow for use in fulfilling work orders, such as supervisor inspection, repair, create new work order, close work order • PDA will be customized to interface with the main Application Software while in connected via a cellular connection or batch upload when the cellular connection is restored • The unit will record the X,Y coordinates via GPS for both the cart location and the owner's house with both XYs being associated to the single account. • The unit will have an RFID reader.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	The PDA itself will be a ruggedized to withstand field conditions, such as the Motorola MC35 with similar or better specifications: • Intel processor XScale PXA270 @ 416 MHz • Expansion slots for SD/MMC card • USB 1.1 or USB 2 • 128 MB Flash • Microsoft Windows Mobile 6.0 or 6.1 Professional • 2 Megapixel camera • Color Display of QVGA (320 x 240), backlit, touchscreen • Car kit (cigarette lighter charger, mount) • Battery, Rechargeable Li-Ion 3.7V, 1350 mAh • Drop specification, 3 ft. (91.44cm) to tile • Operating temperature, 32° to 104°F (0° to 40°C) • One year warranty • Wireless, 802.11b/g • GPS-enabled, 814 Cellular connection	C		
Cart Management	The PDA will be equipped with a Low Frequency RFID Reader card, such as the Wireless Dynamics SDiD™ 1020 RFID SD Card or similar with exact specifications: • Up to 8.0 cm (3.2") range • ISO15693 compliant • ISO14443A compliant • Supports Philips MIFARE® and Philips MIFARE DESFire® • Supports Philips I-CODE® and Philips I-CODE® SLI • Supports Texas Instrument Tag-it™ HF-I Customizable	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	The PDA will be equipped with a protective outer case/shell, such as the Otterbox 1950-20 Case or similar with exact specifications: • 3 Layers of Protection • All I/O Ports Accessible • Sound Transmits Through the Case • Use of All Navigation Keys and Keyboard Buttons • Camera Accessible • Includes Holster with Belt Clip • Accommodates Standard and Extended Battery	C		
Cart Management	As an option, an RFID User Interface Device shall be mounted near the tippers to provide status including power state, tag read status, and record upload status.	M		
Cart Management	The RFID User Interface Device shall include a contamination button that allows the user to identify containers that contain improper set-outs as defined by GovGuam, such as dead animals, hazardous wastes, uncontained wastes.	M		
Cart Management	The RFID User Interface Device shall alert the waste collection operator of a cart that is being collected that is suspended customer, such as due to non-paying accounts.	M		
Cart Management	System will need to be able to import KML, XML or a CSV file with the account name, account number and X,Y coordinates, as developed by customer service during new customer sign-up using Google Earth 5.0.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	System will utilize a mapping system to display the locations of customer homes and cart locations (as a different pushpin type), which will also allow for the user to view customer contact and account information. The mapping interface will also allow for the display of street centerline data provided by GovGuam.	C		
Cart Management	GPS tracking of the vehicles will be provided to allow the individual tracking of the location and RFID reads of each vehicle. Non-RFID read GPS pings will be at a rate of at least one/120 seconds.	C		
Cart Management	GPS tracking of the vehicles will be provided to allow the individual tracking of the location and RFID reads of each vehicle and viewable in the System's mapping component overlaid with map data provided by GovGuam.	C		
Cart Management	GPS tracking will provide an accuracy of at least 10 meters.	C		
Cart Management	Recordings of GPS tracks for individual trucks/days will be viewable in the System for up to 30 days and be backed up by the System and viewable by a restore process for up to 1 year.	C		
Cart Management	• GPS and RFID data will be exchanged between the mobile solution and the Server via an open format. Examples of such formats for GPS units include: GPX (the GPS Exchange Format) and NMEA 0183 Protocol. Proposer must explain the data exchange format to be utilized.	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Cart Management	The System Administrator may control automatic GPS fixes on a customizable interval of every 15 seconds to every 5 minutes.	C		
Route Management	Administration may enter scale ticket information into system (or driver enters data themselves) that records the date/time, route, vehicle, material, weight, and employee/driver.	C		
Route Management	Units of measurement may include ton, lb., or cubic yard. Material types recorded in the System may be modified by an administrator without programming. Material types will be user definable.	C		
Route Management	System will record daily route logs.	C		
Route Management	System will generate a route dispatch list for each daily route.	C		
Route Management	System will generate a route dispatch exception list to notify the crew of suspension of service for customers. The report will include the name, address, and cart serial number.	C		
Route Management	The System will maintain the sequence number for each service point on a route.	C		
Route Management	The System will allow for the User to insert a new service point into a route and it will automatically update the sequence number for each point following the inserted point.	C		
Route Management	The System will allow for the Operations Manager to assign staff to a vehicle and a staff/vehicle crew to a route for each day's dispatching. • This information will be stored and recorded on a daily basis.	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Route Management	• Staff/vehicle crew reports will allow for a summary of staff, vehicle and route assignments to be accessed on a daily, monthly or yearly basis.			
Technical	• System will be integrated at the application level and not exchange data between the OVS and primary Application based on a manual import/export process.	C		
Technical	• Database is a relational database management system, such as: Microsoft SQL Server, Oracle, IBM DB2, MySQL, Postgres.	C		
Technical	The System will allow for the Administrator to restrict access to view or modify specific account information or account groups, based on the User	C		
Technical	Server hardware will not be proprietary and available from third party vendors.	C		
Technical	Version upgrades and patches will be installed by the Proposer as part of the maintenance contract with no additional charges or fees.	C		
Technical	System will be hosted by the Proposer. Hosting will be provided at a local commercial hosting facility on the Island of Guam. The initial term will be three years. The term will begin once Acceptance testing has begun.	C		
Technical	Hosting will provide a minimum of 1,000 GB transfer monthly and 100Mbps uplink port speed.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Technical	Proposer will provide a cellular data account connected to the System for all equipped vehicles and PDAs that will be a component of the monthly service fees.	C		
Technical	Proposer will host the System on two servers each with a Pentium Quad Core processor (2+Ghz each core) and 8 GB of RAM or, under a virtual server environment (such as VMWare ESXi or Microsoft Hyper-V), one server with two Pentium Quad Core processors (2+Ghz each core) and 16 GB of RAM.	C		
Technical	The hosted server(s) will be on a lease-to-own basis, whereas, after the 3 year contract, GovGuam will be delivered the fully operating server(s), unless GovGuam mutually negotiates and extension to the hosting contract.	C		
Technical	Application hosting and deployment will be provided as either a web-based solution or a client-server architecture	C		
Technical	Application hosting will provide a minimum 99.9% uptime and a Service Level Agreement as provided in this document	C		
Technical	Usage by individual Users will be logged and tracked via an Administrative function	M		
Technical	System will provide a calendar view for visualizing tasks, work orders and milestones.	M		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Technical	System architecture will be such that any customizations made to the System for GovGuam will not cause the core product / base application to no longer be maintained under the normal software release schedule, i.e., after the customized System is implemented for GovGuam, future releases will not require new customizations in order for GovGuam to be provided the new version	C		
Technical	System will provide detailed Help functions as an online help file and printed manual.	C		
Technical	System will provide video-based training/help on key functions.	M		
Technical	Training will be provided on-site for Users and Administrators.	C		
Technical	OSV Training will be provided on-site for vehicle crews.	C		
Technical	Code will be provided in escrow as an option.	L		
Customer Service	System will maintain all service-related information for each customer account for the following services with the ability to add services as needed: • Residential single-family curbside • Residential bag/tag pre-paid • Roll-off • Bulky waste, white goods Landfill tip fee	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will allow for setting up of accounts for customer and their services (in a one to many relationship), recording at a minimum: Customer name Billing address Service address Service XY coordinate Cart XY coordinate Service notes Customer ID Service ID Cart serial number Cart RFID number Business Unit Object Account Date data was entered Data entry person Customer group (user definable)	C		
Customer Service	System will track the status of each service, as active, closed, late payment, suspended service. Payment status will come from a daily download a batch file from GovGuam's Tipping Fee System that provides the (payment) status of the customer account and whether service should be discontinued. Business rules will be customized to determine whether the service will be suspended. System will track the method of payment: drop box, in-person payments at government offices, mailed in payments, phone-in credit card payments, online payments, etc. Validation rules will ensure that the data is properly matched between the Systems and report to the User any conflicts.	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	Status Reports of customer accounts will flag in a summary report and in the user interface based on business rules, such as late payments.	C		
Customer Service	All customer inquiries are recorded and categorized based on user-defined types.	C		
Customer Service	System will record 3 location-related attributes for each service, which, in turn, an account may have multiple services. Each service will have up to 3 location-related attributes: address and X,Y coordinates.	C		
Customer Service	The System will utilize a user-definable "template" to include default values to make account creation faster.	M		
Customer Service	The System will have the ability to define business rules that validate the account information to ensure that it is complete.	M		
Customer Service	The System will have the ability to check for duplicate account data to thwart the User from entering duplicate accounts.	C		
Customer Service	The System will allow for defining customer groups to allow for special pricing or credit to be applied to all members. Requires the functions to: Add/remove/change customers Add/remove/change group attributes Pricing Payment terms Credits Allow for Overrides	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will provide a batch export out of the System into a format required by GovGuam's Tipping Fee System to provide GovGuam information on new/deleted/modified accounts and services.	C		
Customer Service	Proposer will develop up to five custom reports to be defined by GovGuam.	C		
Customer Service	The System will support an unlimited number of comments and types per account, invoice, payment and individual service.	M		
Customer Service	Service comments will also print on the route dispatch reports/customer sequence lists	C		
Customer Service	Comments will have the option to select from user-definable lists of commonly utilized comment text	M		
Customer Service	System will have detailed work order management: Customize Work Order Type and Department views Moves Work Orders through each department Ensures completion by each department Automatic Billing, Container & Landfill document tracking Generates EPA Transport/Manifests documents	C		
Customer Service	Service work orders may be assigned by the user to an individual user or to a pre-defined user group, either through the System or by email	M		
Customer Service	Reporting will include a report designer that allows for the User to generate custom reports	C		

Category	Requirement	Impor-tance	Proposer Response (0, 1, 2, 3)	Proposer Comments
Customer Service	System will provide standard reports. Proposer will list the standard reports.	C		
Cart Management	System provides for managing inventory for containers and vehicles. Both a serial number and RFID number is required to be stored for each cart.	C		
Cart Management	Cart, vehicles and equipment data regarding assets will be stored in the application for: size, purchase date, manufacturer, serial number, RFID number, current customer location (linked to their Service ID) or storage yard.	C		
Cart Management	Proposer must specify RFID readers, antennae and related hardware/software that it will utilize. RFID hardware and software must include the frequency, manufacturer, model number and detailed specifications.	C		

Attachment 5 – Cost Response Form

Please complete the following form. Proposers may add additional options.

Phase 1				
Type	**Item**	**Minimum Number of Units**	**Bid / Unit**	**Total Bid**
Hardware				
	OVS with RFID Reader, GPS, cellular modem/antennae and other required hardware	1		
	RFID Dual Antennae and Multiplexer	1		
	PDA with RFID Reader, GPS and Cellular connection	3		
	Accounting and Operations Application Software per Server	1		
	Accounting and Operations Application Software per User	6		
Services				
	In-person technical support by System Expert, excluding travel expenses, per hour	TBD		
	In-person technical support by System Technician per hour	TBD		
	Hosting, application maintenance, support, monthly plan	36		
	Five custom reports	5		
	Application Software customizations	1		
	OVS installation	1		
	Server installation and set-up	1		
	PDA installation	3		
	Client installation	6		
	OVS training	1		
	Software training	1		
			TOTAL	
Required Options				
	Application for Customer Registrations (disconnected from the Internet)	1		
	PDA customizations	1		
	OVS cellular data monthly plan (per vehicle/month)	1		
	PDA cellular data monthly plan (per PDA/month)	1		
Not Required Options				
	Online payment processing set-up	1		