

**CITY OF MILWAUKEE
DEPARTMENT OF PUBLIC WORKS**

**REQUEST FOR PROPOSALS FOR
ROUTING SYSTEM APPLICATION**

OFFICIAL NOTICE NO. 40

**Ghassan Korban
Commissioner of Public Works
March 15, 2013**

CITY OF MILWAUKEE
Department of Public Works
Request for Proposal for Routing System Application
Official Notice # 40

The Department of Public Works (DPW), is soliciting a Request for Proposal (RFP) for qualified consulting firms to provide a **Routing System Application**. All proposals in response to the RFP must be submitted to DPW Contract Office, no later than Friday, April 5, 2013 at 3:00 P.M. (CST), in Room 501, Municipal Building, 841 North Broadway, Milwaukee, Wisconsin 53202. All proposals and accompanying documentation will become the property of the Department of Public Works and may not be returned. Selection of a proposal does not affect this right.

The RFP and supporting documentation will be available under "Sanitation" on the City of Milwaukee's Department of Public Works Official Bid Notice website http://www.mpw.net/services/bids_home on March 15, 2013. **CALL 414-286-3314 TO HAVE YOUR COMPANY'S NAME AND CONTACT INFORMATION PLACED ON THE PLAN HOLDER'S LIST ONCE YOU PRINT OFF THE REQUEST FOR PROPOSAL.**

Proposers should read the RFP and review all Appendices. Applicable legal and policy compliance issues can be found in the appendices and at http://www.mpw.net/services/bids_home.

All requests for clarification regarding the RFP and the selection process should be addressed to Mr. Paul Klajbor, Administrative Services Manager at paul.klajbor@milwaukee.gov by March 26, 2013 at 2:00 P.M. (CST). Questions/answers and any other items will be provided in an addendum to be sent to all plan holders and posted on the DPW website on March 28, 2013. Only written responses and/or addenda will be binding upon the City.

There will be a mandatory information meeting that all proposers need to attend, either in person or via teleconference. This meeting will be held on Wednesday, March 26th at 2pm Central Time. The meeting will be held in room 501 of the Zeidler Municipal Building at 841 North Broadway, Milwaukee, WI 53202. A phone number to dial into will be provided to everyone who has picked up an RFP by the date of the meeting.

It is the responsibility of the firm, prior to submitting a response to the RFP, to determine whether all necessary documentation, forms, and addenda have been received. All required forms and addenda receipt must accompany proposal submittal to the RFP. Failure to include any required forms and/or addenda receipt may result in rejection of proposals

The Commissioner of Public Works reserves the right to reject any and all proposals and accept only such proposals as is in the best interest of the City of Milwaukee.

Contractor must comply with all provisions of the City of Milwaukee General Official Notice to Contractors referenced herein and at <http://www.mpw.net/Pages/bids.html>

There is not an MWSBE requirement for this professional services contract. There is not a RPP requirement for this professional services contract.

EQUAL EMPLOYMENT OPPORTUNITY: The City of Milwaukee encourages the fair consideration of minorities and women in the performance of this contract.

Signed: _____
GHASSAN KORBAN
Commissioner of Public Works

City of
Milwaukee
Department
of Public
Works
Routing
System
Application

March 15

2013

Scope of
Work

TABLE OF CONTENTS

Section 1	4
Selection Process and Timetable	4
Project Schedule	4
Evaluation Criteria	5
Section 2	5
Introduction	5
Project Overview	5
Defined Need and Projected Usage	5
Current Business Applications	7
Statistics and Volume data	7
Section 3	8
Scope of Work	8
Section 4	9
Proposal format	9
A. Scope and System Overview	9
B. Approach	9
C. Transition and Management Plan and Timetable	11
D. Project Team Qualifications and Experience	12
E. Firm Experience and Capabilities	12
F. References	13
Section 5 – Cost Proposal (Bound Separately).....	13
1. Software Licenses	13
2. Optional Software Modules	13
3. Customization Costs	13
4. Project Implementation Costs	14
5. Training	14
6. Software Maintenance & Support Fees	14
7. User Support	14
8. Rates for Optional/As-Needed Professional Services	14
SECTION 6 – OTHER DETAILS	15

Other Considerations17
RFP Results18

SECTION 1

SELECTION PROCESS AND TIMETABLE

Under the RFP process, the City will select the Routing System which is most fiscally responsible and most closely matches our functionality requirements detailed in this document. The City will negotiate the vendor for implementation services detailed in this Request for Proposal (RFP) subject to the same fiscal limitations with the winning vendor. Ideally, the City would like to obtain both the routing software solution and the professional expertise of the vendor in installing or hosting that solution, and working closely with the City in its deployment.

The estimated timetable for the selection process follows:

PROJECT SCHEDULE

Process	Dates
RFP Release Date	3/15/2013
Mandatory Information Meeting	3/26/2013
Proposals Due	4/5/2013
Review Proposals for requirements completed *	Week of April 8th
Committee Review of Proposals Completed *	Week of April 8th
Evaluation Committee Meetings *	Week of April 8th
Interviews & Demos *	Week of April 8th
Contract Negotiations *	Week of April 8th
Contract Executed *	Week of April 8th
Start of Implementation *	ASAP after April 15th

- **TENTATIVE DATES**

There will be a mandatory information meeting that all proposers need to attend, either in person or via teleconference. This meeting will be held on Wednesday, March 26th at 2pm Central Time. The meeting will be held in room 501 of the Zeidler Municipal Building at 841 North Broadway, Milwaukee, WI 53202. A phone number to dial into will be provided to everyone who has picked up an RFP by the date of the meeting.

Proposals will be due by 3:00 p.m. CST on April 5th, 2013. Late proposals will automatically be rejected. All proposals should be submitted to:

CITY OF MILWAUKEE
Department of Public Works
Room 501 – Frank P. Zeidler Municipal Building
841 North Broadway
Milwaukee, Wisconsin 53202

After the proposals are reviewed, the City will select one or more vendors for follow-up interviews and/or demonstrations to be held in the offices of the City on or about the week of April 8th.

The City will base its selection on the information provided during this RFP process including the contents of response to the RFP, information provided during the interviews and demonstrations and facts provided by vendor references. The City is interested in ensuring that the routing system application meets our functional requirements and that the selected vendor has the capacity, qualifications and demonstrated experience to ensure a successful implementation and operation.

In determining vendors to be invited to participate in the interview and demonstration process, the City will use the following criteria to evaluate responses to the RFP:

EVALUATION CRITERIA

<u>Elements</u>	<u>Points</u>
Scope & System Overview	5
Approach	15
Transition & Management Plan & Timetable	10
Meets Functional Requirements	15
References and Firm Experience & Qualifications	15
Price & Best Value	20
Technical Specifications	15
System Warranty & Maintenance	5
TOTAL POINTS	100
Bonus Points:	
Effective Utilization of a City Certified SBE Firm (Optional)	5
Other Services Offered (Optional)	5
TOTAL POINTS WITH BONUS POINTS	110

SECTION 2

INTRODUCTION

This section of the RFP defines general information.

PROJECT OVERVIEW

The City of Milwaukee is soliciting proposals for a comprehensive routing software system using ESRI based geographic information. The vendor shall provide, at a minimum, software licenses, training, on-going support, and any applicable software updates.

DEFINED NEED AND PROJECTED USAGE

The City of Milwaukee Department of Public Works provides garbage and recycling services to approximately 200,000 households across the city. Currently this is done with 77 garbage routes and 35 recycling routes. Additionally, the Department provides street sweeping and snow plow services city wide with the same fleet. Under the current system, managers develop the routes and the routes are then “drawn” in Microstation for

distribution. The City's Information and Technology Management Division (ITMD) then uses the maps to geocode the route information on the City of Milwaukee's street centerline file and to populate Oracle tables which are used in various applications to assign work and allow citizens to look up their service day.

The department is looking to modernize the process, allowing for a genuine routing solution that would allow the city to optimize routes, balance workloads, and gain efficiencies. The department envisions this as high-density routing. This routing application should also be able to be used across the Department of Public Works for use other areas to possibly route point to point service requests.

One significant challenge to implementing a routing application is the extensive use of alleys in garbage collection. Approximately 53% of the routes are alley routes. The City is working with local university to build an ESRI network data set with alley data for use in routing. Any routing application MUST make full use of City's alley network data set.

The City's current technology environment which may be relevant to the project implementation and the format of available datasets is:

Current IT standards and Applications	Vendors
GIS	ESRI ArcMap v10 SP2
SDE	ArcServer (Oracle)
Enterprise Database	Oracle RAC Environment v11gR2

CURRENT BUSINESS APPLICATIONS

The City currently uses the following applications for developing Sanitation routes and for work order assignments (often based on routes).

System	Technology	Summary of purpose and function
CAD Software	MicroStation V8i Version 08.11.07.171	Currently used to generate maps of the department's routes for garbage and recycling collection, snow plowing, and street sweeping.
GIS Software	ESRI ArcMap v10 SP2	Currently used to generate maps of the department's routes for garbage and recycling collection, snow plowing, and street sweeping.

STATISTICS AND VOLUME DATA

Vendors should base their proposals on the following user-counts accessing the system from multiple local and remote locations:

Item	Number
Office Staff Users	4
Management Users	40

Vendors should base/size their proposals on the following count of activities:

Item	Annual Volume
Garbage Trucks Per Day – Summer	73
Garbage Trucks Per Day – Winter	79
Recycling Trucks Per Day	35
Households Served	190,000
Apartment Garbage Trucks Per Day	6
Apartment Recycling Trucks Per Day	Currently none
Rear Load Stops	806
Front Load Stops	371
Street Sweeping Routes	86 routes
General Ice Control Trucks Per Day	85 routes by done by 90-105 trucks
Snow Plowing Trucks Per Day	85 routes done by approximately 250 trucks

SECTION 3

SCOPE OF WORK

The scope of work is modernize the maintenance of service routing, provide for a more agile environment to respond to the needs of the city and include the following functionality: (See appendix for more specific details)

1. Generate balanced, optimized routes for the following:
 - a. Garbage collection service
 - b. Recycling collection service
 - c. Snow plowing and road salting
 - d. Street Sweeping
 - e. Point to point service requests
2. Generate easy to read maps that can be printed that include:
 - a. Route type
 - b. Route day
 - c. Route number
 - d. Number of stops
 - e. Assigned district-
3. Generate driving directions for drivers
 - a. Street by Street (where applicable)
 - b. Point by Point (where applicable)
 - c. Driving directions (when requested)
4. Provide executive summary data
5. Must allow for routing that includes alleys (city is currently under contract to develop an ESRI GIS network data set for alley data). Include the format requirements of the product to consume street centerline data to automatically create paths and routes.
6. Allow for easy editing by staff
 - a. Editing of number of vehicles
 - b. Editing of customer information data
 - c. Editing of order data would be more common than street network data
7. Routing calculations should factor in one way street directionality
8. Routing calculations should not allow for U-turns by vehicles
9. Route optimization must accommodate for the following:
 - a. Lunch and break times for drivers
 - b. Pre and post trip vehicle inspections
 - c. Trips and time spent at transfer stations (off loading of garbage loads)
 - d. Include volume data for vehicles (capacity)
10. Allow for right side only collections or both side collections
11. Ability to import and export data to various other city databases
12. Vendor should provide the plan for training staff on full utilization of the routing system
13. Vendor will provide on-going maintenance and system support and will break out the price of this

SECTION 4

PROPOSAL FORMAT

A. SCOPE AND SYSTEM OVERVIEW

This section should confirm the Proposer's understanding of this RFP and the planned project.

1. Describe your understanding of the overall project and include a brief summary of the products to be provided.
2. Describe whether the system is a custom or COTS system, and whether it is to be installed on City servers or as an offsite internet based (hosted or cloud) service. Provide an overview of all the software product(s) you propose to utilize for this project (including any 3rd party software requirements). Include a description of key features and their functionality. List which proposed modules are fully integrated as a part of the base software and which modules are third-party applications. Describe how your solutions will differentiate you from other vendors and list any competitive advantages, such as unique features of your system or company, which distinguish you from the competition. Please provide samples of your system's user interface(s) for both desktop users and mobile users; it is recommended that at a minimum the samples are screen shots with narrative descriptions. If you have a trial or sample versions of the software on CD/DVD to share with the City, please include a copy with your proposal.

B. APPROACH

This section should describe the recommended approach and work plan to be provided. The vendor should clearly identify tasks that the vendor will undertake and distinguish those that are the responsibility of the City.

The proposal must address in depth the vendor's plans to meet the requirements of each activity outline in the "Scope of work" of this RFP. The work plan must discuss the staffing level(s) required to complete each task, as well as the relative effort that each member of the proposed project team will devote to the project. The work plan also must include a task-by-task schedule of the time required to complete the project. The proposal should also discuss documentation and/or authorizations that will be required from the City, anticipated problem areas, proposed solutions to the problem areas, etc.

Work plan steps should be supported by the proposed hours the vendor agrees to commit to assist the City plus the hours and resources required by the City staff to assist. The work plan should also clearly note the City staff skills needed for each task the City is responsible for.

1. System Requirements and Technology Architecture
 - i. List all recommended system and operations requirements that the City will need to provide versus what the vendor will provide. This includes server, database, and network requirements, including bandwidth and firewall changes or configuration needed. Describe the technologies on which the system is based, including programming languages and Internet technologies.
 - ii. Describe the ideal hardware environment, the client and servers, network environment, operating system, mobile hardware and database platform required to utilize the proposed system. If third-party or outside software is required, please include hardware and environment recommendations for those system. If there is more than one suitable

solution, list all solution options indicating the relative strengths and weaknesses of each. Vendors should specify resource requirements for five years of future estimated data storage.

- iii. List all assumptions of hardware and software requirements to operate your system in the City environment. Include any software products or technologies you assume are in place at the City.
2. System Availability and Redundancy
 - i. Identify requirements and options for the system to have multiple environments for production, testing and development.
 - ii. Describe what system redundancy/failsafe options are included or recommended.
 - iii. Describe if the proposed system is able to be virtualized and clustered for high availability.
 3. System Security
 - i. Describe system security from both a login and illegal entry perspective.
 - ii. Describe procedures used to perform application scanning and penetration testing to ensure the system is not subject to known vulnerabilities.
 - iii. Provide the company's policy for response to reported security vulnerabilities in your system, including process and timelines for validation and remediation.
 4. Software Version
 - i. Identify the current version of the software. Detail the percentage of customers that are utilizing the proposed version of the software in a production environment. The vendor must provide the most current version of the software during implementation. All known proposed (18 mos. after completion), posted and identified fixes and service packs within the system must also be applied at the time of implementation.
 5. Data Migration/Conversion
 - i. It may be critical that all data be migrated from the existing systems to the new system. Describe the role of the City staff and the vendor staff as related to data conversion/migration of existing routes and service locations. Provide assumptions related to the work effort, staff time estimates and data formats.
 - ii. Describe the data conversion/migration process including any tools that will be utilized.
 - iii. Describe your company's proposed approach to ensure that legacy data migrated over to the new system will maintain its integrity. Describe procedures to test the accuracy and correctness of the legacy data when used by the new system.
 - iv. Describe user acceptance testing procedures.
 6. Document and Records Management Functionality
 - i. Describe the digital storage and retrieval of electronic document functionality of your product.
 - ii. Detail any records management functions of the system, such as data retention for multiple routes both historical and active service routes..
 7. Functional and Technical Requirement Matrix
 - i. Respond to all items contained in this matrix. Vendors are encouraged to provide further capabilities of their system which will bring added value to this project.

C. TRANSITION AND MANAGEMENT PLAN AND TIMETABLE

This section should present the plan that clearly explains how the project will be managed and control all proposed activities and the resulting timetable. The firm must explain how the management and administrative processes will ensure that appropriate levels of attention are given so that work is properly performed and that milestones are met on a timely basis as proposed.

The vendor is expected to take the lead in project and test management, by coordinating all aspects of the project with City staff equivalents which will be assigned prior to the start of the project.

This section should set forth beginning and ending dates, deliverables, and major milestones for a proposed timetable that coincides with the proposed work plan.

1. Project Management Requirements

List details on what the vendor will provide regarding project management and what is needed from the City. List the estimated number of City staff required to assist during, pre and post implementation of the project, along with the percentage of their time and skill sets needed. What is the number of staff and skill sets required to adequately maintain the system after implementation? Please describe the project management methodology used. The City will consider any project implementation methodology recommended by the vendor that achieves that goal and produces the least amount of risk and disruption to our customers to meet the implementation deadline.

2. Schedule and Implementation Plan

The City plans to initiate work on the project immediately after contract signing. Please provide a proposed project schedule which indicates the timing of key tasks which must be completed by your company, the City, and the project team. If the proposed implementation plan contains a phased-approach, provide the specific module start and end dates for each phase. Also describe how service to customers and staff will be maintained without the need to duplicate efforts on the current system and the new system.

3. Testing

Provide timeline estimates with City staff time needed to test the system. Explain how module testing, integration testing, and stress/load testing has been addressed in your implementation plan.

4. Training

Provide a training plan with details for the project team, end users, and system administrators. Estimate the appropriate amount of training needed for City staff. Also, provide a plan for training staff when upgrades are implemented, new staff are hired, and ongoing customer training. The City would prefer full service training be provided to all users for the initial deployment, or at each portion if a phased approach is used. After implementation, the City would be utilizing a train-the-trainer approach for new users and upgrades. Vendors are encouraged to provide their training recommendations and pricing for all options.

5. Warranty, Service Level Agreement

Provide an outline of the product warranty and list any available service level agreements. Explain the measures used to determine effectiveness such as response time and solution time. Explain how the priority of a service call is determined; i.e. what warrants a high priority versus a lower priority. Also, list any exclusions and customer responsibility for each service level, if applicable.

D. PROJECT TEAM QUALIFICATIONS AND EXPERIENCE

This section should include the qualifications of the staff the vendor will assign to this project once selected. At a minimum, vendors must provide the following information as part of their submittal:

1. Personnel

Present a summary personnel roster with the names and qualifications of the project manager(s) and the individuals that will perform the work. A description or organizational chart describing the roles of each employee must be included. Sub-contractors and any of their third party software products that may be utilized must also be listed. Attached resumes are acceptable in addition to a summary in the written proposal.

E. FIRM EXPERIENCE AND CAPABILITIES

The purpose of this section is to provide the City with an overview of the vendor's company, plus the vendor's commitment to this RFP and/or government clients.

1. Contact Information – Include name, address, phone number, fax number, email address, and prime contact person.
2. Company Profile – Include the location of the main headquarters as well as any local or regional offices. List the number of years the company has been doing business under the current name.
3. Company Experience – Include the industry experience the company has, particularly in providing routing systems to government industries and waste management industries. Include what company has done in the past in regards to alley routing.
4. Support Services – Describe the technical support services offered by your company. These services may include on-site support, telephone support, and training services. Describe the plan for emergency response in case of critical failure. List the number of professionals in the company dedicated to user support. Describe any user support groups which may exist and when and how often they meet. Describe online resources available.
5. Maintenance & Upgrades – Provide maintenance plan with details. For example, does it include software updates and upgrades, helpdesk support, customizations, etc? What is the upgrade frequency and how are upgrades deployed and applied? How are patches and fixes deployed and applied? Will the vendor provide on-site post-implementation support after go-live? Does the vendor provide the support for any third-party solutions proposed/integrated into the system?
6. Sample Documentation – A complete and competitive proposal should include sample copies of the following documents:
 - a. Reports
 - b. Training manuals
 - c. User guides

- d. Functional, technical and support documentation
- e. Software license agreement
- f. Maintenance and support agreement

F. REFERENCES

This purpose of this section is to provide the City with client references.

1. List all clients which have purchased the vendor's software products over the past 5 years. For clients who have implemented the system within the last 2 years, provide the clients' contact information. Select references may be contacted regarding the client's satisfaction with the software and services provided. The City may visit some sites to validate claims made by vendors in their proposals. If possible, identify jurisdictions as close as possible to our location in order to reduce travel time and costs.

SECTION 5 – COST PROPOSAL (BOUND SEPARATELY)

This element of the Vendor's proposal must be bound separately and should contain the total cost of the proposed services. Costs to perform the services are to be identified using the following format provided in the attached "Cost Proposal".

It is expected that the vendor will be the principal in the implementation process, and that they will provide the resources needed to execute implementation. The implementation strategy will be determined during the contract negotiations.

The Total Project Cost must be broken down by each deliverable item. The vendor should use their best judgment, based on all information contained in this RFP, to determine all core software, optional software, and professional services which are needed to result in a highly successful project for the City.

Deliverable costs may include but need not be limited to the following:

1. Software Licenses
List the cost per user seat, number of concurrent users, by site or by transaction. Individual modules should be listed as separate line items.
2. Optional Software Modules
List the cost per user seat, number of concurrent users, by site or by transaction for optional, add-on modules of software. The vendor should make a recommendation regarding which optional software modules are appropriate based on the size, scope and objectives of this project.
3. Customization Costs
The cost per customization in hours, days or total cost for customizations required to the system to implement the requirements in the Functional and Technical Requirements. The customizations should be categorized by the priority indicated on the requirements matrix.

4. Project Implementation Costs

The cost to implement the project, including the following costs:

- a. Project Management – The vendor’s project manager assigned to the project is responsible for all planning, scheduling, budget management, issue reporting, status reporting, resource coordination (both City and Vendor), and issue resolution related to the project, working in conjunction with the City technical project manager and functional project manager. Other project management tools to include transparent progress reports (if available).
- b. Project Planning/Requirements –Includes project scope development, detailed project plan and gathering and mapping out requirements according to City business processes.
- c. Installation and Configuration – Installation and configuration of vendor’s software according to requirements developed. Should include at least three environments – test, staging/training and production.
- d. Data Migration/Conversion – Services should include mapping, scripting, evaluation and production conversion runs of existing City data. Please describe any assumptions made in estimating this cost.
- e. Testing/Acceptance – City representatives from each functional area of end users will test and review the system and will require vendor’s support and recommendations regarding any changes needed on an ongoing basis until final acceptance.
- f. Start-up/Deployment Support – Vendor’s support provided during production deployment timeframe, both on-site and offsite.
- g. Travel and Expenses – Travel costs and expenses for all on-site implementation services.

5. Training

Costs for on-site training, off-site training, or Internet facilitated training. Categorize training costs by user type. On-site training preferred for initial training.

6. Software Maintenance & Support Fees

The cost of annual software maintenance and support fees for the first year. Please specify what these fees include. List cost options (24/7 versus 10/5 support). Please state the maximum escalation cost per year or state how the escalation will be based on the consumer price index.

7. User Support

Describe types of user support available and associated fees, if not included in software maintenance.

8. Rates for Optional/As-Needed Professional Services

The vendor should explain and provide details of any conditions that might increase or decrease the cost of the proposed services, or any assumptions made to arrive at the cost listed.

The detailed basis for the proposed cost of these services, such as hour cost or per employee cost, should likewise be provided. Costs must include all items, such as professional time, travel, data processing, forms, printing, or other expenses included in your proposal.

Best and final negotiated prices submitted shall be valid for a period of **180 days** from the original due date of the RFP until such time a contract is signed, unless extended in writing.

SECTION 6 – OTHER DETAILS

Number of Copies Required

Proposers are to provide eight (8) three-Ring Binder Bound (Preferred) copies of their proposal. One (1) clearly marked ORIGINAL and seven (7) clearly marked COPIES - all on 8 ½" x 11" paper, and one copy on CD-ROM.

Proposers shall also provide eight (8) copies of the Cost Proposal (One (1) clearly marked ORIGINAL and seven (7) clearly marked COPIES. All fourteen copies of the Cost Proposal shall be submitted in a single clearly marked sealed envelope marked as follows:

Cost Proposal for RFP #40 – Routing System Application

Name of Proposer:

Note: Cost Proposal must be submitted on the document provided with this RFP.

Proposal Submittal General

The proposal cover page for all copies of the proposal must not only contain the proposers name, address, name of contact person, email address, telephone and fax numbers for the contact person but must also be clearly marked as follows:

RFP #:	40
Description:	RFP for Routing System Application
Closing Date:	3:00 p.m. CST, April 5, 2013
Submitted by:	Proposer's Name

Respondents may submit their proposals any time prior to the closing date and time. **Proposals must be received no later than 3:00 P.M. (Central Daylight Time) on April 5, 2013 in Room 501 of the Zeidler Municipal Buidling (841 North Broadway, Milwaukee WI 53202).**

All proposals are time-stamped upon receipt and are securely kept unopened, until the Closing Date and Time. The City, or any official or employee thereof, will not be responsible for the pre-opening of, post-opening of, or the failure to open a proposal not properly addressed and identified. **Proposals delivered by electronic means such as facsimile and e-mail, are not allowed and proposals so delivered will not be considered.**

NOTE: When responding to this RFP, it is important that proposers follow all instructions very carefully. Submit the proposal in accordance with the instructions details in the RFP. Failure to follow these instructions may result in the proposal being viewed as unresponsive and result in its elimination from further consideration.

Proposals time-stamped after the closing date and time will not be considered and will be returned to the proposer unopened. Regardless of the method used for delivery, proposers shall be wholly responsible for the timely delivery of the submitted proposals to the address detailed below:

CITY OF MILWAUKEE
Department of Public Works
Room 501 – Frank P. Zeidler Municipal Building
841 North Broadway
Milwaukee, Wisconsin 53202

Content of the RFP

The RFP "Cost Proposal" document with manually signed signatures and all required attachments, additional pages, addenda or explanations supplied by the Proposer will be considered as part of the proposal response. If an oral interview/presentation is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, all proposals should be submitted initially on the most favorable terms, from both technical and cost standpoint. Elaborate Inclusions (artwork brochures, etc.) unless requested, are strongly discouraged.

OTHER CONSIDERATIONS

Factors which include, but are not limited to, quantity involved, time of performance, purpose, financial capacity of vendor, ability to render satisfactory service, use of a City certified SBE vendor, and past performance will be considered in determining status as a responsible vendor. The City reserves the right to request additional information as may be reasonable in order to determine the qualifications of a respondent.

Follow-up Interviews

The City may conduct discussions with the highest ranked proposer(s) who submitted a proposal. Proposers must be available for interviews/presentations at City facilities or by phone on the specified dates.

Incurred Costs

Those vendors submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the City or for participating in any selection or follow-up interviews, including negotiations.

Jurisdiction, Venue, Choice of Law

This RFP and any resulting contract shall be contract shall be governed by and construed according to the laws of the State of Wisconsin.

Negotiations

The City may at its sole option, open negotiations with the highest ranked proposer after the proposal closing date and prior to award. If negotiations are not successful, the City reserves the right to negotiate with the second highest ranked proposer.

Award

The City will select the respondent whose proposals best meet s the City's needs as defined in this RFP. Contractual commitments are contingent upon the availability of funds, as evidenced by the issuance of a vendor service contract. All contracts are subject to the approval of the City's legal counsel. Once awarded, the contract may not be altered, changed or amended except by mutual agreement and in writing in the form of a contract amendment.

Payment Expectations

The City will develop a milestone payment schedule based on vendor performance. Payments will be disbursed based on the City's acceptance that the desired functionality has been delivered as specified in the contract. Vendors should be prepared to discuss their experience with and willingness to negotiate a contract based on this expectation.

Confidential Matters

City Data: All data and information pertaining to this RFP shall be treated by the Proposer and its agents as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, publicity, propaganda, and/or in another job or jobs, unless written consent is obtained from the City.

Vendor Data: If any information submitted in the Proposal is confidential or proprietary, the Proposer must complete and include the Designation of Confidential and Proprietary Information with their proposal.

Out-of-Pocket Costs

Out of pocket costs will not be separately compensated.

Work Products Ownership

All analyses, documentation, recommendations and other work products produced for each of the awarded contracts with the City, shall remain the exclusive property and intellectual property of the City. The City will own any and all intellectual property created during this project.

Financial Stability

The City may request audited reports on a Proposer's financial stability, and if financial stability is not substantiated the proposal may be rejected.

Assignment

The proposer may not reassign any award made as a result of this RFP, without prior written consent from the City.

Rejection

The City reserves the right to reject any and all proposals, to waive any informality in the proposals that are received, to accept or reject any or all items in the proposal, and to award a contract in whole or in part. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interests of the City.

RFP RESULTS

RFP scores will be available to the public after contract execution, which is approximately 90-120 days from the date of opening. All proposers will be sent a Notice of Award letter announcing the name of the proposer receiving the contract along with a copy of the Final Cumulative Score Sheet detailing the scores of all of the proposals respondents.

Proposer’s Document Submission Checklist

REQUIRED DOCUMENTS AND SEQUENCE	
	<p>PROPOSERS ARE REQUIRED TO SUBMIT AT TOTAL OF EIGHT (8) - (THREE-RING BINDER BOUND PREFERRED) HARD COPIES OF THE PROPOSAL (ONE (1) CLEARLY MARKED ORIGINAL, SEVEN (7) CLEARLY MARKED COPIES, AND ONE (1) ELECTRONIC COPY.</p> <p>COST PROPOSAL SHOULD NOT BE INCLUDED IN THE ELECTRONIC COPY:</p>
	COVER PAGE WITH DETAILS AS INDICATED HEREIN
	TABLE OF CONTENTS WITH TABS CORRESPONDING TO THE REQUIRED SUBMITTAL SEQUENCE (TAB A)
	SIGNED COPIES OF ALL ADDED NUMS, IF APPLICABLE.(TAB B)
	SIGNED AND NOTARIZED COPY OF COPY OF SBE FORM A, IF APPLICABLE. (TAB C)
	SIGNED COPY OF THE DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION DOCUMENT (TAB D)
	SIGNED AND NOTARIZED COPY OF THE SLAVERY DISCLOSURE AFFIDAVIT (TAB E)
	SCOPE AND SYSTEM OVERVIEW (TAB F)
	APPROACH (TAB G)
	TRANSITION AND MANAGEMENT PLAN AND TIMETABLE (TAB H)
	PROJECT TEAM QUALIFICATIONS AND EXPERIENCE (TAB I)
	FIRM EXPERIENCE AND QUALIFICATIONS (TAB J)
	REFERENCES (TAB K)
	<p>COST PROPOSAL – ALL EIGHT (8) COPIES OF THE COST PROPOSAL (ONE (1) CLEARLY MARKED ORIGINAL AND SEVEN (7) CLEARLY MARKED COPIES SHALL BE SUBMITTED IN A SINGLE CLEARLY MARKED SEALED ENVELOPE.</p> <p>THE OUTSIDE OF THIS ENVELOPE SHALL BE CLEARLY MARKED “COST PROPOSAL FOR RFP #40 – ROUTING SYSTEM APPLICATION AND THE NAME OF PROPOSER.</p>
	<p>NOTES:</p> <p>THE ORIGINAL COPY OF THE PROPOSAL AND ALL OF THE DOCUMENTS REQUIRING A SIGNATURE INCLUDING THE COST PROPOSAL ARE TO BE MANUALLY SIGNED. NO FACSIMILES.</p>

PLEASE NOTE THAT THE INFORMATION BEING REQUESTED IS MATERIAL TO THE NATURE OF THIS REQUEST FOR PROPOSAL. FAILURE TO SUBMIT THE ABOVE REQUESTED INFORMATION WITH YOUR PROPOSAL AND IN THE SEQUENCE DETAILED HEREIN AND THE SCOPE OF SERVICES MAY RESULT IN YOUR PROPOSAL BEING DEEMED NON-RESPONSIVE. PLEASE MAKE SURE THAT THE DOCUMENTS YOU SUBMIT WITH YOUR PROPOSAL FULFILLS ALL OF THE REQUIREMENTS SET FORTH IN THE RFP.

Routing System Application

Technical Requirements Document

Table of Contents

Contents

Routing System Application.....	1
Technical Requirements Document.....	1
Table of Contents	1
1. Global Objectives	3
2. Security	6
3. Miscellaneous	7
4. Training and Documentation.....	8
5. System Requirements.....	9
6. Data Conversion	11
7. Interfaces.....	11

SYSTEM REQUIREMENT & SYSTEM EVALUATION CHECKLIST

The table below outlines the system requirements compiled by the City of Milwaukee. Any proposed system must meet the requirements outlined in the table below.

The following table should be completed as part of all proposals.

PRI* This column indicates the priority of the requirement. Ratings are 5 (high/mandatory requirement), 3 (medium/"nice to have") and 1 (low/optional or Request for Information).

INC** This column indicates how well the proposal matches the functional requirements. Valid responses include:

'Y' indicates that the requirement is included with the current product

'A' indicates that the requirement will be included in a future version.
Bidders should give the expected inclusion date under vendor comments.

'M' indicates the requirement can be met with a modification.
Bidders should mark the column with an 'M' and include cost in ACC (see ACC**).

'N' indicates the requirement cannot be met.

ACC** If the requirement is available at additional cost, bidders should include the modification estimate in this column. Explanations, including the estimated date when the modification could be completed should be included under vendor notes. This cost should also be listed as part of the vendor comments.

1. Global Objectives

	Functional Requirements	PRI*	INC**	ACC***	Notes
1.1.	System provides a comprehensive routing solution using geographic information	5			
1.2.	System will generate balanced, optimized routes for the following: -Garbage collection service -Recycling collection service -Snow plowing -Road salting -Street sweeping -Point to point service requests	5			
1.3.	System will generate easy to read maps that can be printed for the drivers	5			
1.4.	Maps generated will display at least the following: -Route type -Route day -Route number -Number of stops -Assigned district	5			
1.5.	System will generate driving directions for the drivers using street by street directions	5			
1.6.	System will generate driving directions for the drivers using point by point directions				
1.7.	System will allow for routing down alleys	5			
1.8.	System will allow for editing of routes by City staff	5			
1.9.	System will allow for one way directionality on streets	5			
1.10.	System will disallow U turns by vehicles	5			
1.11.	System will account for volume capacity of vehicles	5			

1.12.	System will accommodate the following: -Lunch and break times for drivers -Pre and post trip vehicle inspections -Trips and time spent at transfer stations (for off loading) -Point value system on length of driveway -Volume data for vehicles (capacity)	5			
1.13.	System will allow for right side only collection	5			
1.14.	System will allow for collections on both sides of street or alley	5			
1.15.	System will allow for import of data from other city sources. Examples of data: -Odd front collections -Hardships -Number of garbage carts	5			
1.16.	System will provide executive or summary reports on route statistics and data	5			
1.17.	System will work in a high-density area, such as municipal garbage collection. No less than 250 pickups per route/per truck. Each day must include at least 600 stops for no less than 75 trucks.	5			
1.18.	System will work for point to point routing	5			
1.19.	System must allow for routing of different types of vehicles including: -Collection vehicles with different volume capabilities -Automated collection vehicles -Front load trucks -Rear load trucks -Street sweepers -Snow plows and salters	5			
1.20.	System will use available ESRI GIS data and must have the ability to use a street centerline network to automatically create paths and routes. The street network should allow the modeling of one-way streets, overpasses, underpasses, and alleys.	5			
1.21.	System will have the ability to analyze the street network for data errors, bad data, etc.	5			

1.22.	System will allow for the ability to move and reassign customers from one route to another as needed	5			
1.23.	System will have the ability to automate production of all maps and will allow for maps to be sequenced over several interconnected pages at a user selected scale.	5			
1.24.	System will have the ability to identify individual customers on a route path for instances of special requests or needs	5			
1.25.	System will have the ability to re-assign work from one route to another on an as needed basis, such as for holiday work weeks or broken down trucks	5			
1.26.	System will be able to produce turn by turn directions for drivers on a paper printout	5			
1.27.	System will be able to produce turn by turn directions in an electronic format	1			
1.28.	System will have the ability to automate production of larger maps inclusive of several routes for use by management	5			
1.29.	System will have the ability to export individual routes to ESRI ArcView	5			
1.30.	System will have the ability to integrate with other information systems (Oracle background) and have the ability to import and export data as may be needed to properly route. Such information may include: -Garbage cart database	5			
1.31.	System will have the ability to maintain route information associated with customers such as tax id number (parcel identification number), address, and number and type of carts at a specific address	4			
1.32.	System will integrate with the City's current AVL solution (MSI Data)	3			

1.33.	System allows for the exportation of all data in a format (access, excel, tab delimited, html, etc.) that can be imported and analyzed using statistical analysis software. The system allows a user based on defined rolls in the system the ability to specify fields and date ranges of data for export.	3			
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2. Security

	Functional Requirements	PRI *	INC**	ACC***	Notes
2.1.	System provides multi-level security and access.	5			
2.2.	System provides authentication at the user level that controls access to application functions.	5			
2.3.	All system access occurs by entry and validation of user identification and password.	5			
2.4.	System Administrator must be able to add, change, and cancel permissions for the system access.	5			
2.5.	Users are required to log on to the system before receiving access to any function.	5			
2.6.	System authenticates to the City of Milwaukee Active Directory for all logon credentials.	5			
2.7.	Authorized users have access to a log of security activity including sign in and sign off activity and unsuccessful login attempts (if Active Directory logon is not supported)	5			
2.8.	System shall produce an audit trail of all database changes.	3			
2.9.	Audit trail contains a date/time stamp to the nearest second.	3			
2.10.	Audit trail records the user ID and workstation ID associated with each database change.	3			

2.11.	Audit trail records are not modifiable.	3			
2.12.	System provides access to audit trails for authorized users based upon the user's security profile.	3			
2.13.	Authorized users have the ability to print audit trail information.	3			
2.14.	System administrators have the ability to grant specific users with certain administration rights such as granting access rights/permissions to other users	5			
2.15.	System allows access/security configuration settings by department or operational area	5			

3. Miscellaneous

	Functional Requirements	PRI*	INC**	ACC***	Notes
3.1.	Vendor and the City shall use an Acceptance Test Plan that has been agreed upon mutually.	5			
3.2.	Vendor has published change control and release management that is traceable from one release to the next.	5			
3.3.	Software should be kept current with any changes in code and documentation forwarded promptly.	5			

4. Training and Documentation

	Functional Requirements	PRI*	INC**	ACC***	Notes
4.1.	Vendor must offer a comprehensive training program.	5			
4.2.	City requires a comprehensive training program to include user, system administrators, and technical support personnel. The City of Milwaukee requires on-site training utilizing the City's training facilities, where possible. The proposal should provide training alternatives and associated costs. The City is interested in "train the trainer" options and the use of self-paced computerized instruction. Specific requirements include:	5			
4.3.	Vendor conducts a kick-off meeting and train-the-trainer session(s) during system implementation.	5, 3			
4.4.	Vendor provides information on the optimal environment for user training.	5, 3			
4.5.	Vendor provides information on required hardware, software and/or other requirements for user training.	5			
4.6.	Vendor provides training material in an electronic (PDF files on CD/DVD) and in hard copy reproducible in 8½" x 11" format.	5			
4.7.	City requires complete and timely documentation suitable to all users, including general users, system administrators and technical support personnel. Documentation should be understandable, available primarily on-line. Costs for these services should be included. Specific documentation requested is indicated below:	5			
4.8.	Vendor provides documentation describing escalation procedures used in the event of a system failure.	5			

5. System Requirements (please indicate in Notes section if requirement is “not applicable” if hosted or cloud solution is proposed)

	Functional Requirements	PRI*	INC**	ACC***	Notes
5.1.	Vendor provides backup/recovery, archival, and electronic discovery system that will meet all current and projected business needs to continue the successful operation of the specified client systems and data	5			
5.2.	Vendor supplies the system as well as installation, training and technical support.	5			
5.3.	Run on all current operating systems – Windows	5			
5.4.	Run on all current operating systems – Linux	5			
5.5.	Provide server data backup and access over IP networks	5			
5.6.	Provide a non-disruptive upgrade path	5			
5.7.	System supports a fully redundant (failover) system (active/active)	5			
5.8.	System must provide a web-based Graphical User Interface (GUI) that allows staff to launch and operate multiple windows.	5			
5.9.	Provide interoperability and redundant connectivity with existing fiber channel and SCII based virtualized storage area network (SAN)	5			
5.10.	Provide support to backup/recovery and archive data from server direct attached disk, network attached storage (NAS), and iSCSI storage	5			
5.11.	System provides a comprehensive user help facility and must be able to assist the end user with all system functionality through the use of step-by-step guides, how to examples and wizards where appropriate.	5			

5.12.	Solution provides comprehensive reports on backup/recovery, archival, and electronic discovery functions carried out by the system, administrators, and users so that ad-hoc reports can be easily generated.	5			
5.13.	Provide capability to natively interface to Oracle and MS SQL Server to guarantee hot database backup/recovery data integrity	5			
5.14.	Provide functionality to interface with HyperV virtual servers and to remotely backup/recovery virtual machines defined within them for bare-metal type restoration.	5			
5.15.	System provides rules-based retention, archival, and deletion functionality with the flexibility to add, delete and change rules based on changing business processes.	5			
5.16.	Provide compatibility with all major anti-virus and SPAM software.	5			
5.17.	Coexist with existing servers and applications with no disruption to other operations with the possible exception of network busy issues during data backup/archive functions	5			
5.18.	Comprehensive scheduling facilities for backup, archival, and maintenance tasks.	5			
5.19.	Software should be vendor neutral and support many hardware types and not force the city into future acquisition from only one vendor	5			
5.20.	User documentation must be readily available and at no additional cost for multiple copies, It should be easy to understand such that services personnel are not required to implement or maintain the product.	5			
5.21.	System should interface and get login/password information from the Active Directory. No additional login credentials should be required.	5			

6. Data Conversion

	Functional Requirements	PRI*	INC**	ACC***	Notes
6.1.	Vendor provides established processes and procedures for converting: Customer Cart Database, property information, current routes, district data.	5			
6.2.	Vendor data conversion processes validate incoming records and provide a mechanism for reporting exceptions for correction or discard purposes.	5			
6.3.	Conversion processes include reconciliation tools to ensure system converted records match the number of records from the source system.	5			
6.4.	Vendor conversion process includes the ability to exclude records that do not convert and still allow records that pass edit criteria.	5			
6.5.	The vendor must provide the most current version of the software during implementation. All known proposed (18 mos. after completion), posted and identified fixes and service packs within the system must also be applied at the time of implementation.	5			

7. Interfaces

	Functional Requirements	PRI*	INC**	ACC***	Notes
GIS Integration					
7.1.	Ability to be integrated with the City's ESRI-based Enterprise GIS; ArcGIS Server version 9.3 or higher	5			
7.2.	Product leverages the City's Enterprise Geodatabase	5			
7.3.	Product requires ArcGIS Server implementation exclusive to this application.	3			

7.4.	The RFP response must document the server/architecture specifications required to support the ArcGIS Server-based solution application. Take into account the number of concurrent users that could be supported by the server/architecture specifications.	5			
7.5.	System's information can be used in the ArcGIS Desktop environment for GIS professionals to perform analysis.	5			
Other System Integration Special Instruction for this section – In the notes field please indicate method of interface (Service, XML, Flat file, etc) and include (one way or bidirectional interface)					
7.6.	System real-time interface with home built work assignment system for citizen complaints (Oracle background)	1			

PROPOSER'S NAME: _____

SIGNATURE: _____

PRINTED NAME: _____

DATE: _____

REF: TECHNICAL REQUIREMENTS – ROUTING SOFTWARE APPLICATION (2013)

COST PROPOSAL – ROUTING SYSTEM APPLICATION

SUMMARY OF PROJECT COSTS

Proposers may add additional lines and pages as necessary

	Costs	Comments
Cost for Required Functionality : List specific modules by name and cost (may provide descriptions in comments field if necessary)		
1.		
2.		
3.		
Yearly Recurring Costs (by module)		
1.		
2.		
3.		
Hardware: List specific hardware and quantity necessary to implement your solution with volume/sizing estimates as presented in this RFP. Note: the City may choose to obtain items via existing vendor contracts/agreement		
1.		
2.		
3.		
4.		
5.		
Additional Software Requirements: Operating Systems, DBs, etc which the City must obtain for a successful implementation of your solution. Note: the City may choose to obtain items via existing vendor contracts/agreement		
1.		
2.		
3.		
4.		
5.		
Additional Services: List additional services (including hour estimates) for services suggested or necessary for the implementation.		
1. Configuration		
2. Data Conversation		
3. Training		
4. Implementation		
5. Customizations (explain in detail)		
6. Interfaces		
7.		
8.		

Proposers Name: _____

Signature: _____

Printed Name: _____

Date: _____

REF: COST PROPOSAL – ROUTING SYSTEM APPLICATION - 2013