

**NOTICE OF REQUEST FOR QUOTES**  
**FOR A ROUTING AND NAVIGATION SOLUTION FOR REFUSE COLLECTION SERVICES**  
**RFQ # PW-2019-01 Refuse Route Software System**

**DUE DATE: August 28, 2019, 1:00pm EST**

**SUBMITAL LOCATION:**

City of Chamblee  
5468 Peachtree Rd.  
Chamblee, GA. 30341

**ATTN:**

Cherron Bouie  
**Purchasing Liaison**  
Department of Finance

Notice is hereby given that the City of Chamblee, hereinafter referred to as "City" is conducting a competitive bid process to acquire an integrated routing, navigation and mobile work force solution for refuse collection services, to provide more effective refuse collection routing, navigation and mobile workforce management.

The City of Chamblee invites interested firms to submit written proposals relating to this solicitation. The Sanitation Division and the General Services Department will evaluate each proposal to determine which product offers the most advantageous solution for the City of Chamblee.

A complete copy of this RFP and possible amendments may be obtained by checking the City website or requesting such from **Cherron Bouie, Purchasing Liaison** Finance Dept. Interested firm without internet access may obtain a copy of this solicitation by calling **770-986-5010**, or a copy may be picked up during regular business hours at the City of Chamblee, **5468 Peachtree Road, Chamblee, Georgia, 30341**. Respondents are invited to review the information and to submit their Proposals in accordance with the criteria established within this RFP.

INQUIRIES: Any question related to this solicitation process shall be directed to the individual whose name appears at the end of the notice section of this document. **Interested firms shall not contact or ask questions of the department for whom the requirement is being procured. Contacting staff directly may be grounds for vendor disqualification.** All questions should be submitted in writing via e-mail to [RFPinfo@chambleega.gov](mailto:RFPinfo@chambleega.gov). Any correspondence related to a solicitation should refer to the appropriate solicitation number, page and paragraph number. Oral interpretations or clarifications will

be without legal effect. Only questions answered by formal written solicitation amendment will be binding.

Written or e-mail questions regarding this RFP must be received by the City of Chamblee no later than **Friday, August 16, 2019 at 1:00 pm, EST**. Questions may then be responded to by written amendment to this document. Oral statements or instructions shall not constitute an amendment to the RFP.

All submittals must be received by the due date & time and at the submittal location specified herein. Any response received at the specified submittal location after the due date and time assigned will be returned unopened. Questions will be answered and posted to the City's web site for all proposers to see. It shall be the responsibility of the proposer to check/monitor the website for relevant information and updates. The City reserves the right to reject any or all submittals, or to withhold the award for any reason it may determine, and to waive or not to waive any informalities in any submittal. All information regarding the content of the specific submittals will remain confidential until a contract is finalized or all proposals are rejected.

1. **SUBMITTAL FORMAT:** Proposals shall be limited to 50 pages not counting forms. Proposals should be placed on 8.5" x 11" sheets (minimum font size is 11). An original and 4 copies (5 TOTAL) of each proposal should be submitted. An electronic copy on a thumb drive may also count for one of the required copies. The original copy of the submittal should be clearly labeled "Original" and shall be unbound and single-sided. The City will not provide any reimbursement for the cost of developing or presenting proposals in response to this RFP. Failure to include the requested information may have a negative impact on the evaluation of the vendor's proposal.
2. **OFFER 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 ninety (90) days after the opening time and date.
3. **REQUEST FOR ADDITIONAL INFORMATION:** The City reserves the right to request additional information from firms for the purpose of explaining the contents of a submittal. Any such request shall be for informational purposes only.
4. **AWARD OF SOLICITATION:** Notwithstanding any other provision of the solicitation, the City reserves the right to:
  - a. waive any immaterial defect or informality; or
  - b. reject any or all offers, or portions thereof; or
  - c. reissue the solicitation as it deems proper

A response to this solicitation is an offer to enter into a purchase and service agreement with the City based upon the terms, conditions, and specifications contained in the City's solicitation. Award of solicitation does not become effective unless and until they are authorized by the City Council. Any contract or agreement as a result of this solicitation shall be in accordance with the solicitation and incorporated in the agreement or contract, unless any of the terms and conditions are modified by a solicitation amendment, a contract amendment, or by mutually agreed terms and conditions in the final contract documents.

5. FAMILIARIZATION OF RFP: Each Firm shall familiarize itself with the proposal specifications, of laws, regulations and other factors affecting service and equipment. There will be no subsequent financial adjustment for lack of such familiarization. It is the responsibility of all firms to examine the entire RFP package and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a submittal confers no right of withdrawal after due time and date.
6. LATE SUBMITTALS: Late submittals shall not be considered. Vendors are encouraged to keep this in mind when arranging delivery of their submittals and are advised herein that late submittals shall be rejected and returned to the firm regardless of reason for being late.
7. WITHDRAWAL OF SUBMITTAL: At any time prior to a specified solicitation due time and date, a vendor (or designated representative) may withdraw the proposal by submitting a written request stating the reason for withdrawal.
8. PROPOSAL: The offer and any solicitation amendments must be signed and returned with the vendor's proposal.
9. CONFIDENTIAL INFORMATION: If a person believes that any portion of a proposal, offer, specification, or correspondence contains information that should be withheld, then the Purchasing Liaison should be so advised in writing. The City will distribute information in accordance with Open Records laws.
10. EXCEPTIONS TO CONTRACT PROVISIONS: A response to this RFP is an offer to contract with the City based upon the provisions contained in the City's RFP, including but not limited to, the specifications, equipment, services and any terms and conditions. Firms who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. However, the provisions of the RFP cannot be modified without the express written approval of the Purchasing Liaison or his designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Purchasing Liaison or his designee, the contract provisions contained in the City's RFP shall prevail.
11. PROPOSAL RESULTS: Responses to bid submittals will be provided in accordance with Open Records laws. A tabulation of submittals received is on file in the City Purchasing Manager's Office and shall be made available for review after final contract award.
12. VENDOR APPLICATION: Prior to the award of a contract, the successful firm shall submit a vendor application with the Purchasing Manager's Office. The Vendor Application is included in this RFP.
13. EVALUATION OF SUBMITTALS:  
The evaluation of the proposals will be made on the basis of the aforementioned requested information, but not necessarily limited thereto. A vendor will be selected by the City based on the proposals received. The City reserves the sole right to review the proposals submitted,

waive any irregularities therein, and to select or reject any or all vendors that submitted proposals at its sole discretion. Each proposal will be evaluated on the following:

- Vendor product reliability
- Product features and capability as outlined in technical questionnaire
- Experience on similar projects
- Parts, service, warranty and support provided including training
- Available resources to provide technical assistance
- Past performance
- Other considerations, as determined by the City

14. INSTRUCTIONS FOR SUBMITTAL: All proposals shall include any and all form(s) provided in this solicitation package. It is permissible to copy these forms as required. Facsimiles or mailgrams shall not be considered. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the same authorized individual. Periods of time, stated as a number of days, shall be in consecutive calendar days. It is the responsibility of all vendors to examine the entire solicitation package, review the City website and seek clarification (via written questions) of any requirement that may not be clear and to check all responses for accuracy before sending in a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.

**PREPARATION OF SUBMITTAL (Include in your proposal):**

1. Cover letter expressing interest in the project. The cover letter shall also identify a single individual as point of contact for any future correspondence. (Suggested 2-page maximum)  
The cover letter should include the following information:
  - a. Your firm's capabilities and specialized experience in integrated routing, navigation and mobile work force platforms designed for refuse collection operations
  - b. Your firm's record of projects similar in scope to this project
  - c. What about your product and service that makes it the superior choice?
2. The proposal submitted shall describe, explain or answer the various features and services as outlined in the technical specification's questionnaire below. Vendors may duplicate the questionnaire, add necessary spacing to provide the required information below the item. Alternatively, vendors may provide a separate document with the required information about each numbered item on the questionnaire. Organize and label each answer so as to correspond with questionnaire numbering.
3. Samples of Delivered Report:
4. Pricing sheet:  
The City requires hardware options for the vehicle on board computer with price ranges and levels of ruggedness to include basic system and optional components, services and features available, as well as, all applicable installation, software, maintenance, communication, and

licensing costs that is required to support a fully functional system should be included. Include with pricing, delivery, lead times

5. Vendor Application, Terms and Signature Sheet, Bid Affidavit, Interest Affidavit QUESTIONS SHALL BE DIRECTED TO:

[RFPinfo@chambleega.gov](mailto:RFPinfo@chambleega.gov)

## GENERAL SOLICITATION SCHEDULE

<b>Final Draft of the RFP Released:</b>	8/2/2019
<b>Final Date and Time for Written Questions:</b>	8/16/2019
<b>Amended Bid Released:</b>	8/21/2019
<b>Proposal Submittal Due Date:</b>	<b>8/28/2019 1:00 pm EST</b>
<b>Proposal Opening Date and Location:</b>	August 30, 2019 1:30 pm EST City of Chamblee, City Hall Conference Room 5468 Peachtree Rd. Chamblee, GA. 30341

## Integrated Routing, Navigation and Mobile Work Force Solution for Refuse Collection Services

### Introduction/General

The City is seeking proposals for an integrated routing, navigation and mobile work force solution designed for refuse collection operations that will provide the tools to run the Sanitation Division schedule of pick-up services. Our goal is to reduce costs, improve operational efficiency, manage the work force and improve customer service for our residents. We anticipate that the project will provide data that will lead to better forecasts for budgets, assist in identifying current and future routing and equipment needs, and simplify the production of monthly, quarterly, and annual reports.

The City of Chamblee provides weekly residential refuse collection utilizing city equipment and workers, for approximately 7,200 accounts. The Division utilizes 5 rear loading packer trucks daily, while maintaining 4 packer trucks as backup units. The City has 5 dumpsters collected by the Dekalb County Sanitation Department twice a week. Each truck has the capacity to hold up to 18 tons of refuse. Each dumpster holds approximately 4 yards of waste. The division possesses a Grapple truck utilized for bulk waste pick up services. Currently, the Division uses 5 teams comprised by 2 Sanitation (1) workers and 1 Equipment Operator to complete each MSW, organic, and recycling route daily. Each route has been predetermined, with each team completing the same 5-day route schedule weekly. In addition, there are two (2) single operator leaf vacuum trucks, two (2) tow behind leave vacs, one (1) street sweeper and one (1) bulk truck for hauling organic matter. Chamblee Sanitation department is now investigating replacing a portion of the fleet, (rear loading packers) with adding side-loading packer trucks for MSW/

Recycling pickup. It is anticipated that the product and services offered in this RFP will provide the tools necessary for the division to meet and excel at the future services it will be tasked to provide.

Further information about refuse programs in the City of Chamblee can be found at the City of Chamblee website,

<http://www.Chamblee.org>

The proposed system to be purchased shall allow for integrated routing, navigation, and mobile work force management solution on a single platform. The system must display the route and customer account information for the driver, provide verification of the service performed during the route and the ability to incorporate work orders and billing as needed. The City requires real-time communication of all information between the vehicles and the Public Works Office.

In addition, the system must be able to provide real-time mapping of GPS location and direction and speed of all vehicles to allow work tracking and route status by customer service staff and management. The system must allow for reporting key information to management, drivers and customer service staff and for importing and exporting information with the enterprise applications in use at the City.

There are many features and options available in the various systems available, the specification questioner of this proposal provides the City with what it needs know about a proposed product and associated service to make an informed decision and acquire a product that will meet its needs and expectations. Based on budget and future services to be offered, the City may choose some or all of the features as outlined in this questionnaire. The vendors pricing sheet should provide a break-down of components, services and features available.

## TECHNICAL SPECIFICATION QUESTIONNAIRE

### 1. HARDWARE

#### Vendor Supplied Systems/Equipment

1.1 Describe the hardware required to support the proposed system. Please list all available hardware options for the City to choose from and include the same on the price sheet.

#### Onboard Computer--Describe the features of the onboard computer:

- 1.2 Solid state hard drive including features to ruggedize and any shock protection mounting
- 1.3 Memory, processor, power system (battery, AC adapters, vehicle cradle), Operating System including which window systems it is compatible with, and physical size
- 1.4 Ability to be moved from one truck to another
- 1.5 Describe the tablet hardware options and the varying price points.
- 1.6 Describe any other features about the computer, not listed, that the City should consider.

#### Displays/User Interface

Describe the features of the User Interface in the truck mounted unit:

- 1.1 Size and characteristics of the viewing area screen resolution
- 1.2 Display lighting system that is readable in direct sunlight
- 1.3 Display lighting system that is adjustable by the operator for night conditions.
- 1.4 Touch Screen that is pressure-sensitive and can be activated by a gloved finger
- 1.5 On-screen touch screen keyboard
- 1.6 Other – Is there other information the City should consider when evaluating the proposed user interface?
- 1.7 Environmental & Durability--The City requires that the equipment will be able to withstand fluctuations in temperature, humidity and terrain. The equipment is required to be ruggedized. Describe the ruggedness standards of the equipment to include the following:
  - Temperature Extremes – Storage
  - Temperature Extremes – Operating
  - Temperature Shock (How well does the device handle going from high to low temperatures, and back?)
  - Vibration, protection from dust and water
  - Ruggedness standards
  - Other – Is there other information the City should consider when evaluating the proposed durability of the electronic equipment?

#### Mounting Hardware

Any equipment mounted in a vehicle must be mounted in a way that does not interfere with vehicle operation or driver visibility and safety. Additionally, the mounting should protect the equipment from vibration.

Describe how the proposed vehicle mounting hardware meets the following:

- 1.8 Is the mounting hardware designed in a way that does not interfere with vehicle operation?
- 1.9 Is the mounting hardware durable for rugged field conditions?
- 1.10 Does the mounting allow for rotating the display for driver comfort and ease of reading?
- 1.11 Other – Is there other information the City should consider when evaluating the proposed mounting hardware?

### **Communication**

- 1.12 Describe the methods and equipment needed to support communication between the vehicles and the office-based system.
- 1.13 What Communication/Network methods are used? (cellular, radio, wireless LAN, Bluetooth, GPS) Does your company offer this service?
- 1.14 What allowances are made to accommodate dead spots in the coverage area? Describe how data is maintained during dead spot events. Is the data transmitted once coverage resumes?
- 1.15 Are there other services or infrastructure the City must supply to meet the communication requirements of the system?
- 1.16 Are there any antenna requirements?
- 1.17 Do safeguards exist to ensure communication does not interfere with vehicle operation?
- 1.18 Does your solution capture actuator arm activity with GPS coordinates and timestamp of such activity?
- 1.19 Is data communication between the back-office server and vehicle encrypted?
- 1.20 Other – Is there other information the City should consider when evaluating the proposed communication methods?

### **Scales**

- 1.21 Describe how scale data is collected from the truck and transmitted to the back-office system.
- 1.22 How does the system interface with body scales?

### **Radio Frequency ID**

- 1.23 Describe how RFID data is collected from the truck and transmitted to the back-office system.
- 1.24 Does the database associate RFID tags with the customer's container, and are pickups automatically recorded in the on-board computer on behalf of the driver? Describe this functionality.
- 1.25 In today's trash, it is not uncommon for consumer RFID tags to be present in the trash. Please explain how your system handles this occurrence.
- 1.26 What is the read range of the RFID reader and the tags?
- 1.27 In the City's case, where carts and RFID is not yet available, how does the system accommodate recording pickups?



## **Digital Cameras**

- 1.28 Describe how the proposed system supports capture and transmission of digital images from the trucks to the office-based system.
- 1.29 Does the proposed system provide integration with a digital camera if it is necessary to document the situation at a pickup location?
- 1.30 Can cameras be mounted to capture images on both sides of the street?
- 1.31 Is the camera mounted in a way that allows for repositioning the camera to a select a field of view without moving the truck?
- 1.32 Will the system allow the image to be sent to the office-based system in real time to support customer service?
- 1.33 Is the image stamped with date, time and customer account information?
- 1.34 How are the images stored for archival purposes?
- 1.35 Can pictures be taken in the dark?
- 1.36 Other – Is there other information the City should consider when evaluating the features of the digital camera?

## **City Supplied Systems/Equipment**

### **Servers**

The City plans to use cloud hosted servers provided by the vendor used to host the back-office system, store data and provide redundancy.

- 1.37 Describe the cloud-based hosting services that will support automated route management system.

### **Other Hardware/Additional Equipment or Enabling Technology**

- 1.38 List and describe other equipment or enabling technology the City will need to provide to support the proposed system.
- 1.39 Describe additional hardware or equipment necessary to meet the requirements for route management, service verification, communication with customer service staff and vehicle tracking.
- 1.40 Describe how the system can be expanded into other vehicles that belong to the City or other departments within the City.

## **2. SOFTWARE**

The software for this system must be compatible with the existing software in use at City.....GIS (ESERI), etc. Please describe the software and compatibility with the City's system:

### **Interfacing Requirements**

Vendor assistance with requirements, definition, trouble shooting and user acceptance of these interfaces is part of the project scope for the proposed system and is a critical success factor in this system implementation. The City requires that a scope of work is created after detailed and specific discussion takes place between the City's IT department and vendor's engineering team.

- 2.1. Is the system browser based?
- 2.2. Describe your experience interfacing with a municipal management system that currently does not utilize a route management system.
- 2.3. What reporting tools does your system use/support?
- 2.4. Is there additional software, not listed above and not provided with the proposed system that is required?

### **GIS Requirements**

The City manages an enterprise GIS, based on Esri ArcGIS Enterprise and ArcGIS Online architecture. The system must be compatible with the City's GIS, where necessary for a direct interface between the system and GIS.

- 2.5. To what extent does the system integrate with enterprise GIS resources either directly or indirectly?
- 2.6. Does the system consume ArcGIS map services?
- 2.7. Will spatial data and associated tabular data be stored within the system?
  - A. If yes:
    - i. Can they be accessed by GIS software, either by direct integration or by export to a compatible format?
    - ii. What is the process for regular update of these data to reflect changes in the enterprise GIS?
- 2.8. Describe the process and options for configuring the GIS and map components during system implementation.
- 2.9. Does vehicle routing within the system use a commercial routing solution, or one built using the City's GIS?
  - A. If the system uses a commercial routing solution, will this require any additional up-front or ongoing cost?
- 2.10. What data from the basemap underlying the map components of the onboard computer and desktop dashboard interfaces?
- 2.11. Is the map display customizable by administrative or end users (e.g. Map colors or symbols be adjusted? May map layers be added or removed as needed, or may custom tile basemaps be used? Is there a "night mode")?
- 2.12. Is the AVL/GPS feed for vehicle tracking accessible only within the system, or may it be access externally by GIS software?
- 2.13. If route optimization is an option with this system, describe the role of the City's enterprise GIS in this process.

### **3. ROUTE and WORK ORDER MANAGEMENT**

The system must allow for flexibility in route management and route sequencing. The system must also allow the route to be displayed on a map. The map must show current pickup locations, as well as the next pick up location. The status of the route, including completed and remaining pickups are to be shown to the driver. Route information will be maintained and modified in the proposed system

#### **Routing**

Describe the ability of the proposed system to meet the following requirements:

- 3.1. Will the system allow for routes to be added and modified to accommodate growth in the service area, new types of service and allow for route balancing?
- 3.2. Will the system allow for bulk pickup, roll-off vehicle and work order management?
- 3.3. Can the system dynamically dispatch?
- 3.4. Can the system show status of work orders?
- 3.5. Can the system recognize when a driver is working on his/her last work order?
- 3.6. Can the system recognize when a driver has no work order assigned?
- 3.7. Can the dispatcher view on a map all of the roll-off trucks and work orders?
- 3.8. Are there features within the mapping function of the system that will allow the City to improve routes to reduce distance, save time and increase efficiency?
- 3.9. In the event of equipment failure or problems encountered during a route, will the supervisor have the ability to electronically move the remaining stops to another driver?
- 3.10. Describe how a helper route is used and how stops are moved or added.
- 3.11. Can the dispatcher or supervisor view the percentage complete of all routes in one view?
- 3.12. In the event of an unexpected road closure or accident, will the driver have the ability to modify the route or change the order of the pickups in order to continue work past the affected area?
- 3.13. Will the driver have the ability to sort or search for missed or remaining pickups throughout his route?
- 3.14. Will the driver have the ability to view the route on a map?
- 3.15. Can the driver see the current and next pickup location?
- 3.16. What safety features are built into the system? Can the driver use the system while he/she is in motion?
- 3.17. Does the dispatcher have the ability to update routes that are currently running in real time?
- 3.18. Route Optimization – Does the system provide for route optimization? What route optimizations services is the system able to integrate with and to what extent is support provided in integrating with third party optimization services?

#### **Information sent to mobile units**

- 3.19. Will the system display route information including Route Name, Sequence Number and Service Address and can the stops be color coded to identify unique service requirements like house side service or a senior citizen resident?
- 3.20. Will the system display customer information for each pickup including Account Number, Name, Address, and Service Type?
- 3.21. Will the system display service information for each pickup including Container Number, Size, Type and Frequency of pickup?
- 3.22. Are note fields available?
- 3.23. If yes, what is the length of the note fields?
- 3.24. Are the notes that are added permanently attached to the account or temporarily attached?
- 3.25. Can there be permanent notes as well as temporary one-time notes?
- 3.26. Are there text messaging/instant messaging features that can be used by customer service to send information to the truck without contacting them on the radio?

- 3.27. Does the dispatcher have the ability to broadcast messages to all drivers simultaneously as well as to individual drivers, for example, to alert all drivers of a road condition or landfill delay?

### **Information tracked from mobile units in real time**

Does the system provide access to the following information in real time?

- 3.28. Location of each vehicle on a map
- 3.29. Direction of each vehicle on a map
- 3.30. Service verification with date/time stamp and GPS coordinates for all pickups
- 3.31. Time on route and percentage complete
- 3.32. Can the system track the following information?
- Skips
  - Too heavy
  - Not out
  - Blocked
  - Overfull
  - Extras
  - Reason codes for each type of exception
  - Landfill events and tickets
  - Timer events
- 3.33. If a photo is used to document a situation at a pickup location, will that photo be available in the back-office system in real time?
- 3.34. Are there text messaging/instant messaging features that can be used by a driver to send information to the customer service representatives without contacting them on the radio? Can the messages be both pre-set and free form?
- 3.35. Are there features to allow the driver to create and send notes tied to a location/account including other services performed, repairs made, or the need to create a service order?

### **4. CUSTOMER SERVICE**

Information from the trucks will be accessed by customer service representatives and the management team.

- 4.1. Can information in the office-based system be accessible by multiple users in multiple locations?
- 4.2. Does the system provide the ability to search for account by multiple fields?
- 4.3. What fields can be used to locate an account?
- 4.4. How is the customer service history made available?
- 4.5. Are pictures and driver comments associated with the customer account and viewable by customer service?
- 4.6. Does the system allow for location-based searching to identify vehicles within a specific radius?

5. **REPORTS AND ALERTS**--Please indicate if delivered reports will meet the following needs and are available in the proposed system.

#### **Reports for Management**

- 5.1. The ability to view a report or map to show all locations a driver or vehicle has been in a day
- 5.2. An alert or alarm if a truck has been idling in the same location for a time set by the City
- 5.3. All modifications or changes to a defined route that were taken by a driver in a day
- 5.4. Break times by driver by day
- 5.5. Pickups per hour by type of service by driver by day
- 5.6. Weekly reports of tonnage data by route, by driver, by day

#### **Reports for Customer Service**

- 5.7. All exceptions to completed pickups by route, by day
- 5.8. A listing of all notes tied to locations or accounts made by the drivers by day
- 5.9. Do delivered reports have security available to limit access by user?
- 5.10. Does the system allow the user to download delivered reports into Word or Excel?

#### **Additional Reports**

In addition to the reports listed above, please include samples of the key delivered reports included in the proposed system.

### **6. CUSTOM REPORTS**

If delivered reports do not provide the information needed by City management, custom reports will be developed by the City

- 6.1. Is there an Ad-hoc reporting function available with the system?

### **7. IMPLEMENTATION**

- 7.1. Installation/Deployment – Describe the implementation methodology including analysis, requirements definition, key milestones, system testing, system launch and the estimated duration of the project.
- 7.2. Project Management – Describe the methodology used for change management and risk management.
- 7.3. Vendor Resources--For each resource to be assigned to this project, include the following information:
  - Role to be performed
  - Qualifications/Experience
  - References: Three references including contact information
- 7.4. City Resources-To properly staff and support this project, please describe the resources needed from the City during installation, configuration and testing:
  - Role

- Skillsets needed
- Estimated Duration of involvement

### **Training**

- 7.5. Describe the training needed, the training format (online, classroom, instructor lead, train the trainer) and the time requirements for each type of training.
- 7.6. Initial Training During Implementation
- 7.7. Driver
- 7.8. Customer Service Representative (CSR)
- 7.9. Dispatcher and Supervisor
- 7.10. Management
- 7.11. System Administrator (passwords, security)
- 7.12. Information Technology Support (IT) for ongoing support, upgrades and system recovery
- 7.13. Describe the proposed post implementation training.
- 7.14. Describe training manuals and supplemental materials.

### **Support**

- 7.15. Describe vendor support for the hardware included in this proposal.
- 7.16. What is the life expectancy of the vendor supplied hardware?
- 7.17. Provide a description of the hardware maintenance contract service options.
- 7.18. Describe how repairs to vendor supplied hardware are normally made.
- 7.19. Describe the hardware and software warranty Customer Service.
- 7.20. Describe the support provided after the installation is complete.
- 7.21. Post Implementation troubleshooting
- 7.22. Types of Service (help desk/online submission of service request)
- 7.23. Service Level Agreements/Response Times
- 7.24. Problem Escalation
- 7.25. Support Hours
- 7.26. Other Support not listed above
- 7.27. Software Maintenance
- 7.28. What is the frequency of software patches and updates?
- 7.29. Are there release notes to document describing functional updates when a new release is provided? What warranties are included?

## **8. OVERALL WHAT SETS YOU APART FROM OTHER VENDORS (One Brief Paragraph)?**

## **9. PRICING**

Provide pricing details on a separate pricing page for the individual components of the system. The City plans to utilize a total of 5 route trucks, 4 spare trucks, two (2) single operator leaf vacuum trucks, two (2) tow behind leaf vacs, , one (1) street sweeper, and one (1) bulk truck for, a grand total of 15 sanitation trucks to be outfitted with GPS routing equipment.

There are many features and options available in the various systems. The specification questioner of this proposal provides the City with what it needs to know about a proposed product and associated service and features to make an informed decision and acquire a product that will meet its needs and expectations. Based on budget and future services to be offered, the City may choose some or all the features as outlined in this questionnaire.

The vendors pricing sheet should provide a break-down of components, services and features available to include but not limited to the following:

- System Hardware (Heavy Duty Tablets, Mounting Hardware, Cameras, Other Hardware not previously mentioned that is required for a fully functioning system) – Show pricing/illustrations by unit and per unit
- Maintenance Contracts – Hardware
- Installation of all required hardware – price per vehicle
- Software licenses – Perpetual license
- Software - Maintenance per month per truck
- Cellular data charges
- Training
- Implementation timeline
- Warranties and/or extended warrantee options available

## **10. SUPPLEMENTAL**

### **Other Modules Available**

- 1.1. List and describe any additional modules that are available and may optimize the success of the objectives indicated in this proposal.
- 1.2. Please provide an itemized and separate cost of any additional modules available.

### **Fleet Vehicle Maintenance Tracking**

- 1.3. Please indicate any fleet maintenance tracking systems available.
- 1.4. Please indicate and itemize any addition cost for the addition of a fleet maintenance tracking system.

**END OF TECHNICAL SPECIFICATIONS**



City of Chamblee  
5468 Peachtree Rd.  
Chamblee, Ga. 30341  
Phone: 770-986-5010

**VENDOR QUALIFICATION FORM**

Date: \_\_\_\_\_ Federal ID or SS# \_\_\_\_\_

1. Company Name: \_\_\_\_\_

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

2. Mailing Address for Payments (if different from item #1)

\_\_\_\_\_

3. Type of Organization (check one)

Individual       Partnership       Non-Profit Organization

Other       Joint Venture

Corporation, Incorporated Under Laws of the State of \_\_\_\_\_

4. How long have you been in present business? \_\_\_\_\_

5. How long have you been doing business under this name? \_\_\_\_\_

6. Under what other names has your organization operated?

\_\_\_\_\_

\_\_\_\_\_

7. Person Authorized to Sign Bids, Offers, Contracts (indicate if agent)

Name	Position in Company	Telephone	Fax
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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**VENDOR QUALIFICATION FORM CONTINUED.....**

8. Persons to Contact on Bids or Quotes:

Name	Position in Company	Telephone	Fax
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

9. Type of Business:

Manufacture       Factory Representative       Wholesale Dealer

Construction       Unlimited Contractor       Limited Contractor

Retail Dealer       Wholesale Dealer

Service Establishment – Define \_\_\_\_\_

I hereby request to be placed on the City of Chamblee bidders list and certify that the Information supplied herein is correct.

\_\_\_\_\_      \_\_\_\_\_  
Print or Type Name and Title      Signature

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

**TERMS AND SIGNATURE  
SHEET**

Indicate length of time required, in calendar days, for delivery/completion after notification of award (oral or written), as this may be a factor in making an award. \_\_\_\_\_ Calendar days.

**All prices shall be F.O.B. Destination: Location shown within bid documents under the heading GP-5 or as may be stated on the purchase order or verbal instructions given at time order is placed.**

In compliance with this invitation for RFP# PW-2019-01 and subject to all conditions thereof, the undersigned offers and agrees to furnish any or all items and/or services upon which prices are quoted, at the price quoted as specified.

My signature certifies that the accompanying bid is not the result of or affected by, any act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Federal, State, or City Law. Furthermore, I understand that fraudulent and collusive bidding is a crime under Federal, State, and City Law and can result in fines, prison sentences, and civil damage awards. I hereby certify that I am authorized to sign this bid for the bidder.

If you desire not to bid on this Invitation, forward your acknowledgement of "No Bid". Return of **only** the "**Statement of No Interest Sheet**" with authorized signature and indicate the reason for "No Bid". Failure to comply may be cause for removal of your company's name from the bid list for the subject commodity and/or service.

**Complete Legal Name of**

**Bidder:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Company Name

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

City

State

Zip Code

**Signature:** \_\_\_\_\_ **Official Title:** \_\_\_\_\_

**Please print or type name clearly:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

**Federal Tax ID Number:** \_\_\_\_\_

**BID AFFIDAVIT**

**NOTE: THIS BID IS INVALID IF NOT SIGNED BY AUTHORIZED AGENT AND NOTARIZED**

**The following affidavit is to accompany the bid:**

STATE OF: \_\_\_\_\_

COUNTY OF: \_\_\_\_\_

\_\_\_\_\_, of lawful age, being first duly sworn, on oath says: 1. (S)he is the duly authorized agent of \_\_\_\_\_, the offeror submitting the competitive offer which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among offerors and between offerors and city officials or employees, as well as facts to pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the offer to which this statement is attached; 2. (S)he is fully aware of the facts and circumstances surrounding the making of the offer to which this statement is attached and has been personally and directly involved in the proceeding leading to the submission of such bid; and 3. neither the offeror nor anyone subject to the offeror's direction or control has been a party: a. to any collusion among offerors in restraint of freedom of competition by agreement to submit an offer at a fixed price or to refrain from submitting an offer, b. to any collusion with any city official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor c. in any discussions between offerors and any city official concerning exchange of money or other things of value for special consideration in the letting of a contract.

X \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

My Commission Expires: \_\_\_\_\_

Notary Public

**INTEREST AFFIDAVIT**

**NOTE: THIS BID IS INVALID IF NOT SIGNED BY AUTHORIZED AGENT AND NOTARIZED**

**The following affidavit is to accompany the bid:**

STATE OF: \_\_\_\_\_

COUNTY OF: \_\_\_\_\_

\_\_\_\_\_, Of lawful age, being first duly sworn, states that s(he) is the agent authorized by the bidder to submit the attached bid. Affiant further states that the following officers and/or employees of the City of Chamblee have some direct or indirect interest in the bidder's business:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For purposes of this affidavit, a direct or indirect interest is defined to include any relationship existing on the date of this affidavit, or which previously existed within the past year. Such an interest shall also be defined to include any business relationship between or among the proposed parties to the contract project and also to include any business relationship between the officers and directors of the proposed contracting parties of the project.

X \_\_\_\_\_

Subscribed and Sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

My Commission Expires: \_\_\_\_\_

Notary Public

**STATEMENT OF NO INTEREST (1/2)**

**RFP Number: PW-2019-01**

**NOTE: THIS BID IS INVALID IF NOT SIGNED BY AUTHORIZED AGENT AND NOTARIZED**

**IF YOU DO NOT INTEND TO SUBMIT A BID, RETURN THIS FORM IMMEDIATELY**

The Purchasing Division of the City of Chamblee wishes to keep its vendor list file up-to-date. If, for any reason you cannot supply the commodity/service noted in this bid solicitation, this form must be completed and returned to remain on the particular bid list for future projects of this type.

**If you do not respond to this inquiry within the time set for the bid opening date and time noted, we will assume that you no longer supply this commodity/service, and your name will be removed from this bidders list.**

We undersigned have declined to submit a bid on commodities or services outlined in the attached bid documents.

Specifications too "tight", i.e. geared toward one brand or manufacturer only (explain below)

Specifications are unclear (explain below)

We are unable to meet specifications

Insufficient time to respond to bid

Our schedule would not permit us to perform

We are unable to meet bond requirements

We are unable to meet insurance requirements

We do not offer this product or service

Remove us from your vendor list for this commodity or service

Other (specify below)

-----CONTINUED ON NEXT PAGE -----

**STATEMENT OF NO INTEREST (2/2)**

**Remarks:**

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

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Signed: \_\_\_\_\_

Print or Type Name of Person Signing: \_\_\_\_\_


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

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

## INSTRUCTIONS FOR SUBMITTING A SEALED BID OR QUOTATION


### IF SUBMITTING A SINGLE SEALED BID

1. PLACE BID IN AN OPAQUE ENVELOPE AND SEAL. **TYPE OR PRINT** BID NUMBER AND OPENING DATE IN THE LOWER LEFT CORNER
2. IF SENDING FEDERAL EXPRESS OR OTHER EXPRESS MAIL REQUIRING A SEPARATE ENVELOPE, PLACE THE ABOVE DESCRIBED IN THE EXPRESS MAILER. **DO NOT** PLACE BID DOCUMENTS IN THE EXPRESS ENVELOPE WITHOUT FIRST PLACING IN A SEPARATE ENVELOPE AS DESCRIBED IN ITEM ONE.

COMPANY NAME	
YOU'RE RETURN ADDRESS	
CITY OF CHAMBLEE	
5468 PEACHTREE RD.	
CHAMBLEE, GA. 30341	
BID NUMBER	
BID OPENING DATE	

### TWO OR MORE BIDS WITH DIFFERENT BID NUMBERS

1. PLACE EACH BID IN DIFFERENT OPAQUE ENVELOPE AND SEAL. **TYPE OR PRINT** BID NUMBER AND BID OPENING DATE IN THE LOWER LEFT-HAND CORNERS.
2. PLACE EACH BID IN A LARGER ENVELOPE. **TYPE OR PRINT "BIDS"** IN THE LOWER LEFT HAND CORNER.
3. IF SENDING BY FEDERAL EXPRESS OR OTHER EXPRESS MAIL REQUIRING A SEPARATE ENVELOPE, PLACE THE ABOVE DESCRIBED IN THE EXPRESS MAILER. **DO NOT** PLACE BID DOCUMENTS IN EXPRESS ENVELOPE WITHOUT FIRST PLACING IN A SEPARATE ENVELOPE AS DESCRIBED IN ITEM ONE.

COMPANY NAME		COMPANY NAME
CITY OF CHAMBLEE		BID NUMBER
5468 PEACHTREE RD.		
CHAMBLEE, GA. 30341		
BIDS		COMPANY NAME
		BID NUMBER

**BIDS MAY BE REJECTED IF THE ABOVE INSTRUCTIONS ARE NOT FOLLOWED**