



**ADDENDUM II**

**SUBJECT:** Request for Information – City of San Antonio Collections Management Software Solution (RFI 23-035, RFX# 6100016360), Scheduled to Open: February 8, 2023; Date of Issue: December 14, 2022

**FROM:** Jennifer Johnson, Procurement Administrator

**DATE:** February 6, 2023

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. II – TO THE ABOVE REFERENCED REQUEST FOR INFORMATION**

**THE ABOVE-MENTIONED REQUEST FOR INFORMATION IS HEREBY AMENDED AS FOLLOWS:**

- 1. THE OPENING DATE IS HEREBY EXTENDED TO FEBRUARY 10, 2023, at 11:00 AM CENTRAL STANDARD TIME.**
- 2. ADD: Pre-Submittal Sign in Sheet. This document will be posted as a separate file.**
- 3. ADD TO 007 – RFI QUESTIONS:**

**qq. Is your company on a Purchasing Cooperative? For example, DIR, GSA, TIPS, HGAC, BUYBOARD, etc.? If so, what is the name of purchasing cooperative, contract number, and the pricing structure?**

**rr. If your company is not on a Purchasing Cooperative, please provide a pricing structure.**

**QUESTIONS SUBMITTED IN ACCORDANCE WITH RFI SECTION 005 - PRE-SUBMITTAL CONFERENCE:**

On January 6, 2023, the City of San Antonio hosted a Pre-Submittal Conference via WebEx to provide information and clarification for the City of San Antonio Collections Management Software Solution Request for Information. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: What kind of relationship does the City of San Antonio Solid Waste Management Department (SWMD) seek with the selected firm (i.e., a long-term partnership vs. a second opinion on an initial effort)?

Response: The City is seeking for a long-term solution for our collection operations. The SWMD will review all RFI responses submitted. *This is a RFI only. There will be no award for services made from this request.*

Question 2: What department(s) are responsible for reviewing the submission and forming a vendor decision?

Response: SWMD is seeking solutions and will review responses received and may coordinate review with other City departments. Refer to Section 002 – Request for Information Goals. *This is a RFI only. There will be no award for services made from this request.*

Question 3: Would the proposed solution integrate with existing tech systems (excluding the ESRI-dependent solutions outlined in the RFI documentation)?

Response: SWMD is seeking all options. The City utilizes SAP as its primary system of record and work order management. The City would like to explore integrations with SAP, ArcGIS Online, ESRI products, and our vehicle telematics platform SAMSARA.

Other integration examples could include the ability to do two-way communication with inventory/bin management, with a business process centered around billing.

Question 4: How much time is the City of San Antonio Solid Waste Management Department required to respond to unforeseen project requests or additional requirements?

Response: The timeframe for unforeseen project request depends on the criticality and magnitude of the request. For complex project requests, the City and vendor would mutually agree upon milestones or completion times.

Question 5: How will the City of San Antonio Solid Waste Management Department monitor project implementation performance?

Response: SWMD envisions a solution that is already vetted, so the timeline of implementation would be 90-180 days or mutually agreed upon by both parties.

Question 6: How many routes does the City run and how many vehicles does the City utilize to run those routes.

Response: Curbside cart collection is the bulk of our operations. SWMD has over 800 routes in total, over 700 automated collections, and over 100 semi-automated routes. Today SWMD are using 223 automated side load trucks and 38 rear load trucks.

Question 7: What is the City's budget cycle?

Response: The fiscal year is October 1<sup>st</sup> - September 30<sup>th</sup>.

Question 8: Is bulk collection scheduled or does the City work in zones and goes past every address?

Response: Bulk collection consists of zones that are scheduled to allow crews to circle the city 4 times a year (2 bulky/2 brush collections). Residents receive a door hanger two weeks in advance informing them that collection in their area will occur starting on a specific week. Crews will pass by every street for the areas scheduled for collection within that week.

Question 9: Would the City like to bring their own devices such as smart phones or tablets to operate with the Collections Management Software Solution or have them provided? Can provide prices for both?

Response: SWMD would like to explore the pros and cons of both options. Devices provided by the City include software to manage and track devices in the field. SWMD is requesting respondents to provide any benefits or challenges/obstacles for vendor provided devices. Please elaborate on how you would address device/hardware replacement, software update, device/software access controls, etc.

Question 10: Does the City currently have a telematics solution?

Response: The City currently utilizes SAMSARA as a vehicle telematics solution.

Question 11: Are the City of San Antonio's current cart inventory tagged with QR codes, RFID, etc.?

Response: Many of City carts have an RFID, but a substantial portion does not, and SWMD are not utilizing them today. SWMD have serial numbers that are hot stamped on the face of the cart.

Question 12: What are the current systems used by the City for solid waste management? (Current databases with address/location data? Previous Solid Waste platforms? Accounting/municipal systems?)

Response: SWMD uses SQL Server databases to manage and store our address/location and cart data using internally developed applications to include MS Access and web-based portals to maintain data integrity. SWMD also uses SAP for work order management, ArcGIS for address/location data, and SAMSARA for vehicle telematics.

Question 13: What systems does the City intend for their selected vendor to "integrate" with? (Account/customer management, work order management, accounting/billing, etc.)

Response: SWMD would like to explore integration with SAP, ArcGIS, ESRI products, and taking advantage of our telematics platform SAMARA.

Question 14: Can you expand on your "Driver performance management" requirement? Are these more for safety/driver training + interactions?

Response: The City is interested in tracking driver performance to ensure routes are completed efficiently. This could include but is not limited to: tracking route completion times, # of homes/carts serviced, # of carts serviced per hour, # of loads collected, tonnages collected per route/truck, etc.

Question 15: Can you expand on your desire for "Mobile applications"? Does this apply to all aspects of a Solid Waste platform?

Response:

Many SWMD programs currently utilize manual or paper-based processes. SWMD also have processes done with standalone mobile apps that SWMD would like to explore replacing such as cart inspections. It is our hope to explore solutions or options to automate and/or streamline SWMD business processes such as Inspections, Cart Inventory/Deliveries, Dead Animal Collections, Illegal Dumping Collections, and Brush and Bulky Collections, pre/post vehicle inspections, daily employee rollcall, and data collection/management.

Question 16: Did you identify the budget?

Response: This is an RFI, and we are only obtaining information to estimate a level of effort and budget for this initiative.

Question 17: Does SWMD charge to go back?

Response: SWMD will charge \$10.00 every extra out of cycle collection.

Question 18: Do supervisors spend most of your day out in the field, and do they use a mobile device?

Response: Supervisors spend most of their day out in the field about 70-80% of the day and do have smartphones.

Question 19: Elaborate: Does your solution offer routing capabilities by address that recalculates route based on driver completion?

Response: In the event of personnel or vehicle issues, can your solution allow adhoc/dynamic adjustments to established routes. For instance, could a supervisor reassign addresses/homes to a different route or to another driver and/or truck. The new driver should be able to see the completed portion of the assigned route and knows what remains to be serviced.

Question 20: Does the City currently have Samsara cameras on the trucks and is Samsara connected to any existing, non-Samsara, camera on the trucks?

Response: Yes, SWMD currently uses Samsara cameras on trucks. Yes, Samara integrates with existing 3<sup>rd</sup> Eye cameras.

Question 21: "Integration with Microsoft Office programs and email applications for enhanced communications? Can the City please expand on what the extent of the Collections Management Software Solution Integration with the Microsoft Office Suite?

Response: The City is interested in a solution that provides export options to MS Excel or Word for adhoc reports and data to designated email recipients.



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Jennifer Johnson - Procurement Administrator  
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