1.0 PROJECT DESCRIPTION

1.1 Taos Regional Landfill Board is seeking proposals from qualified firms to provide a new data collection and point of sale system at Taos Regional Landfill.

2.0 BACKGROUND INFORMATION

2.1 The Taos Regional Landfill Board operates Taos Regional Landfill located at 24670 US-64, Taos, NM, where residents, contractors and government entities can drop off trash and garbage as well as construction and demolition debris, tires, brush, and other materials for disposal or recycling.

2.2 Taos Regional Landfill is open to the public from 9:00 a.m. until 4:00 p.m. Monday through Friday and 10:00 a.m. to 4:00 p.m. on Saturday. The Landfill is closed on Sundays, New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. The landfill site handles an average of 100 transactions per day.

2.3 Taos Regional Landfill has connectivity through a wireless link form the nearby Taos Regional Airport.

2.4 The Town is currently using a Casio CE-T100 electronic cash register and a locally developed Microsoft Access database to process payments and collect information.

3.0 PURPOSE OF THE PROJECT

3.1 The Taos Regional Landfill Board desires to purchase a new data collection and point of sale software system to improve the current transaction process at Taos Regional Landfill. It is intended that the new system will improve the Landfill’s ability to audit transactions, provide citizens with additional methods of paying for transactions, and improve overall customer service. The new system will be used to perform regular cash register functions (i.e. make change, show transaction amounts, etc.) and any other functions used in “point of sale” applications. The system will also be used to provide various reports. The successful firm shall be responsible for developing, furnishing, and installing the required equipment and software at Taos Regional Landfill.

4.0 RESPONSIBILITY OF THE SUCCESSFUL FIRM

4.1 The successful firm shall be operationally responsible for all elements and components of the system. This will be a turnkey job. The electronic data collection and point of sale system
shall be warrantied and repaired as needed within the first two years from final acceptance at the cost of the contractor.

4.2 It shall be the responsibility of the successful firm to develop, furnish, and install a complete, fully functional system.

5.0 REQUIREMENTS

5.1 GENERAL

5.1.1 All equipment and materials will be new and unused and have brand name recognition.

5.1.2 All source codes with Taos Regional Landfill customizations will be placed in escrow and made available to the Landfill if the vendor goes out of business or stops providing support service to the Landfill.

5.1.3 Offerors should include a copy of their standard form of contract if available.

6.2 FUNCTIONAL

6.2.1 Transaction Polling – Taos Regional Landfill will review the offeror's recommendation for this function. The Landfill is interested in a system that will allow transfer of data between Taos Regional Landfill and the Utility Billing Division located at Town Hall. The database must be backed up daily.

6.2.2 Cash Management Functions

A. Receipt Information to include:
   1. Identify Taos Regional Landfill
   2. Date
   3. Time
   4. Customer Order Number
   5. Actual Transaction
   6. Transaction Total
   7. Amount Tendered
   8. Change
   9. Cashier’s Name and/or Number

B. Two (2) locking cash drawers with different key locks.

C. Debit Card/Customer Card swipe system located in close proximity to, or preferably integrated with, the cash drawer and computer system, the card reader must connect to an analog phone line that is shared with the fax machine.

D. Set system for different fee types to include, but not limited to:
   1. Household Waste – by weight
   2. Tires
   3. Appliances
   4. Construction and Demolition Debris – by weight
5. Organic Matter

E. Preset Tendered Amount Keys (e.g. $5, $10, $20, etc.) and Punch Card (issued by Taos County Solid Waste)

F. Separate outside LED display of the transaction for customer viewing.

G. Ability to directly read weight from Mettler-Toledo IND-310 scale required.
   1. Software should use either a serial or Ethernet connection to the scale.
   2. Software should be NTEP (National Type Evaluation program) Certified to ensure accurate reporting of scale to software.

6.2.3 Reporting Functions

A. Required reporting capabilities:
   1. Customer by material (date sensitive)
   2. Material by customer (date sensitive)
   3. Ticket transaction
   4. Inbound or outbound
   5. Pay type report
   6. Commercial charge accounts by vendor

B. Additional reporting capabilities that will be considered:
   1. Carrier by material
   2. Cash/charge
   3. Grid report
   4. Waste by community
   5. Waste by category
   6. Edit report
   7. Void report
   8. Community by origin
   9. Report Generator (allow for the creation of custom reports)

6.3 TECHNICAL

6.3.1 Cash Register Drawer - Offeror to list requirements for hardware and software to support the proposed system.

6.3.2 Network Connections

   A. Offeror to define the Telephone Line Specifications to support this system.

   B. Offeror to define the Network Software Specifications to support this system.

6.3.3 Applications

   A. The Offeror must:
      1. Demonstrate the required functionality.
      2. Describe system security.

6.3.4 File Structures
A. The Offeror must state the Data Base Management System options available for the proposed application (Microsoft SQL Server 2005 or more recent preferred). The Town currently utilizes Incode Software by Tyler Technologies as its financial management software. Data should transfer easily into the Incode system.

B. The data will need to be viewed on five computers, two onsite at Taos Regional Landfill, two at Town Hall and one at Public Works Office. Sufficient licensing for these locations is necessary.

C. Offeror must list programming languages used to develop their application and what release is used with the proposed implementation.

D. The system must be capable of incorporating new upgrades as they become available.

6.3.5 Customization
A. Offeror should state their ability to import existing database fields located in Microsoft Access including but not limited to, Customer List, Vehicle List with license plate number and or tare weights, Origin List, and Waste Product IDs.

B. Offeror should provide information regarding the procedure for customizations including but not limited to, reports, additional fields, etc.

6.3.6 Additional
A. Software should be capable of processing credit/debit card payments.
B. Software should allow easy reprint, edit, void and audit functions for tickets.

6.3.7 Existing Hardware
Must be able to operate on a Dell 9020 Optiplex USFF CTO computer with the following specifications:
A. Intel Core i7-4790S Processor
B. 16GB 1600MHz DDR3 Non-ECC RAM
C. 500GB 2.5 inch Serial ATA (5400 RPM) Opal SED with Fips Hard Drive
D. Windows 7 Operating System

6.4 CONSULTANT SERVICES
1. Address estimated number of consultant hours required for this implementation and training.

2. Address amount of training required, or recommended, based on previous experience.

6.5 MAINTENANCE AND SERVICE REQUIREMENTS

6.5.1 The successful firm must possess the ability to provide the following maintenance and service requirements for the system:

6.5.1.1 Provide on-site instruction, training, and training manuals for all potential users of the system to the satisfaction of Taos Regional Landfill.
6.5.1.2 Provide for diagnostic testing of the system from an off-site location.

6.5.1.3 Provide service for both hardware and software on a 24 hour per day basis. Service response by telephone must be within thirty (30) minute.

6.5.1.4 Provide a minimum of two (2) operating manuals for software and cash drawer.

6.5.2 Offerors should address the following in their proposal:

6.5.2.1 Describe support and provide copies of maintenance contracts.

6.5.2.2 Describe equipment warranties.

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

6.5.2.4 Describe how problems are resolved (On-line support? Dial in? On-site visits?).

6.5.2.5 Describe Service Level Agreements.

7.0 COST SCHEDULE

7.1 Provide a complete breakdown of all costs associated with this project, including the following categories:
   A. Application Software
   B. Communications/Network Hardware and Software
   C. All other Hardware/Software
   D. Consultant Services
   E. Training
   F. Support and Service Options after Implementation
   G. Documentation
   H. Customizations

8.0 PROJECT SCHEDULE

8.1 Provide a project schedule defining tasks to be completed, number of staff to be working on the project and the estimated hours to complete.
9.0 **TAOS REGIONAL LANDFILL BOARD RESPONSIBILITIES**

9.1 The Board Shall:

9.1.1 Provide all the information which is reasonably available and is necessary for the successful completion of this project.

9.1.2 Designate a person to act as a representative with respect to the services to be performed under this agreement.

9.1.3 Provide electrical outlets for the equipment.

10.0 **SPECIFIC TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL**

10.1 **PLEASE PROVIDE THE FOLLOWING:**

Respondents must submit a statement of relevant experience. The documentation must thoroughly describe how the respondent has supplied expertise for similar contracts and work related to this RFP. Respondents should include in their proposal documentation describing the extent of their experience and expertise and business knowledge. Proposal must state briefly how the Respondent will fulfill the above stated work.

10.1.2 Proposals must include two (2) external client references from clients who received similar services. The minimum information that must be provided about each reference is:

A. Name of individual or company services were provided for

B. Address of individual or company

C. Name of contact person

D. Telephone number of contact person

E. Type of services provided and dates services were provided

10.1.3 The Respondent must be a “responsible” Respondent that is both ethically and financially in good standing within the industry, as determined by the Town. If the Respondent’s local office has had a contract terminated for default during the past three (3) years, this fact shall be disclosed in the RFP response along with the Respondent’s position on the matter(s). If the Respondent has experienced no such terminations for default in the past three years, then it should so indicate.

10.1.4 Price shall be determined by formal negotiations related to scope of work following selection of the most qualified Respondent (NMSA 13-1-112.B).

10.1.5 **The detailed fee proposal, along with the work plan and schedule will be the basis for final contract negotiations with the selected Respondent.**

10.1.6 Any cost incurred by the respondent in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP shall be borne solely by the respondent.
10.1.7. A public log will be kept of the names of all Respondents that submit proposals. Pursuant to Section 13-1-116 NMSA 1978, the contents of any proposal shall not be disclosed to competing Respondents prior to contract award.

10.1.8. The Procurement Officer will review proposals for completeness and compliance with requirements. If any proposal submitted is deemed non-responsive, the Procurement Officer will notify the submitter in writing of such determination and the method of protesting that determination.

10.1.9. The Procurement Officer reserves the right to amend and/or cancel this request for proposals prior to the time and date of the proposal submission deadline, and the right to reject all offers submitted.

10.1.10 The Procurement Officer reserves the right to waive any minor or technical irregularities in any proposal that do not alter the price, quality or quantity of services, systems or items of tangible personal property being offered and the right to reject any proposal mistakenly awarded as a result of clerical, arithmetical, or other error on the part of the Town of Taos.

10.1.11 The Procurement Officer reserves the right to correct any bid/proposal awarded erroneously as a result of a clerical error on the part of the Town of Taos.

10.1.12 The Procurement Code, Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and misdemeanor criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kick-backs.

10.1.13 **EVALUATION CRITERIA**

10.1.14 These criteria are to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for interviews and/or potential negotiations. Offerors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

   A. Proposed scope of services to be provided. Offerors should demonstrate knowledge of their responsibilities for this project. – 20 points

   B. Ability of the proposed equipment hardware/software to meet the requirements of the Town as set forth in this RFP, including the ability of software to interact between Taos Regional Landfill and the Utility Billing Division. Offerors should include a description of how their proposed system will work from the user’s perspective. – 30 points

   C. Offeror’s substantiated ability to successfully develop, furnish, and install a complete and operable system for a similar application. Offeror should demonstrate a track record of success in managing municipal landfill software including implementation, customization, training, post-installation follow up, and customer service. Please provide a minimum of three references for entities using similar systems as developed by the Offeror. – 20 points
D. Detailed project plan, including approach to the project, schedule for implementation and completion of installation, training and operational orientation services. Include detail as further defined in section 9. – 10 points

E. Cost estimates for the project. – 10 points

F. Firm’s ability to provide the necessary service and maintenance for the system. Address firm’s location(s), number of years in business, hours of operation, size of firm, and financial stability. – 10 points

11.0 SCOPE OF PROCUREMENT

The Town of Taos reserves the option of renewing the initial contract on an annual basis for three additional years or any portion thereof for the purpose of keeping the stability of the contractual services. In no case will the contract(s), including all renewals thereof, exceed a total of four years in duration. Subsequent phases of the contract may be subject to Mayor and/or Management approval, and any required services will be acquired through a competitive sealed proposals (RFP) process. The initial contract will begin on or by October, 2015.

12.0 PROPOSAL FORMAT

Please submit 1 original and 2 copies of your proposal in a sealed envelope addressed to: Response to RFP Taos Regional Landfill Data Collections and Point of Sale System, Town of Taos, Attn Sharon Voigt, Procurement Officer 400 Camino de la Placita, Taos, New Mexico 87571 or via email to svoigt@taosgov.com Proposals must be received before 2PM (Local Time) Thursday, October 6, 2015. Any Proposals presented after this time will be rejected.

Any questions or comments may be addressed in writing to Sharon Voigt at svoigt@taosgov.com.

Sharon Voigt
Procurement Officer
Town of Taos
575.751.2025
svoigt@taosgov.com