# EXHIBIT A – REQUIREMENTS

## INTRODUCTION:

Collier County owns and operates two water reclamation facilities. The facilities currently receive discharges from approximately 35 industrial users and over 600 fat, oils, and grease (FOG). The County has established a pretreatment program as required by law to regulate industrial dischargers and FOG users. The program may be expanded to include additional industrial and FOG users in the near future. The Pretreatment and FOG programs require the County to perform the following tasks:

- Track user survey data and baseline monitoring information for categorical industrial users (CIUs), significant industrial users (SIUs), non SIUs, and non-permitted users.
- Establish local limits for each industrial user.
- Enforce the federal categorical standards for all the categorical industrial discharges.
- Issue pretreatment permits; revise permit limits as required by regulations, and track permit revisions.
- Conduct inspections at industrial/commercial locations to check for permit compliance and record inspection results.
- Manage user self-monitoring reports.
- Evaluate user compliance status based on their permit limits and the technical review criteria (TRC) required in the 40 CFR 403.8 regulations.
- Issue notice of violations (NOV) for user violations.
- Resolve noncompliance issues with industrial users.
- Issue compliance schedules to significant permit violators and track each compliance milestone to ensure the violators are brought into compliance.
- Track all the enforcement actions issued under the pretreatment program.
- Record all the incident reporting (i.e., accidental releases, toxic release inventory notifications (TRI), high strength wastes received from industrial users.
- Publish significant noncompliance users annually in newspaper as required by the 40 CFR 403 regulations.
- Monitor and track any contributing jurisdictions with regard to compliance, monitoring and enforcement.
- Prepare annual pretreatment reports and DMRs for submission to the Florida Department of Environmental Protection (Due February 1st each year).
- Conduct inspections at FOG users to check for compliance and record inspection results.

To manage all of the above, vast amounts of information, including thousands of analytical results that are the basis for regulatory performance evaluations, need to be compiled and managed under the industrial waste pretreatment program. In addition, revisions of industrial user permits will need to be better justified and acceptable to the users, and monitoring data must be easily incorporated into headwork loading analyses and local limits. Future treatment plant upgrades and regulation changes will also add additional layers of complexity to the pretreatment program. The County is looking to purchase industrial waste pretreatment program and FOG program computer software that will streamline program management, improve program effectiveness and result in time and money savings.

The County therefore invites qualified companies to provide a complete turnkey software solution for a computerized industrial pollution pre-treatment control and monitoring software as well as FOG software, in accordance with the specifications, terms and conditions provided in this solicitation. The system will be used in the County's two water reclamation facilities, for managing pollution from industrial and commercial customers and FOG customers with a hosted server.

## CURRENT STATUS:

Currently, the County has no software and is searching for dynamic software that allows the County to keep pace with vast changes in technology and EPA rules and regulations.

Review each requirement and check Yes or No for each item. In order to be considered responsive, the County would expect that the items "checked YES" are included in the commercially off the shelf software, and that no additional system modifications (or resultants costs) are required.

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| | | **SCOPE OF WORK:**<br>Detailed Scope of Work is provided in the following pages, but in general the system should provide at a minimum, the following capabilities, although the scope is not limited to these alone:<br>• Need the capability to accept and process industrial user's monitoring data electronically (i.e., Electronic DMRs).<br>• To be able to model local limits for the different treatment plants based on plant characteristics and EPA guidelines.<br>• Be able to import sample data from industrial users and lab data from external systems (e.g., LIMS) electronically to a central database system.<br>• Be able to customize forms such as, inspections, chain-of-custody, and laboratory reports.<br>• Ability to manage Oil & Grease program. |
| | | **QUALIFICATIONS:**<br>Software vendor must have successfully provided "off-the-shelf" software for monitoring and managing Industrial Pre-Treatment Monitoring and Management, for at least two (2) years to private or public concerns, with at least three (3) other satisfied clients in the past. Include references with name of company, contact person, phone number etc.<br><br>Vendor's future financial viability must be proven beyond doubt. Vendor must agree to put the source code in a Trust, to be made available to the County, in case vendor goes out of business, for future protection of the County's investment. |
| | | **GENERAL REQUIREMENTS:**<br>5.1 Proven Product The software must be a proven product, having been used successfully in the past for Industrial Pretreatment and FOG Monitoring and Management. It must be readily deliverable with a minimum of vendor education. It must be upgradable in a cost effective manner, as new features are made available.<br>5.2 Flexibility It should be possible for County employees to make changes in application data, reports, forms, formats and reporting templates, that are savable, without requiring programming support by the vendor. It should allow the County to 'configure' the software quickly and without the costs associated with programming by the vendor. "Ad Hoc", and SQL style report creation, template creation, forms creation etc., should be available, with content easily transported to a Word or Excel document.<br>5.3 Easy-To-Use and "intuitive" software that requires minimal training by County staff to become familiar with and able to easily navigate. Ease of Use must promote efficiency and productivity.<br>5.4 Upgrades Vendor must be in a position to provide future software upgrades that are consistent with trends in the industrial pretreatment market. Upgrades to software must be provided at no cost to the County.<br>5.5 Contractor must provide all labor, material, any network communications features and connections as necessary, installation, testing, training and continued maintenance services, for the system. This must be a complete "turnkey" project installation. It is estimated that the Proposer will need to spend approximately two (2) days in analysis, two (2) days in designing phase, five (5) days in data migration, and eight (8) days each in implementation and training. Actual times |

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| | | may vary.<br>5.6 The system must be capable of integrating with other existing systems that may come up in the future, without too much difficulty. The cost of any such future software modifications will be negotiated separately.<br>5.7 The software program must support the County's current workflow for services. The software must be able to effortlessly print and display data in a clean and organized format based on individual user needs. The ability to create, run, and an export report is essential, as the County will be heavily utilizing the system to provide key performance indicators (KPI.s).<br>5.8 The scope of work also includes complete migration of existing data that is available in several different formats --the existing PACS software and its database, and some unconnected Word or Excel documents.<br>5.9 Training: A tiered training plan that will meet the needs of management, supervisors, general users, and system administrators are required. Dedicated support availability during the first few days after "Go Live" will be required.<br>5.10 The County is looking for, in an "off-the-shelf" software package, without any need for customization. |
| | | **IMPLEMENTATION STAGES:**<br>Five stages of implementation are recognized: Analysis, Design, Data Migration, Installation, and Training. Each stage may take two (2) to three (3) days, or more in some stages. During Analysis, the Proposer and the County personnel will work together to review current business practices and discuss how the new system will enhance those existing practices as well as foster new ones. During Design, the Proposer shall discuss configuration changes that may be required for the new system, and ensure its success. In the next stage, all the old data and database must be examined, and an appropriate plan shall be devised to successfully migrate data from an Excel spreadsheet including all historical data. This process should also allow County personnel to quickly mass enter new data into the new system rather than use the standard data entry GUI. During actual Installation, Proposer must configure the Server OS, configure the software, import migrated data, implement any interfaces needed, create any networking and/or Web requirements as necessary, and Debug any performance issues. During the Training stage, Proposer must provide a tiered training plan that will meet the needs of management, supervisors, general users, and system administrators. All documentation, including User Manuals, and Administrator's Manuals, must be provided in sufficient number of copies. |
| | | **DETAILED TECHNICAL SPECIFICATIONS:**<br>Successful software must have the majority of the following capabilities:<br>**Industry Management:**<br>• Store and access permit information including site identification, industry names, addresses, and unlimited contacts per industry.<br>• Store and access multiple outfalls and associated parameter limits for the industries.<br>• Store effective dates for all parameter limits, thereby insuring that changing a parameter limit does not adversely affect historic compliance information.<br>• Display a list of industries and provide filtering, sorting and grouping capabilities on each field.<br>• The screen displaying the list of industries must be configurable so users can remove or add fields.<br>• Configurable Notes and Note Types. This will facilitate the storage and retrieval of miscellaneous and narrative IU information.<br>• Store unlimited SIC, Federal Categorical and NAICS Codes per industry. |
| | | **Permit Generation:**<br>• Generate permit documents with data automatically extracted from |

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| | | pretreatment management system.<br>• Support Permit generation process must support multiple permit sections.<br>• Sections to be included are: Cover Letter, Permit Body, Categorical Regulations, Significant Regulations, Monitoring Points, Monitoring Requirements, Reporting Requirements, Active Limits, Standard Conditions, and Special Conditions. Other Miscellaneous sections would be helpful.<br>• Sections must be arranged in different orders and be easily displayed or removed from permits.<br>• Unlimited templates must be stored for each permit section.<br>• Permit templates modifiable by user to meet users permitting needs.<br>• Permit must be automatically stored in MS Word format and easily accessed through the software. |
| | | **Samples and Results:**<br>• Have data trending capabilities based on Groups of Industries, Groups of Samples and Groups of Results. All data should be exportable to MS Excel and displayed in reports, which can be exported to MS Word.<br>• Collection method, sample flow, sample start and stop dates must be stored on a result level as to give users the flexibility to accurately identify the sampling activity on a parameter level.<br>• LIMS import process must be flexible enough to address naming convention changes of parameters, collection methods and industry names.<br>• Users must be able to set required fields, field locations, and be able to remove non-useful fields from samples and results screens. |
| | | **Compliance Calculations:**<br>• Perform TRC and Chronic Significant Non-Compliance calculations.<br>• Calculate SNC for one industry or user defined groups of industries at one time.<br>• User selectable, all or individual parameters for compliance calculations.<br>• Calculate monthly and 4-day averages.<br>• Calculate Noncompliance and Significant Noncompliance for industry reporting events/schedules, in accordance with new Pretreatment Streamlining Rule<br>• Automatically generate violations when calculating SNC TRC, SNC Chronic and monthly averages.<br><br>**Violations:**<br>• Generate customized NOV letters without an additional reporting software package.<br>• Unlimited and savable templates for NOV letters.<br>• A single NOV letter must be able to enforce multiple violation actions even if the violations occurred on different days.<br>• Display all violations for a user defined time period and for user defined groups of businesses.<br>• Track industry violations, IPP enforcement actions and all subsequent compliance actions. These activities will be displayed in a single location. This provides the user with a single view to monitor and manage the violation escalation process.<br>• Notify users if violations exist which have not been enforced. Notification process must also produce a list of violations, which have not yet been enforced. |

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| | | **Reports:**<br>• Reports must be customizable by the end user, and for new reports to be created from the existing reports. These reports can then be stored as templates and used throughout the software.<br>• Software must not require the use of third party report customization software.<br>• Custom reports must be instantly available to all users and be accessed directly from existing software.<br>• Allow for unlimited report templates to be stored within the software.<br>• Able to generate reports in Microsoft Word and Excel formats.<br>• Sample types, inspection types, violation types and enforcement types should be selectable within the annual report generation process. Selected items should be counted and displayed.<br>• Give the user the ability to select which contact type or contact priority to send letters. Unlimited contacts shall be stored within each industry or business.<br><br>**Grouping and Filtering**<br>• Ability to filter industries, samples, results, events and violations into groups to keep them organized.<br>• Groups to be customizable and stored by the end user and presented in a manner which facilitates reporting.<br>• Ability to distinguish between and filter by POTW and Self-Monitoring sample data.<br>• Groups of industries must be savable and usable when viewing and creating events, violations, compliance reports and annual reports.<br>• View all results, events and violations based on industries that discharge to a particular trunk line or map category.<br><br>**Activity Scheduling/Tracking:**<br>• Ability to schedule and track sampling events, inspections, reporting requirements, and IPP enforcement actions.<br>• Automatically generate events based on configurable frequencies set on an industry or business level as well as an event level. Allow users to instantly create a schedule of events for an entire year or any other desired time period.<br>• Create to do lists and completed lists of events based on individual IPP personnel and groups of personnel.<br>• Produce custom letters in MS Word based on groups or filtered lists of events.<br>• Have a late event reminder to allow users to be able to see all late activities.<br><br>**Mail Merge:**<br>• Generate MS Word based letters based on the County's current program responsibilities.<br>• Letters should be generated for filtered lists of industries and activities.<br>• Mailing Labels will also be generated to correspond with letters being generated.<br>• Software should have a process for developing new letters in MS Word.<br>• Unlimited letter templates must be stored within the software.<br>• Letter templates generated with Management System must be automatically available to all users. |

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| | | **Software Security:**<br>• Must provide System Administrators with the ability to set privileges or access rights on a per user level.<br>• Must provide work group settings to streamline the implementation of standard or reusable user rights.<br>• Must provide Read, Write, Edit and Delete Security Settings on a Per User/Work Group Level<br>• To maintain consistency with the County's IT infrastructure, the Software must utilize a MS SQL Server Database. |
| | | **Alternates:** |
| | | • 1: Company must provide two (2) days of onsite installation and training services.<br>• 2: Company must provide customer support, online user group enrollment and product upgrades, as they are available for one year from the date of purchase. |
| | | **HOSTED Solution REQUIREMENTS:**<br>• Windows 7 64bit compliant<br>• Active Directory integrated with Kerberos V5 authentication<br>• Internet Explorer 8 or higher.TCP/IP, 100 MB Ethernet network connectivity<br>• Cloud service and recovery tape backup of Collier data<br>Microsoft Forefront Endpoint Protection compliant.<br>Supported Databases are SQL Server 2005<br>Details can be found on the Attachment – TACS requirements |
| | | **TECHNICAL REQUIREMENTS**<br>The supplier agrees to conform with the County's Information Technology Technical Architectural, Compatibility and Supportability Requirements Document (TACS). |

***Award will be made to the lowest responsive bidder with the off the shelf software package that meets the speficiations listed above.***

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| TOTAL COST FOR BASE SOFTWARE | $_____ |
| ALTERNATE #1: | $_____ |
| ALTERNATE #2 | $_____ |
| TOTAL QUOTE FOR BASE PLUS ALTERNATES | $_____ |

**Attachments Provided**

- **Technical Architectural, Compatibility and Supportability Requirements Document (TACS)**
- **Hosted (cloud) Solution Diagram**