

## **Landfill Scale Operations and Customer Billing Software and Hardware For the Shelby County Commission**

### **1.0) Bid Purpose**

Shelby County Commission is issuing this bid in order to purchase and implement new Landfill Scale and Customer Billing Software and supporting hardware at the Shelby County Landfill. Shelby County is in the process of installing a new scale house and three new scales and seeks to purchase and implement new software and supporting hardware as part of this project.

### **2.0) Scope/Statement of Work**

Shelby County plans to upgrade its technology infrastructure, specifically enhancing the Landfill Scale Operations and Customer Billing Software at the Shelby County Landfill. The County seeks to gain economies of scale in the upgrade and automate manual processes and integrate with disparate systems.

All hardware and software must meet or exceed specifications provided herein. All hardware and software must have compatibility with the three new owner provided scales with one of these scales being unattended. Vendors must retain all current customer data and history and transfer to new software. Vendors are required to clearly identify any deviations from the following bid specifications. All equipment must meet or exceed current state of the art industry standards. Quality, reliability and performance of equipment are essential to our applications. Qualified repair service, parts and technical support must be available locally.

### **3.0) Performance Requirements:**

- The solution is to be configured installed and tested and made operational within 90 days of contract execution.
- Awarded company must provide system and services support (technical support desk, remote diagnostics, on-site technical visits).
- Awarded company must provide training and written documentation.
- Awarded company must have a support representative that is available to deal with any issues or emergencies 24 hours a day, 7 days a week.
- Awarded company will execute an agreement with County detailing asset purchase, installation, maintenance and support services. Agreement will contain project timeline and service levels expectations as well as a payment schedule based upon project completion stages.

### **4.0) Functionality Requirements:**

The bid for replacement software/hardware should include the following minimum functionality:

1. Single executable for all applications.
2. Scale Ticketing – capture transactions entered by Scale Attendant while also capturing real-time unattended scale transactions. Tickets should be trackable by location, with the ability to invoice together. Common transactions for recurring customers should be processed with limited manual entry requirements at the scales. Ability to capture

photos to document customer and load type with automated link to each transaction is necessary.

3. Emailing – Automatic real-time emailing of scale tickets to customers upon completion as setup on customer account.
4. Customer Data – ability to add and edit customer accounts, transactions, vehicles, drivers, and creation and maintenance of tare weights.
5. Credit Limits – Ability to set credit limits per customer.
6. Transaction Codes – ability to add and/or change codes applicable to disposal rates.
7. Billing – ability to process electronic invoices as well as paper; ability to post invoices, report, and track an accounts receivable for charge customers; also, the ability to process & track insufficient funds.
8. Payments – ability to process payments from all three lanes simultaneously, including a direct electronic cash drawer for each attendant; ability to process one-time credit card payments during the completion of a scale ticket. The software should also be able to process a one-time credit card payment on a customer account as well as automatic payment processing solutions (both credit card and ACH). Import batch functionality is necessary (payments, credit and debit account adjustments).
9. Hardware- supply and install all hardware associated with the software, and unattended truck scale kiosks. 2- total kiosks (both sides on the unattended scale)
10. Operations - set alerts to assist facility operations; ability for software to operate traffic lane lights & gates for attended & unattended during the transaction process.
11. Reporting – Ability to save report templates. Ability to set criteria directly within each report. Ability to export reports to PDF, XLS, DOC or email reports as attachments directly from the application. Batch various reports, schedule to run at a specified date/time. Automatically email scheduled reports to a select list of individuals.
12. Backups - Near real-time backup of data, configuration and features.
13. Processing - Single screen design. Support for direct TCP/IP, Serial or USB communication with capable hardware. Capture, rate and track multiple materials per transaction.
14. Auditing – Database audit schema will keep a complete history of record changes.
15. Integrated support desk – The existing data configuration must be easily uploaded to the software provider's servers for troubleshooting. Automated error tracking and all log files must have the ability to be stored in the database and message queued to the County's central server.
16. Unattended operation – Must have integration with a number of peripheral devices (not a complete list) to automate the scale lane (2 unattended kiosk on one inbound scale):
  - Thermal Receipt Printer
  - Color LCD Monitor (sunlight readable at 1550 nits)
  - Keypad/Keyboard
  - Proximity Card Reader
  - Radio Frequency (RFID) Reader
  - Photo eyes
  - Magnetic Stripe Writers/Readers
  - Barcode Readers/Scanners
  - Touch Screen Computers

17. In the event of a server failure the system must have redundancy to allow business continuity.

**5.0) Bid Submission:**

The Bidder should submit bids with unit prices reflected on all hardware and software. Professional services and other expenses should be listed separately. County reserves the right to purchase none, one or several of any items quoted based upon the bid unit prices.

The Bidder must submit no less than (3) three references from current clients. The County reserves the right to use itself as a reference and to solicit references from clients other than those listed.

**6.0) Evaluation Criteria:**

Evaluation will be based on the County's sole judgment of the quality and features of the services and software offered, support capabilities of the supplier and price.