



City of Peoria, Arizona

Notice of Request for Proposal



Request for Proposal No: **P11-0089** Proposal Due Date: **August 11, 2011**
 Materials and/or Services: **Truck Route Management Software** Proposal Time: **5:00 P.M. AZ Time**
 Contact: **Jennifer Miller**
 Phone: **(623) 773-7115**

Mailing Address: **City of Peoria, Materials Management**
9875 N. 85th Avenue, 2nd Floor, Peoria, AZ 85345

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the actual possession of the City of Peoria Materials Management on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. **Proposals shall be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the **entire** Request for Proposal Package.

OFFER

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

For clarification of this offer contact:

Name: Robert H. Brickner, Executive Vice President

Telephone: 703-573-5800 Email: _____

Gershman, Brickner & Bratton, Inc.
 Company Name

Robert H. Brickner
 Authorized Signature for Offer

8550 Arlington Blvd., #304
 Address

Robert H. Brickner
 Printed Name

Fairfax VA 22031
 City State Zip Code

Executive Vice President
 Title

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by: Wanda Nelson
 Wanda Nelson, City Clerk

City of Peoria, Arizona. Effective Date: 3/20/12

Approved as to form:
Stephen M. Kemp
 Stephen M. Kemp, City Attorney



CC: _____

Contract Number:
A00N15412

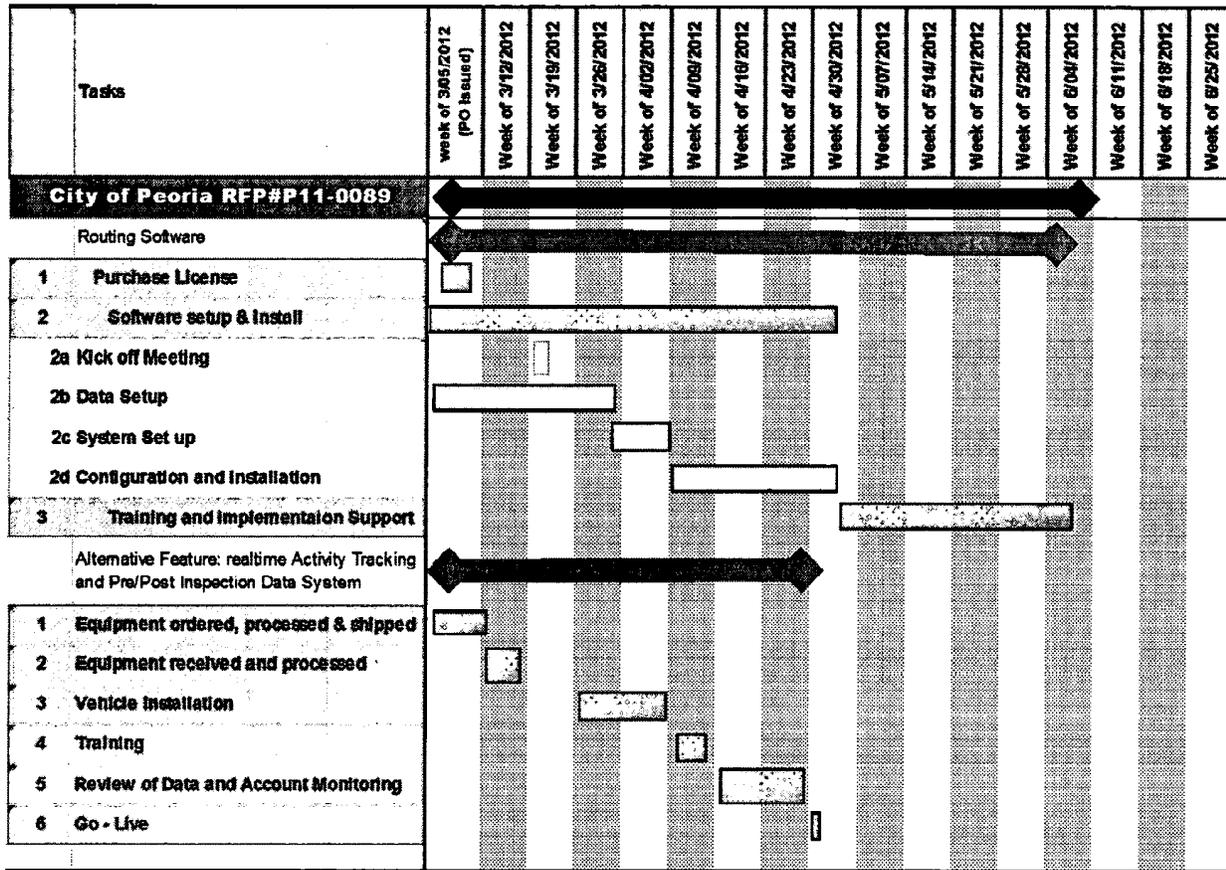
Contract Awarded Date March 19, 2012

Sam Zerboni
 Materials Manager

Official File: _____

**City of Peoria
RFP#P11-0089**

Timeline



10 – Cost

Pricing Schedule

ITEM DESCRIPTION	PRICE
ROUTING SOFTWARE	
1.Route Optimization Software Single license, FleetRoute™ base product (includes first-year Maintenance Contract)	\$33,000
2. Kick off Meeting, Data Setup, System Setup, Configuration and Installation	\$10,130
3. Training	\$15,640
4. Support, and Travel	\$ 10,300
6. Total Routing Software Price	\$ 69,070
Annual Maintenance License Fee – Year two	\$6,600
Annual Maintenance License Fee – Year three	\$6,600
* List all third-party applications required to support proposed optimization application.	
** Based on deployment methodology, list associated costs.	
Optional Items/Services	
Naveq Street Centerline data, annual license:(necessary if Company does not have such data, meeting FleetRoute™'s requirements)	\$1,500

For any additional tasks, GBB will invoice monthly on a time and material basis. These costs will be based on the Rate Sheet provided in Exhibit 1.

EXHIBIT 1
2011 GBB/FLEETROUTE SERVICES RATES
COMPENSATION RATE AND FEE SCHEDULE FOR FLEETROUTE™ PROJECTS^{1,2}

Compensation Rate and Fee Schedule^{(1), (2)}

<u>POSITION</u>	<u>(\$ PER HOUR)</u>
Vice President	170
Chief Technology Officer	175
Principal Associate	175
Sr. Programmer/Sr. Route Optimization Consultant	155
Jr. Programmer/Route Optimization Consultant	145
Contract Administrator	100
GIS Technician	95
Administrative Assistant	60

Expenses³

	<u>Charge</u>
Personal Car/Company Car	\$0.585 per mile
Local Travel Expenses (tolls, parking)	As Incurred
Room and Board	As Incurred
Airfare	Coach Class, Discount
Car Rental	Discount Rate
Black and White Duplicating/Printing	\$0.25 per Copy
Color Duplicating/Printing	\$0.75 per Copy
Online E-meeting Charges	\$20.00 Per Session
Facsimile Communications Outbound	\$1.00 per page
Long Distance Telephone	As Incurred
Graphics and Art	As Incurred
Messenger and Delivery Service	As Incurred
Street Centerline Map Data	As Incurred
Subcontractors	As Incurred

(1) Effective January 1, 2011, subject to adjustment on December 31, 2011.

(2) For payments not received within 30 days of invoicing date, interest charge of 1.00 % per month will be applied.

(3) A Fee of 10 percent applied to expenses, including subcontractors.

Alternate Features:

Realtime Activity Tracking & Pre and Post Inspection Data System

Order Qty	Item	Description	Unit Price	Extension
41	H40003E	Ext Light Duty Track/Trace Pkg	\$ 246.93	\$ 10,124.01
41	H40005	CSA Inspection Package	\$ 286.15	\$ 11,732.03
41	80059	5 Pin Data I/O Cable	\$ 31.75	\$ 1,301.63
41	SACT01	GSM Activation (Per Asset)	\$ 26.50	\$ 1,086.50
41	S40003A	Annual Light Duty Package Service	\$ 216.11	\$ 8,860.62
41	S40005A	Annual CSA Inspection Package Svc	\$ 76.32	\$ 3,129.12
41	MSA004	Annual Data I/O Module	\$ 38.16	\$ 1,564.56
1	CONFIG	Custom Configuration	\$ 1,060.00	\$ 1,060.00
1	TRAINING	Training	\$ 848.00	\$ 848.00
1	PM	Project Management	\$ 4,080.00	\$ 4,080.00
1	FREIGHT	Freight (Estimate, Will Be Billed At Cost)	\$ 206.70	\$ 206.70
		Total....		\$ 43,993.17
41	S40003A	Annual Light Duty Package Service - Year two	\$ 216.11	\$ 8,860.62
41	S40005A	Annual CSA Inspection Package Svc - Year two	\$ 76.32	\$ 3,129.12
41	MSA004	Annual Data I/O Module - Year two	\$ 38.16	\$ 1,564.56
41	S40003A	Annual Light Duty Package Service - Year Three	\$ 216.11	\$ 8,860.62
41	S40005A	Annual CSA Inspection Package Svc - Year Three	\$ 76.32	\$ 3,129.12
41	MSA004	Annual Data I/O Module - Year Three	\$ 38.16	\$ 1,564.56
		Optional Items/Services		
41	10075	Garmin - Nuvi 1250T	\$ 280.18	\$ 11,487.35
41	MSA007	Annual Garmin Navigation Module	\$ 127.20	\$ 5,215.20
1	FREIGHT	Freight (Estimate, Will Be Billed At Cost)	\$ 58.30	\$ 58.30



SOLICITATION AMENDMENT

Solicitation No: P11-0089
 Description: Truck Route Management Software
 Amendment No: One (1)
 Solicitation Due Date: August 11, 2011
 Solicitation Due Time: 5:00 P.M.

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl.
 Peoria, Arizona 85345-6560
 Telephone: (623) 773-7115
 Fax: (623) 773-7118

Buyer: Jennifer Miller

A signed copy of this Amendment shall be received by the City of Peoria, Materials Management no later than the Solicitation Due Date and Time.

Page #22

Licensing

Shall read as follows:

~~The City anticipates 1 concurrent users. Vendor shall describe licensing model in submittal. If vendor can provide the mobile tracking solution then the City anticipates 45 concurrent users.~~

Page #25 - #35

Revised Checklist is attached and can be downloaded in Word format at http://www.peoriaaz.gov/procurement/Materials_bids804F.asp?id=2143

Exhibit 'A' attached. Additional City GIS information

All other provisions of this Solicitation shall remain in their entirety.

Vendor hereby acknowledges receipt and agreement with the amendment.

Robert H. Brickner August 10, 2011
 Signature Date

Robert H. Brickner, Executive Vice President
 Typed Name and Title

Gershman, Brickner & Bratton, Inc.
 Company Name

8550 Arlington Blvd., Suite 304
 Address

Fairfax VA 22031
 City State Zip

The above referenced Solicitation Amendment is hereby Executed

August 4, 2011

at Peoria, Arizona

Truck Route Management Software

Gershman, Brickner & Bratton, Inc.

8550 Arlington Boulevard • Suite 304

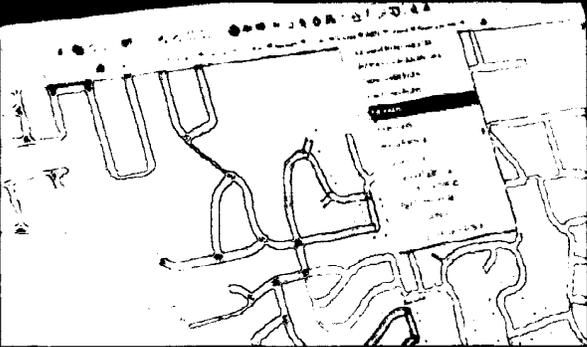
Fairfax, Virginia 22031

Phone 800.573.5801 / 703.573.5800 • Fax 703.698.1306

www.gbbinc.com

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ORIGINAL Proposal to
City of Peoria, AZ
for
Truck Route Management Software
In response to
RFP # P11-0089
Submitted by:
Gershman, Brickner & Bratton, Inc.

8550 Arlington Boulevard

Suite 304

Fairfax, VA 22031

800-573-5801

www.gbbinc.com



SOLID WASTE
 MANAGEMENT
 CONSULTANTS

In association with:



August 10, 2011

Printed on recycled paper

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1 – Vendor Information

1.1 – Overview

1.2 – Selected Project Descriptions

1.3 – Project Team

Gershman, Brickner & Bratton, Inc. (GBB), as the prime consultant, technology partner C2logix, and Zonar Systems Incorporated (Zonar), as the subconsultants, constitute the GBB Project Team. The team is composed of professionals from each firms who have unique complementary skills and experience that will prove invaluable for planning and routing services. GBB and C2Logix have been seamlessly partnering on routing projects for 10 years, generating numerous success stories, and they also successfully partnered several times with Zonar for more extensive routing solutions.

Together, the firms bring to the table a flexible team with IT, collection, and project management experts who have implemented customized routing solutions with advanced logistics technologies to many clients in the public works, utilities and emergency response sectors of government. We are not a software vendor or service provider that is only interested in the sale. Our reputation is clearly on the line. We know collection/delivery/services principles and have experienced routing issues from our work in nearly every state in the country over the past 30+ years.

Provided below is information requested on p. 22 of the RFP:

a. Name and address of office or distributor

Gershman, Brickner & Bratton, Inc.
Headquarter: 8550 Arlington, Suite 304, Fairfax, VA 22031 /1-800-573-5801 / www.gbbinc.com
Bob Brickner, GBB Executive Vice President (Officer in Charge for this project): bbrickner@gbbinc.com

C2Logix has an office in Peoria, AZ.

b. Method of product distribution or support

FleetRoute™ is developed by CIVIX L.L.C. and implemented/supposed in North America by GBB's technology partner C2Logix.

c. Number of years in business selling Municipal Software

GBB has been in business for 31 years, providing solid waste management consulting services and is offering/implementing FleetRoute™ since 2000.

d. Percent of business dedicated to Routing Software

GBB's routing software business is 12% of total revenue. GBB's partner, C2Logix's business is 100% routing related.

e. Approximate annual municipal gross sales volume for last 3 years

In the past three years, GBB has had total Municipal sales volume of \$4,799,000.

f. Total number of employees

In the past three years, GBB has averaged 16 full-time employees. GBB currently has 16 full-time staff and 4 part-time staff. GBB also has seven associates throughout the country (including Ohio, Maryland, Virginia, New Jersey, Tennessee, and Georgia.)

g. Number of clients in the U.S. installed on proposed software in past 3 years

In the past three years, C2Logix has installed software with 25 clients, implementing 14 FleetRoute licenses and 11 FleetRoute Service Bureau projects.

h. State if proposed product is developed by vendor or a partner

FleetRoute™ is developed by CIVIX L.L.C. and implemented/supposed in North America by C2Logix. Both are GBB's technology partners and all have worked together since 2000.

i. Municipal references of similar installations in desert southwest region

References are provided in the completed Questionnaire Form (Appendix B.) Southwest clients consist of:

Emerald Coast Utilities Authority, Florida (2005-current), Randy Rudd, Director of Sanitation, Ellyson Industrial Park, 9255 Sturdevant Street, Pensacola, FL

City of Edmond, Oklahoma (2002-2008), Mike Freeman, MIS, P.O. Box 2970, Edmond, Oklahoma 73083

ACUA - Atlantic Coast Utilities Assn., Wayne Bryant (2009-current)

City of Stillwater Oklahoma, David Higgins (2008-current)

Below are 3 sub-sections with additional information on the firms composing the GBB Project Team and the personnel that will be involved in the implementation, highlighting the depth of expertise brought to the table by the GBB Project Team:

1.1 - Overview

Gershman, Brickner & Bratton, Inc.

GBB is a solid waste management consulting firm specializing exclusively in solid waste management services. GBB was founded in 1980 and is celebrating 30 years of experience in planning, procuring, and implementing cost-effective facilities and services to manage waste and recyclables. Because our staff focuses exclusively on solid waste, we have a depth of experience and understanding in this field typically not available from software vendors. In the U.S., our clients range from some of the largest cities and counties to the most rural communities. We also provide consulting to many solid waste authorities and other quasi-public solid waste management agencies, as well as several state and federal government agencies and associations.



The owners are the namesakes of the firm, which formed and began operations in 1980. The combination of our internal and these external resources, in addition to the use of traditional subcontractor companies, like information technology and technical engineering firms that GBB has worked with over the past 30 years, as and if needed, allows us flexibility in having available for an assignment a broad set of skills from which to draw. Many of our projects involve a teaming with firms to bring the best skill and experience to the effort. The Project Team offers a strong and unique blend of experienced solid waste management consultants along with innovative cutting-edge information technology experts with extensive experience in GIS, Routing and Collection. We have the practical skills and expertise to accurately analyze collection systems, from prevailing management and administrative policies to equipment needs, route design and optimization, staff training, and maintenance techniques.

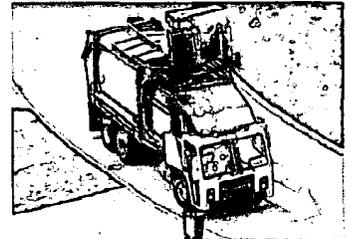
GBB has been the prime contractor for many routing software optimization projects and has many public sector clients for whom we provided routing services.

GBB Areas of Specialization

Our corporate resources are committed to implementing economically sound and environmentally sustainable solid waste management systems. Areas of expertise include the following:

Collection and Routing

GBB conducts collection analyses for both large and small jurisdictions, including evaluating existing collection equipment; vehicle/crew configurations; staff skill levels and training efforts; administrative and management practices and procedures; and public education activities. GBB recommendations have resulted in service improvements and substantial cost savings. GBB, using its proprietary FleetRoute™ software, can optimize the collection route structure, increasing productivity by 10 to 25 percent based upon recent projects. GBB also advises clients on franchise and contract agreements for privatization of solid waste management services.



Solid Waste Management Planning and Implementation

GBB prepares feasibility studies and solid waste management plans that address specific client objectives. Such studies often include the evaluation and in-depth analysis of waste management system components - including waste characterization, collection, transport, storage, processing, and disposal. All of these areas are researched thoroughly, so that GBB can help communities and businesses implement an integrated management approach.

Other areas of specialization include:

- Municipal, Commercial, and Industrial Recycling
- Full-Cost Accounting
- Administrative and Management Evaluations
- Community Information, Technical Assistance, and Training
- Procurement, Evaluation, and Construction, Acceptance, and Operations Monitoring
- Managing and Administering Operations
- Waste Composition and Quantity Analysis
- Markets Analysis
- Construction Waste and Demolition Debris Recycling
- Waste-to-Energy Project Development
- Landfill Management

The GBB corporate brochure, with an overview of the firm's capabilities and success stories, is available upon request and downloadable at: www.gbbinc.com/doc/GBB_Corporate_Brochure.pdf.

C2Logix

C2Logix (the d/b/a name of WasteBid.com, Inc.), with an office in Peoria, AZ, and headquartered in Fairfax, VA, was established in January 2000. The firm has ten years experience providing route optimization solutions to organizations from municipal solid waste management departments, to the federal government, to collection companies of all sizes. The company has extensive experience in implementing logistics technologies to the public works, utilities and emergency response sectors of government. Over the years, C2Logix has provided route optimization solutions for many public- and private-sector waste collection operations that include, but are not limited, to:



- Ace Solid Waste
- Allied Waste Industries, Inc.
- Atlantic County Utilities Auth., NJ
- City of Baltimore, MD
- City of Chattanooga, TN
- City of Edmond, OK
- City of Elyria, OH
- City of Oklahoma City, OK
- City of Ontario, CA
- City of San Antonio, TX
- City of San Francisco, CA
- City of Stillwater, OK
- City of Wilmington, NC
- CLM Sanitation
- Delaware Solid Waste Authority
- Emerald Coast Utilities Authority, FL
- Knight Waste System
- Lebanon Farms Disposal, Inc.
- Lincoln Sanitation
- Miami-Dade County, FL
- Nabors Sanitation
- Pinnacle Waste
- Red River Service Corporation
- Southern Oregon Sanitation
- Stahl Industries LLC
- Turtle Island Recycling
- United Site Services, Inc.
- Ware Disposal, Inc.

Furthermore, C2Logix was selected by the City of San Francisco, CA, to provide and implement the FleetRoute™ route optimization solution to help streamline their street sweeping operation.

C2Logix is also entrusted with the analysis and assessments of cost savings utilizing route optimization software for numerous municipal organizations, such as the City of Baltimore and Emerald Coast Utilities Authority. C2Logix provides application development, systems integration and implementations with the following technologies: route optimization, supply chain logistics, business intelligence, and geographic information systems.

As the sole provider of route optimization software for the Strategic National Stockpile (SNS) of the Centers for Disease Control and Prevention (CDC), C2Logix has been trusted with optimizing the distribution of medical supplies in the event of a terrorist attack or natural disaster. C2Logix has implementations exceeding 500 users.

In the military, C2 is known as Command and Control and refers to procedures used in effectively organizing and directing armed forces to accomplish a mission. Command and Control encompasses the integrated management of personnel, equipment, communications, facilities and procedures employed by a commander in planning, directing, coordinating and controlling operations in the accomplishment of the mission. C2 embodied the true spirit of the company's services and technologies, albeit to commercial businesses and civilian agencies.

Unique Blend of Route Optimization Solutions and Solid Waste Expertise

FleetRoute™ and TourSolver™ provide the most superior routes, maps and reports in the industry, but C2Logix provides more than just software. C2Logix's team of routing and collection consultants provides a unique blend of Information Technology and Solid Waste Management expertise that will prove invaluable when implementing the route optimization system. Our combination of industry know-how and a sophisticated technology provides a turn-key routing solution like no other. We know that routing projects, whether computer-assisted or manual, are re-engineering projects that closely impact your operations and staff. Knowledge of the industry, waste operations management experience, and the most advanced routing technology available to the waste industry make our route optimization projects successful.



Zonar

Zonar is recognized as the industry leading provider of fleet telematics solutions. Its extensive experience in Verified Visual Inspection and GPS solutions for Government private fleets, and specifically waste management teams, allows the firm to continue to provide high-quality solutions for municipalities looking to improve the safety, maintenance and management of their fleets. Some of these fleet improvements include increased compliance, workforce productivity, safety, and substantial budget savings; all while ensuring operator and ridership safety. Zonar's industry specific experience has given the firm the knowledge to provide, implement, and maintain a superior system to meet the needs of the City of Peoria.



When purchasing new technology, we understand that the use of the system depends on the usability of the system. With this in mind, Zonar hardware and software has been specifically designed to be instantly familiar to computer users and install teams. Zonar's equipment is recognized as some of the simplest and yet most robust on the market. From the peel and stick, three-wire hardware installations to the clean, drop-down-menu driven Ground Tracking Control (GTC), your users will find the transition to Zonar equipment easy and enjoyable.

Entering its ninth year of business, Zonar Systems has had the opportunity to partner with numerous customers nationwide. The firm's fleet implementation experience is extensive, ranging from clients with one asset to clients with over 50,000 assets. From the expertise necessary to work with today's changing technology to the project planning and implementation skills needed to work with the unique needs of government organizations, Zonar Systems has the know-how and flexibility to provide the highest level of service to its clients.

Four key project descriptions, along with contact information are provided in Appendix B (Questionnaire.) Provided in this section are additional selected project description, and short bios of the Project Team members highlighting the depth of expertise that the GBB Project Team brings to the table. GBB, as Prime Consultant for this project, has been in business for 31 years and has hundred of clients nationwide.

1.2 – Selected Project Descriptions

Gershman, Brickner & Bratton, Inc.

Provided below are descriptions of selected GBB routing/collection projects highlighting the firm's wide range of directly relevant expertise. Some of the C2Logix routing projects highlighted later in this subsection were performed with GBB as the prime contractor.

Waste Management Routing Solution Project (*Lexington-Fayette Urban County Government, Kentucky*)

The GBB Team, including C2Logix, Routeware and Zonar, has been selected and has initiated the data collection and kick-off phase of a routing solution for the Lexington Fayette Urban County Government (LFUCG). This includes rerouting of LFUCG's residential automated collection system which has three carts per stop for: (1) refuse, (2) single-stream recyclables and (3) yard waste. Also, this includes dynamic routing for LFUCG's commercial, bulk, large brush, dead animal and other point-to-point collections. To achieve the functionality required, on-board computers are being installed on the 125 collection vehicles operated and maintained by LFUCG. In addition, the Zonar pre and post trip inspection management system will be installed on the 125 collection vehicles and will monitor availability. Data from the on-board computers, personal management system, customer call-in system, scale system and Zonar will be managed by the Routeware Back Office system to manage routes and generate the reports required by the Waste Management Division.



Review of Recycling and Trash Collection Procedures (*Montgomery County, Maryland*)

In 2007, Montgomery County, MD, selected GBB to review the County's recycling and trash collection procedures in the field and Division of Solid Waste Services' (DSWS) office. The collection operations managed by the County are performed by private service providers under contract to DSWS. GBB reviewed:

- Operations and management, including contract and reporting requirements, field contract oversight and quality control, reporting structure, asset management, customer service and work order system, and other customer communications;
- Collection equipment
- Recycling set-out quantities and rates
- High volume/emergency collection plans in case of localized and nationally declared disaster

GBB's final report provided recommendations for improvements to the curbside collection system; identifying the potential benefits to the County and supported these by the use of benchmark data from other communities. Each recommendation addressed both positive and negative aspects, including cost and scheduling issues, of implementing them.

Solid Waste Collection Evaluation (*City of Norfolk, Virginia*)

GBB completed a fast-track comprehensive evaluation of the City's existing solid waste collection program, from management policies and procedures to vehicle and container collection options. The City Solid Waste Division, as part of the Department of Public Works, provides solid waste collection services to approximately 65,000 households and selected businesses. The GBB collection analysis involved several components, including: evaluating vehicle and container alternatives; examining work force practices and procedures; reviewing existing routing practices, route balances, and other routing considerations for refuse, bulky waste, and yard waste collection systems; and developing productivity standards. A complete rerouting of the City was completed for interim routes (as part of a phased-in approach) and ultimate routes to serve the City under the new system.

In addition, GBB was contracted to develop a public education and information plan to support the proposed changes and improvements to the existing collection systems. GBB also evaluated the existing computer equipment and solid waste management information tracking systems to develop recommendations on equipment and system modifications and purchases, the need to interface with other City systems, and training needs and costs. GBB's recommendations led to a reduction in the City's operating budget of 18 percent in the first year after the analysis was completed.

Procurement of Collection Services (*City of Allentown, Pennsylvania*)
Curbside Collection Districts Study (*Queen Anne's County, Maryland*)

GBB, in association with WasteBid.com, Inc., conducted a study of curbside collection districts for Queen Anne's County, Maryland. GBB assessed the needs and costs of establishing County-administered contract collection districts to serve the County in lieu of the open-market subscription system and County-operated convenience centers for residential waste and recyclables. The study included the use of FleetRoute™ routing software to help establish recommended collection districts. Districts for residential waste collection and recyclables collection were evaluated, and recommendations for improving efficiency and reducing costs of the County's solid waste collection/transport system were made. Implementation needs, costs, and schedule were presented in the study, and a presentation of findings and recommendations was made to the Queen Anne's County Board of Commissioners.

Collection Privatization Proposal Assistance (*City of Chesapeake, Virginia*)

GBB was retained by the City of Chesapeake, Virginia to assist the City with a collection privatization proposal. The City had decided to offer the single family residences located in the Western Branch section of the City for private contractor bidding in 1996. Western Branch constituted about 25 percent of the 63,000 total residences collected by the City. The City's service included once-per-week refuse, yard waste, and bulky waste collection. The City of Chesapeake had also decided to compete against private industry for the Western Branch collection. GBB assisted the City with the preparation of its proposal. This effort included assisting the City organize their proposal team reviewing the existing system to establish the operational performance and cost parameters; tailoring GBB's collection model to the City; and working with the City's proposal team to develop its final proposal and bid. GBB modeled a private industry benchmark proposal, strategy, and bid. Additional scenarios representing alternative City strategies were modeled to also help the City structure their proposal.

Other selected projects include:

- Recycling Collection and Processing Services (*Metro Waste Authority, Des Moines, Iowa*)
- Solid Waste Collection System Analysis (*Town of Collierville, Tennessee*)
- Comparative Economic Analysis of Regional MSW and Recyclables Collection Strategies (*Metropolitan Council of the Twin Cities Area, Minnesota*)
- Collection System Routing (*City of Bartlett, Tennessee*)
- Review of Solid Waste Services with Route Optimization (*City of Chattanooga, Tennessee*)
- Solid Waste Collection, Disposal and Recycling Options/Assets Strategic Plan (*City/Parish of Baton Rouge, Louisiana*)
- New Area Routes for Solid Waste Collection (*City of Memphis, Tennessee*)
- Evaluation of Options for City Waste Disposal (*City of Houston, Texas*)
- Collection Analysis (*U.S. Air Force*)
- Refuse Collection Services Analysis (*City of Richmond, Virginia*)
- Field Route Audit Review (*City of Wilmington, Delaware*)
- Solid Waste Operations and Rate Analysis (*City of Annapolis, Maryland*)
- Procurement of Collection Services (*City of Allentown, Pennsylvania*)

C2Logix

Provided in this section are descriptions of selected route optimization projects performed by C2Logix, highlighting the firm's extensive routing expertise. Many of the public sector projects were performed as a subcontractor to GBB.



Reroute of Residential collection system with FleetRoute™ (*City of Edmond, Oklahoma*)

As a routing subcontractor, C2Logix completely rerouted the residential collection system of the City of Edmond, OK, with 70,000 people, encompassing 85 square miles. The City provides weekly automated collection to 27,000 residences using one or two 105-gallon carts. This project was done on a service bureau basis as the most cost-effective approach for Edmond. Under the service bureau approach, the City did not have to buy and maintain the FleetRoute routing software but contracted for finished routes. The deliverables included: (1) detailed route path maps, (2) street-by-street travel direction reports, and (3) a customer sequence listing.

The City of Edmond provided a GIS database with all customers' addresses matched to the streets on which they belong, with the side of the street identified and a customer ID. The City also identified, by ID, those customers who were exceptions to the norm, such as: (1) customers serviced on the side street (not the front street where the house address matches to – a so-called corner customer) and (2) customers that require service times other than the default value. Service time is defined as the elapsed time from the moment the truck stops in front of a customer until the moment the truck begins to move again. Actual scale weight data was used to assess the set-out size for customers. FleetRoute was enhanced to control u-turns on major roadways. Also, high traffic areas and schools were routed so the collection occurs at specific times during the day. Narrow streets that disallowed the trucks to turn around were increased in travel time and displayed as pull-in, pull-out map reports. The result was a reduction in the number of routes from 40 to 30, resulting in significant operational savings.

In Task One, the Project Team developed new optimized routes, using the FleetRoute™ Route Optimization software, that didn't utilize the current collection day of week. Task Two compared the new routes with routes optimized for current collection day of week. The outcome of the second task was that the efficiency improvements were minimal from entirely switching the current collection day of week to new collection days. Thus, it was deemed that new routes should be developed that follow the current collection days, without

sacrificing the time balance between the routes, i.e., maximizing the efficiency of all of the routes. These routes maintained the current collection day of week, as closely as possible, while keeping the routes balanced by time. This new task was the third task for the routing of the City's automated trash collection. The goal in this routing was to allow some modifications of collection days, but this was minimized to the greatest extent possible.

Relevant information from the City's Tower waste management software (e.g., number of containers, container size, current day of week service, etc.) was imported and merged into the FleetRoute customer database using the Automated Route Updater. The City arranged with Transcomp to produce the import/export file with current account data. An updated Tower file, created by FleetRoute, was returned to the City reflecting the new routes.

FleetRoute™ Web-based Routing Software Deployed for Transition to Automated Collection (City of San Antonio, Texas)

The City of San Antonio selected C2Logix, as a subcontractor to GBB, to implement the FleetRoute™ Route Optimization solution. As the City was in the process of converting manual collection routes to automated collection routes, it was also being proactive by seeking to maximize collection efficiencies, reduce operating costs, and design balanced collection routes along with the introduction of the new fleet.

C2Logix set up the City's data in FleetRoute™ and provided hands-on training/workshop to enable City staff to conduct the routing in-house through a web-based interface.

The Solid Waste Management Department of the City provides garbage, recycling, and brush collection services to approximately 340,000 residential customers residing within the 512 square mile City limits. It is among the largest cities providing solid waste collection by City crews.

Implementation of FleetRoute Collection Route Optimization Software (City of Stillwater, Oklahoma)

The City of Stillwater's Waste Management Division, serving 15,000 residential units, did a six-month automated collection pilot program in an effort to explore the benefits and challenges of transitioning from manual to automated residential collection service. A cross-section of the community was chosen for this pilot program, consisting of approximately 2,650 residential units divided into four different routes. The City selected the FleetRoute™ route optimization software for the project which consisted in the development of initial routes by the Service Bureau, followed by installation, set-up, and training of City staff to do future rerouting in-house using FleetRoute™.

Route Optimization (City of Syracuse, New York)

The City of Syracuse has approximately 90 residential garbage collection routes (18 trucks operating 5 days a week) and has engaged GBB, working in association with C2Logix, to perform a City-wide route optimization service based on the current customer list and vehicles used for their municipal collection services.

GBB's services include collection site geo-coding, collection parameters setup, reviewing collection day changes, providing draft routes, training objectives on the use of FleetRoute™ and route finalization is all part of the contract responsibilities.

FleetRoute™ Service Bureau (Miami-Dade County, Florida)

Miami-Dade County, FL, selected C2Logix, as a subcontractor to GBB, to provide FleetRoute™ route optimization software and project consulting services. Miami-Dade is a highly populated jurisdiction, with a residential curbside recycling program serving nearly 300,000 homes. The purpose of the project was to help develop new routes for the County's 75 new automated collection trucks and to increase collection efficiency. The FleetRoute™ Service Bureau provided new routes with balanced workdays, decreased overtime, and optimized travel times/trips to the disposal facilities.

Route Optimization Technology for Nationwide Emergency Response Planning for the Centers for Disease Control and Prevention (Centers for Disease Control and Prevention)

As a very unique and challenging project worthy of note, C2Logix was selected by the Centers for Disease Control and Prevention (CDC) to provide route optimization technology for nationwide emergency response planning. In the CDC's 2008 Contractor Performance Report reviewing C2Logix work in the first year of the contract, C2Logix received the highest rating for each performance category, which includes quality of product or service; value; timeliness of performance; and business relations. The report also states that "the state and local stakeholders for CDC have found this service to be highly useful"; "the vendor has always been highly responsive to any requests, and has taken the initiative on issues that were not considered by the CDC"; and "...also provided assistance above and beyond the scope of the contract in support of the response efforts to the hurricane activity in Louisiana."

As part of the Strategic National Stockpile (SNS) Program, the CDC has been offering the CDC Stockpile Routing Web Portal (Portal), developed by C2Logix in November 2007, to federal, state and local community planners in order to assist with the planning for rapid and efficient transport and distribution of critical medicine and supplies in the event of an emergency, such as a terrorist attack. The Portal is a central route simulation and optimization decision-making tool with nearly 400 users, featuring a web-based version of the powerful, yet easy-to-use TourSolver™ route optimization software.

The customized tool enables planners to quickly generate optimized routes to distribute supplies from central storage facilities to multiple local points of distribution in communities. In addition to allowing the generation of optimized routes based on basic information about the fleet and delivery points, TourSolver™ provides the ability to simulate multiple scenarios and allow planners to quickly see the impact on the overall distribution operation. Scenarios can include, but are not limited to, changes in factors such as number and size of trucks used, allowing for unique quantities over multiple deliveries, the setting of various delivery time windows, load and unload

times, traffic congestion, roads/areas to be avoided, and throughput rates of medicine/supplies being distributed to the population. During an event, public health personnel may use the technology to make "real-time" updates to distributions to respond to changes on the ground.

In the CDC's 2008 Contractor Performance Report reviewing C2Logix work in the first year of the contract, C2Logix received the highest rating for each performance category, which includes quality of product or service; value; timeliness of performance; and business relations. The report also states that "the state and local stakeholders for CDC have found this service to be highly useful"; "the vendor has always been highly responsive to any requests, and has taken the initiative on issues that were not considered by the CDC"; and "...also provided assistance above and beyond the scope of the contract in support of the response efforts to the hurricane activity in Louisiana."

Other selected projects include:

- **TourSolver™ Implementation** (*Hunter Douglas Northeast*)
- **FleetRoute™ Route Optimization Solution for Street Sweeping Operation** (*City of San Francisco, CA*)
- **Development of Street Sweeping Parking Plan** (*City of Torrance, CA*)
- **TourSolver™ Implementation** (*Pinnacle Waste*)
- **FleetRoute™ Service Bureau** (*Mill Valley Refuse Service, Inc., CA*)
- **FleetRoute™ Service Bureau** (*Knight Waste Services, TX*)

1.3 – Project Team

The GBB Project Team for this assignment combines the multiple disciplines of experts in all technical and managerial aspects required for a successful truck route development/management project. The key GBB Project Team members are (complete résumés are available upon request):

Bob Brickner, GBB Executive Vice President, has over 38 years of experience in the industry and will serve as Officer-in-Charge for this assignment. As such, he will provide internal peer review, quality assurance and overall leadership for this project. Mr. Brickner serves as the Officer-in-Charge and/or project manager on all GBB and C2Logix route optimization projects. He also serves as Officer-in-Charge for larger-scale projects involving the integration of various technologies aimed at improving and streamlining collection operations.

Tim Giardina, GBB Vice President with over 24 years of industry experience with a focus on collection, transfer station, landfill, recycling and medical waste operations, will be Project Manager. As such, he will manage the day-to-day activities of the members of the Project Team and act as the point of contact with assigned City of Peoria staff. He will provide high-level oversight as the GBB principal to ensure project quality control. He will also provide internal peer review, quality assurance and overall leadership for this project.

Kevin Callen, C2Logix Chief Technology Officer, has over 20 years of management consulting and business development experience in environmental and solid waste management and associated applications of information technology. In the past 10 years, he has focused on route optimization projects where he managed the implementation of Geographic Information Systems (GIS) route optimization software for large and small local governments as well as private sector clients.

Bob Roberts, C2Logix Senior Route Optimization Consultant, has a combination of hands-on operational expertise and route optimization software implementation experience. His combination of operational experience in the field and information technology background provides him with a unique grasp and understanding of the real-life challenges faced by collection operations.

Dr. Paul Patterson, C2Logix Route Optimization Consultant, is the Lead Developer of FleetRoute™. He has over 20 years of professional experience in the field of transportation logistics and Geographic Information Systems, which has produced national recognition for his contributions.

Jeff Wells, Zonar Southeast Account Manager, has an extensive background in commercial vehicle solutions helping customers optimize their fleet operations. Jeff's management and leadership experience in Customer Care led to his appointment as Southeastern Account Manager with Zonar Systems. Prior to joining the Zonar sales team, Jeff was Field Service Manager with Zonar Systems corporate. Before Zonar, Jeff spent 8 years as a Systems Administrator in the southwestern U.S. He will be the City of Peoria's main contact regarding the Zonar solution.

Jeff Cook, Zonar Technical Sales Engineer, has extensive experience in transportation with a 27 year career culminating as Director of Transportation for 9 years at Paradise Valley School District, the 3rd largest school district in Arizona. Prior to PVSD, Jeff was Director of Transportation for 8 years at Northshore School District in Bothell, Washington. Since joining Zonar Systems, Jeff has led some of our largest and most successful implementations.

Jacob Gabbard, Zonar Field Service Supervisor, began his career in field services and now supports Zonar customers as Field Service Supervisor. Jacob is responsible for all field services including training, support and technical troubleshooting. Jacob's background includes extensive customer support for technology companies. Prior to Zonar, Jacob managed training for a large restaurant chain in the Midwest.

2 - Licensing

System Description and Product Functionality

FleetRoute™ Route Optimization Software

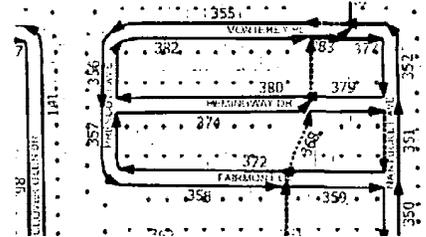
Routing projects are complex and challenging undertakings that require the integration of numerous technologies and skill sets. A key component to successful route optimization is the application of a software technology that is not only easy to use, but also flexible enough to model real life routing situations. FleetRoute™ was developed with these challenges in mind. It is simply the most sophisticated and flexible routing software ever developed for high-density residential applications. However, sophistication does not mean sacrificing ease of use. FleetRoute™ has automated the common routing, map-making, and data integration tasks.

FleetRoute™ Route Optimization Software can save clients 10 to 25% on annual collection operating expenses. This is primarily accomplished through: balancing of route times, service days, and districts; optimization of travel paths and reduction of time and cost associated with updating routes and rerouting. Optimized travel paths from FleetRoute™ can also be used in bid specifications, should a community desire to solicit bids for collection services from the private sector. Routes generated by FleetRoute™ are currently used by, among others, City of Baltimore, MD; Emerald Coast Utilities Authority, Pensacola, FL; City of Edmond, OK; and many private haulers.

FleetRoute™ is the Only Software Available That Has Solved Some of the Most Problematic Issues with Waste Routing

FleetRoute™ has solved some of the biggest problems with computer-assisted waste industry routing. To our knowledge, there is no other product that has accomplished this. The significant problems solved are:

- To reduce travel time and distance, the software has the ability to optimize the routes in regard to the location of existing facilities by optionally selecting for assignment the closest depots or disposal facilities to each route.
- To reduce travel time and distance and more evenly distribute the weight between each disposal facility trip, the software has the ability to minimize travel time and distance to and from facilities by choosing the optimal point(s) in the route to dump. For multiple dump trip routes, instead of waiting for the truck to be full, optionally find closer departure points in the route from which to dump.
- To make routes that accommodate individual specifications for each collection vehicle, the software has the ability to individually optimize and/or balance route times while taking into consideration the unique variables for individual collection vehicles.
- In order to make routes that uniquely specify variables for each street, the software has the ability to individually optimize and/or balance route times while taking into consideration the unique variables for individual street segments.
- To restrict collection vehicles from servicing around a school or hospital during certain times, the software has the ability to accommodate time-restricted collection within any geographic area defined by the user.
- To avoid servicing streets during rush hour or when parking is allowed, the software has the ability to accommodate street or side of street collection by time of day.
- To make routes for all types of collection vehicles, the software has the ability to run path route optimization for all types of collection vehicles, i.e., manual, semi-automated, automated, knuckle-boom or other types of waste collection vehicles.
- To make routes that closely mimic reality, the software has the ability to calculate truck fullness based on customers (stops) with individually unique quantities of waste or recyclables per customer.
- In order to assign drivers to areas that they are familiar with or create new routes in the same general area as existing routes, the software has the ability to position (drag-and-drop) individual collection vehicles to the area for which the vehicle should be utilized, before the system creates the routes.
- To control the amount of u-turns on routes, FleetRoute™ has a unique functionality to limiting u-turns by street classification, e.g., only allowing u-turns on local roads or not at all. This is a critical functionality for waste routing, because large trucks have maneuvering problems and safety issues. Turn preferences can be set for all types of turns: straight-throughs, u-turns, dead-end u-turns, right turns, and left turns.
- The software has the ability to specify desired right and left turns preferences to accommodate restrictions or safety concerns.
- To keep subdivisions intact and use natural boundaries, such as highways, the proprietary "Neighborhood Routing" functionality was exclusively designed for waste industry routing to provide routes that need less modification after implementation. Neighborhood Routing prevents routes that criss-cross over highways and create safety hazards and inefficiencies, such as what happens in more generic routing software applications that were developed for newspaper and postal deliveries.
- FleetRoute™'s proprietary Customer Command Center allows for the geocoding of customers and the manual assignment of customers to their appropriate service street. Because the geocoded street may not be the service street, in the case of alley collection or customers on a corner, the Customer Command Center provides a simple tool (via point-and-click) for re-assigning customers to their appropriate service street and editing any of the customers' attributes.
- FleetRoute™ has proprietary transportation attribute editing tools for assigning street classification, designating one-ways and the street data, including its geography, nodes, and attributes may be fully edited in FleetRoute™. In addition, FleetRoute™ has a variety of customizable functions for using GIS land parcel data for routing, instead of geocoding a list of addresses.



Sample maps generated by FleetRoute™ are available upon request and can be viewed or downloaded at: www.c2logix.com/downloads/FR_Sample_Maps_and_Reports.pdf.

Licensing

The modules of the FleetRoute™ software system that the User may use and the number of computers licensed for each module are as follows:

Licensed Module(s): FleetRoute™ Base Module for one (1) computer, or otherwise as appears in the signed version of the contract and/or license agreement.

3 – Implementation

Routing Software: There are 3 basic steps to the implementation.

Task One: Single license, FleetRoute™ base product (includes first-year Maintenance Contract)

This is the purchase of the software license.

Task Two: Kick off meeting: Data Setup, System Setup, Configuration and Installation

- **Kick Off Meeting:** This meeting will discuss the project scope and implementation plan to insure that all parties are in agreement as to who has what responsibilities within the project.
- **Data Set-up:** This part of the project allows C2 personnel and the City personnel to work together to set up all of the data that will be used to create the routes. This is a critical part of the process as the quality of the data and its set-up is directly related to the quality of the finished routes.
- **System Set-up:** This includes the installation of the application and any associated software such as ArcGIS that works with FleetRoute™ on the client hardware platform. The requirements of the hardware and related software are outlined in section 4 below.

Task Three: Training (preparation and 7 days on-site and 24 hours of on-call training)

This step is broken down into two distinct sections, each taking approximately half of the allotted time.

- **Training** will take place as a classroom session. These sessions will run approximately 7 hours each day with periodic breaks as needed.
- **Workshop:** the second part of the training is actually a workshop session where the process of creating routes and using FleetRoute™ in a real life application will take place. During this workshop the users will begin to create actual routes with a goal of having developed draft routes ready for final scrutiny prior to finalization.

Further training information can be found in section 6 below.

Alternate Features: Realtime Activity Tracking & Pre- and Post-Inspection Data System

- Task One - Equipment is ordered, processed, and shipped
- Task Two - Equipment received and processed at customer location
- Task Three - Vehicle installation
- Task Four - Training
- Task Five - Review of Data and Account Monitoring
- Task Six - Go-Live

4 – Software Requirements

FleetRoute™ Route Optimization Software and Data Requirements

Required Software	
Operating System	Microsoft Windows XP (Professional or Home), Windows 2000, Windows 98
Browser	Internet Browser (for on-line support)
GIS	For FleetRoute™ 5.0.1 and greater ESRI ArcGIS 9.3 ArcMap with ArcView license. One license for each computer license of FleetRoute.
Required Data	

Streets	Digitized Street Network for service territory in ESRI Shapefile format. Streets should be coded for transportation/routing applications (e.g. one-way streets, ramps for highways, no intersections at bridges, street classifications etc.) Street data can be purchased if necessary.
Customers	Geocoded (address matched) customer locations in ESRI Shapefile format. Customers should have routing attribute data (number of bins, service time, weight of garbage, etc.) and location data relative to its geocoded street (i.e. id of street segment and side of street). Geocoding services to create these customer location data from your customer address lists can be obtained if necessary.

5 – Hardware Specification

FleetRoute™ Route Optimization Hardware Requirements

Minimum Hardware Configuration	
Processor	3.0+ GHz Pentium or equivalent. The faster CPU speed the better. Multicore processors are useful for multi-tasking while FleetRoute™ processes are running.
Memory	2+ GB
Disk Space	20+ GB (estimate) for FleetRoute Software, ESRI ArcGIS Software, data, solutions
Storage	Removable storage device for backups (e.g. external hard drive, tape drive, DVD/CDROM writer, Zip drive, etc.)
Monitor	Minimum native resolution of 1024 x 768
Recommended Hardware Configuration	
Processor	3.4+ GHz Pentium or equivalent. The faster CPU speed the better. Multicore processors are useful for multi-tasking while FleetRoute™ processes are running.
Memory	2+ GB
Disk Space	Same as above
Storage	Same as above
Monitor	Same as above
Graphics Card	NVIDIA Quadro Series Card (recommended by ESRI)

6 – Training Requirements

Routing Software: The initial training for FleetRoute consists of 3 days. During this time, all training will be performed using the training data and NOT the client data. Based on our experience with training new users we have found that using the training data instead of the client data prevents the training from interrupted by client data issues and/or questions. In the second training session, the client data will be used and will consist of a routing workshop with this data. There will be an additional 4 days of workshop sessions that will utilize the customer data and begin the process of creating actual routes to be used in a production environment.

Day 1 - Introduction to FleetRoute and ArcGIS

Day 2 - FleetRoute Basic Functions, Setup, and Running Routes

Day 3 - Advanced FleetRoute and Customer Data setup

Days 4-7 – Training Workshop

Alternate Features: Realtime Activity Tracking & Pre and Post Inspection Data System:

Agenda Overview

1. Driver Trainer Training (2-3 hours starting)
2. Maintenance/Administrative Training (2-3 hours)

3. **Maintenance Training (1 hour)**
4. **Administrative Staff Training (4 hours)**

1 – FleetRoute™ Data Preparation, Integration and Maintenance

This two-day course details the tasks involved in establishing usable datasets for customer/meter addresses, customer attributes, street networks and meter reader attributes. The course utilizes subsets of actual data in a “hands-on” learning environment.

Course Topics

- Overview of Data Preparation and Maintenance
- Setting Theme Definitions
- Saving Selected Sets
- Street Data Cleansing
- Address Data Cleansing
- Customer Data Cleansing
- Defining Unique Customer Attributes from Service Histories
- Field Verifications and Audits
- Creating Maps Highlighting Streets without Customers
- Setting the Street Theme
- Setting Unique Attributes
- Creating the Network
- Overview of Data Integration with Other Systems
- Data Tables and Fields in FleetRoute
- File and Directory Names, Paths, and Extensions
- Data Import and Export Process

2 – Route Optimization with FleetRoute™

The three-day course details the tasks involved in developing optimized routes with FleetRoute™. The course utilizes subsets of actual data in a “hands-on” learning environment. The course highlights technical and operational issues in developing and implementing new routes.

Course Topics

- Overview of Routing Procedures
- Refining Operational Details and Objectives
- Creating Cycles
- Creating Districts and Routes
- Customizing Districts and Routes
- Displaying a Route's Path
- Loading Existing Routes
- Displaying Loaded Routes
- Clearing the Street Table
- Reviewing and Modifying Route Areas
- Reviewing and Modifying Travel Paths
- Creating Route Area Maps
- Creating Path Maps and Travel Directions
- Implementing New Routes
- Viewing/Printing/Editing Reports
- Helpful Hints and General Advice
- Troubleshooting
- Identifying Operational Improvements

7 – Product Support

The GBB Project Team proposes a license purchase of FleetRoute™ with ancillary data setup, training/workshop and maintenance services. The City of Peoria would start creating your routes in training/workshop, after the GBB Project Team has spent initial time in setting up the data. However, additional data verification work may be needed, if the street or customer location data was not complete.

The following package is offered:

1. Single license, FleetRoute™ v 5.2.1 for ArcGIS 9.3.1 base product (includes first-year Maintenance Contract)
2. Data Set up, System Set up and Configuration
3. Training/Workshop (10 days done on-site and 4 days on-call training done remotely.)
 - All training must be completed within 60 days of first training day.

4. Route development assistance (24 hours)
5. OPTIONAL Street centerline GIS map data (if not provided by the City)

Data Setup and System Configuration Tasks

1. The GBB Project Team will purchase commercial street centerline data from a third-party vendor (Navteq) on behalf of the City and set up the data into the FleetRoute™ format. If such street data is provided by the city, the GBB Project Team will need to review it to determine if it adheres to FleetRoute™'s needs for use in transportation logistics and routing. If it does, purchase of street centerline data from a third party vendor will not be necessary.
2. The City will provide the GBB Project Team with its customer database, which will be used to identify customers and their locations.
3. The City will provide an average weight per customer set-out, maximum tonnage capacity for each collection vehicle and other information to be defined by the GBB Project Team. The City may be requested to identify areas with varying service levels, such as higher set-out quantities than the average set-out.
4. The GBB Project Team will programmatically verify street network connectivity, one-way streets, overpasses, street classifications, etc. Questions which arise during this process will be referred to City personnel for timely field verification (when necessary). Minor adjustments necessary to the street network will be performed by the GBB Project Team. If the City's street centerline data is utilized, further refinements to the street data, such as adding missing streets, will be conducted by the City or by the GBB Project Team for additional cost.
5. The GBB Project Team will import customer data into the FleetRoute™ customer database.
6. The GBB Project Team will geocode customers to the street centerline data. The GBB Project Team will programmatically repair missed geocodes. In addition, City assistance will be requested for customers with special collection requirements, such as collection via an alley versus the front street. Those that cannot be programmatically repaired will be field-verified by City personnel. Data corrections will be returned to the GBB Project Team and will include the corrected address and appropriate side of street designation.
7. The GBB Project Team will load vehicle/route and facility information into FleetRoute™, which includes operating characteristics and parameters, such as wait times, disposal times, etc.
8. The GBB Project Team will prepare the data for use in the Routing Workshop and provide electronic copies of the data.
9. Additional verification and development of the street and customer data may be required, could be conducted by you, and is not included in the cost of this task.

Alternate Features: Realtime Activity Tracking & Pre and Post Inspection Data System:

On-Going Support

Zonar Systems Customer Support Team

Upon completion of the install all Customer sites are monitored on a daily/weekly/monthly basis.

Daily Support Tasks

Resolve support requests as they arise.

Review daily generated support emails and reports to evaluate site status. (see **Daily Office Agenda**)

- ✓ Notify location of potential defective equipment and work with them to troubleshoot or replace
- ✓ Create necessary RMA's in sugar and provide site with tracking information (see **RMA Standard Operating Procedure**)
- ✓ Call/email sites with outstanding equipment

Receive updates from deployed CSR(s) regarding location functionality and attitudes towards Zonar.

- ✓ Work with location to train them on how to troubleshoot their equipment
- ✓ Troubleshoot problematic equipment on site using "GPS Units Report"
- ✓ Comply with all items in the "Site Visit Agenda" (see **Site Visit Agenda**)

Weekly Support Tasks

Produce weekly reports for CUSTOMER corporate.

Perform phone/Web training.

Follow-up on outstanding support issues.

- ✓ Open RMAs and recent orders

Utilizing the "Smart Asset Report" update the "CUSTOMER Health Report".

(see **Smart Asset Report, CUSTOMER Health Report**)

- ✓ Prioritize locations according to the "Health Report"
- ✓ Assign transmitting orphaned GPS ID's to assets

- ✓ Identify locations that need to be contacted
- ✓ Deploy CSR's as needed to necessary locations

Monthly Support Tasks

Login to each account at least twice a month.

- ✓ View the GPS units report, failed inspection log, open defects report
- ✓ Follow procedures as outlined in "Daily Office Agenda"
- ✓ Call/email sites to inform them of updates and enhancements

Schedule necessary site visits for training, installation, and troubleshooting.

Create KPI report for CUSTOMER Corporate.

Review delinquent RMA report.

Our job depends greatly on the cooperation of the site. In the event that we are not receiving necessary cooperation it is escalated through the appropriate personnel.

8 – Product Warranty, Maintenance and Updates

A FleetRoute™ software license includes one year of support and maintenance. Support and maintenance includes technical support via e-mail, fax, and telephone, and all in-version updates.

GBB, through the extensive experience of the Project Team members, is enabled to provide outstanding service. You will have Mr. Callen as your ongoing Account Manager, and as the primary point of contact. He will be assisted by Peoria, AZ-based Bob Roberts, C2Logix Senior Route Optimization Consultant. Routing Technical support will be facilitated by Dr. Patterson, the lead developer of FleetRoute™.

With tech support offices in Virginia, and Peoria, Arizona, support is available from 5AM to 7PM CDT.

Pricing for FleetRoute Annual Maintenance will be 20% of the price the customer paid for the initial software license. This will remain until further notice but is subject to change without notice.

NOTE: Software Maintenance is included at no additional charge for one year from the date of the initial installation.

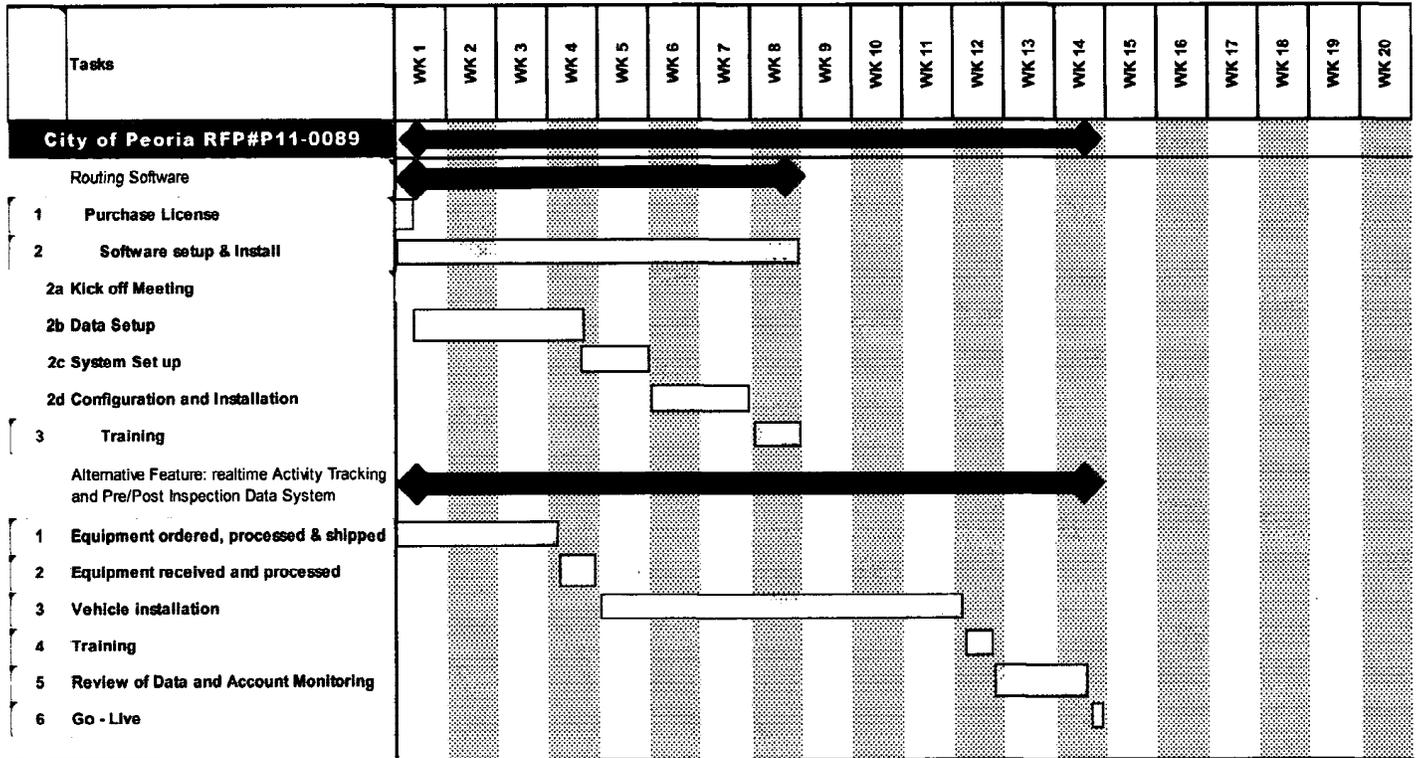
1. Any customer that takes advantage of the software maintenance program will receive the following:
 - a. Software maintenance under the terms below for one year from the anniversary date that the software was installed.
 - b. Eligible to receive the latest software version updates and patches to bring their copy of the software fully up to date.
 - i. Will receive up to two hours of free installation support during the contract year to get their existing software upgraded to the current version.
 - ii. Additional installation support is offered based on the rates on the Discounted Fee Schedule below
 - c. Receive up to 4 hours of complimentary telephone and web training on the product to refresh, re-train, or initially train up to 4 people on the software.
 - i. Additional training is offered based at an additional charge.
 - d. Full customer telephone support per the maintenance program for the year of the subscription. Telephone support includes support and troubleshooting for issues involving the software not operating correctly. This support includes but is not limited to diagnosis and correction of suspected software bugs/issues, resolution of process questions/issues, and complex usage questions/issues. It does not include training, installation, route creation, data manipulation or other functions that are normally done by the user of the software.

Ongoing updates, upgrades, and software patches as needed during the year of the subscription. While it is the customer's option to keep their software updated to the latest version, C2Logix cannot be responsible to insure that each customer is using the latest version of the software. (It is important to note that minor version updates are made at time to solve specific problems for specific customers. This means that it may not be necessary to make every single update to the software. We highly suggest calling tech support to see if the most recent will have any benefit for your particular use.) To that end, C2logix will make a concerted effort to notify customers of major updates that are available. Additionally, Customers can confer with the C2Logix web site www.C2Logix.com to insure they are on the latest version of the software.

9 – Project Schedule

**City of Peoria
RFP#P11-0089**

Timeline



10 – Cost

Pricing Schedule

ITEM DESCRIPTION	PRICE
ROUTING SOFTWARE	
1.Route Optimization Software Single license, FleetRoute™ base product (includes first-year Maintenance Contract)	\$33,000
2. Kick off Meeting, Data Setup, System Setup, Configuration and Installation	\$10,130
3. Training	\$15,640
4. Support, Maintenance and Travel	\$ 10,300
Annual Maintenance License Fees; First year is included with license. Years two and three at \$6,600 each year.	\$13,200
6. Total Routing Software Price	\$ 82,270
* List all third-party applications required to support proposed optimization application.	
** Based on deployment methodology, list associated costs.	
Optional Items/Services	
Navteq Street Centerline data, annual license;(necessary if Company does not have such data, meeting FleetRoute™'s requirements)	\$1,500
Collection day analysis and optimization	\$4,200

For any additional tasks, GBB will invoice monthly on a time and material basis. These costs will be based on the Rate Sheet provided in Exhibit 1.

EXHIBIT 1
2011 GBB/FLEETROUTE SERVICES RATES
COMPENSATION RATE AND FEE SCHEDULE FOR FLEETROUTE™ PROJECTS^{1,2}

Compensation Rate and Fee Schedule^{(1), (2)}

<u>POSITION</u>	<u>(\$ PER HOUR)</u>
Vice President	170
Chief Technology Officer	175
Principal Associate	175
Sr. Programmer/Sr. Route Optimization Consultant	155
Jr. Programmer/Route Optimization Consultant	145
Contract Administrator	100
GIS Technician	95
Administrative Assistant	60

<u>Expenses³</u>	<u>Charge</u>
Personal Car/Company Car	\$0.585 per mile
Local Travel Expenses (tolls, parking)	As Incurred
Room and Board	As Incurred
Airfare	Coach Class, Discount
Car Rental	Discount Rate
Black and White Duplicating/Printing	\$0.25 per Copy
Color Duplicating/Printing	\$0.75 per Copy
Online E-meeting Charges	\$20.00 Per Session
Facsimile Communications Outbound	\$1.00 per page
Long Distance Telephone	As Incurred
Graphics and Art	As Incurred
Messenger and Delivery Service	As Incurred
Street Centerline Map Data	As Incurred
Subcontractors	As Incurred

(1) Effective January 1, 2011, subject to adjustment on December 31, 2011.

(2) For payments not received within 30 days of invoicing date, interest charge of 1.00 % per month will be applied.

(3) A Fee of 10 percent applied to expenses, including subcontractors.

Alternate Features:

Realtime Activity Tracking & Pre and Post Inspection Data System

Order Qty	Item	Description	Unit Price	Extension
41	H40003E	Ext Light Duty Track/Trace Pkg	\$ 246.93	\$ 10,124.01
41	H40005	CSA Inspection Package	\$ 286.15	\$ 11,732.03
41	80059	5 Pin Data I/O Cable	\$ 31.75	\$ 1,301.63
41	SACT01	GSM Activation (Per Asset)	\$ 26.50	\$ 1,086.50
41	S40003A	Annual Light Duty Package Service	\$ 216.11	\$ 8,860.62
41	S40005A	Annual CSA Inspection Package Svc	\$ 76.32	\$ 3,129.12
41	MSA004	Annual Data I/O Module	\$ 38.16	\$ 1,564.56
1	CONFIG	Custom Configuration	\$ 1,060.00	\$ 1,060.00
1	TRAINING	Training	\$ 848.00	\$ 848.00
1	PM	Project Management	\$ 4,080.00	\$ 4,080.00
1	FREIGHT	Freight (Estimate, Will Be Billed At Cost)	\$ 206.70	\$ 206.70
41	S40003A	Annual Light Duty Package Service (yrs 2 & 3)	\$ 216.11	\$ 8,860.62
41	S40005A	Annual CSA Inspection Package Svc (yrs 2 & 3)	\$ 76.32	\$ 3,129.12
41	MSA004	Annual Data I/O Module (yrs 2 & 3)	\$ 38.16	\$ 1,564.56
		Total....		\$ 57,547.47
		Three Year Contract Required Early Termination Fees Apply		



REQUEST FOR PROPOSAL

INSTRUCTIONS TO OFFEROR

Materials Management

Procurement

9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

1. PREPARATION OF PROPOSAL:

- a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
- b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink signature by a person authorized to sign the offer.
- c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Vendor Offer.
- d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
- e. Periods of time, stated as a number of days, shall be calendar days.
- f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

2. **INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.

3. **PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated within this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.

4. **LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the **City of Peoria Procurement Code**. A vendor submitting a late proposal shall be so notified.

5. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.

6. **AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.

7. **PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.

8. **NEW:** All items shall be new, unless otherwise stated in the specifications.

9. **DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.

10. **TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.

11. **VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.

12. AWARD OF CONTRACT:

- a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.
- b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:
 - (1) Waive any immaterial defect or informality; or
 - (2) Reject any or all proposals, or portions thereof, or
 - (3) Reissue a *Request For Proposal*.
- c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the **City Council**. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*, unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).



STANDARD TERMS AND CONDITIONS

**Materials Management
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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
 - a. The submission of the offer did not involve collusion or other anti-competitive practices.
 - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11456.
 - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.



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This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.
6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.
10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.
11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contract. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.
12. **NO DELEGATION OR ASSIGNMENT:** Contractor shall not delegate any duty under this Contract, and no right or interest in this Contract shall be assigned by Contractor to any successor entity or third party, including but not limited to an affiliated successor or purchaser of Contractor or its assets, without prior written permission of the City. The City, at its



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option, may cancel this Contract in the event Contractor undertakes a delegation or assignment without first obtaining the City's written approval. Contractor agrees and acknowledges that it would not be unreasonable for the City to decline to approve a delegation or assignment that results in a material change to the services provided under this Contract or an increased cost to the City.

13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.
14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:



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- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.
21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:
 - a. Waive the non-conformance.
 - b. Stop the work immediately.
 - c. Bring material into compliance.

This shall be accomplished by a written determination for the City.
23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.



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26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.
33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.
37. **PROHIBITED LOBBYING ACTIVITIES:** The Offeror, his/her agent or representative shall not contact, orally or in any written form any City elected official or any City employee other than the Materials Management Division, the procuring department, City Manager, Deputy City Manager or City Attorney's office (for legal issues only) regarding the contents of this solicitation or the solicitation process commencing from receipt of a copy of this request for proposals and ending upon submission of a staff report for placement on a City Council agenda. The Materials Manager shall disqualify an Offeror's proposal for violation of this provision. This provision shall not prohibit an Offeror from petitioning an elected official after submission of a staff report for placement on a City Council agenda or engaging in any other protected first amendment activity after submission of a staff report for placement on a City Council agenda.
38. **PROHIBITED POLITICAL CONTRIBUTIONS:** Consultant during the term of this Agreement shall not make a contribution reportable under Title 16, Chapter 6, Article 1, Arizona Revised Statutes to a candidate or candidate committee for any city elective office during the term of this Agreement. The City reserves the right to terminate the Agreement without penalty for any violation of this provision.



SPECIAL TERMS AND CONDITIONS

Solicitation Number: P11-0089

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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract to **purchase and install Truck Routing Software for Peoria Public Works Department.**
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for sixty (60) days after the opening time and date.
4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the exclusive use of the City of Peoria.
5. **Contract Type:** Fixed Price
6. **Term of Contract:** The term of any resultant contract shall commence on the first day of the month following the date of award and shall continue for a period of one (1) year thereafter, unless terminated, cancelled or extended as otherwise provided herein.
7. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.
8. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. The City of Peoria encourages diverse suppliers to respond to solicitations for products or services.
9. **Cooperative Purchasing:** Any contract resulting from this solicitation shall be for the use of the City of Peoria. In addition, specific eligible political subdivisions and nonprofit educational or public health institutions may also participate at their discretion. In order to participate in any resultant contract, a political subdivision or nonprofit educational or public health institution must have been invited to participate in this specific solicitation and the contractor must be in agreement with the cooperative transaction. In addition to cooperative purchasing, any eligible agency may elect to participate (piggyback) on any resultant contract; the specific eligible political subdivision, nonprofit educational or public health institution and the contractor must be in agreement.

Any orders placed to the successful contractor will be placed by the specific agencies participating in this purchase. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The City shall not be responsible for any disputes arising out of transactions made by others.

10. **Exceptions:** Exceptions to any Terms and Conditions of this RFP shall be clearly indicated as such in the proposal response by placing the tabbed exceptions page(s) in the front of the submittal.
11. **Pre-Proposal Conference:** A conference will be held at the Municipal Office Complex:

ADDRESS: 9875 N. 85th Avenue, 1st Floor
Peoria, Arizona 85345
Point of View Conference Room

DATE: August 4, 2011

TIME: 8:00 a.m., Arizona Time

The purpose of this conference will be to clarify the contents of this Request For Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this Request For Proposal or any apparent



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omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and issue a written amendment to the Request For Proposal. Oral statements or instructions shall not constitute an amendment to this Request For Proposal.

12. **Proposal Format:** Proposals shall be submitted in one (1) original and five (5) copies on the forms and in the format as contained in the Request for Proposal. Proposals shall be on 8 1/2" & 11" paper with the text on one side only. All submittal information must contain data for only the local office(s) which will be performing the work. The proposals should be submitted in the maximum length of twenty (20) pages:
13. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed in the Proposal Content. The evaluation factors are listed in their relative order of importance. Product demonstrations may be requested in the final stage of the selection process in order to determine the most responsive offer.

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.
14. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.
15. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. **PRICES SHALL NOT BE READ.** After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.
16. **Performance Warranty:** Contractor warrants that the services rendered in performance will conform to the requirements and to the highest professional standards in the engineering field.
17. **Permits and Approvals:** Contractor agrees and undertakes to obtain necessary permits and approvals from all local, state and federal authorities for the project.
18. **Inspection:** All work shall be subject to inspection, surveillance, and test by the City at reasonable times during the performance. The Contractor shall provide and maintain an inspection system which is acceptable to the City.
19. **Investigation of Conditions:** The Contractor warrants and agrees familiarity of the work that is required, is satisfied as to the conditions under which is performed and enters into this contract based upon the Contractor's own investigation.
20. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred in connection with the project; including but not limited to, telephone and other communications, reproduction of documents, special consultants (as approved by the City) and computer costs.
21. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.
22. **Payments:** The City shall pay the Contractor monthly, based upon work performed and completion to date, and upon submission of invoices. All invoices shall document and itemize all work completed to date. The invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment.
23. **Shipping Terms:** Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.



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24. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

25. **Required Insurance Coverage:**

a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011207 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20370704, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subletting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability



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Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00010306, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

c. **Workers' Compensation**

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

d. **Professional Liability**

The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

26. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, or formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance shall be identified with bid serial number and title. A \$25.00 administrative fee will be assessed for all certificates received without the appropriate bid serial number and title.

27. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

28. **Independent Contractor:**

a. **General**

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.
- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. **Liability**

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.



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- ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

c. **Other Benefits**

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

29. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.
- a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
- b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.
30. **Confidential Information:**
- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.
- b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.
- c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.
- d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.
31. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.



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32. **Identity Theft Prevention:** The Contractor shall establish and maintain Identity Theft policies, procedures and controls for the purpose of assuring that "personal identifying information," as defined by A.R.S. § 13-2001(10), as amended, contained in its records or obtained from the City or from others in carrying out its responsibilities under the Contract, is protected at all times and shall not be used by or disclosed to unauthorized persons. Persons requesting such information should be referred to the City. Contractor also agrees that any "personal identifying information" shall not be disclosed other than to employees or officers of Contractor as needed for the performance of duties under the Contract. Contractor agrees to maintain reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft. Contractor is required under this contract to review the City of Peoria's Identity Theft Program and to report to the Program Administrator any Red Flags as defined within that program. At a minimum, the contractor will have the following Identity Theft procedures in place:
- Solicit and retain only the "personal identifying information" minimally necessary for business purposes related to performance of the Contract.
 - Ensure that any website used in the performance of the contract is secure. If a website that is not secure is to be used, the City shall be notified in advance before any information is posted. The City reserves the right to restrict the use of any non-secure websites under this contract.
 - Ensure complete and secure destruction of any and all paper documents and computer files at the end of the contracts retention requirements.
 - Ensure that office computers are password protected and that computer screens lock after a set period of time.
 - Ensure that offices and workspaces containing customer information are secure.
 - Ensure that computer virus protection is up to date
33. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to delivery the material and/or service.
- Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
34. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.
35. **Licenses:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.
36. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:
- The contractor provides material that does not meet the specifications of the contract;
 - The contractor fails to adequately perform the services set forth in the specifications of the contract;
 - The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;



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- d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- e. Cancel any contract;
- f. Reserve all rights or claims to damage for breach of any covenants of the contract;
- g. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;
- h. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
 - i. Deduction from an unpaid balance;
 - ii. Any combination of the above or any other remedies as provided by law.

37. **Project Travel Reimbursable Expenses:** If travel expenses are allowed as part of the contract the reimbursable expenses will be as follows. All expenses will be billed to the City at cost without markup. Copies of bills for expenses are to be submitted with the invoice. Travel time to and from job site is excluded from this contract. There will be no allowances for parking or personal car mileage. No incidentals for travel of any kind are allowed under this contract.

The following is a list of allowable travel expenses under this contract agreement:

- a. Transportation:
 - i. Air Transportation – coach class fares, minimum 14 days advanced purchase, unless otherwise agreed upon.
 - ii. Car Rental – mid size car, gas for rental car (City assumes no liability regarding additional insurance costs).
- b. Lodging and Meals:
 - i. Meals – three meals per day, at the current federal per diem rate for Maricopa County.
 - ii. Lodging – not to exceed the current federal rate for Maricopa County. Vendors are encouraged to stay in hotels located within the City of Peoria when practical. A listing of accommodations within Peoria can be found on the following website: <http://visitpeoriaaz.com/accommodations.php>



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City of Peoria Overview

The City of Peoria, Arizona is located in Maricopa County and borders the City of Phoenix. Peoria has a population of approximately 156,000. The City extends over 176 square miles and is the fourth largest incorporated area in Arizona.

The City of Peoria requires a Solid Waste Route Management System. The Solid Waste Division is responsible for the collection and disposal of trash and recyclables for residential and commercial customers within the City of Peoria. Solid Waste crews collect approximately 69,500 tons of refuse and 15,600 tons of recyclables annually from approximately 48,300 residential customers and 338 commercial customers. The City is divided into quadrants and residential solid waste collection is provided four days a week, while commercial solid waste is offered seven days a week.

The Solid Waste Division provides residential customers with 30, 60 or 90 gallon city-owned containers to use for their refuse and recyclables. The Solid Waste Division operates 24 automated sideloading vehicles on 20 residential collection routes. The Division also operates two (2) roll-off vehicles, and four (4) front load vehicles to service our commercial customers utilizing 2 to 8 yard metal containers. Commercial customers include retail, industrial and multi-family developments. The City also provides roll-off container service and operates an annual bulk trash collection program based on scheduled dates for each zone.

Currently the City of Peoria manages the routes utilizing paper maps produced in ESRI ArcView planned and edited by Solid Waste Supervisors. Map books are produced for each day of the week. The personal experience of the supervisors is the sole source for the efficiency and logic of our routes and consumes a large part of their workload when route changes are needed. The City requires a system which leverages current technology including geographical information systems (GIS), asset management systems, fleet management systems as well as entry of updateable parameters we can enter to include our experience and best practices.



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Primary Project Goals and Objectives

The City of Peoria, is requesting proposals from qualified Vendors for the design, implementation and ongoing maintenance and support of a Route Management System (RMS) for the City of Peoria's Solid Waste Division. Funding is provided in the FY 2012 budget in the amount of \$85,000 for software, hardware, peripherals, interfaces, and implementation services and \$13,000 ongoing maintenance annually. The RMS should include, route creation, modification and analysis capabilities, building from our current GIS databases and existing route data. The RMS should automate and streamline the management of up to 25 daily (with ability to add routes) Solid Waste routes encompassing all of our services. It will give the City of Peoria the ability to run the Solid Waste Division in a more efficient and timely fashion.

The RMS should provide the tools needed to optimize our routes quickly and efficiently as changes and adjustments are realized in the field. The RMS will provide information to assist with better forecasts for budgeting and analyzing current and future routing and equipment needs.

The RMS should:

- Reduce redundancy
- Enhance the ability to measure effectiveness
- Improve the ability to analyze the deployment of personnel and resources
- Reduce operational risks
- Improve quality of the Department's services
- Maximize effectiveness/efficiency of current staffing and equipment

Objectives of this project are as follows:

- Optimize routes based on customizable criteria, and user-defined constraints, such as driver scheduling (break, lunch, time off)
- Utilize existing container locations (GIS based)



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- Integrate restricted junctions, schools start-end time and summer breaks, construction, customer pull outs, and right turn only.
- Account for roadway weight and height restrictions
- Generate a digital route map product which may be printed or electronically cataloged; showing routes, distribution, and delivery points, collection points, (detail how they are presented and rendered using the software etc. See below – the map data (information) should be compatible with our current GIS environment, and thus could be maintained by the GIS via a variety of mechanisms.
- Report generation and route management software tools.
- Generation of a time/distance estimation of trip count, container count, vehicle hours, fuel consumption, fuel reductions report based on route optimization.
- Interface with current GIS Software application. This interface will be of both a front end nature (to aid in the generation of routing information) and a back end nature, indicating the GIS will have opportunity to utilize output from the routing system within the current ArcGIS package. The back end use/interface would also be available for mobile GIS computing systems (not currently employed in solid waste) to aid in asset and work order management (CMMS).

Alternate Features (price and propose separately)

The City of Peoria is also seeking a system to perform real time activity tracking, GPS, and capture pre and post inspection data along with other route related statistics. If a Vendor of the RMS could provide this functionality it would provide a tremendous benefit to the City. An additional \$55,000 is budgeted to purchase a mobile tracking solution. The system should include mobile units to be installed in all Solid Waste Vehicles(41) which will provide drivers real time route details specific to each route; as well as an easy to use application to be used on existing City computers in the offices. It should also include an interface to the office staff to provide up to date information on workorder activities in the field as well as be able to dispatch new workorders to the field.

Below lists the functionality we would be considering for our mobile tracking solution:

- Vehicle locator tracking



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- GPS applications
 - Route conformance
 - Customer location / verification of service
- Pre-trip and post trip inspection tools to capture data and relay for reporting
- Integration of landfill data – tonnage
- Excessive vehicle idling alert.
- Vehicle maintenance /condition reporting.

City of Peoria Interfaces

The City of Peoria currently uses:

1. Infor/Hansen Asset Management system (v7.7.5)
 - a. Solid Waste Management: Currently the Infor/Hansen CMMS is utilized to track residential solid waste appurtenances (cans) – the inventory is tracked via the appurtenance asset inventory associated to the Hansen Streets Module. Within the appurtenance inventory, each solid waste asset (normally a single recycle can and single refuse can) are individually monitored using an associated Equipment entry to a single appurtenance record (representing a solid waste account on the cities utility billing system). Work orders can be built against any appurtenance upon customer request (special hauls, can replacement, etc) these activities are initiated via an interface with Peoria's Northstar utility billing system to generate a work order, then inform back to Northstar the completion of the work order and any required information for appropriate billing – however, daily collection information are not tracked via the CMMS for individual accounts.
2. ESRI Geographic Information system (see below for version and interface information)
3. Harris Northstar (V 6.1 moving to 6.3 soon) Utility Billing system



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Network Environment

Enterprise Data Communications Network: The City's Enterprise Network is the main data backbone serving all City departments. The network is operated by the Information Technology Department and serves over 2,000 devices in more than 20 locations. TCP/IP is the sole network protocol with Gigabit Ethernet backbones available at the City Hall Campus. 100 MB desktop connectivity is standard at each location. Remote sites are connected with varying levels of service depending on requirements. Public safety sites on the City's enterprise network are connected with fiber with microwave redundant backup and have a minimum of full T-1 access.

Application/Hardware Standards

- a. **Network Infrastructure:** Cisco Switched 10/100 network utilizing TCP/IP is the only network protocol. Municipal complex connected with GB fiber connections with remote locations primarily running on T1 connections. The network consists of converged voice and data running Cisco VoIP with QOS.
- b. **Servers:** HP Proliant servers running Microsoft Windows 2003 and Windows 2008 operating systems (latest Service Pack and Critical Updates applied), Windows 2003 Active Directory, Norton Antivirus Enterprise, Comm Vault Galaxy backup agents, HP System Insight Manager agents, and EMC storage agents for SAN connectivity and management.
- c. **Desktop Environment:** Standard desktop environment is Dell Optiplex small form factor running MS Windows XP SP3. City is currently implementing an OS migration to the MS Windows 7 environment (32 or 64 Bit – this has not been determined) for desktop appliances. GIS Workstations are currently running Dell Precision Workstations on Windows XP SP 3.
- d. **Supported Virtual Environments:** VMWare ESX4.
- e. **Storage Area Network:** Currently Peoria has an EMC CLARiiON CX500 attached to Cisco 9216 Fiber Channel Switches. The PD CAD/RMS does not utilize this storage.
- f. **Databases:** Microsoft SQL Server 2005/2008 Standard Edition in place, Enterprise Edition purchased when required, with latest service packs and critical updates. Microsoft enterprise per seat licensing in place, per processor purchased when required.



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- g. Web Servers:** Windows 2003/2008.
- h. Web Application Servers:** Currently using but not limited to: Microsoft IIS, Cold Fusion MX7.0, Apache-Jakarta-Tomcat Servlet.
- i. Web Applications:** Currently using but not limited to ASP/JSP/ASP.Net.
- j. Payment Processing:** VeriSign Payflow Pro (*All public web servers are isolated from the City Network in a DMZ.*)
- k. Email:** Microsoft Exchange 2007 with Outlook 2007 client.
- l. Application Systems:** Client-server or browser-based clients.
- m. Electronic Document Management System:** The Police Department currently utilizes Alchemy with Impression Technology iCapture front end.
- n. Reporting Tool:** Current environment includes Crystal Reports and/or Business Objects (single licenses), Microsoft Access Reporting, Report Server.
- o. Geographic Information Systems (GIS):** The City of Peoria has invested significant resources to develop in-house GIS services. Development began in 2001 with the implementation of a five year GIS Strategic Plan, outlining the various needs (hardware, software, data, processes, and personnel) to make the implementation successful. Peoria's GIS current situation with respect to the components expressed above are:
 - i. Hardware:** The GIS maintains three production servers:
 - (1) **Data Warehouse Server:** for ArcSDE and File based product (shared)
 - (2) **ArcIMS Server:** plays host to Spatial Website development
 - (3) **GIS Application Server:** to host any ArcGIS Server application services
 - ii. Software:** Environmental Systems Research Institute (ESRI) based application platform for server and client side access. Inventory includes Server based products: ArcGIS Server Enterprise (ArcSDE for MS SQL, ArcGIS Server, and ArcIMS (legacy)) and Client based application ArcMAP (both ArcINFO and ArcVIEW licensing with multiple extensions). Desktop licensing is concurrent for multi-user access.

Note (software versions): Desktop ArcGIS Version 9.3.1, ArcView and ArcINFO licensing levels (concurrent); Server ArcSDE Version 9.3 running on MS SQL



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Server; Internet/Intranet Mapping System ArcIMS 9.2 – Intranet Only access, ArcGIS Server 9.2 environment. Peoria will begin development of ArcGIS Server applications in the 9.3.1 environment. *Note: Our licensing will not allow us to publish map services (ArcGIS Server applications) in V.9.3.1 until our production server is migrated to 9.3.1, this is scheduled to occur in August 2011 as part of an upgrade to Peoria's permitting application, Accela Automation (which currently supports ArcGIS Server 9.2).*

- iii. **Data:** GIS maintains over 150 layers of vector based data, and an inventory of 26 Raster based data themes (including ortho-imagery coverage beginning in the year 2000 to present). Vector based data are based on a regional geodetic and cadastral model to ensure spatial integrity. The vector framework data warehouse contains: 87,000 point addresses, 82,000+ Parcels (not all within Peoria), 650+ Miles of roads, 900 miles of Peoria water mains, 750 miles of sewer mains, and 18 miles of new reuse mains.
 - a. Data of interest for this project:
 - i. Centerline Information: the GIS manages roadway information with relative speed values and type of street. These data may be linked to the pavement inventory system (Hansen) to extract any other pertinent information which may be of value.
 - ii. Address Points: The GIS is the address master for all addressing within the City. These addresses are then pushed to other business systems as appropriate.
 - iii. Signage: Streets signs to assist in determining posted speeds on any given route (Collector and arterial).
 - iv. Residential Solid Waste container locations: Recently, GIS Staff have developed a feature class representing each solid waste asset (with valid location) within the Peoria service area. These information have the ability to be linked to both the Infor/Hansen CMMS via equipment associated to the Appurtenance inventory, and to our Northstar Utility Billing Database (by account number).
- iv. **Processes:** City of Peoria GIS currently utilizes ArcIMS to publish a variety of Map Services for internal use only; services are business based and represent requirements determined by users. Also, City of Peoria GIS is the master address database for several business systems (Hansen V7.7.5 CMMS (asset management system), Northstar Utility Billing, Accela (V6.7) Permitting System, and the Tax Mantra Sales Tax application). GIS is seen as an integrator of business systems to give staff ability to query information of geographic nature from systems that have little or no GIS connectivity. The City is committed to migrate from the current ArcIMS environment to the more robust ArcGIS Server environment in the near future.
 - a. **GIS Mobile Computing:** Peoria GIS leverage the Marshall and



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Associates GeoResults Mobile Environment (V3.6) to integrate field computing for GIS Asset management and CMMS Work Order Management. Currently, the solid waste department has implemented two different instances of this product to assist in day to day operations:

- i. **Special hauls and Container Deliveries:** The GeoResults mobile solution allows staff to understand their daily work order requirements for either of these activities and provides them opportunity to open and close work orders (electronically) as well as manage (update) existing assets.
- ii. **Environmental Inspections:** GeoResults is also used by the solid waste environmental inspection team to inspect numerous recycle cans within our service area. All cans are identified on the GIS map page, as well as inventoried as equipment within the Hansen CMMS. These locations will provide the RFP champion with valuable information regarding all residential solid waste container locations within the service areas – and assist with route development.

SUBMITTAL INFORMATION

Vendor Information

Submittal shall include the following:

- a. Name and address of office or distributor
- b. Method of product distribution or support
- c. Number of years in business selling Municipal Software
- d. Percent of business dedicated to Routing Software
- e. Approximate annual municipal gross sales volume for last 3 years
- f. Total number of employees
- g. Number of clients in the U.S. installed on proposed software in past 3 years
- h. State if proposed product is developed by vendor or a partner
- i. Municipal references of similar installations in desert southwest region

Licensing

The City anticipates 1 concurrent users. Vendor shall describe licensing model in submittal. If vendor can provide the mobile tracking solution then the City anticipates 45 concurrent users.



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Implementation

Vendor is responsible for installation and testing of all equipment. Describe installation procedures. Installation must meet all federal regulations. Installation must be conducted in a method that minimizes fleet disruption and the number of vehicles off-line for installation. Vehicles do not currently operate on Wednesdays. Vendor shall propose detailed implementation procedures for all phases of hardware and software installation.

Software Requirements

The vendor shall submit detailed specifications of all software required for successful completion of the project. Vendor will demonstrate software ability to function upon the current City of Peoria operating platform (for software residing upon the Peoria network and devices). Vendor will also provide any additional information in connection with respective software products necessary to understand compatibility with current business systems.

Hardware Specifications

The Vendor shall submit detailed specifications of all equipment required to be installed in the vehicles to meet the performance and operational specifications of the proposed software application. Vendor shall also submit detailed hardware specifications for server, and any other equipment related to the implementation of an operable system.

Training Requirements

Describe the type of training available, amount of training recommended and provide a training outline or schedule. Training for RMS must be provided for at least one GIS analyst, and 4 Solid Waste Staff members. If vendor can provide the mobile tracking solution, training must be provided for at least 36 operators, 25 clerical and some supervisory, management and IT personnel. This schedule should include any recommended follow up or refresher training. Indicate if training manuals are available.



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Product Support

Describe vendor's product support services. At a minimum, the following support should be provided:

- a. Telephone support Monday through Friday
- b. 8:00 a.m. to 5:00 p.m. help desk support
- c. Describe response time

Product Warranty, Maintenance and Updates

Vendor shall make available at no additional charge all updates to the software as they are released as long as the City is under current software Maintenance Agreement. Software warranty should commence after product is installed, tested and accepted by the City. Proposal should also address problem diagnosis, component replacement, routing maintenance requirements and service provided by vendor. Provide equipment warranty information and a sample Maintenance Agreement. Proposal must include a maintenance agreement for 3 years from the date of acceptance by the City.

Project Schedule

Vendor must provide a project implementation schedule, incorporating all tasks and activities as it relates to the successful use of the product.

Cost

Cost must be itemized by each system component. And for if vendor can provide the mobile tracking solution cost should be itemized on a per vehicle basis. List all proposed products/modules, professional services and prices for each type of service.



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Respondents are required to complete the following checklist of requirements. Select 'Yes' 'No' or 'Modification'. If 'Modification' is selected, indicate cost for 'Modification'. Proposal should include an expanded explanation of all products and services outlined in the checklist:

1. Vendor can provide an Route Management System which is an office based system to maximize refuse truck management, collection efficiency and customer service.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2. The system meets all State and Federal regulations relative to the operation of solid waste collection and management.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: We have nearly 12 years of experience in Route Optimization and nearly all of that is within the solid waste collection area.

3. The proposed solution to this RFP provides for and requests an installation plan to include the actual installation, configuration, on-site training, start-up and post-implementation problem correction.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: On-Site Training will be provided within the scope of the bid. This will be done by a Route Optimization Specialist who currently resides in the City of Peoria AZ.



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4. The proposed solution provides for technical support during the warranty period and extended through available maintenance support during the hours of 5:00 a.m. to 4:00 p.m. Arizona time

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: We provide Technical support between the hours requested. This support will be provided by our Route Optimization Specialist who resides in the City of Peoria Az. In the event that he is not available there is a toll free customer support line that is available during the hours requested. Our local Route Optimization Specialist is not only an expert on FleetRoute but he has years of operation and management experience in the solid waste industry.

5. The proposed system is able to manage at least 200,000 refuse containers and bins.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: We have managed projects effectively well in excess of this size.

6. The proposed system utilizes operating systems for Server, Desktop, and Client devices as identified in Applications and Hardware Standards section of this document.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

7. The proposed system utilizes a Microsoft SQL Server 2005 database

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: FleetRoute saves its files locally, but also accesses various database formats including Microsoft SQL to collect data.



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8. The client interface will be desktop (or server) and web-based as appropriate.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

9. The proposed system includes one office based system. The office based system is concurrently accessible from a minimum of 5 users in at least two different locations.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: This can be done using the existing VMWare networking solution described within the solicitation document.

10. The proposed system can integrate with the City's GIS.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation: Depending on exactly what integrate with the City's GIS means this should not be a problem. FleetRoute is build on top of an ARC GIS 9.3 and soon 10.0 platform.



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If Respondent has capabilities to provide a solution for our mobile tracking system then please complete the following checklist of requirements. Select 'Yes' 'No' or 'Modification'. If 'Modification' is selected, indicate cost for 'Modification'. Proposal should include an expanded explanation of all products and services outlined in the checklist:

1a. Vendor can provide an Mobile Tracking System to include refuse vehicle mobile units and office based system to maximize refuse truck management, collection efficiency and customer service.

Included: Yes No Modification Modification Cost

Explanation

Yes, Zonar is an industry leader in fleet telematics. We provide a number of ways to track vehicle and analytics to increase efficiency and provide first class customer service.

2a. The proposed system is able to manage at least 200,000 refuse containers and bins.

Included: Yes No Modification Modification Cost

Explanation

3a. The proposed system includes mobile units for 41 vehicles and one office based system. The office based system is simultaneously accessible from a minimum of twenty users in at least two different locations.

Included: Yes No Modification Modification Cost

Explanation



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4a. The proposed system can integrate with the City's Utility Billing System and Work Order System.

Included: Yes No Modification Modification Cost

Explanation

Zonar offers an OMI (Open Management Interface) to integrate with existing systems within the city as part of the initial purchase. We also offer custom development at \$150/ hr. minimum (4) hours

5a. The proposed system captures the following filed data electronically.

- a. Type of Service Yes No
- b. Truck Number Yes No
- c. Starting hour meter (meter in cab-total hours of vehicle) Yes No
- d. Material on board (start of day has recycle or trash left) Yes No
- e. Route Activity Times :
 - i. Departure from yard Yes No
 - ii. First stop Yes No
 - iii. Last Stop before dump run Yes No
 - iv. Arrive at Dump Yes No
 - v. Left dump Yes No
 - vi. Repeat sequence til end of route Yes No
 - vii. Return to yard Yes No
 - viii. Breaks Yes No
 - ix. Lunch Yes No
- f. Mileage
 - i. Departure from yard Yes No
 - ii. First stop Yes No
 - iii. Last Stop before dump run Yes No
 - iv. Arrive at Dump Yes No
 - v. Repeat sequence til end of route Yes No
 - vi. Return to yard Yes No
- g. Service Confirmation Yes No
- h. Service Failure & Reason Code Yes No
- i. Route Sequence Yes No
- j. Extra Pickups Yes No
- k. Special Pickups Yes No
- l. Container Condition Yes No
- m. Lifts Yes No
- n. Location Yes No



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- o. Speed Yes No
- p. Direction Yes No
- q. Landfill Events
 - i. Dump Location Yes No
 - ii. Weight (Gross , Net) Yes No
- r. Route Restrictions Yes No
- s. Pre and Post Inspections Yes No
- t. Hydraulic Leak Walk Around Inspections Yes No

Included: Yes No Modification Modification Cost

Explanation

Zonar offers ADC (Arbitrary Data Collection) within our handheld device for inputting values on items such as weight, can condition and reason codes. Our 2-way messaging can also be utilized for notifying dispatch and other departments on specific events while on route.

6a. The proposed system guides drivers through route using a map on the vehicles mobile units.

Included: Yes No Modification Modification Cost

Explanation

Zonar uses Garmin devices to guide drivers through their commercial routes. Due to memory limitations within the Garmin device there is a 500 stop maximum.

7a. The proposed system updates drivers in 'real time'.

Included: Yes No Modification Modification Cost

Explanation

Zonar send messaging in real time to and from your drivers by way of our handheld or Garmin devices. We use "canned" messages to minimize the amount of typing



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8a. The vehicle mobile unit meets the following requirements

- a. Ruggedized for Refuse Truck Environment, i.e. vibrations
- b. Must operate in extreme desert temperatures and sunlight

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar has existing customers in AZ who use our systems under high temperatures and high vibration environments. All of our equipment is tested to withstand a wide range of conditions.

9a. The vehicle's mobile unit displays customer information including, container location, gate codes and services to be provided, in customer sequence as the route progresses.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar does not offer the above capabilities at this time.

10a. The vehicles mobile units provide for easy entry of exception information from the driver including, skips, overfills, and container blockage with "reason codes".

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar does not offer the above capabilities at this time.

11a. The vehicle mobile units provides for the entry of notes allowing the driver to enter informational notes such as gate codes, time constraints for servicing, routing improvement recommendations or safety concerns.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar does not offer the above capabilities at this time.

12a. The vehicle mobile unit automatically detect and record each customer pickup as they occur.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



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Explanation

Zonar does not offer the above capabilities at this time. All customer pickup information is calculated by the GPS and displayed in GTC (Ground Traffic Control)

13a. Container locations can be geocoded to allow proper sequencing and tracking of customer pickups.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar offers an unlimited ability to geocode geographic location(s) to assist in identifying customer pickups.

14a. The proposed system is able to automatically and efficiently reconfigure route in case of out-of-sequence pickups

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

15a. All route activity can be transmitted to the office-based system to provide real-time tracking of route activity, including truck speeds and locations along with service details.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar offers real time location reporting that is transmitted to GTC (ground Traffic Control) our web based user interface.



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16a. The proposed system can track and report on route exception information and out-of-policy information such as excessive idling, speeding and unauthorized route modifications.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar offers extensive reporting within GTC (Ground Traffic Control) allowing our users the ability to identify excessive idling, speeding and historical path data. We also offer a large array of alerts that can be configured to send text messages and/ or emails based on such events.

17a. All route activity information is available to office-based customer service personnel to provide the ability to answer customer questions with up-to-date information.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar is a web based system that will allow customer service to access real time information from their computers by accessing GTC (Ground Traffic Control) with a username and password.

18a. The office-based system provides the ability for the dispatcher to reconfigure routes and assign helper routes in the case of serious route exceptions.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

19a. The office-based system provides the ability for the dispatcher to assign work orders for exception activities and container pickups.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation



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20a. The proposed system provides for landfill activities, either through an automated system or through an easy manual entry process. Information includes time of arrival, time of departure and tonnage.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

Zonar creates time stamps for all activities in and out of geo fences. We offer reporting within GTC (Ground Traffic Control) for city employees to access this information with a username and password. We also offer the ability for our users to create alerts based on events in and out of geo fences.

21a. All route activity, service exceptions and customer request information is available for upload for future inquiry and archiving.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

22a. The proposed system is able to store projected route activity such as event times, tonnage and number of trips to landfill. The system tracks performance against projections and provides an alert when the variance between projected and actual reaches a preset amount.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation

23a. The proposal includes all equipment necessary to make the proposed system operational.

Included:	Yes	No	Modification	Modification Cost
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Explanation



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24a. Proposal includes tailored training for operators, clerical, supervisory, management and IT personnel.

Included: Yes No Modification Modification Cost

Explanation

Yes, Zonar offers extensive onsite, offsite and ongoing training to all of our customers as part of your initial purchase.

25a. The proposed system includes on-going system support. The Maintenance Contract should include

- New system releases and enhancements
- Updates to meet new Federal and State reporting requirements
- "Bug" fixes
- Hourly rates for additional Professional Services and Programming outside of Maintenance Contract

Included: Yes No Modification Modification Cost

Explanation

Yes, Zonar updates GTC (Ground Traffic Control) on a regular basis with new features, reporting and bug fixes. Since we are a web based system there is no need to install software when these updates occur. Our firmware is updated via OTA (Over the Air) and does not require resources from the city to initiate monitor or complete.



QUESTIONNAIRE

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Solicitation Number: **P11-0089**

Please list a minimum of three (3) owner references from similar projects whom the Materials Management Division may contact:

1. Company: Northeast Maryland Disposal Authority – City of Baltimore, Maryland

Contact: Mark Wick Phone: (410) 396-8450

Address: Solid Waste Environmental Services Division, Department of Public Works
1002 Abel Wolman Municipal Bldg., 200 N. Holiday Street, Baltimore, MD 21202

Description of Work: Assistance in Re-Routing Residential Trash Collection System

Annual Value: Project cost: \$212,642

2. Company: Emerald Coast Utilities Authority

Contact: Randy Rudd, Director of Sanitation Phone: 850-476-0480

Address: Ellyson Industrial Park, 9255 Sturdevant Street, Pensacola, FL 32514

Description of Work: Collection Route Optimization

Annual Value: Project cost: \$160,433

3. Company: Atlantic County Utilities Authority

Contact: E. Wayne Bryant Jr., Project Analyst Phone: 609-272-6905

Address: P.O. Box 996, Pleasantville, NJ 08232

Description of Work: Implementation of FleetRoute Collection Route Optimization Software

Annual Value: Project cost: \$54,900



QUESTIONNAIRE

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Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise? Yes _____, No XXXXX.

If yes, please provide details and documentation of the certification.

Appendix B – Questionnaire

Please list a minimum of three (3) owner references from similar projects whom the Materials Management Division may contact:

1. Company: Northeast Maryland Disposal Authority – City of Baltimore, Maryland
Contact: Mark Wick, Phone: (410) 396-8450
Address: Solid Waste Environmental Services Division, Department of Public Works
1002 Abel Wolman Municipal Bldg., 200 N. Holiday Street, Baltimore, MD 21202
Description of Work: Assistance in Re-Routing Residential Trash Collection System

GBB was selected by the Northeast Maryland Disposal Authority (NMWDA) to provide assistance in re-routing the City of Baltimore (City) residential trash collection system. For this effort, GBB teamed with C2logix with whom GBB has a business arrangement for the FleetRoute™ routing software. Based on discussions with NMWDA and the City Department of Public Works, the Trash Collection Routing was conducted as a Service Bureau project by the GBB Project Team, versus the City buying a license and then City staff being trained to conduct the routing, and provided the City with optimized routes to implement. The City, with an estimated population of 630,000 and 200,000 households serviced by Department of Public Works trucks and crews, currently collects refuse twice per week from each residence with approximately 63 trucks operating six days per week. With an initial start point of 214 routes operated by DPW, the initial re-routing scenarios evaluated residential curbside garbage collection operating four or five days per week with twice-per-week waste collection with the set-out locations, including both curb and alley depending upon neighborhood.

The Service Bureau project included refining the geocoding of the City's customers on the GIS maps and geocoding and identification of customers serviced in alleys. In addition, the street centerline data was expanded to add alleys and travel attributes (such as speeds, one-ways, overpasses / underpasses, etc.) that was not included in the City GIS baseline. City historical service data was used for set-out weights. The Project Team also conducted field observations to update the stop time information.

The alternative conceptual route scenarios were provided to the NMWDA and the City, and included both weekly and twice weekly refuse collection. The weekly collection also included recycling collection, referred to as One Plus One, by the City. Scenarios included both five-day work weeks and four-day work weeks. The analysis indicated that the change in the collection system could save the City about \$6 million per year. The City Council approved the change, selected the One Plus One scenario, and the City began the new collection program on July 13th. The new program provides one trash collection and one recycling collection each week for the single family residences in Baltimore. Collections are made Tuesday through Thursday. The GBB Project Team developed the routes, providing route boundary overview maps, customer sequence lists, travel path maps and travel direction reports to the City and NMWDA. These were used in the roll-out of the new One Plus One collection program.

Annual Value: Project cost: \$212,642

2. Company: Emerald Coast Utilities Authority
Contact: Randy Rudd, Director of Sanitation, Phone: 850-476-0480
Address: Ellyson Industrial Park, 9255 Sturdevant Street, Pensacola, FL 32514
Description of Work: Collection Route Optimization

With GBB as the prime contractor and C2Logix as subcontractor, the project team assisted the Emerald Coast Utilities Authority (ECUA), based in Pensacola, Florida, with the implementation of FleetRoute™ route optimization software. ECUA, with its fleet of 80 trucks, provides solid waste and yard trash collection to 65,000 residential properties and commercial businesses within the unincorporated areas of Escambia County. Near the end of 2008, ECUA won the contract for the north Escambia County area adding an additional 13,000 customers. At this time, ECUA also changed to once-per-week collection and added weekly recycling collection. The Project Team was able to incorporate the new customers, setup weekly recycling and make the change to once-per-week collection in just over one month's time. Due to the recycling being new to ECUA, the Project Team updated the recycling routes on a weekly basis as new customers signed up for service. In one month, ECUA added approximately 20,000 recycle customers at a rate of about 4,000 per week, which the Project Team added weekly and updated the routes.

ECUA embarked on the implementation to balance their routes, reduce overtime, and increase collection efficiency and, being in a high-growth area, make integration of new clients to existing routes easier. The project Team prepared the Authority's data for use with FleetRoute™, and staff has been trained to use the software and create/update routes in-house. ECUA is utilizing FleetRoute™ for both their residential and commercial routes. FleetRoute™ makes route creation easier and more efficient than manual routing, especially given ECUA's high-growth environment.

Annual Value: Project cost: \$160,433

3. Company: Atlantic County Utilities Authority
Contact: E. Wayne Bryant Jr., Project Analyst, Phone: 609-272-6905
Address: P.O. Box 996, Pleasantville, NJ 08232
Description of Work: Implementation of FleetRoute Collection Route Optimization Software

The Atlantic County Utilities Authority (ACUA) selected the GBB FleetRoute™ Service Bureau for a pilot project that consisted in developing optimized draft collection routes for Ocean Township with approximately 3,000 households, and complete a preliminary collection cost analysis based on the routes developed. Following the pilot Project, the ACUA elected to purchase a license of the FleetRoute™ route optimization software, including GBB-provided data set up services, training/workshop and maintenance, in order to have the ability to generate and modify routes in-house.

The ACUA is a public agency that provides recycling, trash, and other collection services to Atlantic County and neighboring municipalities with its fleet of approximately 60 trucks. Areas serviced include the popular casino destination of Atlantic City and the Township of Ocean and Ocean City, NJ. Routing was previously done manually and was becoming increasingly tedious. This prompted ACUA to look for solutions that would increase productivity and led to the selection of FleetRoute™.

Annual Value: Project cost: \$54,900

4. Company: City of Wilmington, North Carolina
Contact: Bill Reed, Solid Waste Superintendent, Phone: 910-341-0225
Address: Solid Waste Division, P.O. Box 1810, Wilmington, NC 28402
Description of Work: Collection Route Optimization – Service Bureau

GBB and C2Logix were selected to develop draft and final routes for the City, as a Service Bureau (no license sale involved with this client). The Solid Waste Division of the City provides collection services four days a week to approximately 27,000 households. Each truck has a dumper on each side and collects on both sides of the street, except on some streets where two passes are necessary. There are a lot of alleys where collection is made, and the new routes had to take this into consideration. The GBB Project Team used the FleetRoute™ route optimization software to take a critical look at the then-current routes and operation to generate new optimized and balanced routes. Days of collection were balanced while minimizing collection day changes. The end result was a streamlined collection operations.

Annual Value: Project cost: \$42,928