



**Request for Proposal
for a
Automated Refuse Route Management System (ARRMS)**

RFP No. 11007-P

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I Objectives & Goal

The City of Yakima is seeking proposals for an Automated Refuse Route Management System (ARRMS), with Activity Tracking, GPS, Route Analysis and Audit capabilities. The system will give the City of Yakima the ability to run the Solid Waste Division in a more efficient and timely fashion. It will help the division bring a more automated and streamlined approach to the day-to-day processes, as well as give a more in-depth management style, route trucks more efficiently through route optimization, and track work progress with GPS. The ARRMS will provide information to assist with better forecasts for budgeting and analyzing current and future routing and equipment needs.

II Project Management

An ARRMS Implementation Committee made up of representatives from various City of Yakima Departments is directing the RFP development, vendor(s) selection, system implementation, and the overall management of the project. Chairman of this committee is Nancy Fortier, Refuse & Recycling Manager.

III Time Schedule

The following is the tentative RFP process time schedule from issuance through project start-up. This time schedule is fixed through Step 3 - Deadline for Receiving Pre-Proposal Questions. Based upon the number and nature of the questions received, the Implementation Committee may modify the remainder of the schedule. The City will notify all Vendors who submit a Notice of Intent to Submit a Proposal of any schedule changes.

1)	Place Ad & Issue RFP	02/08/10
2)	Deadline for Receiving Notice of Intent to Submit a Proposal	02/22/10
3)	Deadline for Receiving Pre-Proposal Questions	03/08/10
4)	City Reply to Pre-Proposal Questions	03/15/10
5)	Proposal Receipt Deadline	03/31/10
6)	Complete Proposal Evaluation	04/09/10
7)	Issue Invitation & Requirements for Oral Interview & Demonstration	04/12/10
8)	Oral Interviews & Demonstrations	04/26/10 - 04/30/10
9)	Site-Visits & Evaluation	05/10/10 - 05/14/10
10)	Make Final Selection	05/21/10
11)	Develop Contract	05/24/10 - 06/11/10
12)	Approve Contract	06/15/10
13)	Begin Implementation	06/28/10

IV Notice of Intent to Submit a Proposal

All Respondents interested in receiving updates to this RFP via e-mail should submit a letter to the Purchasing Manager at sownby@ci.yakima.wa.us stating such desire along with their e-mail address. Otherwise, Respondents can periodically check the City of Yakima Purchasing website for updated information.

V Questions & Correspondence

The ARRMS Implementation Committee will answer all questions concerning this RFP. The Respondents must submit all questions in writing. The City must receive these questions no later than March 8, 2010.

The ARRMS Implementation Committee will reply to each question in writing by March 15, 2010. The name of the Respondent submitting the question, the question, the reply, and a complete list of all Respondents will be posted on the Purchasing page of the City of Yakima Website and also sent to all Respondents who have submitted a Request for Updates.

This process will be the only opportunity for prospective Respondents to ask questions. The City staff will not answer questions regarding this RFP verbally or in writing at any other time.

Respondents must direct all questions and other correspondence, **excluding proposals**, regarding this RFP to the City of Yakima's Purchasing Manager by email at sownby@ci.yakima.wa.us or at the following address:

Sue Ownby, Purchasing Manager
RFP No. 11007-P
City of Yakima
129 North 2nd Street
Yakima, Washington 98901

The Purchasing Manager may be reached by phone at (509) 575-6093.

VI Summary Description of Desired Products and Procedures

Respondents should consider the following as only a minimal, summary description of ARRMS requirements and implementation procedures. The City expects the Respondents to submit a proposal with an expanded explanation of all products and services contemplated by the Respondent.

1. The City of Yakima desires an Automated Refuse Route Management System including both refuse vehicle mobile units and office based system to maximize refuse route management, refuse collection efficiency, and customer service.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

- 2. The ARRMS must meet all State and Federal regulations relative to the operation of solid waste collection and management.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

- 3. The proposed solution to this RFP must provide for an installation plan development; the actual installation, configuration, on-site training, start-up, and post-implementation problem correction.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

- 4. The ARRMS vendor must provide for technical support during the warranty period and extended through available maintenance and support plan between the hours of 6 AM and 6 PM Pacific Time Monday through Saturday.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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- 5. The ARRMS must be able to track at least 100,000 refuse containers and bins.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

6. The ARRMS must operate on current versions of Microsoft Windows, Linux, or UNIX operating system.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

7. The ARRMS must utilize either a Microsoft SQL or Oracle database.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

8. The client interface should preferably be browser-based.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

9. The proposal must include mobile units for fifteen refuse trucks and one office-base system. The office-based system must be simultaneously accessible from a minimum of twenty users in at least two different locations

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	=====

Explanation:

.....

10. The ARRMS must integrate with the City of Yakima's Utility Management System (UMS) to allow downloads of daily refuse route information to the ARRMS and upload of refuse route activity to the UMS for billing, customer

service functions, and data archiving. (See Exhibit C - Information Systems Overview for UMS specifications)

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

11. The ARRMS must capture the following filed data electronically:

- | | | |
|----------------------------------|-----|----|
| a. Type of Service | Yes | No |
| b. Account Status | Yes | No |
| c. Service Confirmation | Yes | No |
| d. Service Failure & Reason Code | Yes | No |
| e. Route Activity Times | Yes | No |
| f. Route Sequence | Yes | No |
| g. Extra Pickups | Yes | No |
| h. Special Pickups | Yes | No |
| i. Container Condition | Yes | No |
| j. Lifts | Yes | No |
| k. Mileage | Yes | No |
| l. Location | Yes | No |
| m. Speed | Yes | No |
| n. Direction | Yes | No |
| o. Landfill Events | Yes | No |
| p. Landfill Times | Yes | No |
| q. Break Events | Yes | No |
| r. Break Times | Yes | No |
| s. Route Restrictions | Yes | No |

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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12. The ARRMS must guide refuse drivers through route on the vehicles using a map on the vehicles mobile units monitor utilizing Automatic Vehicle Location (AVL) technology and City street map indicating current vehicle location and route to next customer in the collection sequence.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

13. The vehicles mobile unit must meet the following requirements:

- | | | |
|--|-----|----|
| a. Ruggedized for Refuse Truck Environment | Yes | No |
| b. Enhanced Color Anti-glare Screen | Yes | No |
| c. Operating temperature -45°C to +70°C | Yes | No |
| d. Data Transfer (802.11 w/Cellular Modem) | Yes | No |
| e. Complies with SAE J1131 | Yes | No |

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

14. The vehicles mobile unit must display customer information including, at a minimum, container location and services to be provided. This information must be automatically displayed in customer sequence as the route progresses.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

15. The vehicles mobile units must provide for easy entry of exception information from the driver including, at the minimum, skips, overfills, and container blockage with "reason codes".

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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- 16. The vehicles mobile units must provide for the entry of notes allowing the driver to allow the driver to note other route information such routing improvement recommendations and safety concerns.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

- 17. The vehicle mobile unit must automatically detect and record each customer pickup as they occur.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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- 18. Container locations must be geocoded to allow proper sequencing and tracking of customer pickups. The ARRMS must provide an automated method to sequence containers that are located so close that they share a geocode.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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- 19. The ARRMS must be able to automatically reconfigure route in case of out-of-sequence pickups to reroute driver most efficiently to finish route

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

.....

20. All route activity must be transmitted to the office-based system to provide real-time tracking of route activity.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:
.....

21. The ARRMS must track and report on route exception information and out-of-policy information such as excessive idling, speeding, and unauthorized route modifications.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:
.....

22. All route activity information must be available to office-based customer service personnel to provide those personnel the ability to answer customer questions with up-to-date information.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	=====

Explanation:
.....

23. The office-based system must provide the ability for the dispatcher to reconfigure routes and assign helper routes in the case of serious route exceptions.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:
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24. The office-based system must provide the ability for the dispatcher to assign work orders for exception activities and bin pickups.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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25. The ARRMS must provide for and interface to landfill activities either through an automated system if available or through an easy to use manual entry process. The information collected should include, at a minimum, time of arrival, time of departure, and tonnage.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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26. All route activity, service exceptions, and customer request information, must be available for upload into the UMS for future inquiry and archiving.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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27. The ARRMS must be able to store projected route activity such as event times, tonnage, and trips to the landfill. The system should track performance against projections and provide an alert when the variance between projected and actual reaches a preset amount. This information should also be archived for future analysis.

Included: **Yes** **No** **Modification** **Modification Cost**

Explanation:

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28. The proposal must include as a separately priced option a truck mounted camera system that can be activated by the driver to document out of compliance route conditions such as no containers, inaccessible containers, overfilled containers, or extra refuse. This option must be priced on a "per-vehicle" basis.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

29. The ARRMS Proposal must include any additional computer and/or peripheral equipment necessary to make the ARRMS operational in all applicable areas in the City of Yakima.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	=====

Explanation:

.....

30. The ARRMS Vendor must provide Implementation Services necessary to make any modifications or configuration changes to ARRMS Modules to meet the requirements of this RFP and to make the ARRMS Modules operational within the City's computer environment.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

.....

31. The ARRMS Vendor must provide in-depth, tailored Usage training for operator, clerical, supervisory, and management personnel, and Systems Management training for Information Systems personnel.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Explanation:

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32. The ARRMS Vendor must provide a Maintenance Contract and on-going system support. The Maintenance Contract should include:
- New system releases and enhancements
 - Updates to meet new Federal and State reporting requirements
 - "Bug" fixes
 - User assistance during west coast business hours
 - Programmer assistance during west coast business hours
 - Hourly rates for additional Professional Services and Programming.

Included:	Yes	No	Modification	Modification Cost
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u> </u>

Explanation:

.....

VII Proposal Mailing Instructions & Opening

One (1) original and Five (5) printed copies and six (6) digital copies on CD's in PDF format (appropriate for both Macintosh and Windows computers) of the completed proposal shall be sealed, labeled Proposal No. 11007-P, ARRMS, and submitted to:

City Clerk's Office
 Yakima City Hall
 129 North 2nd Street
 Yakima, Washington 98901

The Purchasing Agent will open the Proposals at 2:00 PM on March 31, 2010, in the City Council Chambers of Yakima City Hall, 129 No. 2nd St., Yakima, WA 98901 Only the names of the Respondents will be read. Proposals received after that time will not be considered.

VIII Contents of Proposal

Submitted proposals shall contain the following information and in the order indicated:

Section 1. Transmittal Letter

Section 2, Executive Summary - including a statement of the Respondent's understanding of the ARRMS implementation project.

Section 3. A description of the ARRMS product to minimally include:

- a. A list and summary description of the Respondent's ARRMS Modules relevant to this RFP's requirements as specified in Section VI above.
- b. A list and summary description of all other ARRMS Modules the Respondent can provide.
- c. A summary list ARRMS Requirements of which the Respondent's ARRMS is capable.
- d. A list of additional relevant features that the Respondent's system can provide.
- e. A non-technical description all main file structures and contents within the ARRMS.
- f. A complete description of Hardware, Operating System, and Network requirements with and explanation of division between City and vendor responsibilities in these areas.
- g. A generalized schematic of system flows and file dependencies.
- h. A copy of the major standard reports produced by the ARRMS.
- i. An explanation of all parameter driven and/or ad hoc reporting capabilities of the ARRMS.
- j. A description of input requirements.

Section 4. A detailed response to the system requirements listed in this RFP in Section VI Summary Description of Desired Products and Procedures. Use the electronic/digital copy of this RFP and insert your responses in red after each requirement/paragraph.

Section 5. A detailed explanation, designating a reference to a specific requirement, of any exceptions to the system requirements in this RFP. This response should include a further explanation of any mitigation of the exception.

Section 6. A general explanation of the Needs Analysis procedures to be used, functions to be analyzed, and products to be provided.

Section 7. A detailed, overall work plan for ARRMS project implementation. This work plan must include

- a. a detailed narrative of the vendor's project management methodology including the approach to risk management and change management,
- b. task and milestone descriptions and schedules,
- c. definitions of success for each project phase,

- d. generalized payment schedule based on successful implementation of each project phase,
- e. a description of resources to be provided by the City for each project phase,
- f. an explanation of the role of the Respondent as related to City staff, including the division of work between the Respondent personnel and City staff,
- g. a description of the training procedures for management, operational, and information systems personnel,
- h. a data-migration plan,
- i. the system testing and go-live process, and
- j. fall-back provisions for each phase if go-live is not successful.

Section 8. A cost or each task identified in Item 7 above.

Section 9. A description of Maintenance Contract Service options. This description must include:

- a. the services provided,
- b. annual costs,
- c. cost increase controls,
- d. maintenance options,
- e. method of providing support (direct, distributor, US based contracted help desk, off-shore contracted help desk. Etc.)
- f. problem escalation processes,
- g. response times guarantees, and
- h. any other information that you believe distinguishes your support offering from others in the industry.

Please list all levels of support available and the prices of each level. For the Total Costs Page, use the most comprehensive Service Contract you provide, keeping in mind that the City may choose one of the less expensive options.

Section 10. Respondent Information to minimally include:

- a. Respondent name, address and phone number
- b. Method of product distribution and support (direct sales, distributors, contractors, etc.)
- c. Name and address of office or distributor closest to the City of Yakima
- d. Length of time in business
- e. Percent of business dedicated to ARRMS/Municipal Government software development and implementation
- f. Approximate annual sales volume

Section 11. Résumés of the Respondent's prospective Project Manager and implementation personnel.

Section 12. Product Information to minimally include:

- a. Date of first installation
- b. Date of first installation that is still operational
- c. Total number of installations
- e. Percentage of installations still operational
- f. Number of installations in an environment similar to the City of Yakima
- g. Number of revisions since the first installation

Section 13. An explanation of the Respondent's commitment to the Government and Refuse utility market.

Section 14. A list and brief description of other products offered by the Respondent that may apply to other City of Yakima functions. The descriptions should include the relationship between these products and the ARRMS Modules called for in this RFP. In this Section, include costs and summary description of an implementation plan for these optional products. Depending on the cost, benefit, and risk of implementing these modules, the City may expand the scope of the project to include these optional modules.

Section 15. A statement of the Respondent's equal opportunity and affirmative action policies.

Section 16. A statement from the vendor that they can be bonded for the entire value of the project and a cost estimate to provide a performance bond for 100% of the proposed project amount.

Section 17. A Total Costs Page that lists all proposed products and services, individual prices for each product and service, sub-totals by ARRMS Module for products and services, and a final total for all proposed items including taxes, shipping, and installation.

Section 18. List of at least five references with systems similar to that proposed for the City of Yakima. Include contact names, phone numbers, and hardware/software version.

Section 19. A Draft Contract and Draft Maintenance Contract.

Section 20. Corporate Information to minimally include:

- a. proposer name and contact information,

- b. all Doing-Business-As (DBA) names,
- c. all subsidiaries including names, addresses, and typed of business
- d. physical address of company headquarters,
- e. physical address of office that would manage this ARRMS project
- f. point-Of-Contact name and information for this RFP including desk phone, voice mail, mobile phone, and e-mail,
- g. website addresses,
- h. length of time in business,
- i. gross revenue for fiscal year 2008
- j. approximate percentage of gross revenue generated by implementation/licensing of projects/systems similar to this RFP/proposal,
- k. total number of city clients with the proposed software installed
- l. at least three copies of the latest annual financial report. If an annual financial report is not published, further characterize the company's health in terms of annual growth in revenue and client base over the past five years,
- m. a summary organization chart showing the major organizational units of your company including the name of your company officers. Identify any employees with relationships to the City of Yakima, and
- n. a description of the strategic direction and future plans for the products proposed for this project,
- o. an explanation of the process your customers can use to make specific change requests of influence the development direction of the products such as user groups, discussion forums, annual user meetings, etc., and
- p. details, including client information, reason for default, date, outcome or current status, regarding any and all contracts terminated for default, or that were terminated prior to full contract completion within the last five years.

Section 21. Product Literature and Brochures

Section 22 Appendices

IX Evaluation, Interview, and Contract Award Process

The ARRMS Implementation Committee will evaluate all proposals. based on the following criteria. A maximum score of 100 points will be used to evaluate proposers. Each of the following elements shall have the stated maximum point value:

Item #	Description	Points
1.	Vendor's ability to meet the City's	30

	business requirements	
2.	Overall cost of the products and services to be provided	25
3.	References	20
4.	Experience with projects similar to this RFP	15
5.	Responsiveness to this RFP	5
6.	Commitment to municipal software market	5
7	TOTAL	100

The Proposals shall be reviewed solely on the information received in the written response and the responses from reference site calls. As a result of this review, the ARRMS Implementation Committee will select up to three finalists. The decision of the Committee shall be final and conclusive.

The ARRMS Implementation Committee will invite the Respondents submitting the most appropriate proposals for an oral interview and demonstration of their product at the Yakima City Hall. The Committee may also ask these selected Respondents for further written information related to the proposed products and services, Respondent capabilities, and client references. Members of the Committee may request to visit the Respondent's client sites at City expense.

As a result of proposal evaluations, reference checks, oral interviews, demonstrations, and client site visits, the ARRMS Implementation Committee will score the proposers based on the criteria listed below and the highest score shall be the Finalist. The Committee will develop a contract with the Finalist for submittal to the Yakima City Council. If the Committee and the Finalist are unable to agree to contract terms and conditions, the City of Yakima reserves the rights to terminate negotiations with the Finalist and initiate negotiations with another Respondent.

RATING	EVALUATION STATEMENTS

Exceptional	(4)	The submission exceeds expectations, excellent probability of success and in achieving all objectives. Very innovative.
Good	(3)	Very good probability of success. Achieves all objectives in reasonable fashion.
Acceptable	(2)	Has reasonable probability of success. Some objectives may not be met.
Poor	(1)	Falls short of expectations and has a low probability of success.
Not Acceptable	(0)	Submission fails to meet requirements and the approach has no probability of success.

Upon completion of negotiations, the Committee will develop the contract and submit it to the Yakima City Council for approval. If the Yakima City Council approves the contract, work should begin in June 2010.

Submission of a proposal implies the Respondent's acceptance of the evaluation criteria and process and recognition that subjective judgments may be made by the ARRMS Implementation Committee.

X Criteria for Vendor Acceptance

The ARRMS Implementation Committee will accept proposals only from Responsible Vendors. In order to qualify as a Responsible Vendor, a Respondent must meet the following standards of technical competence and suitability:

1. Have adequate personnel and financial resources for performance, or have the ability to obtain such resources, as required during performance.
2. Have the necessary experience, organization, professional skills and facilities, or have the ability to obtain them, in the Waste Management field to satisfactorily perform the ARRMS project.
3. Demonstrate the qualifications of the proposed Project Leader and assure his or her principal involvement in the project.

4. Have a satisfactory record of performance in developing and implementing similar projects.
5. Be an Equal Opportunity Employer.
6. Have the requisite eligibility to receive an award under applicable laws and regulations.

XI Limitations

1. This Request for Proposal does not commit the City to accept any proposal. The City of Yakima reserves the right to reject any or all proposals received as a result of this request.
2. The proposal deemed most acceptable to the City may be subject to negotiation before its final acceptance or rejection. The City reserves the right to negotiate with one or more Respondents that submit proposals before the City makes a determination to accept or reject any particular proposal or proposals.
3. While preparing proposals, Respondents shall have access only to public documents. Respondents should not rely upon any compilation, tabulation or analysis of data, suggestions, opinions, etc. by City of Yakima personnel for use in preparing a proposal.
4. The City will not provide to any Respondent financial assistance related to preparation or presentation of a proposal.
5. All proposals, reports and other data and material submitted with the proposals shall be the sole property of the City of Yakima and to the extent prescribed by law may not be used in any manner or reproduced in any form by others without the written permission of the City.

Exhibit A

City of Yakima Overview

Yakima is a Charter City, the tenth largest municipality of Washington State and the county seat of Yakima County. The City and designated urban area have a population of approximately 85,000 and encompass some 40.13 square miles.

The City is governed by a seven-member City Council that elects one of its members to serve as Mayor. The form of government is the Council/Manager Plan. The City Council appoints a City Manager to serve as Chief Executive Officer. Seven Department Directors report to the City Manager including the Assistant City Manager, Director of Finance and Budget, Director of Public Works (including Parks and Recreation), Director of Community and Economic Development, Fire Chief, Police Chief and City Attorney.

Yakima is a full service City providing a full range of municipal services including police and fire protection, community planning and code administration, parks and recreation, street maintenance and traffic engineering, bus and other transportation services, and general administrative services. In addition, the City has four established utilities including Water, Irrigation, Wastewater, and Refuse. During 2005, the City will begin implementing a Storm Water Utility.

The total City budget for 2010 is \$190,756,691 of which \$59,618,354 is allocated to tax supported General Government activities. The remainder of the City's 2010 budget is devoted to various other enterprise, reserve, capital improvement and bond funds. Total authorized staff consists of approximately 750 permanent positions.

Exhibit B

Refuse Division Overview

The Refuse Division is responsible for the collection and disposal of garbage, refuse and yard waste for City-owned facilities and residential customers within the City of Yakima. Refuse Division crews collect approximately 21,000 tons of refuse and 3,000 tons of yard debris annually from approximately 18,850 residential customers, 430 bins account customers and 4,100 yard service customers.

Refuse collection is provided through a variety of methods. Historically, two-person crews manually collected refuse, from the curb or alley line, from customer-owned 32-gallon garbage cans. The customer subscribed to the number of cans they determined necessary for their residence. The Refuse Division has recently completed the conversion of all residential refuse customers to an automated refuse collection system. Customers are provided with a 35 or 96-gallon city-owned automated cart to use for their refuse. The Refuse Division operates 15 refuse collection trucks on 36 residential refuse collection routes. Customers subscribing to “yard service” are provided with a 96-gallon automated cart, collected weekly from March 1 through November 30. Two-yard metal bins are available to City-owned facilities, multi-family residential units, and other premises where large amounts of refuse are collected.

The Refuse Division’s 2010 operating budget is \$4,649,892. Total authorized staff is 19 permanent positions.

Exhibit C

Summary of Current Information Systems

The City of Yakima has extensively computerized its information systems. These systems include financial, budgeting, financial accounting, cost accounting, utility and irrigation billing, public safety dispatch and records, and a variety of other systems and sub-systems. In addition, the City has an extensive Geographical Information System (GIS) integrated with several of the other information systems. The Data Processing staff is experienced in Hewlett Packard UNIX Operating Systems, Microsoft Windows products, the UniData relational data base and programming language, and the Oracle database and system development tools. Approximately 50% of the applications systems were developed in-house. The remaining systems were acquired from vendors. All current development utilizes the Oracle development environment.

The City operates its own computer centers utilizing Hewlett Packard 9000 Series Servers running HPUNIX 11.0 and 11i for most large applications and Dell/Windows Servers for other applications.

Database/Development Environment

Our two major databases and development environments are:

Oracle 8i utilizing Oracle Designer 6 and Developer, Forms, and Reports 6i
(We are in the process of migrating to Oracle 10g and Internet Development Suite 10g)

Unidata 4.1/Universe 10 Utilizing UniBasic Development Environment

Utility Management System

Paladin Data Systems of Poulsbo, Washington is currently developing and Oracle-based Utility Management System (UMS) for the City of Yakima. Routing information will be maintained within the UMS and downloaded to the ARRMS for use in the refuse vehicles. Route activity will be up loaded into the UMS for billing and history purposes. *Note: The ARRMS proposal must include all interface requirements. Interface development will be coordinated through the City of Yakima Information Systems Department.*

Geographical Information System

ESRI Version 9 ArcGIS Products
MapObjects 2.3

ArcIMS 9.0

Our geographical data is currently stored in an ArcInfo database. We are in the process of migrating to a Geo Database within Oracle.

Communications Network

The City of Yakima's data network is 1000Mbps Ethernet switched backbone trunked between our LAN facilities via City owned fiber cables. Within each facility the LAN is distributed across a combination of 100Mbps and 10Mbps copper links. Our WAN connectivity is provided through a combination of dedicated T-1 circuits, frame relay links and in a more limited way via private wireless links. Mobile communications are provided using a private Dataradio system achieving a total duplex throughput of 43Kbps. For wireless connectivity beyond the scope of our private radio systems we use AT&T as a provider for GPRS/EDGE communications and using a 128Kbps Frame Relay circuit as a backhaul. The City's LAN and WAN data network is structured around the IP Network protocol and using several Transport/Session protocols, including TCP, UDP and NetBIOS. Our private Dataradio wireless system uses a proprietary DMP packet protocol.

The City uses Verizon modems and network for most cellular data communications and GPS/AVL information.

Exhibit D

Replies to Pre-Proposal Questions