5. SECTION B - SCOPE OF SERVICES

5.1. BACKGROUND

5.1.1. Incumbent Contractor: Paradigm Software, LLC, #1115582, Bridged Contract. The current contract value is approximately $522,000. The incumbent is permitted to submit an Offer to this solicitation.

5.1.2. Budget: The County does not disclose budget information for Best Value procurements.

5.1.3. A Sample Contract in Attachment D is provided for informational purposes only. Please do not return any portion of this sample contract with your Proposal. The County's General Terms and Conditions in Section J will not be altered for the final contract.

5.1.4. The Montgomery County Department of Environmental Protection (County) is the governmental agency responsible for the management of solid waste and recycling services provided to Montgomery County residents and businesses with a goal of recycling as much material as possible and disposing of solid waste in a way that has the least amount of impact on the environment.

5.1.5. The County has one transfer station facility in Derwood Maryland that is responsible for the collection and transfer of solid waste for all Montgomery County residents and businesses. Solid waste is transferred to a resource recovery facility in Dickerson, Maryland where the refuse is burned, and the resulting energy is turned into electricity. Yard trim is also collected at the Transfer Station and transferred to Dickerson, Maryland where it is turned into compost and sold to residents and businesses. The County also operates a recycling center adjacent to the transfer station that handles the collection, separation, and transfer of recyclable materials including metal, glass, plastic, cardboard, and paper.

5.2. INTENT

5.2.1. The purpose of this Request for Proposal (RFP) is to solicit formal written Proposals from experienced and qualified individuals, corporations, partnerships and other legal entities (Offeror) to provide Integrated Point of Sale System/Vehicle Scale Software Management, and Accounts Receivable System, for the County.

5.3. SCOPE OF SERVICES/SPECIFICATIONS/WORK STATEMENT

5.3.1. INTRODUCTION AND BACKGROUND INFORMATION

5.3.1.1. The County is seeking a fully integrated commercial off-the-shelf software system designed for solid waste management scale operations, waste materials accounting and reporting, Point of Sale (POS), and customer accounts receivable activities for an existing system of weigh scale sites located in Derwood and Dickerson, Maryland. Offerors must provide a detailed submission that clearly describes the Offeror's ability to meet the requirements as specified in the RFP as a minimum and provide any additional information that the Offeror considers important to the County in evaluating their proposed system.

5.3.1.2. The County accepts and processes all the solid waste and recyclables generated in the County through one (1) Transfer Station, one (1) Resource Recovery Facility (RRF), one (1) Materials Recovery Facility (MRF), and one (1) Compost Facility. This material, in excess of 720,000 tons per year, enters the system through any one of three (3) scale facilities.

5.3.1.3. A map of the County's facilities is provided in ATTACHMENT E. A list of facilities including the number of attended and unattended scales at each facility is included in ATTACHMENT G. A list of facilities including the model information of the digital weight indicators currently in use, is included in ATTACHMENT H. The Scale Software Management System (SSMS) must integrate with these load cells and weighing terminal outputs and automatically read the input from the hardware into the SSMS.

5.3.1.4. The County utilizes a SSMS, CompuWeigh®, from Paradigm Software LLC® to manage waste receipts, customer and vehicle information, user account administration, and run reports. The transaction module, WeighStation®, is used at refuse disposal cashier workstations and unattended kiosks to perform transactions. Transactions are processed based on waste type and associated unit of measure which is usually pounds. The unit of measure can also be "each" if needed in cases or trackable items like tires or mattresses. A list of current County tipping fees by waste type and other criteria is included in ATTACHMENT F.

5.3.2. **ACRONYMS**:

ACRONYMS	DEFINITIONS
AR	Accounts Receivable
BOL	Bill of Lading
POS	Point of Sale
RRF	Resource Recovery Facility
RFID	Radio Frequency Identification
RFP	Request for Proposal
MRF	Materials Recovery Facility
SSMS	Scale Software Management System
UVSS	Unattended Vehicle Scale Systems

5.3.3. **CURRENT OPERATING PRACTICES**:

5.3.3.1. During normal operating hours, the County's scale houses are attended by refuse disposal cashiers who process inbound and outbound transactions. The County installed Unattended Vehicle Scale Systems (UVSS) as a pilot at the MRF. The UVSS allow drivers to choose the material they're hauling and process themselves. While currently only at the MRF, there is the possibility of implementing such devices at our other scale houses. Locations of attended and unattended scales are included in ATTACHMENT G.

5.3.3.2. Transfer Station Operating Practices: Customers enter the facility and weigh in at the incoming scale(s). The Derwood Transfer Station has two (2) scale houses, and the Dickerson Compost Facility has one (1). At the Derwood solid waste scale house off Shady Grove Road, there are three (3) inbound lanes and three (3) outbound lanes that process up to 1,500 transactions per day. Three (3) of the scales at this location have climate controlled remote printer boxes containing a receipt printer, intercom, speaker, and camera. These allow refuse disposal cashiers to process the vehicles remotely and print receipts to drivers with billing accounts without them needing to leave their vehicle.

5.3.3.3. If the customer does not have a billing account and they arrive on one of these lanes, they are required to walk to a refuse disposal cashier window to be processed. The two (2) scales closest to the scale house do not contain such devices and customers are required to walk to a refuse disposal cashier's window to have their vehicle processed.

5.3.3.4. Vehicles enter the facility, and an inbound weight is captured via the SSMS when a refuse disposal cashier initiates the transaction. The material type is chosen, and if the customer does not have a billing account, their license is scanned to ensure they're a resident of Montgomery County. If they're flagged as not being a resident, an invoice, work order, or other documentation proving their residency or to ensure they're performing work in Montgomery County is required. If they cannot produce this information, they are routed out of the facility and asked to return when/if the appropriate documentation can be presented. For billing account holders that have stored tare weights, the vehicle is processed at the inbound scale by a refuse disposal cashier using the vehicle's truck number. They are then allowed to drop off their material and leave without needing to weigh out.

5.3.3.5. For all other vehicles, an inbound weight is captured along with the customers information and material type in a hold file within the SSMS by a refuse disposal cashier at the scale house. In addition to the customer and material information, a pre-authorization deposit is taken using a credit card terminal based on vehicle/load type or using the refuse disposal cashier's judgement. The vehicle is then allowed to proceed to the tipping floor or is routed to the correct disposal area. After the material is unloaded, the vehicle then proceeds to the outbound lane where an unloaded vehicle weight is captured. The customer is then charged for the material unloaded from their vehicle. If the weight is less than 500 pounds, there is no charge, and the deposit is returned to their credit or debit card. If the weight is 500 pounds or more, the customer's credit or debit card is then incrementally charged the remaining amount due based on the material rate.

5.3.3.6. After material is unloaded from the vehicles on the tipping floor, a loader or dozer pushes the material into a pit where the material falls into a compactor. The material is then compacted into a container and driven through an outbound scale where source, destination, and material type are captured. The driver then proceeds to take the material into the rail yard where the container is loaded onto a rail car to be transported to the RRF where it will be burned to produce energy.

5.3.3.7. Some vehicles enter the facility with a known tare weight to collect recyclable materials from the transfer station including plastic film, mattresses, scrap metal, and yard trim that are in areas outside of our dedicated recycling center. Those vehicles enter the transfer station via the Shady Grove Road entrance and bypass the inbound scales. Material is then loaded on their vehicle and the driver proceeds to the outbound lanes where they're processed. The plastic film, mattresses, and scrap metal are taken to other facilities, and the yard trim is driven to the Dickerson Compost Facility.

5.3.3.8. Vehicles that collect materials such as electronics, books, textiles, household hazardous waste, etc. that do not have a stored tare weight must follow a specific procedure. First, these vehicles enter the transfer station through the

Shady Grove Road entrance and weigh in at the inbound scales. After loading the collected materials onto the vehicle, the driver proceeds to the outbound scales where they are processed by the refuse disposal cashier. Finally, the materials are transported to other facilities for further processing. The transfer station also includes a Public Unloading Facility (PUF) that allows customers to drive on site and drop off small amounts of trash and an upper lot to drop off recyclable materials including cardboard, oil, metal, batteries, paint, hazardous materials, books, tires, textiles, electronics, etc. without going over scales. This material is captured in the SSMS through outbound trucks as they go over the scales.

5.3.3.9. Dickerson Compost Operating Practices:

5.3.3.9.1. Processed yard trim is transported from the Transfer Station to the Compost Facility in Dickerson, MD by rail or walking floor tractor trailer. Yard trim containers are unloaded from the train and loaded onto tipping chassis for transport by truck from the neighboring RRF railyard to the compost facility. Due to the weight of the tipping chassis and container, rail container loads of yard trim can weigh up to 120,000 Gross Vehicle Weight (GVW). At the Compost Facility scale house, inbound walking floor tractor trailers or rail containers on tipping chassis are processed at the scale by a scale operator using the vehicles stored tare weight which is either stored or entered from their Shady Grove Transfer Station receipt. Incoming loads currently have 3 origination points:

- Transfer Station – Rail
- Transfer Station – Truck
- Silver Spring Depot – Truck (This origin point is only used during the County's Leaf Vacuuming Program (November – December).

5.3.3.9.2. After weighing in, the driver will enter the scale house and sign on a Bluetooth® tablet to verify the delivery of the material. The signature is captured in the SSMS and included on the printed receipt. In the event the tablet fails, the driver signs the receipt. The vehicle then proceeds into the facility where the yard trim is unloaded and introduced into the composting process. The finished compost is sold in bags or bulk. Bulk compost is sold by volume. As outbound walking floor trailers hauling bulk compost move onto the scale, they pass under the Walz Load Scanner to determine the number of cubic yards of compost being hauled. In the current configuration, the scale operator manually enters the load volume into the SSMS. Outbound bagged loads are usually hauled on flatbed tractor trailers and are not scanned. All outbound loads of receive a Bill of Lading. Bagged and bulk compost is delivered to home centers, garden centers, landscape projects, landscape contractor yards, etc. The SSMS creates invoices for the volume of bulk compost shipped or the number of bags of bagged compost shipped. There are other outbound commodities such as Screen Reject Material (SRM), trash and recycling, and metal.

5.3.3.10. Materials Recovery Facility (MRF) Operating Practices:

5.3.3.10.1. The County receives recyclable materials from residential and commercial locations. These materials are sorted, baled and sold. The

County arranges marketing and sales contracts with commodity brokers to purchase the materials from the MRF for domestic mills or for exports. Haulers are then sent to the MRF facility on behalf of the buyers to collect and transport the materials to their destinations.

5.3.3.10.2. At the MRF scale house, there is one (1) inbound scale and one (1) outbound scale and process an average of 100 transactions per day. Recycling collectors enter the inbound scale and process themselves via a UVSS. A Radio Frequency Identification (RFID) card assigned to the vehicle is scanned and the driver selects the material and the area they collected the material from. If the vehicle has a stored tare weight, it is then fully processed and the material is unloaded and the vehicle leaves, bypassing the outbound scale. Drivers also enter to collect material from this facility. Those picking up commodity loads are often from out-of-state and not familiar with the facility. They enter the inbound scale to get an empty weight. These trucks are all weighed in and out as the commodity trucks (vendors) change monthly based on who wins the bid for materials. The truck is entered in the system and placed in a hold file. Once loaded, they return with a handwritten Bill of Lading (BOL) prepared by the MRF operations contractor and then processed by the scale attendant.

5.3.4. **ACCOUNTS RECEIVABLE (AR)**: The Accounts Receivable and billing functions are fully integrated to scale house operations. The Accounts Receivable module includes the capability to manually re-enter scale transactions when necessary; maintain customer deposits and cash-due payments; support tables for both customer Accounts Receivable and scale transaction processing; facilitate financial reporting, operations reporting and accounts receivable functions. Scale receipts processing functions include daily journals for transactions received from each site which are combined to constitute the entire day's transactions. This includes functionality and reports for daily receipts edit, daily journalized receipts, non-revenue transactions, daily charges edit and daily journalized charges (posted to AR). The system also provides other "vanilla" Accounts Receivable functions including but not limited to, finance charges, open items reporting, aged open items reporting, closed items, payment functions, adjustment functions, monthly statements; reference table maintenance (e.g., customer accounts), tipping fee table, truck and trailer unit table, site table, refuse disposal cashier/accounting, waste origin and destination sector table and so on.

The Maryland Environmental Service (MES) is currently contracted to the County to operate the MRF and Compost Facility. This includes scale operations for tracking incoming materials, reconciling incoming freight invoices and tracking outbound shipments and invoicing for products sold. At the compost facility, MES is billed by the hauler for incoming loads received, by walking floor tractor trailer, by the load and/or by the ton. MES uses reports to reconcile haulers invoices. MES is not billed for incoming rail loads. CSX bills the RRF for rail container loads of incoming material. Finished compost is sold from the Compost Facility. MES customers purchasing bag or bulk finished compost also pay the freight charges on their loads. MES uses the billing module to invoice customers for the quantity of cubic yards on bulk loads or the quantity of bags of compost on bagged loads. Haulers bill MES based on the loads that were delivered. This can be billed by load or by weight. When MES receives the hauler's bill, staff run reports to gather data about haulers, load type, source, destination, and area. This is then used to check what the haulers are invoicing. Once verified, payment is

then sent to the haulers, and MES bills the County for funds disbursed. Haulers also purchase materials from these sites. The billing module is used to send bills to haulers based on the commodities they have taken. The haulers then pay the invoices and funds are delivered to MES who in turn releases it to the County.

At the MRF, vendors are billed based on weight and commodity price. These commodities include glass, paper, cardboard, plastic, metal, as well as mulch from the transfer station's grinding lot (adjacent to the MRF facility). Dynamic pricing is used at this facility due to the changing markets. The billing and invoicing are handled through the contractor's financial management system. Information from the SSMS is gathered and invoices are manually generated in their financial management system. Vendors will often hire haulers to retrieve the commodities from this facility. Information about both the hauler and vendor are kept in the SSMS but invoices are sent to the vendor who requested the commodity.

At the transfer station, staff responsible for invoicing run a report to summarize origin code with each material type and tonnage. This information is then verified and imported into our Oracle billing system where invoices are generated and sent to haulers for their use of the facility. Haulers pay these invoices and funds are released directly to the County.

5.3.5. **CURRENT SYSTEM**: This overview of the existing system is intended solely to inform the Offeror of the County's current system. Unless otherwise specified, the Offeror's solution need not be compatible with the County's current system or processes.

5.3.5.1. Overview: The County currently utilizes a SSMS CompuWeigh from Paradigm Software. There are two (2) main modules to the SSMS. The central module is primarily for account management, billing, invoicing, reporting, transactional queries, and management of commodity codes and fees. This module is used by office staff and system administrators. The other module, WeighStation®, runs at the refuse disposal cashier and scale operator workstations as well as the UVSS kiosks and is used to capture transactional data and manage attached devices. Refuse disposal cashiers and scale operators are responsible for performing transactions through the SSMS as well as verifying scale weights for accuracy. Transactional data includes information about the driver, vehicle, date, time, fee, material, source, destination, and other necessary data. Administrators can run the SSMS with elevated permissions to manage devices like credit card terminals and printers assigned to the station.

5.3.5.1.1. The UVSS is integrated to the SSMS. The unattended system captures all of the data necessary to complete a transaction through a combination of RFID tag/reader and minimal driver entry and transmits the collected data to the SSMS for validation to complete the transaction.

5.3.5.2. System Environment: The current SSMS is hosted on five (5) servers. There are two office servers and three (3) site servers. One collects data from the transfer station location specific servers using message queuing in Windows to SQL Server Management Studio. The other collects compost related data via the same method from the Dickerson site server. Four (4) of the five (5) servers are virtual servers located in an off-site datacenter. The 5th server is a physical site server located at the Dickerson compost facility and is on site so the refuse disposal cashier can process vehicles if there is a temporary issue with the Internet Service Provider (ISP) at this location. The site server message queues

transaction information to the Dickerson office server. The Derwood transfer station is connected to the corporate network via fiber with a failover cable connection. All workstations and transaction devices are connected to a series of switches that are attached to each other via fiber that runs throughout the campus. A failover cable network automatically activates if a loss of fiber connection is detected at the site, allowing transactions to continue mostly uninterrupted. The Dickerson scale house is connected to the corporate network via a fixed wireless connection.

5.3.5.2.1. The current central server operating system environment is primarily Windows 2019 and Windows 11 for the client environment. There is one (1) site server at the Dickerson transfer station that runs on Windows 11. This description of the system environment is provided solely for informational purposes.

5.3.5.3. Client Server Environment: The servers hosting the SSMS are located in an offsite datacenter and the clients connect to those servers through the corporate network. The application is opened by the refuse disposal cashiers and scale operators from a network share on the site server associated with their facility. The scale operator at the Dickerson compost facility connect to the SSMS hosted on a local site server through one (1) dedicated workstation running the SMSS using the sites Local Area Network (LAN). The site server then connects to the corporate network through a fixed wireless connection. At the Derwood location, there are five (5) physical workstations running the SSMS used by refuse disposal cashiers and two (2) UVSS kiosks with dedicated workstations to perform unattended transactions at the MRF. Four (4) workstations are used at the Shady Grove scale house and one (1) is used at the MRF as a backup and for processing outbound recycling loads needing a BOL.

5.3.5.4. Central-Remote Interface: SSMS transactional and other customer information is shared between the remote locations and central administration through message queuing. Client systems perform transactions through the dedicated site servers. Those site servers then use message queuing to send transaction data to the appropriate office server. The office servers do not message queue back to the site servers so there is only one way transaction data flow.

5.3.5.5. Unattended Vehicle Scale System (UVSS): The UVSS uses local Abraxsys rugged, in-built PCs and HID RFID card readers along with a camera intercom system, speaker, and receipt printer. Additional information can be entered by the driver via a touchscreen interface. This description of the UVSS is provided solely for informational purposes. Offeror's proposal need not be compatible with the current UVSS, though utilization of any current hardware is highly preferred. Future additional UVSS may be installed that have similar equipment with additional hardware such as credit card machines and driver's license scanners.

5.3.5.6. Existing Hardware and Operating System: To be compatible (not a requirement) with the County's existing server hardware, the proposed system would operate on a Windows virtual server environment with the following specifications:

- Four (4) 28-Core Intel® Xeon® Gold 6348 Processor (42M Cache, 2.60 GHz)
- 16GB memory.
- 600GB storage segregated to an OS partition and one or more data partitions.

Note: The Windows virtualized environment allows for customization of resources and the County can modify server allocated resources as needed.

5.3.5.7. To be compatible with the existing hardware, the proposed system should be compatible with the following operating systems:

- Server OS: Windows Server 2019 (or higher version)
- Client OS: Windows 11 64-bit
- To be compatible with County's technical requirements and access requirements, the proposed system would comply with the following technical requirements:
- Windows Active Directory integration for permission.
- Database: MS SQL Server 2019 or higher version

5.3.5.7.1. In the event the Offeror's system is not compatible with the above; Offeror must clearly identify so in their proposal and clearly identify its hardware and operating system requirements.

5.4. SCOPE OF WORK

5.4.1. Implementation Services: The County requires a "state of the art" vehicle weigh scale management system to include a point-of-sale system that will have the demonstrated ability to allow integration into a single Billing and Accounts Receivable system and will allow sharing of information (in real time where possible) between the outlying facilities and the County's Central Administration Office. The system must be highly reliable and user friendly for refuse disposal cashiers, scale operators, system administrators, and office staff while having flexibility for system administrators to configure the system and generate custom reports either on site or remotely. The system will not require extensive custom development and maintenance. The system must comply with U.S. weights and measures laws, regulations, and standards and all audit standards.

5.4.1.1. Hardware, Software and Peripherals: The successful Offeror must provide all software, labor, and support necessary for the successful design, delivery, installation, implementation, testing, training, cutover, operation, maintenance and support of its proposed system at the County's Transfer Station, Material Recovery Facility, Dickerson Compost Facility, as well as the County's Central Administrative Office. The successful Offeror must also provide unattended devices to replace the County's current UVSS devices at all identified locations or propose a solution that could utilize the existing UVSS and remote printer box's structure and cabling (preferred). These devices must be fully integrated into the system. With the exception of the unattended devices, it is the County's expectation that the County will provide all other hardware (servers, workstations, credit card readers, peripherals, etc.), however the County will reserve the right to purchase some or all of the hardware from the Offeror if mutually agreeable. The successful Offeror must provide specifications for and/or identify all hardware required for the successful completion of the project and specifically identify which hardware, if any, must be purchased from the Offeror and include such hardware and pricing on the ATTACHMENT I, Price Proposal Form.

5.4.1.2. Labor and Materials: The successful Offeror must provide all labor and materials necessary to furnish and install the system and UVSS kiosks so its functional at the locations included in ATTACHMENT G and remotely for office staff as well as any labor to remove existing infrastructure and hardware if required.

5.4.1.3. Maintenance and Service: The successful Offeror must provide training as specified in the detailed requirements presented herein to allow users to become fully functional with the system. The successful Offeror must also provide system support and upgrades as new versions become available. The successful Offeror must possess the ability to provide the following maintenance and service requirements for the system:

- Provide on-site instruction, training, and training manuals for all potential users of the system to the satisfaction of the County.
- Provide necessary backup processes and scheduled maintenance tasks to ensure system stability.
- Provide a fully functional test environment to allow system administrators to test software and configuration updates prior to release in the production environment.
- Provide for diagnostic testing of the system from an off-site location.
- Provide service for both hardware and software on a 24-hour per day basis. Service response by telephone must be within ten (10) minutes and within 24 hours when on-site assistance is needed.
- Provide a minimum of two (2) operating manuals for software or a Portable Document Format (PDF) manual to be shared with all stakeholders.

5.4.1.4. Interoperability with the County Hardware, Network, and Security Infrastructure: The successful Offeror is responsible for the successful interoperability between the delivered system and the County's hardware, network, and security infrastructure (See Introduction and Background Information, Current System (SSMS) above for the System Environment, Client Server Environment, Central-Remote Interface, Unattended Scale System (UVSS), and Existing Hardware and Operating System Environment). In the event there is a conflict between the proposed solution and the County's existing infrastructure as described above, the Offeror must clearly identify said conflict and identify its alternative requirements in sufficient detail to enable the County to evaluate the technological and cost impacts of the alternative requirements. The Offeror's software and transactional methods must meet the security requirements of the County. Software is subject to review by the County's Technology and Enterprise Business Solutions' (TEBS) security team to determine if there are vulnerabilities that must be addressed. A copy of our Vendor Security Addendum, PCI compliance and SOC 2 security requirements, and Administrative Procedures (AP 6-7) are included as ATTACHMENTS K and L. The Offeror and their solution must at all times abide by these requirements and any future revisions.

5.4.1.5. Miscellaneous: In addition to the above, the Scope of Services includes:

- The migration of all critical data from the existing solution to the proposed solution and the full support in exporting data to a new solution in the future if needed as per labor rates in the cost sheet.
- Detail design documentation, furnishing, installation, configuration and acceptance testing of the new system.
- Timely delivery of the systems as specified and in accordance with the performance schedule.

- Transition plan from our current system to the proposed system by June 8, 2026, including an estimated timeline 30 days after award issuance and detailed information on the responsible parties and their roles.
- The County may, at its sole discretion, impose liquidated damages at the rate of $500/month after June 8, 2026, to cover the cost of any necessary extensions to existing contracts.
- Training in the operation and maintenance of the system conducted in Derwood and Dickerson, Maryland as well as remote and office staff consisting of approximately 80 people which includes refuse disposal cashiers, scale operators, information technology staff, administration personnel, and truck drivers.
- Five years of licensing, upgrades, maintenance and technical support with the option to extend if needed.
- Operation and maintenance documentation/manuals for all software and hardware for five (5) years.
- Any software, hardware, training or documentation not specifically mentioned but essential to the proper maintenance and functioning of the delivered systems.

5.4.1.6. The requirements herein are considered minimal. Offerors are encouraged to offer services and options that exceed these requirements. The County seeks improved processes and minimal burden on its own resources.

5.4.2. Principal Requirements: The following are the principal requirements for the proposed system. Detailed requirements are presented in the following sections.

5.4.2.1. Hardware Compatibility: The Proposed solution must be compatible with the County's existing scale equipment and indicators as well as any credit card terminals approved by the County's merchant services provider JPMorgan Chase Paymentech or Paymentus and Finance Department. Offeror must clearly address compatibility with the existing servers and the County's network in its proposal. The system must support a number of input and output devices, and traffic control devices, including control gates, stop/go lights, loop detectors, video recorders, and RFID/transponder readers common in the waste industry. The system must have the ability for refuse disposal cashier/scale operator to operate the system, accept payment and generate weigh tickets with hand-held devices outside the scale house.

5.4.2.2. Software Compatibility: The system must be compatible with and support and control industry standard off-the-shelf peripherals such as printers, scanners, scale indicators, credit card machines and signature capture tablets. The proposed solution must also be able to migrate at least fourteen (14) years of the County's existing data. The County currently uses Crystal Reports for more detailed reporting. While compatibility with Crystal Reports is desired, the proposed solution must be able to generate reports in a way that meets the current needs of County staff and contractors. Information must be stored in a format that would allow Microsoft PowerBI to easily query the data for use in dashboards and reports that are viewed daily. The system must allow Application Programming Interface (API) integrations for future automation enhancements.

5.4.2.3. Remote Operation: The systems at the outlying facilities must be able to run independently, when necessary, if, for example, communication with one of the

site servers is down or if there is a network issue. The system must be able to locally capture and hold data until the issue is resolved and send that queued data to the site server to continue operations.

5.4.2.4. Central Operations and Administrative Capabilities:

The proposed solution must provide office staff the ability to adequately maintain the customer tables, truck tables, associated (trailers and roll-offs) tables and tipping fee tables necessary to manage the business. The County desires that the system provide ease of administration and the ability to add or change user-defined fields and the labels associated with such fields. The system must provide full flexibility to accomplish the following:

- Work with the County's custom hauler billing interface system to allow for automated invoice generation in an Oracle environment.
- Retain all field names and related data from our current system including but not limited to commodity codes, origin and destination codes, truck numbers, and customer numbers.
- Allow administrative staff to re-print and send tickets to customers as a PDF.
- Generate customizable invoices within the system based on user defined fields.
- Add or change waste types and rates and to establish start and end dates for waste types and rates.
- Add or change tipping fee and commodity rates.
- Add, maintain and update vehicle, trailer and container information, such as license plate numbers, tare weights, decal numbers, etc.
- Maintain customer account information.
- Add or change special fees, such as Unsecured Load or Special Service charges.
- Facilitate contract pricing (special price for a specific customer/waste code that may or may not be limited by date range, total tonnage or total dollar amount, for example) and store tiered commodity pricing.

5.4.2.5. Several desired features include:

- The ability for customers to view their account status online.
- The ability for customers to pay their bills, including balances due, online.
- The ability to send invoices electronically.
- The ability to register for appropriate hauler/collector licensing decals and truck RFID tags online including uploading of necessary documentation, updating contact information, payment processing, and renewal notifications.
- The ability to interface with or replace our current enforcement application, including the ability to enter code enforcement actions and documentation. Have the licensing and scale operation linked and able to communicate with each other to provide notice and warnings for out-of-date hauler license, enforcement actions unresolved, and flag for inspections.
- The ability to interface with or replace our current radioactive detection event application system including the ability for inspectors to enter radioactive detection event details to a particular vehicle.
- Ability to export data in any format compatible with our contractor's financial management system.

5.4.3. Scale House Operations: The system must provide a user-friendly and efficient interface for the refuse disposal cashier/scale operator with a minimum number of keystrokes or touch screen entries. Due to the volume of traffic at our scale houses and the need to keep traffic moving at all times, the system must be capable of operating, uninterrupted, during business hours. The Offeror must certify and guarantee that their system is capable of handling the volume of vehicles at our facilities while maintaining high performance and no system lag. The County desires that the system provide features to ensure the validity of the data entered into the system by the refuse disposal cashier/scale operator by preventing the input of invalid data. In an effort to eliminate the need to retain copies of paper tickets, the County desires the ability for the refuse disposal cashier/scale operator to include comments if necessary and to store those comments with the transaction record. The County desires that the system include features to reduce refuse disposal cashier/scale operator manual entry such as:

- Automate input of weights from the scale.
- Automate input of vehicle identifiers by use of transponder, barcode, or other technology.
- Automate input of tare weights for vehicles/roll-offs for which a stored tare weight exists and automate the input of weight from the indicator.
- Automate calculation of fees, balance due on deposit, etc.
- Automate application of customer's contract pricing, if applicable.
- Send scale house tickets electronically or in batch.
- Handle tandem vehicles (interchangeable tractors and trailers) and capture both tractor and trailer identification.
- Provide alerts on accounts that are in arrears or have been cancelled (e.g., customer cut off from using County facilities) pending payment.
- Ability for the refuse disposal cashier to issue "Insufficient funds" or similar when required to allow vehicles to use the facility without immediate payment in certain scenarios. The driver would then have the ability to pay online or the next time they use the facility.
- Ability for the refuse disposal cashier to recapture the weight.
- Provide a centralized way of displaying the live weights on all the scale(s) inside the scale house or on the refuse disposal cashier's system interface.
- Ability to create a vehicle record based on a driver's license scan which can later be referenced when the driver returns.
- Ability to provide in-motion weighing on all scales.
- Provide clear, easy to understand, error codes on the refuse disposal cashier's screen in the event a system issue occurs, minimizing downtime and limiting need for system administrator investigation.

5.4.3.1. Additional desired features include:

- Allow weigh scale weights to interface and be visible on the scale camera and reviewable on the recording device.
- View customer balance due at the scale house (preferably in real time).
- Automate input of photos of the vehicle.
- Provide compatibility with the County's existing security camera system.
- The ability to read and process vehicles on the scales without stopping using an RFID tag, transponder, or similar technology and automatically send an e-receipt to the hauler.

- Scan and store documents with the transaction record.
- Support wired and wireless modems and/or routers for communication when circuits are down for credit card processing.
- Allow for automatic input of load volume data to the system from a Walz load scanner.
- Ability to provide real-time diagnostics, detect system issues proactively, and alert system administrators when action is required.

5.4.4. Manage and Track the Flow of Materials: The system must provide the capability to track and manage the flow of materials into the solid waste system, out of the solid waste system, and between components of the solid waste system. The following capabilities are important to the County:

- Incorporate “direction” codes and record them with every transaction. It is essential that the proposed system is capable of assigning a transaction load as “inbound” or “outbound” and it must be able to use logic and assigned destination codes per material type to minimize the input needed from refuse disposal cashiers.
- Assign individual material types such as “C&D” for construction debris, yard trim, refuse etc. All the existing material types must be transferred to the proposed system.
- Incorporate “origination” and “destination” codes and record them with every transaction.
- Restrict allowable waste types and origination/destination sectors by site is desired as a means to prevent data entry errors (the ability to turn off certain waste types by site).
- Restrict allowable sector destinations by waste code and site is desired as a means to prevent data entry errors.

5.4.5. Weigh Tickets: The system must be capable of printing customizable weigh tickets including but not limited to the following information and capabilities:

- Transaction date, weigh in, and weigh out times (24-hour clock).
- Customer name and bill-to-account number.
- Bar codes on inbound weight tickets to be used on outbound scales for final transaction.
- Transaction information including transaction/ticket number, vehicle number, trailer number, container number, disposal site, waste origin, waste destination, waste type, gross weight, tare weight, net weight and disposal fee.
- Comments from the refuse disposal cashier such as “You Must Weigh Out”.
- Driver signature line or electronic driver signature.
- Print configurable scale ticket containing all industry standard information.
- Default statement to print under the signature, e.g., “Driver certifies that load is clean vegetation.”
- Print tickets on either preprinted forms or standard-sized paper.
- Store an electronic image of the scale ticket to eliminate the need to retain paper copies.
- Incorporate an electronic driver signature.
- Print customizable messages on scale tickets.
- Print multiple copies of scale tickets on demand at the scale house.
- Print multiple copies of scale tickets on demand at the Administration office

5.4.6. Payment Processing and Transaction Types: Offeror must satisfy the County's Payment Card Industry (PCI) compliance and Systems and Organization Controls (SOC) 2 security requirements as set forth in its PCI Security Addendum (ATTACHMENTS K AND L to this RFP). Prior to Contract execution, and during the entirety of the Contract Term, the Offeror's solution is subject to the County's PCI compliance and SOC 2 security assessments.

It is the Offeror's responsibility to ensure their solution is capable of utilizing the JP Morgan Chase merchant card services, the Paymentech or Paymentus payment gateway, and supported payment devices at the time of implementation. In addition to these requirements, the following capabilities are required:

- The system must accommodate charges by weight (pound or ton), by yard, by "each", "minimum charges" ($2.00 minimum) and special surcharges (e.g. $10 unsecured load; $500 witness destruction; special handling).
- The system must be able to both perform flat fee or "per each" transactions and request and process incremental charges so that a temporary charge hold is placed on the customer's card and the transaction is finished either after a certain amount of time (if the customer leaves and skips the scale) or when they return to the outbound scale to calculate a final charge based on weight and material type.

5.4.7. Security Features: Maintaining security of the County's data and assets is essential. The vendor must also satisfy the County's vendor security requirements as set forth in its Vendor Security Addendum (ATTACHMENT L to this RFP). In addition to the addendum requirements, the following capabilities are required:

- Refuse disposal cashier log on/log off password security.
- Ability to integrate with Windows Active Directory for permission.
- Scale monitoring to ensure that all vehicles have a completed transaction, for example by logging "roll-throughs".
- Capture pictures of the truck and driver from various angles and store the photos with the transaction record is desired but not required.
- Ability to automatically detect and flag possible fraudulent activity based on various parameters and prompt staff to investigate is desired but not required.

5.4.8. Reporting Capabilities: The proposed solution must provide robust reporting capabilities, including the ability to produce both standard and custom reports. Specific required capabilities include:

- The scheduling, production and formatting of reports.
- User-friendly, customizable reporting using standard desktop software or web-based tools.
- The ability to export data to Microsoft Office® programs and PowerBI.
- The ability to send both custom and standard reports to internal staff as well as contractors via email at chosen intervals.

5.4.9. UNATTENDED VEHICLE SCALE SYSTEM REPLACEMENT/REPURPOSING: The County desires the replacement or repurposing of its existing UVSS with systems fully compatible with the Offeror's solution and suitable for the environment in which they will operate. Unless otherwise indicated, the Offeror will be required to install their devices on the County's existing foundations. The County will be responsible for providing all essential cabling, power and necessary infrastructure improvements. Repurposing of

the existing UVSS is preferred including the workstations, mounting poles, kiosk enclosures, RFID readers, intercoms, and printers.

The following are the principal requirements for the unattended devices to be provided by the Offeror:

- Integrate UVSS devices at any existing and future location.
- Compatibility with the County's existing and proposed scale equipment and indicators.
- Compatibility with the Proposed System.
- Safely and conveniently accessible to the drivers without needing to exit their cab.
- Process transactions with no refuse disposal cashier intervention.
- Ability to speak to a refuse disposal cashier in the event of an equipment issue or charge question through a video intercom that is capable to being easily heard in noisy environments.
- Manage the flow of materials into the solid waste system, out of the solid waste system and between components of the solid waste system.
- Capture transaction information using radio frequency tags, HID RFID badges, remote optical scanners, keypads or other similar technology.
- Handle tandem vehicles (tractor trailers) and capture both tractor and trailer identification.
- Capture a minimum of 10 fields of data using customizable prompts to facilitate proper data input from the driver/refuse disposal cashier using a keypad or other similar technology.
- Provide ease of administration and the ability to add or change user-defined fields including labels associated with such fields.
- Display a viewing screen that is visible in all levels of light from darkness to bright sunlight.
- Function in a harsh environment which includes but is not limited to sun, wind, rain, lightning, heat, cold, dust, grease, grime, vehicle exhaust and repetitive use estimated at a minimum of 20,000 transactions per year per system.
- Provide appropriate integrated traffic control devices including stoplight indicators and/or gates.
- Operate each UVSS (free-standing units) independently of other scales.
- Display prompts and messages to the driver at unattended weigh scales in English and Spanish.
- Ability to signal the driver to pull onto the unattended weigh scale using a stop light indicator.
- Ability for refuse disposal cashier, office staff, or support staff to see a live view of the UVSS display remotely for customer assistance and/or troubleshooting.
- The ability to remotely accept payment at a UVSS as a future enhancement is required.
- The ability to remotely scan driver's licenses at a UVSS and pass this information to the SSMS is required.
- Ability to automatically terminate transactions at the County's transfer stations if the gross weight is over a specified limit.
- Print a ticket including at a minimum the date, time, transaction number, waste type, site, gross weight, tare weight and net weight.
- Automatically zero the scale and reset the unattended unit at the end of a transaction.

- Ability for the customer to cancel or void the transaction at any time and return to the home screen.

The current unattended scale systems installed at the scale house listed in ATTACHMENT G are free-standing units. It is a possible future enhancement to our current system that UVSS are installed at one or more of our other scale houses capable of scanning driver's licenses and accepting payment. The Offeror's solution must have the ability to obtain this information in a secure way while meeting our credit card processor requirements. This potential future enhancement would replicate the current attended process on an unattended kiosk device.

5.4.10. MRF Field Process: The County desires that the system include features to reduce manual data entry such as:

5.4.10.1. Incoming transaction process to pick up a load

- Automate input of tare weight from the scale using the system to create a transaction ticket for the incoming load.
- Ability to fill out and print a Bill of Lading (BOL) by an employee at the vehicle loading area to replace the had written process currently used.
- Print a Pick ticket. The Pick ticket authorizes the MRF operator to load the truck:
  - Retrieve the above transaction ticket data from the proposed system including the transaction number and associated tare weight, customer number and name and other pertinent data.
  - Ability for the refuse disposal cashier to enter the Sales Order number and Release number to retrieve the associated Sales Order data.
  - Ability for the refuse disposal cashier to update the shipper or other County-specific information, if necessary.

5.4.10.2. Outgoing transaction process after picking up load:

- Ability for the County personnel or refuse disposal cashier to update the Pick ticket with the Commodity loaded, Shipper's Truck and Trailer numbers, and number of bales, if any.
- The ability for the refuse disposal cashier or contractor to retrieve Pick ticket data associated with a load (Pick ticket number, Sales Order number, transaction ticket number, etc.) to create and print a BOL.
- Print multiple copies of Bills of Lading.
- Automate input of gross weight from the scale to update the initial incoming transaction ticket and retrieve data from the Pick ticket (Sales Order number, BOL number, etc.) for the refuse disposal cashier to print the completed transaction ticket.

5.4.10.3. Billing Process:

- Create and print a Pick ticket at the Administration office.
- Create and print the BOL at the Administration office for an existing Pick ticket and its related system transaction.
- Generate monthly statements.
- Maintain separate customer account numbers from the system waste transactions.

- Provide other “vanilla” Accounts Receivable functions, including positive and negative adjustments, reference table maintenance including customer accounts, commodity codes and country codes.

5.4.11. Detailed Process Requirements: The following provides the envisioned detailed processes that the County desires and the Proposed system must at a minimum be able to facilitate:

5.4.11.1. Vehicle Weigh Scale Operation Process: It is envisioned that the attended transaction will take place as follows at the Derwood transfer station:

5.4.11.1.1. The system signals the driver to pull onto the scale using a stoplight indicator.

5.4.11.1.2. The system is able to take and store pictures of trucks from multiple angles including license plates; the pictures are then part of the transaction record. This is a highly desired enhancement.

5.4.11.1.3. The system is able to capture the stable gross weight or tare weight of the load without intervention from the refuse disposal cashier.

5.4.11.1.4. The system is able to process trucks with a full/partial load or empty at the incoming and outgoing scales.

5.4.11.1.5. The system prompts the refuse disposal cashier for or otherwise acquire the truck decal and trailer decal (if applicable), validate the decals against the system’s database, and display the associated customer name if valid, and an appropriate message if invalid. The system allows the refuse disposal cashier to change the customer number if they are hauling for some other customer.

5.4.11.1.6. The system is capable of displaying prompts and messages in English and Spanish.

5.4.11.1.7. The system prompts the refuse disposal cashier for the waste type, origin of the waste type, and destination of the waste type.

5.4.11.1.8. Assuming all of the above is valid: If this is an incoming truck and it is full; the system determines if the disposal fee is based on the standard tipping fee using pounds or customer contract pricing. The system calculates the fee based on pounds. If the vehicle has a billing account and the vehicle has a stored tare weight, the transaction is completed at the inbound scale and the customer receives a receipt. They then unload and leave the facility. If the customer does not have a billing account, they are prompted for their license to be scanned and to ensure they reside within Montgomery County. Once this has been verified, they are charged a deposit amount determined by the refuse disposal cashier based on the size of the load and the material type. The customer is prompted for their credit or debit card and a pre-authorization is charged. The customer then uses the facility and returns to the outbound scale where they are reweighed to get a net weight of material unloaded. Their card is then charged the final amount due. If the customer’s driver’s license does not show that they live within Montgomery County, they’re asked for another document showing that they live or work within the County. If no documentation can be shown, they’re asked to leave the facility and return when the appropriate documentation can be shown.

5.4.11.1.9. Upon successful completion of the transaction, the system prints a ticket displaying, at a minimum, customer number and name, a transaction number, transaction date and time, waste type, gross weight, tare weight and net weight. The system will be able to print a configurable number of copies of the ticket based on the site/terminal/waste type/customer. The system will provide an option to reprint the current transaction ticket in the event more than one copy of the ticket is required.

5.4.11.1.10. The system reads the scale continuously and captures weights greater than 1,000 pounds. If a truck drives over the scale without stopping, the system records a “Roll-Through” and, at a minimum, the date, time, site, weight, and scale ID.

5.4.11.1.11. The system has an auto-reset feature that resets the refuse disposal cashier’s unit for the next truck when the scale goes to zero either at the end of a transaction or in the event a truck pulls off the scale without completing a transaction. The system allows refuse disposal cashier to zero the scales manually from their workstations if needed.

5.4.11.1.12. The system is capable of performing, at minimum, 1,500 transactions per day and maintain system performance during operations.

5.4.11.2. Please note that the above detailed requirements need not necessarily occur in the order presented.

5.4.11.3. Dickerson Weigh Scale Operation Process: It is envisioned that the attended transaction will take place as follows at the Dickerson Compost Facility. Note that a majority of vehicles using this site are bringing yard debris from the Derwood transfer station and have a known tare weight.

5.4.11.4. Incoming Material:

5.4.11.4.1. The system signals the driver to pull onto the scale using a stoplight indicator or pull up to a marked stop location.

5.4.11.4.2. The scale operator prompts the driver for their vehicle information and origin location remotely from the scale office and enter the load volume from their Shady Grove ticket.

5.4.11.4.3. Once entered, the driver enters the facility to sign a Bluetooth® tablet (if required) confirming their load was delivered. The driver is provided with a printed receipt with their signature for their records.

5.4.11.4.4. The scale operator informs the driver that they’re able to proceed and the driver enters the facility, delivers their material, and exits the facility.

5.4.11.5. Material pick-up:

5.4.11.5.1. The system signals the driver to pull onto the scale using a stoplight indicator or pull up to a marked stop location.

5.4.11.5.2. The scale operator prompts the driver for their vehicle information and product order information remotely from the scale operator’s booth.

5.4.11.5.3. The vehicle information is captured including a tare weight and the driver is prompted to enter the facility and return to the scale.

5.4.11.5.4. Once entered, the driver acquires either bulk compost or pallets of bagged compost.

5.4.11.5.5. The driver returns to the scale and their outgoing weight is captured. Bulk outbound loads are scanned via a Walz load scanner as the driver pulls on the scale to determine the quantity of cubic yards on the load. The scale operator manually enters volume from scanner system. Outbound loads of bagged compost the quantity of bags being hauled is entered.

5.4.11.5.6. The driver exits the facility.

5.4.11.6. It is envisioned that the unattended transaction will take place as follows at the Materials Recovery Facility (MRF):

5.4.11.7. Material drop-off:

5.4.11.7.1. The vehicle pulls onto the scale in front of the gate, so the driver's cab is in line with the UVSS or be instructed to stop using a stoplight.

5.4.11.7.2. The unattended device will prompt the driver for the preferred language, either English or Spanish.

5.4.11.7.3. The unattended device captures the stable gross weight, prompt the driver for their County-issued RFID badge using transponders or other similar technology, and send the data to the system which will validate the data and automatically advance the system screen on the UVSS based on data filled in by an administrator. Alternatively, the driver can enter their truck number and fill in the required fields.

5.4.11.7.4. Assuming the truck is active, has a stored tare weight, and they have filled out the appropriate remaining fields as needed such as waste type, sector of origin and sector of destination, the driver is given the opportunity to view their net weight, confirm the data entered and back up and re-enter the data. The vehicle is processed, a receipt is printed, a message is displayed indicating the transaction was successful and to exit the scale. The gate automatically opens, signaling the driver to proceed.

5.4.11.7.5. The driver unloads their material and leaves the facility

5.4.11.8. Material pick-up:

5.4.11.8.1. The vehicle pulls onto the scale in front of the gate, so the driver's cab is in line with the UVSS or be instructed to stop using a stoplight.

5.4.11.8.2. The unattended device will prompt the driver for the preferred language, either English or Spanish.

5.4.11.8.3. The driver is prompted for their pickup code and after entered, their tare weight is captured.

5.4.11.8.4. Once the appropriate information is captured, a pick-up ticket us printed and the gate opens, allowing the driver to enter the facility to pick up the material.

5.4.11.8.5. Once loaded, a handwritten or system produced(preferred) BOL is given to the driver, and they return to the outbound scale.

5.4.11.8.6. The BOL is entered on the UVSS and the weight and destination are captured.

5.4.11.8.7. A receipt is printed, and the gate opens.

5.4.11.9. The driver, in both scenarios above, must be given the opportunity to cancel or void the transaction at any time. These transactions would be counted as "Roll-Through" transactions and UVSS would return to the start of the input session. There is currently a stand-by refuse disposal cashier at the MRF scale house to assist if there are any questions from drivers or manual intervention is needed.

5.4.12. Accounts Receivable:

5.4.12.1. The system must facilitate payment processing, including PCI compliance for credit/debit cards (See "Payment Processing and Transaction Types" above for more information).

5.4.12.2. The system must facilitate Automated Customer Account Management (Cut-Off notifications, Alerts, Active/Inactive, etc.)

5.4.12.3. Account Management functions must include but may not be limited to the following:

5.4.12.3.1. Print customizable monthly statements of account to include but not be limited to the Customer Name, Customer Contact, Remittance Address, Billing Address, Previous Balance, Finance Charges, detailed new Monthly Charges, Total Balance Due, Credits/Adjustments and a customizable message field.

5.4.12.3.2. Print monthly statements for accounts with a balance amount that exceeds a threshold set by user.

5.4.12.3.3. Balance Forward capabilities.

5.4.12.3.4. Track payment by reference number or date.

5.4.12.3.5. Make adjustments to transaction record (customer number, tonnage, destination, etc.).

5.4.12.3.6. Apply credit limits and/or require pre-payment balances (deposits) to customers.

5.4.12.3.7. Track tonnage and revenues for "no charge" accounts.

5.4.12.4. The system should have the ability to track charges/credits not related to scale activity.

5.4.12.5. The system should provide a clear audit trail from source documents like scale tickets to transactions posted in the database.

5.4.12.6. The system should have the ability to set different fees for each waste type.

5.4.12.7. Daily Cash Journal

5.4.12.7.1. Accommodate partial payments, overpayments, and both positive and negative adjustments.

5.4.12.7.2. Support Pre-pay or Installments.

5.4.12.7.3. Provide multiple ways to apply payments; by charge, by "oldest" open items, by specific invoice(s).

5.4.12.7.4. Software must allow easy reprint, edit, void and audit functions for scale tickets.

5.4.12.8. The system should have a robust reporting tool providing the following capabilities:

5.4.12.8.1. Dynamic Reporting

5.4.12.8.2. Drill downs

5.4.12.8.3. Dashboards

5.4.12.8.4. Forecasts

5.4.12.8.5. Modeling

5.4.12.8.6. Scenario Planning

5.4.12.9. The system must have the following security features:

5.4.12.9.1. Workflow approval processes are available to regulate reversal and refund procedures (e.g., voided transactions require supervisor approval and documentation).

5.4.12.9.2. Apply security settings at a group or user level.

5.4.12.9.3. Apply granular permissions such as only allowing a user to run reports.

5.4.12.9.4. Report on user activities and/or changes to customer or other reference tables.

5.4.13. Future Requirements: The Offeror is responsible for ensuring their solution meets the following requirements:

5.4.13.1. The proposed solution must be capable of always utilizing the County's chosen payment card processor. If the payment card processor changes, it is the responsibility of the Offeror to become certified to utilize the new payment card processor, at their sole expense, within 10 months of notification from the County and any system configuration changes must be made by the Offeror at the time of implementation to ensure no downtime.

5.4.13.2. The Offeror must make any modification to their solution to meet a required security policy change from the County, at their sole expense, if the solution does not currently meet that requirement.

5.4.13.3. The Offeror's solution must be capable of replacing or repurposing the County's possible future self-serve UVSS installation/s at one or more of our scale houses. This includes having the ability to provide a display for customers to interact with at the scale and remotely and securely capture driver's license information, process credit/debit card or Near Field Communication (NFC) transactions and print a receipt.

5.4.14. OPTIONAL (DESIRED) ADDITIONAL CAPABILITIES:

5.4.14.1. The County is interested in possible enhancements to improve the functionality of the systems:

5.4.14.2. The County is interested in having the ability to register for appropriate hauler/collector licensing decals and truck RFID tags online including uploading of necessary documentation, updating contact information, payment processing,

and renewal notifications with the proposed solution to replace the current, in-house built application.

5.4.14.3. The County is interested in having the ability to interface with or replace our current enforcement application, including the ability to enter code enforcement actions and documentation. Have the licensing and scale operation linked and able to communicate with each other to provide notice and warnings for out-of-date hauler license, enforcement actions unresolved, flag for inspections.

5.4.14.4. The County is interested in having the ability to interface with or replace our current radioactive detection event application system including the ability for inspectors to enter radioactive detection event details to a particular vehicle.

5.4.14.5. The County is interested in incorporating data acquired from our Dickerson Walz load scanner directly into the system.

5.4.15. TRAVEL REIMBURSEMENT

5.4.15.1. Travel: Mileage, travel, travel time, and all travel-related expenses will not be compensated separately unless a specific assignment or follow-on assignment requires travel. If travel is required in any assignment, at the time of issuance of the assignment that requires travel, the County's requirements that are current at that time for travel and its parameters for permitted expenses and reimbursements will be included. The Contractor's signature on the assignment documents will acknowledge its understanding that it must strictly adhere to the travel parameters of the required work and to the County's travel and reimbursement requirements. The County will not reimburse travel-related expenses should the Contractor fail to adhere to these requirements.

5.4.16. FOLLOW-ON WORK

5.4.16.1. Additional deliverables may be ordered at the County's sole discretion. These items may be ordered as separate Work Orders. Work Orders will be issued per the Method of Ordering Follow-On Work.

5.4.16.2. Method of Ordering Follow-On Work:

5.4.16.2.1. Work will be ordered through a written Work Order, detailing the requirements for one or more specific items or related services. The Contractor must respond with a written proposal, per the terms of the Work Order.

5.4.16.2.2. Issuance of a Purchase Order is contingent upon the appropriation of funds by the Montgomery County Council and the encumbrance of funds, as provided by the Montgomery County Code. There is no guarantee by the County to the Contractor that the County will issue or award any work under this Contract, nor that the County will issue a specific total dollar value of work. Further, the County reserves the right to not make an award for any assignment it may issue, nor for any subtasks within any assignment that is awarded.

5.4.16.2.3. Termination of Work: The County reserves the right to terminate any assignment before its completion if, in the County's sole determination, it is in the best interest of the County to do so. In the event of such termination of work, the County will provide 30 days' written notice and

will compensate the Contractor for work completed prior to the termination.

5.5. CONTRACTOR'S QUALIFICATIONS

5.5.1. MINIMUM REQUIREMENTS: The Offeror must substantiate in its submittal that it meets or exceeds the following minimum requirements. Failure to do so may be cause for disqualification of its submittal:

5.5.1.1. Offeror must be engaged in providing the services as outlined in this RFP.

5.5.1.2. The Proposed system must currently be in commercial use by clients similar to the County and the Offeror must currently be supporting the system under a maintenance and support agreement similar to that Proposed herein.

5.5.1.3. If the Offeror is currently planning to upgrade or release a new version of the proposed system during the proposed implementation, Offeror must disclose the extent and nature of the upgrade and discuss the impact, if any, on the proposed system.

5.5.2. QUALIFICATIONS and EXPERIENCE:

5.5.2.1. Qualifications of the Firm: Provide a discussion of the qualifications of the Firm to provide the systems and perform the services outlined in the Scope of Services. This discussion should include a brief history of the firm, documentation of the firm's experience providing services similar to those requested, the number of years in business, the number of solid waste management entities currently using the firm's scale management software/systems and the qualifications for all sub-consultants.

5.5.2.2. Qualifications of the Designated Staff: Describe the qualifications and experience of personnel that will be engaged in the project including demonstrated knowledge and understanding of the products and services to be performed, previous experience on similar projects and their proposed role on the County's project.

5.5.2.3. Reference Projects: Provide a discussion of a minimum of three (3) and no more than five (5) reference projects. Offeror should focus on those projects that are similar in scope to what the County is requesting and for entities similar to the County which includes the ability to perform 1,500 inbound transactions a day at minimum. Specifically, the County will give more weight to reference projects that involve the provision and implementation of systems that serve multiple sites, at least one of which being a transfer station operating tandem vehicles, and that included the provision and integration of one or more unattended devices.

5.5.2.4. References: List a minimum of three (3) client references (name, contact persons, telephone number and email address) for similar projects only, who can attest to the firm's knowledge, quality of work, timeliness, diligence and flexibility. NOTE: Contact persons must be informed by the Offeror that they are being used as reference and that the County will be contacting them for information.

5.5.3. **TECHNICAL**: In this section, the Offeror must explain the Scope of Work as understood by the Offeror and detail the approach, activities and work products. Offeror must also provide the following:

5.5.3.1. Project Understanding: The Offeror must provide a discussion demonstrating the Offeror's understanding of the project. Offeror must explain the Scope of Services as understood by the Offeror and detail the approach, activities and work products.

5.5.3.2. Plan of Implementation: The Offeror must provide a detailed Plan of Implementation from project kickoff through final completion, including but not limited to design, development, projects change management (process/procedure for managing requests outside of the Scope of Services), installation, testing, training, cutover, troubleshooting and support.

5.5.3.3. Project Schedule: The Offeror must indicate in their Proposal the typical timeline for an installation of this size and complexity. The timeline is to include the major milestones of such an installation. A specific timeline and date of completion will be negotiated at contract formation. Offeror will be required to work with the County to identify the physical locations of all system hardware and the power and communications requirements for the Proposed System.

5.5.3.4. Proposed System: Offeror must provide a complete description of the proposed system and UVSS to be provided and demonstrate that the proposed system satisfies the Scope of Work of this RFP. In satisfying this requirement, Offeror must provide the following:

5.5.3.4.1. System Overview: Provide a complete overview of the system and UVSS to be provided. This overview must address the system and UVSS hardware, drawings or schematics of the proposed hardware/equipment, software and the associated hardware and peripherals to be installed and supported at each of the sites identified in ATTACHMENTS F and G and clearly demonstrate that the Proposed system will meet the County's needs.

5.5.3.4.2. Requirements Checklist: Provide the completed Checklist identifying each requirement/desire, whether the requirement/desire is "standard", or whether it can be provided with a user-defined field, customization, a third-party solution, or not at all. See ATTACHMENT J, Requirements Checklist Instructions and bid document Excel file with the Requirements Checklist.

5.5.3.4.3. Satisfaction of County's Requirements: In the Scope of Services, the County has outlined its principal and detailed process requirements. These requirements have been summarized in the Requirements Checklist. Offeror must in order, succinctly address these requirements and clearly identify those requirements which are standard. For those requirements that are not standard, Offeror must discuss their proposed solution.

5.5.3.4.4. Cashier\Weighmaster Transaction Processing: Offeror must provide a detailed description of how the Proposed system handles typical inbound and outbound transactions.

5.5.3.4.5. UVSS Transaction Processing: Offeror must provide a detailed description of how the Proposed system handles a typical transaction using one of its unattended devices.

5.5.3.4.6. Accounts Receivable and Invoicing: Offeror must provide a detailed description of the accounts receivable and invoicing functionality of the Proposed system.

5.5.3.4.7. System Administration: Offeror must provide a detailed description of the system backup and recovery capabilities and procedures, start-up and shut-down procedures and other activities necessary to maintain system integrity and ensure minimum downtime. Offeror must also discuss optional and available system disaster recovery capabilities, if any.

5.5.3.4.8. Configuration to the County's Fee Schedule: Show how the proposed system can be configured to the County's fee schedule in an efficient structure and minimizes extraneous tables.

5.5.3.4.9. Origination and Destination Sector Capability: Show how the Proposed system can incorporate origination and destination sector fields into the transaction record to facilitate the tracking of material movement within the County's solid waste management system.

5.5.3.4.10. Direction Code Compatibility: Show how the Proposed system will enable the ability to differentiate between incoming, outgoing, outgoing transfers and incoming transfers without having to use different waste codes.

5.5.3.5. Network Connections:

5.5.3.5.1. Offeror must define the Telecommunications Specifications to support this system.

5.5.3.5.2. Offeror must define the Network Specifications to support this system.

5.5.3.5.3. In response to the above, Offeror must clearly state whether the Offeror's system is compatible with the County's existing infrastructure, and if not, what changes would be required.

5.5.3.6. File Structures: The Offeror must state the Database Management System options available for the Proposed application (Microsoft SQL Server 2019 or higher version preferred). Offeror must list the programming languages used to develop their application and what release is used with the proposed implementation. Discuss the capability of the system to incorporate new upgrades as they become available.

5.5.3.7. Data Conversion: Offeror should state their ability to import existing database fields located in the SSMS, Microsoft Excel, or delimited file including but not limited to, Customer List, Vehicle List with license plate number and or tare weights, Origin List, Waste codes and scale and accounts receivable transaction records.

5.5.3.8. Customization: Offeror should provide information regarding the procedure for customizations including but not limited to reports, additional fields, etc. All source codes with County customizations will be placed in escrow and made available to the County if the Vendor goes out of business or stops providing support service to the County.

5.5.3.9. Training: Clearly present the Offeror's training strategy that will allow hands-on and virtual training for as many as sixteen (16) refuse disposal Cashiers/scale operators, forty (40) truck drivers, twenty (20) administrative personnel, and four

(4) system administrators. The training should be specific to the needs of each group.

5.5.3.10. Maintenance and Support: Provide a discussion of the plan for ongoing system support and maintenance over the life of the software. This discussion should include at a minimum the following:

5.5.3.10.1. Describe support and provide copies of maintenance contracts.

5.5.3.10.2. Describe equipment warranties.

5.5.3.10.3. Describe software upgrades, schedules (how often available), and distribution media.

5.5.3.10.4. Describe how problems are resolved to include a discussion of online support, dial-in support and onsite visit and address response time.

5.5.3.10.5. Describe Service Level Agreements.

5.5.3.11. Other information the Offeror may deem advantageous. Provide any other information Offeror may deem advantageous to demonstrate their understanding and approach to the work.

5.6. CONTRACTOR'S RESPONSIBILITY

5.6.1. The Contractor must maintain its business in "good standing" with the State of Maryland Department of Assessments and Taxation Business Services, https://dat.maryland.gov/businesses/Pages/default.aspx, at all times during the performance of the Contract. See section 4.1.9.

5.6.2. The Contractor must maintain and update, as applicable, the Contractor's information in the County's Vendor Registration System (CVRS) at https://www.montgomerycountymd.gov/vendorregistration within 15 days of any changes. This includes any Automated Clearinghouse (ACH) changes for payment deposits that can only be updated through the CVRS system by the Contractor.

5.6.3. The Contractor must notify the County within 15 days of any changes in the company name (including "dba" changes), address, and/or Tax ID changes. The e-mail to submit this information is DEP.Procurements@montgomerycountymd.gov.

5.6.4. The Contractor must furnish a current Certificate of Insurance (COI) that complies with the requirements in ATTACHMENT C to this solicitation before execution of the Contract. The ACORD form, or equivalent, must be provided to the County for Risk Management review and approval. COI renewals must be submitted within 15 days of expiration to DEP.Procurements@montgomerycountymd.gov. If the Contractor's Certificate issuer permits, it is recommended that the Contractor add the DEP Procurements e-mail to a direct-distribute list so DEP will receive COI renewals directly from the broker.

5.6.5. Hard copy COIs are not required or requested.

5.7. COUNTY'S RESPONSIBILITY

5.7.1. Offeror must clearly identify the activities or assistance that the Offeror expects the County to provide. The County will provide:

5.7.1.1. An improved pad or structure upon which to mount the hardware in accordance with Offeror's specifications.

5.7.1.2. Power and Uninterrupted Power Source (UPS) to the systems and underground conduit for data collection/distribution between the Unattended Scale System/Devices and the scales and the scale house.

5.7.1.3. Site Access.

5.7.1.4. Any additional support as may be negotiated between the Offeror and the County.

5.8. REPORTS/DELIVERABLES

5.8.1. Supporting documentation that must be submitted with each invoice includes a summary report on the work completed during the invoice time period.

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

6.1.1. The effective date of this Contract begins upon signature by the Director, Office of Procurement upon the County's issuance of a Notice to Proceed and ends after a five-year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Work and accepted proposal. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term up to five times for one year each time.

6.1.2. Any work ordered prior to, but not completed by, the expiration date of this Contract must be completed by the Contractor with all the compensation and provisions of the Contract still in force and effect.

6.2. PRICE ADJUSTMENTS

6.2.1. Prices quoted are firm for a period of one (1) year after execution of the contract. Any request for a price adjustment after this (1)-year period is subject to the following:

6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee.

6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.

6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.

6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.

6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.

6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.