Memorandum
MONTEREY REGIONAL
WASTE MANAGEMENT DISTRICT

Reviewed by: _____ Date: 1/11/18
General Manager

DATE: January 11, 2019

TO: General Manager

FROM: Senior Engineer

SUBJECT: Scale Software System Upgrade and modification of Existing Annual User Support Agreement

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RECOMMENDATION: That the Board authorize the General Manager to Execute a Contract with Paradigm Software for scale house software system upgrade in the amount of $96,617.50, and modify the existing annual user support agreement for an additional $2,047 per year.

BACKGROUND

Disposal and commodity sale quantities at the District are tracked by weight. Each vehicle that arrives at the District with solid waste materials for recycling and disposal is weighed at the District's scale house. This weight is used to determine what a customer is charged and to document the transaction for regulatory reporting purposes. In addition, the quantity of sorted Materials Recovery Facility (MRF) commodities that leave the site to recycling markets are also weighed. These weight records are used by operations staff to understand the activities at the District and for regulatory reporting. The current scale software, CompuWeigh 5.0, used by the District to track the inbound and outbound data is provided by Paradigm Software, LLC (Paradigm) was originally issued in 2002.

DISCUSSION

The District's scale software is due for an upgrade. District staff approached the need for software upgrade as an opportunity to assess other scale system software available in the marketplace. The District's interests were to identify improved features that may have value to the District's operations and the potential for cost savings both in the purchase of software and in the functional use of the software. Staff coordinated with Paradigm and three other software providers to gather pertinent information and to assess the potential benefits and deficiencies of each software product. Staff's assessment of the various offerings resulted in the conclusion that there were no significant benefits to be gained in changing from the Paradigm software. Paradigm's upgraded version (CW6) provides an enhanced user interface for scale staff, improved reporting capability, improved integration with accounting software, and integration with future automated scale systems that the District is evaluating.

FINANCIAL IMPACT

The approved FY 2018/19 Capital Outlay Plan Budget for the software upgrade is $90,000. The proposal provided by Paradigm Software for the CW6 scale system software upgrade is $96,617.50, which is a $6,617.50 above the 2018/2019 budget amount and will be covered under the $13.28 million Capital Equipment Budget for FY 2018/19.

The main reasons for exceeding the budgeted amount are 1) a photo and video capture function and 2) an additional user license above the current number of user licenses. Staff recommends that these elements be purchased as part of the software upgrade. One benefit of the photo/video feature is for the scale staff to document 'as-received' materials to support customer billing records. In addition, this feature would also be used by MRF personnel to document 'as-received' materials exposed in the MRF that may not have been visible at the scalehouse and provide justification for changes to customer billing. The additional user license is for this purpose (e.g., MRF personnel use).

The existing annual user support service charge for Paradigm is $6,945 per year. The proposed software upgrade is a modification to the user support agreement and will result in an increase of $2,047.50 annually for a total user support services cost of $8,992.50 per year.

STRATEGIC PLAN

The scale system software upgrade to maintain and improve an operating system fits under several general policy directives cited in the District's "Pillars of Sustainability" plan.

- People. The software upgrades provide scale staff with the tools they need to do their job. The improved user interface will improve transaction and reporting time and maintain the software system consistent with current computer operating systems.
- Finance. The upgraded software provides greater "up" time thru improved platform stability enabling scale staff to process transactions for customers more reliably. In addition, the upgraded reporting tools will allow staff improved use and access to the transaction data.
- Community. The upgraded scale software will increase customer transaction rates, billing documentation, and will enable the District to improve service to customers.

CONCLUSION

Upgrading the scale software will have multiple benefits to the District's customer and staff. This involves greater uptime, access to data and improved work experience. Staff therefore recommends the Board Authorize the General Manager to Execute a Contract for scale house software upgrade with Paradigm Software for $96,617.50 and modify the existing annual support agreement for an additional $2,047 per year.

David Ramirez, P.E.

Attachments:
Paradigm Software Quote
Compu-weigh Six Features List

PARADIGMSOFTWARE
The Standard in Weighing and Routing Software

Price Quote

To: Tim Flanagan, Monterey Regional Waste Management District
From: Jackie Barlow, Paradigm Software, L.L.C.
Date: 11/20/2018
Re: Upgrade to CW6

The following price quote is presented for the requested items below as requested by Monterey Regional Waste Management District.

Qty	UM	Item/Description	Rate	Total
1.00	FF	Upgrade to CompuWeigh 6.0 - (Includes all currently owned licenses, modules and customizations - does not include the re-creation of reports. CW6 was completely re-written from the ground up and contains many improvements in workflow and functionality. As this is a completely new version, it is the customers responsibility to test all aspects of the system as it pertains to the customer's business. PSLLC does not warrant that all base functionality in CW5 will be in CW6, nor do we warrant that every aspect of the system will work in the new version exactly as it did in CW5. Includes 5-concurrent User CompuWeigh Licenses; 4 Lane WeighStation Licenses; 4 Lane Signature Capture Licenses; 1 Export to Third Party Accounting Package; 4 Lane WeighPay (Credit Card) Modules; 1 Flat Fee Alerts / Rules Module.)	$33,647.50	$33,647.50
5.00	LN	Video/Picture Module - (Does not include hardware)	$1,575.00	$7,875.00 *
40.00	HR	Customization - (This is simply a placeholder for the Pivot Table customizations. Once the District provides us with requirements we can adjust the line item.)	$210.00	$8,400.00
1.00	LN	WeighStation Program License - (for Tip Floor Staff)	$5,775.00	$5,775.00 *
5.00	DY	Project Management - (This time will be used for remote meetings, project management, remote demo/training of the configuration, remote assistance to install software in test/production environments)	$1,680.00	$8,400.00
4.00	DY	On-Site Install/Training - (Initial Installation/Training/Travel - 1 Tech - This time will be used for any installation/configuration/meetings on-site, plus 2 WeighStation Training, 1 CompuWeigh and Posting Training, 2 CompuWeigh and Reporting Training and 1 Administrative and IT Training Sessions.)	$2,380.00	$9,520.00
5.00	DY	On-Site Install/Training - (Go-Live Installation/Training Travel - 2 Techs - This time will be to finalize any installation/configuration/meetings/training necessary during Go-Live and to be on-site during Go-Live.)	$4,600.00	$23,000.00

Project Total: **$96,617.50**

***Total Increase In Annual Support:** **$2,047.50**

Customers current Support Term is January - December annually. Customer will receive an invoice at the end of November for the amount of $9,558.73 for 01/19-12/19. The increase amount of $2,047.50 will be invoiced pro-rata based on Go-Live. Total Annual Support after Upgrade Go-Live will be $11,606.23.

Payment Terms

40% - Due Upon Contract/Quote Execution
25% - Due Upon Receipt of Software
25% - Due Upon Go-Live
10% - Due 30 days after Go-Live

To authorize and initiate this work, this expansion memo must be signed and dated on the appropriate line below by authorized personnel of Monterey Regional Waste Management District below. Please e-mail a signed copy to info@paradigmsoftware.com or fax to (443) 275-2509. If you have any questions, please call me at (410) 329-1300. This quote is valid for thirty (30) days.

Monterey Regional Waste Management District

Signature: _____

By: _____
(Please Print)

Title: _____

Date: _____

Paradigm Software, L.L.C.

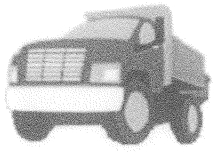
Signature: _____

Jackie W. Barlow, II
Chief Operating Officer

Date: 11/20/2018

PARADIGMSOFTWARE

The Standard in Weighing and Routing Software



CompuWeigh Version 6.0

Solution Enhancements

- 100% rewrite of the entire application
- Utilizing Visual Studio 2013
- 100% .NET managed codebase
- Utilizes .NET Framework 4.0 (or above as becomes available)
- Optimized for Microsoft SQL Server
- Single Executable containing CompuWeigh, WeighStation, Routing and Accounting

Database Enhancements

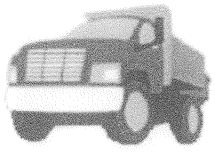
- All configuration settings and lookup tables are stored in the database
  - All INI Settings have been moved to the database
  - All Ticket Layouts are stored in the database
  - Transaction Numbering stored in sequence table
- Single database design
  - No separate PDHold Database (Only one database to maintain)
  - Separate Schema for Hold tables
- Audit schema added to the database which will keep a complete history of record changes
- More normalization and standardization in database
- Application is optimized for hosting database using Cloud services such as Windows Azure

Deployment and Disaster Recovery

- Streamlined deployment and update process
  - .NET runtime installation
  - Simplified Install MSI
- Only a few local machine settings stored in local registry
  - Site Code
  - Lane Code
- Simplified folder structure
- User Access Control (UAC) friendly
- Near real-time backup of configuration and features
  - All settings will be message queued thereby establishing a backup of each site's configuration
- Manage settings for all sites from the main office

Message Queuing Enhancements

- Transaction based
- No longer needs to be installed on each machine (Required only on site servers)



- Increased security (messages and communication will be encrypted)
- Reduced firewall footprint (communication will be performed on a single port)

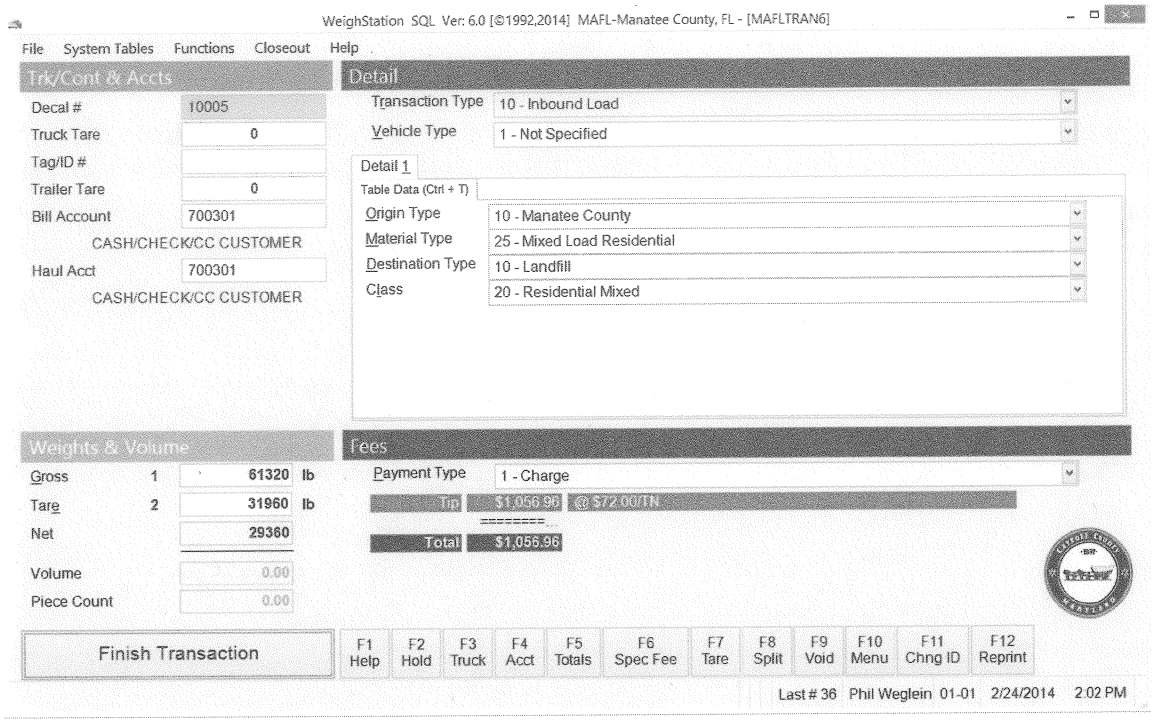
Integrated Support Desk

- Easily upload your configuration to our servers for troubleshooting
- Submit support issues directly from the program
- Automated error tracking
  - error messages can be submitted automatically to our support team
- All log files are stored in the database and message queued to your central server

New Features

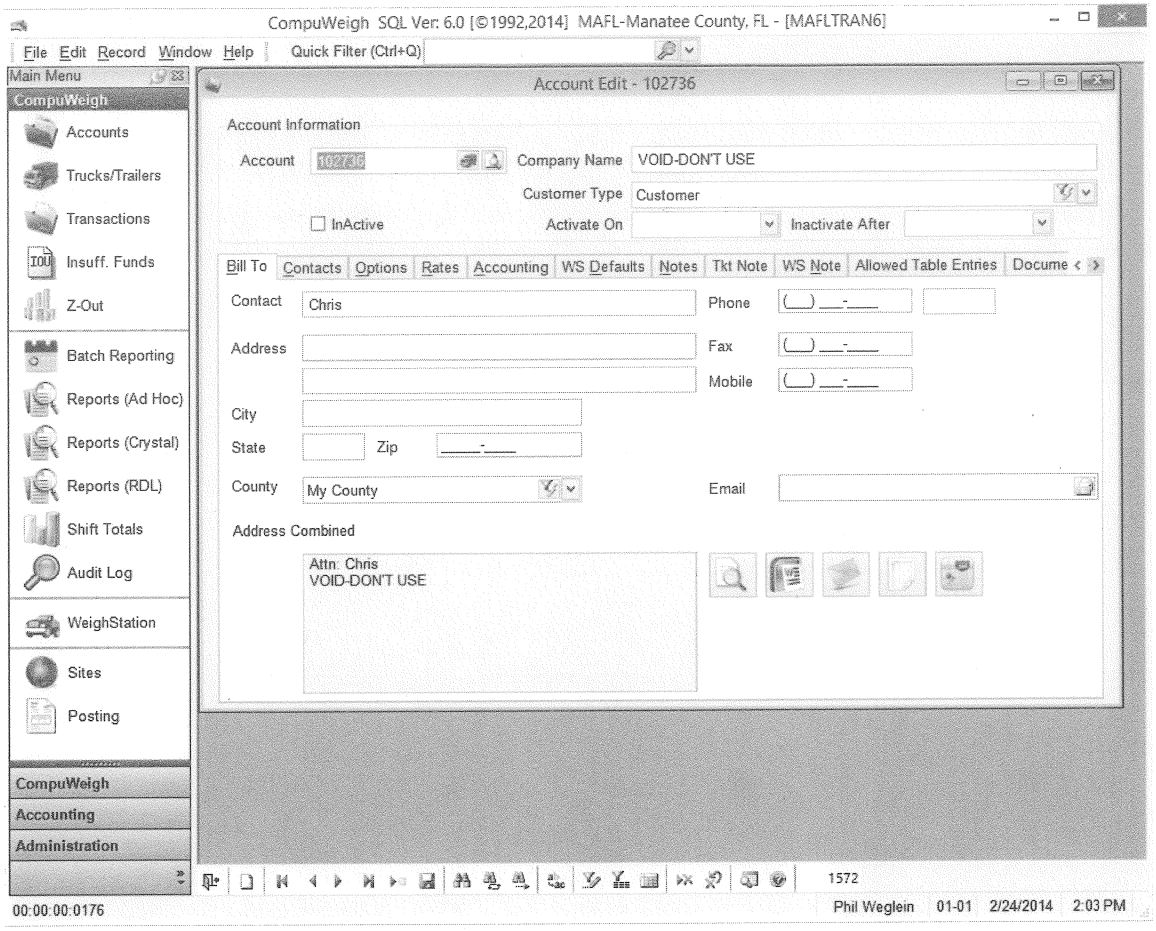
- Quick Find (search multiple edit forms at once including data, reporting and configuration tables)
- Batch reporting and scheduling
- Single shared rate engine between WeighStation and CompuWeigh
- User definable defaulting hierarchy
- Flexible rate engine hierarchy
- Customizable field order in WeighStation
- Support for direct TCP/IP communication with capable hardware
- XML support for file transfer
- New Scale Monitoring service will allow monitoring the scales when WeighStation is not running
- Alerts Module will run as a service
- WeighPass module will run as a service
- Insufficient Funds will now be transaction based
- Z-Out will automatically compute totals on demand rather than using running totals
- Modern user friendly interface
- Ability to show and hide additional tabs and menus
- Tighter e-mail integration directly from the program
- Export reports to PDF or email reports as attachments directly from reporting
- All grids can be exported to Excel, Word or PDF formats
- Field sizes have been increased (for example, trucks and accounts are now 30 characters)
- Five extra tables in WeighStation
- Five extra fees
- More user definable fields with masking
- Many more derived fields
- Additional standardization and flexibility
- Alias field names for reporting and ability to hide unused fields
- Much more…

Updated WeighStation Form



- User definable labels
- Simplified single screen data entry
- Modern design

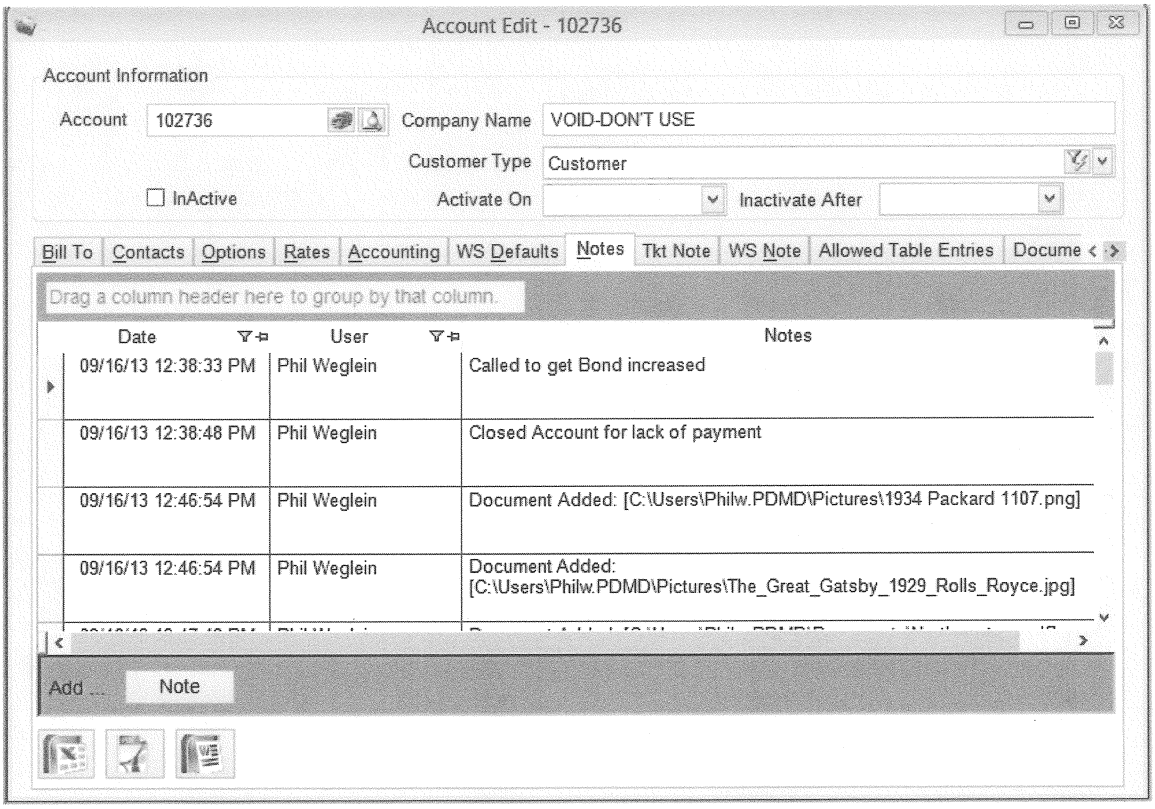
Account Edit



- Standardized user interface across all data edit forms
- Unlimited Contacts
- Account Specific Rates
- Defaulting based
  - Account, Site Code, Inbound vs. Outbound and Special Fees
  - Truck, Site Code, Inbound vs. Outbound and Special Fees
  - Site Code, Inbound vs. Outbound and Special Fees
  - Rate Table, Site Code, Inbound vs. Outbound and Special Fees
  - Transaction Type, Site Code, Inbound vs. Outbound and Special Fees
- Account and truck specific ticket notes
- Account and truck specific WeighStation notes which can remind the operator about specific reminders. Includes activation and deactivation dates and completed checkbox.
- Allowed Table Entries Tab: Allowed limiting table entries at the scale house
  - Based on Account, Truck, Transaction, Table Entry (Material, Origin etc.), Site

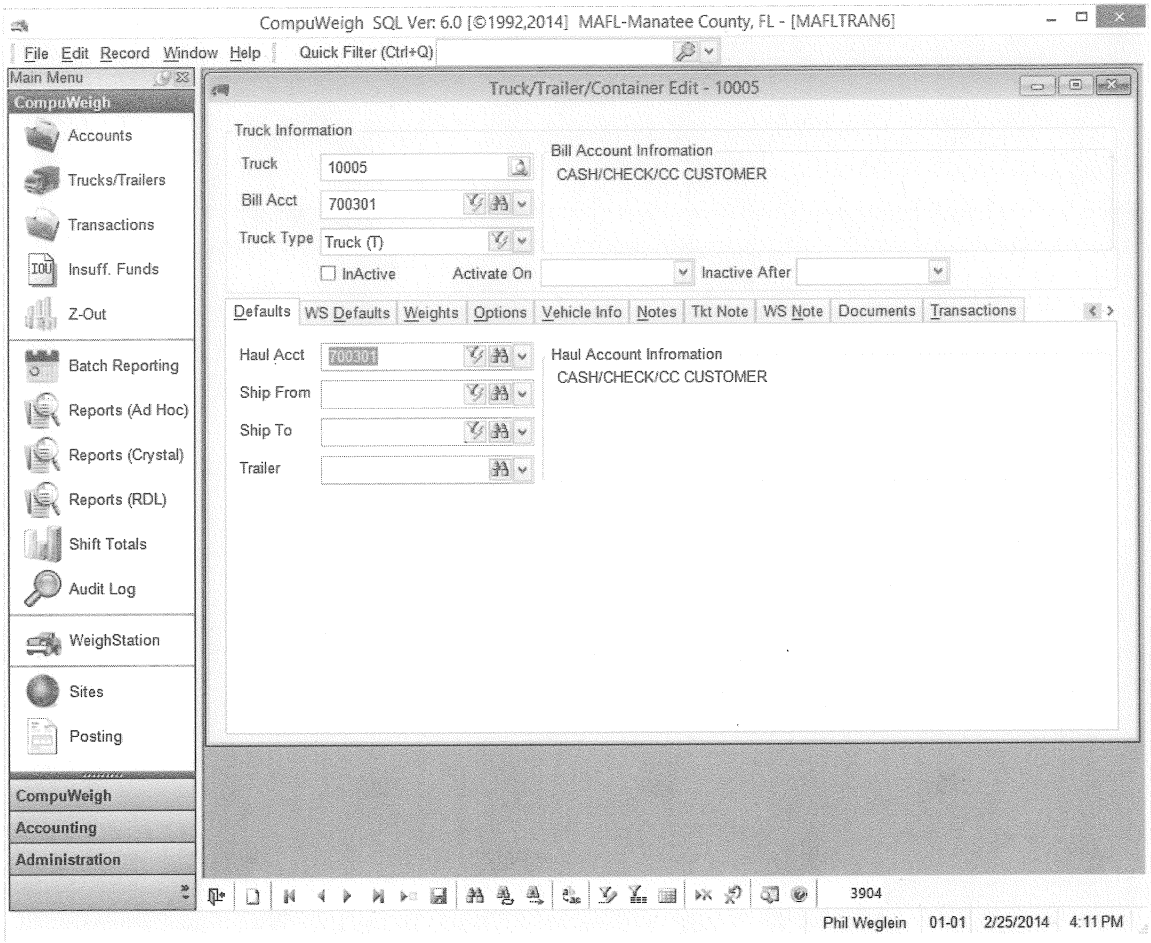
- Allowed Accounts Tab
  - Allowed limiting bill account or haul account at the scale house
    - Based on Account, Truck, Transaction, Table Entry (Material, Origin etc.), Site
- Documents Tab
  - Allows storing documents with an account, truck, and site.
    - For example PDF bond documents or scanned signed LOA's.
  - Simple drag and drop functionality
- Transaction Tab
  - Shows a quick view of transaction data for an account or truck with full grouping and sub totaling capabilities

Notes Tab



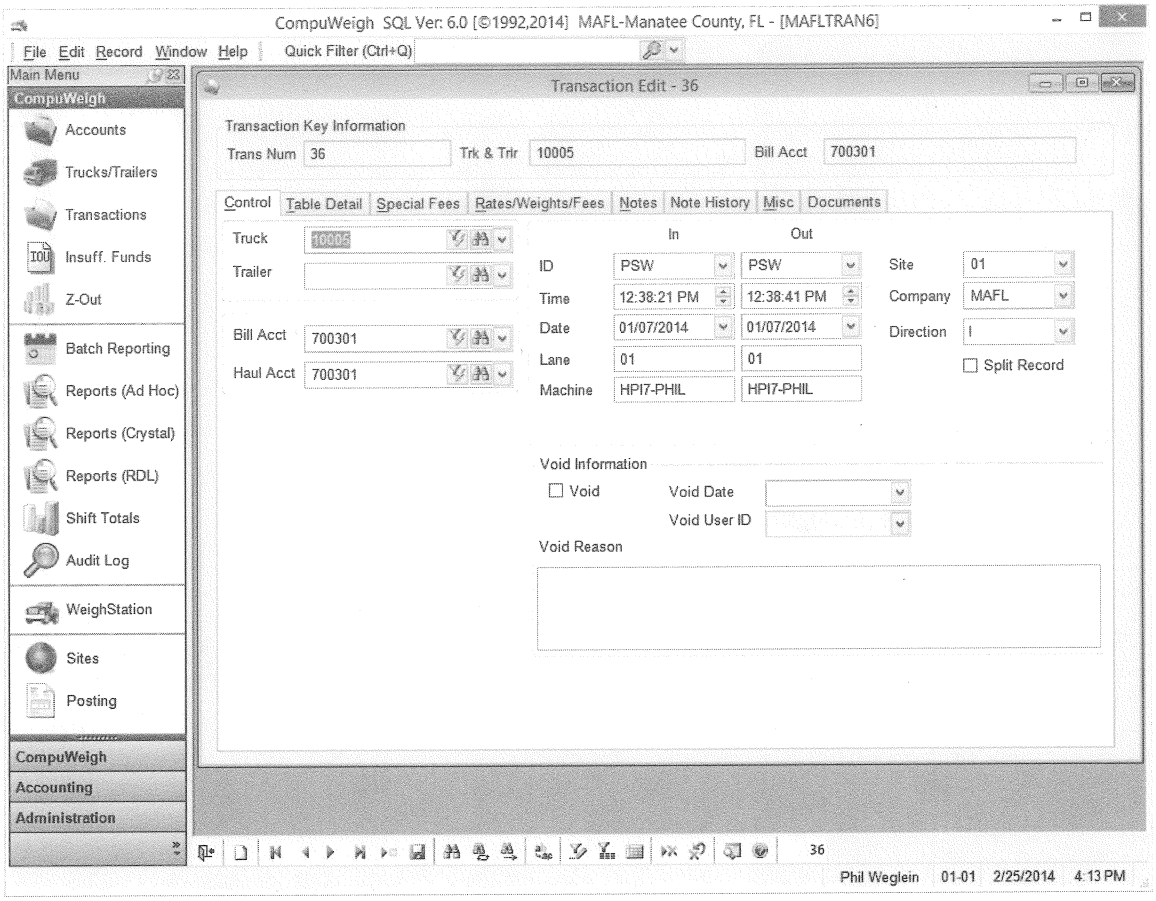
- Unlimited Notes Table with data time of each Note

Truck Edit



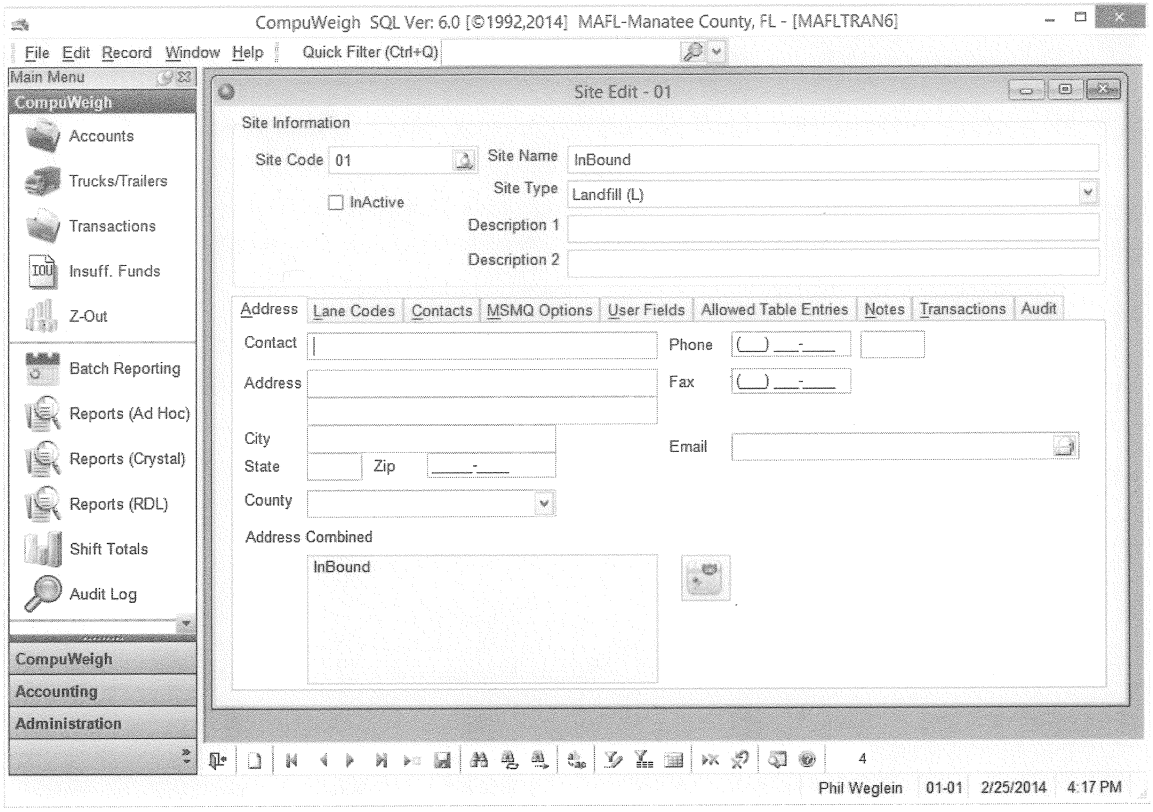
- All the same functionality as the account edit form

Transaction Edit



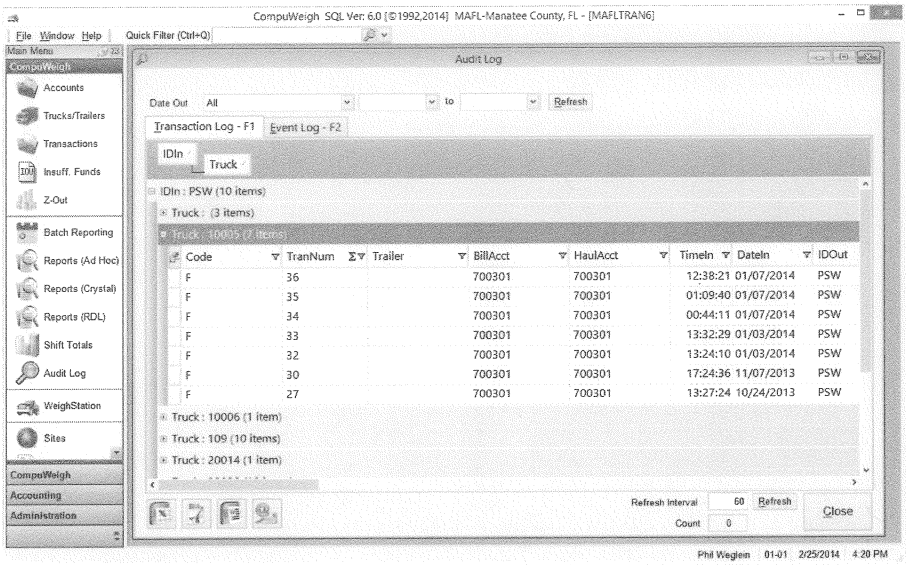
- Complete editing of tickets based on user rights with complete auditing
- Reprint and email tickets – Can be a scheduled task
- Unlimited split materials
- Unlimited special fees
- Note History to keep track of dated notes about a transaction
- Documents tab allows saving additional files with a transaction (for example pictures of the load or LOA)

Site Edit

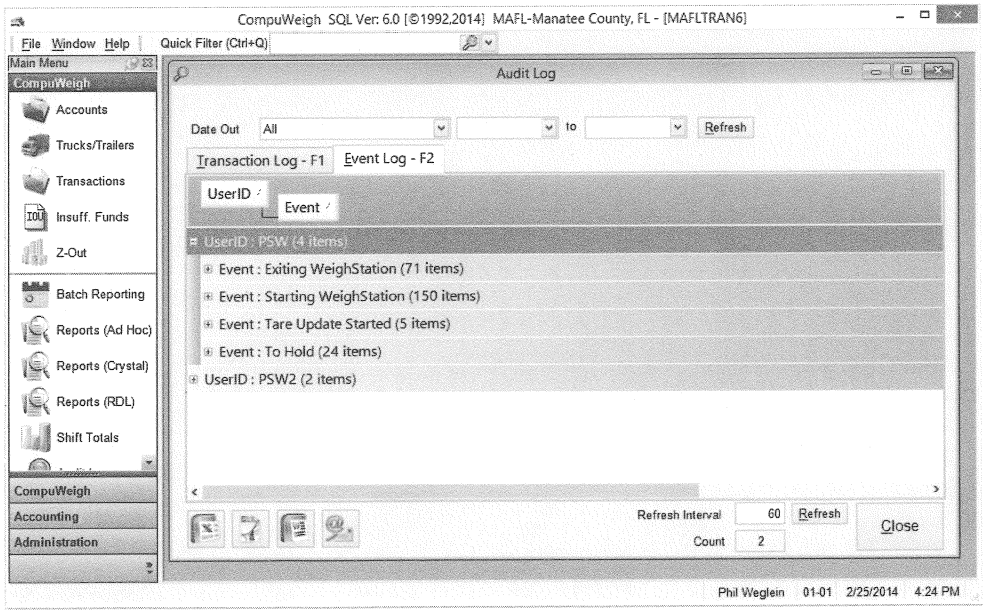


- Allows storing all site related options and information (includes all the same functionality of the other edit forms)

Audit Logs

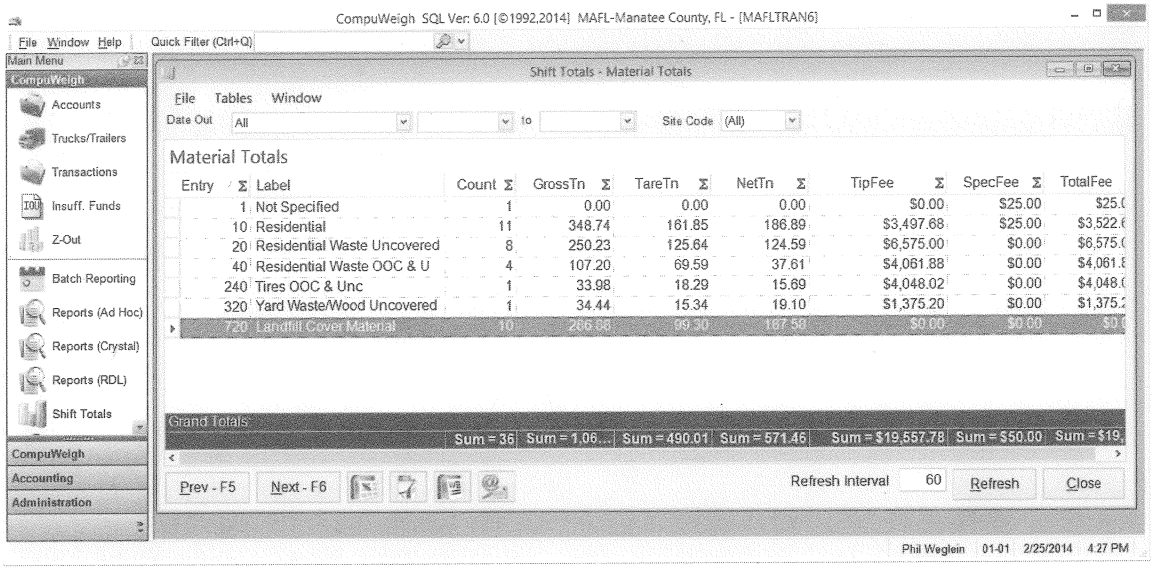


- All logged events are stored in database tables. This allows for unlimited reporting capabilities. All data viewed in grids can be exported to Excel, PDF, Word formats and emailed in the same formats.
- Support for Grouping and Filtering in the grid



- If using the message queuing option, the office personnel can view scale house transactions and events in near real time.

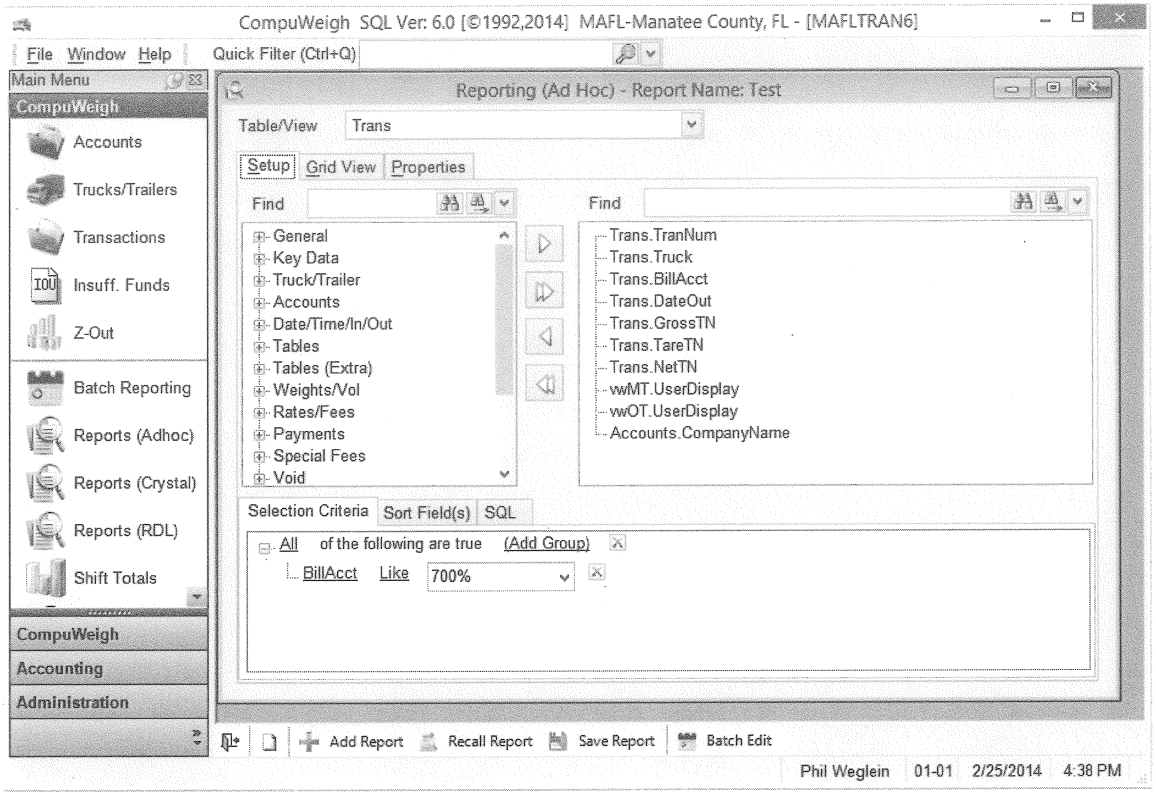
Shift Totals



- View near real time or historical shift totals for all table groupings and custom totaling
- Shift totals are all stored procedure based which allows the addition of unlimited customer specific total tables

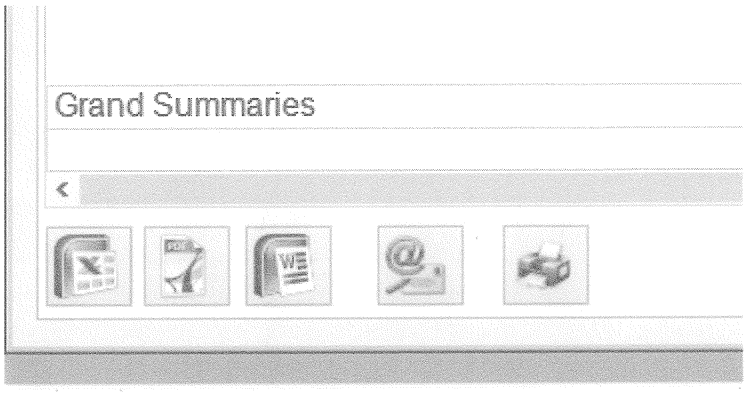
Reporting

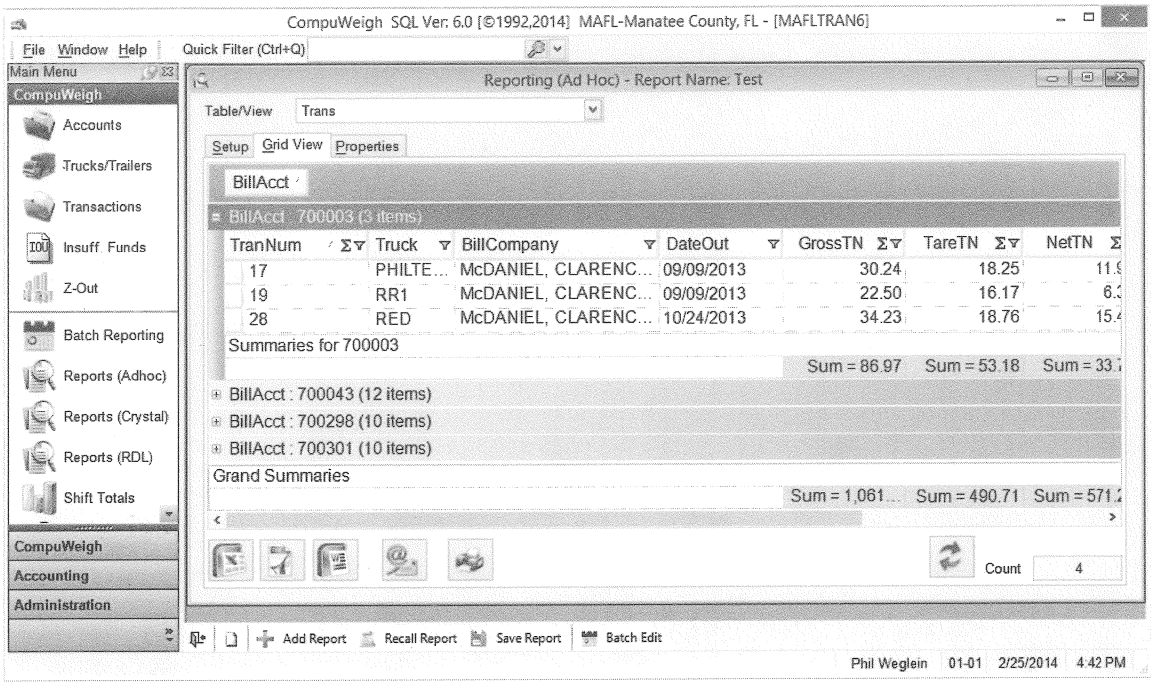
User configurable integrated Adhoc reporting engine, Crystal reports or Microsoft SQL Server SSRS support.



Adhoc reporting

- Reporting on all primary tables
- Simple ability to add or hide tables and fields
- Select, limit criteria or sort on any field
- Save and recall any report layout
- Simple drag and drop grouping and subtotaling
    - Count
    - Min
    - Max
    - Average
    - Sum
- Additional filtering at grid view level
- Export to Excel, PDF, Word, email or print


Grand Summaries


CompuWeigh SQL Ver: 6.0 [©1992,2014] MAFL-Manatee County, FL - [MAFLTRAN6]
File Window Help
Quick Filter (Ctrl+Q)
Main Menu
CompuWeigh
Accounts
Trucks/Trailers
Transactions
Insuff Funds
Z-Out
Batch Reporting
Reports (Adhoc)
Reports (Crystal)
Reports (RDL)
Shift Totals
CompuWeigh
Accounting
Administration
Reporting (Ad Hoc) - Report Name: Test
Table/View
Trans
Setup
Grid View
Properties
BillAcct
BillAcct 700003 (3 items)
TranNum
Truck
BillCompany
DateOut
GrossTN
TareTN
NetTN
17
PHILTE...
McDANIEL, CLARENC...
09/09/2013
30.24
18.25
19
RR1
McDANIEL, CLARENC...
09/09/2013
22.50
16.17
28
RED
McDANIEL, CLARENC...
10/24/2013
34.23
18.76
Summaries for 700003
Sum = 86.97
Sum = 53.18
BillAcct : 700043 (12 items)
BillAcct : 700298 (10 items)
BillAcct : 700301 (10 items)
Grand Summaries
Sum = 1,061...
Sum = 490.71
Count
4
Add Report
Recall Report
Save Report
Batch Edit
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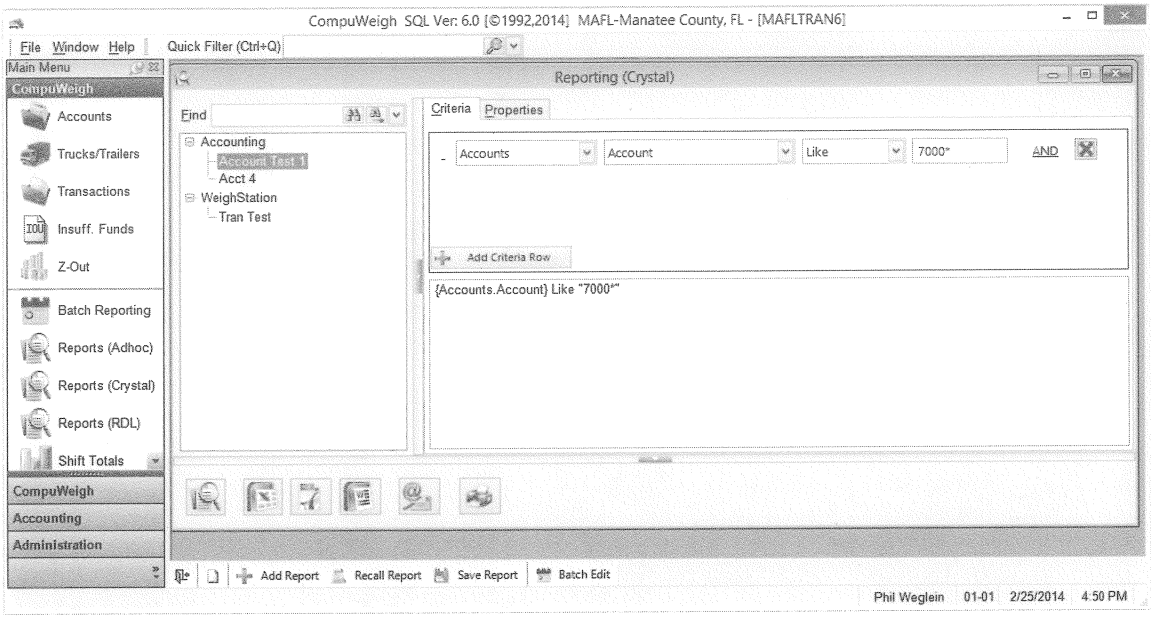
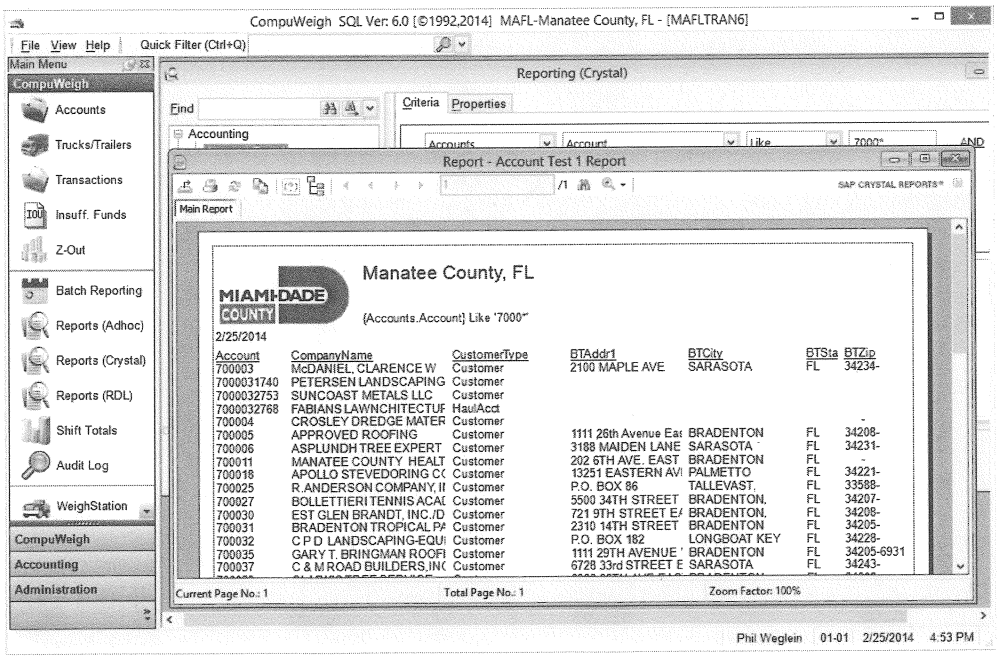
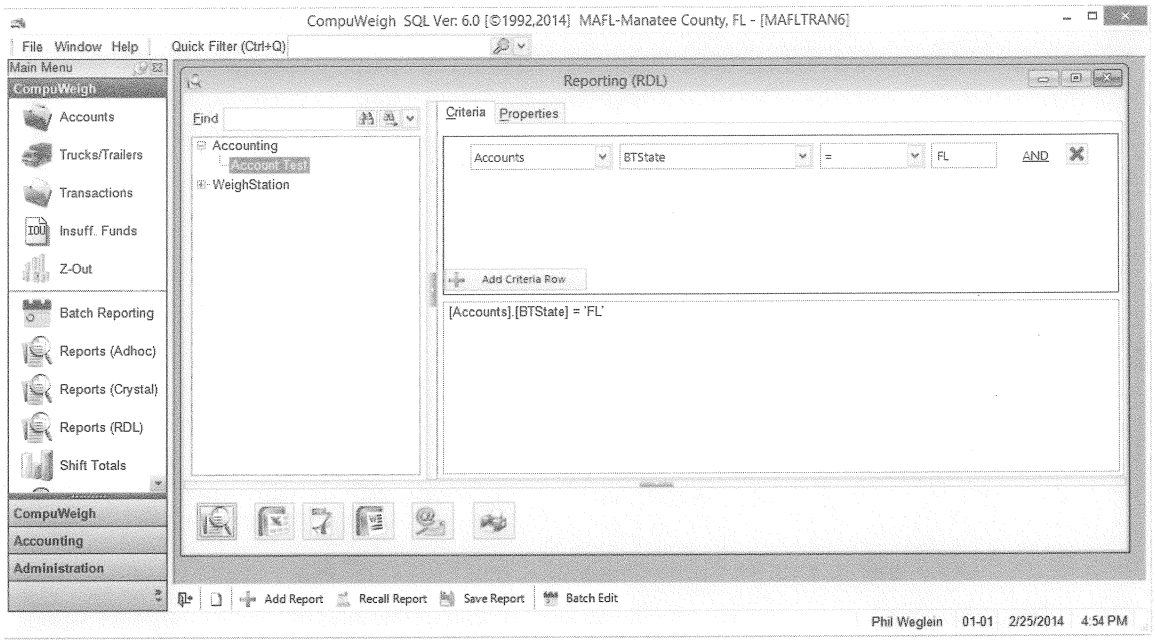
Crystal Reports



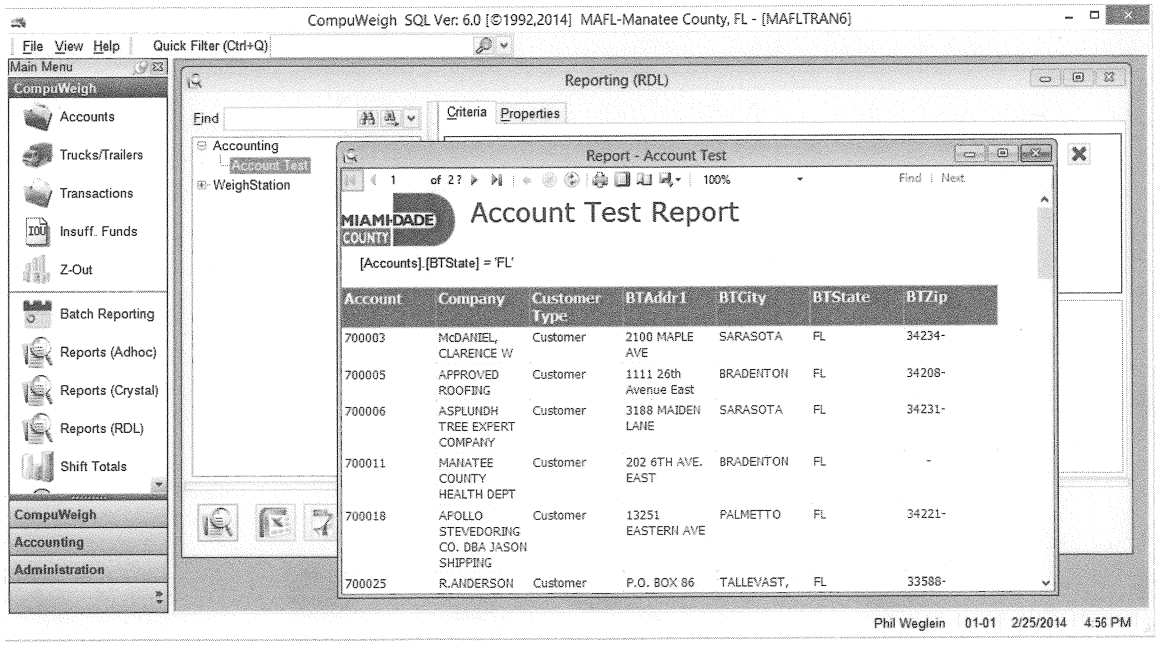
- Create crystal reports using pre-defined templates or from scratch using the crystal reports designer
- Once created any authorized user can execute the Crystal report
- Save and recall any options or criteria
- Preview or export the report



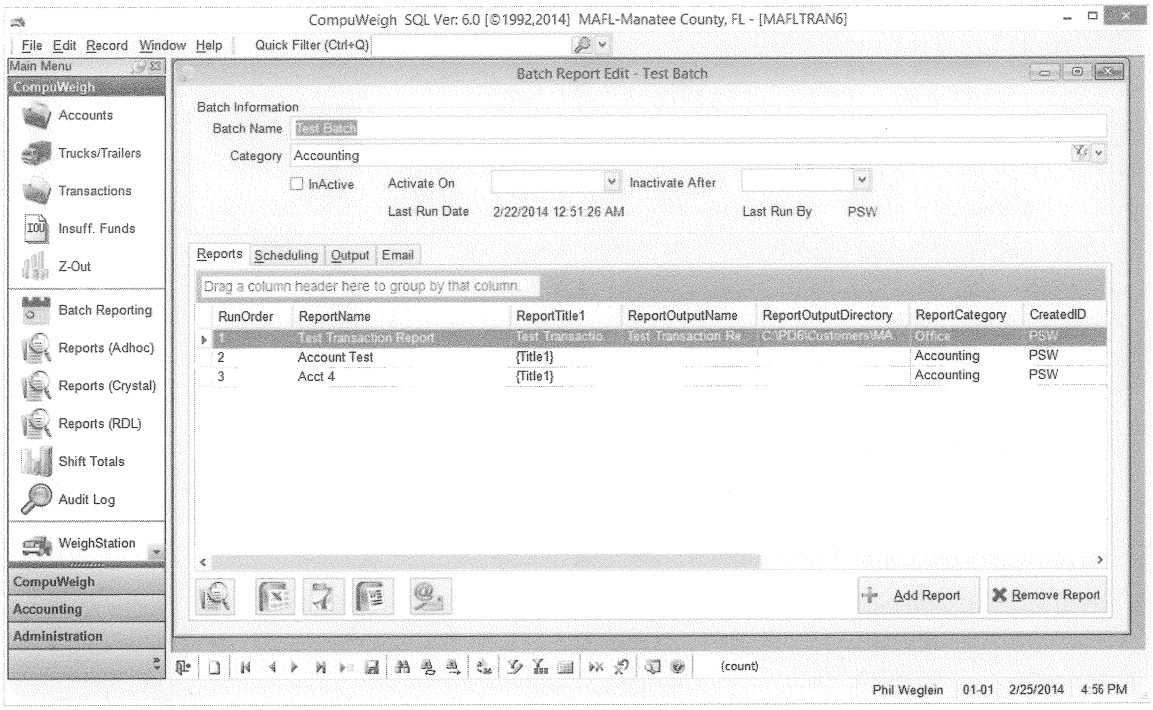
Microsoft SQL Server SSRS and RDL Reports



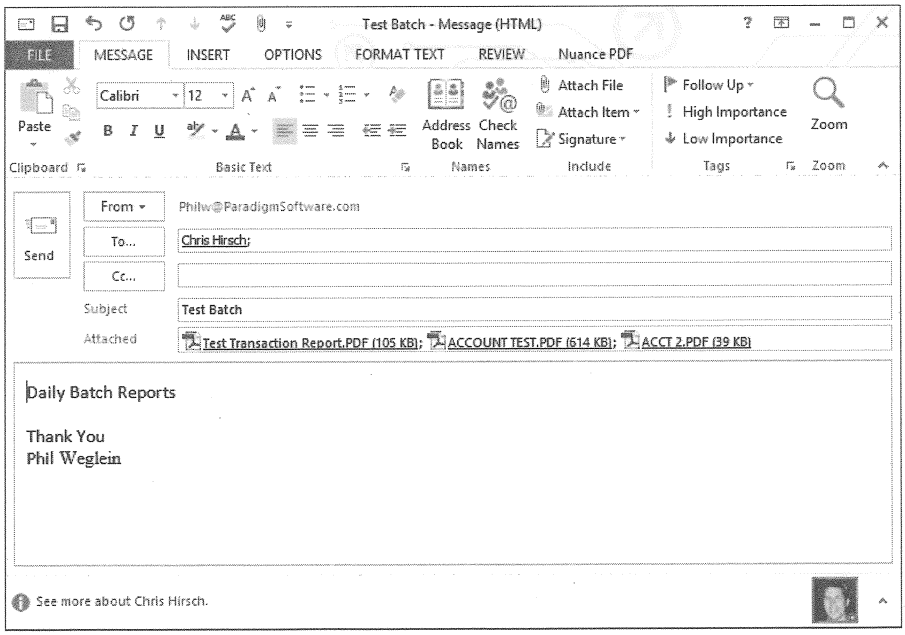
- Create SSRS RDL reports using pre-defined templates or from scratch or using the SQL report builder
- Once created any authorized user can execute the SSRS report
- Save and recall any options or criteria
- Preview or export the report



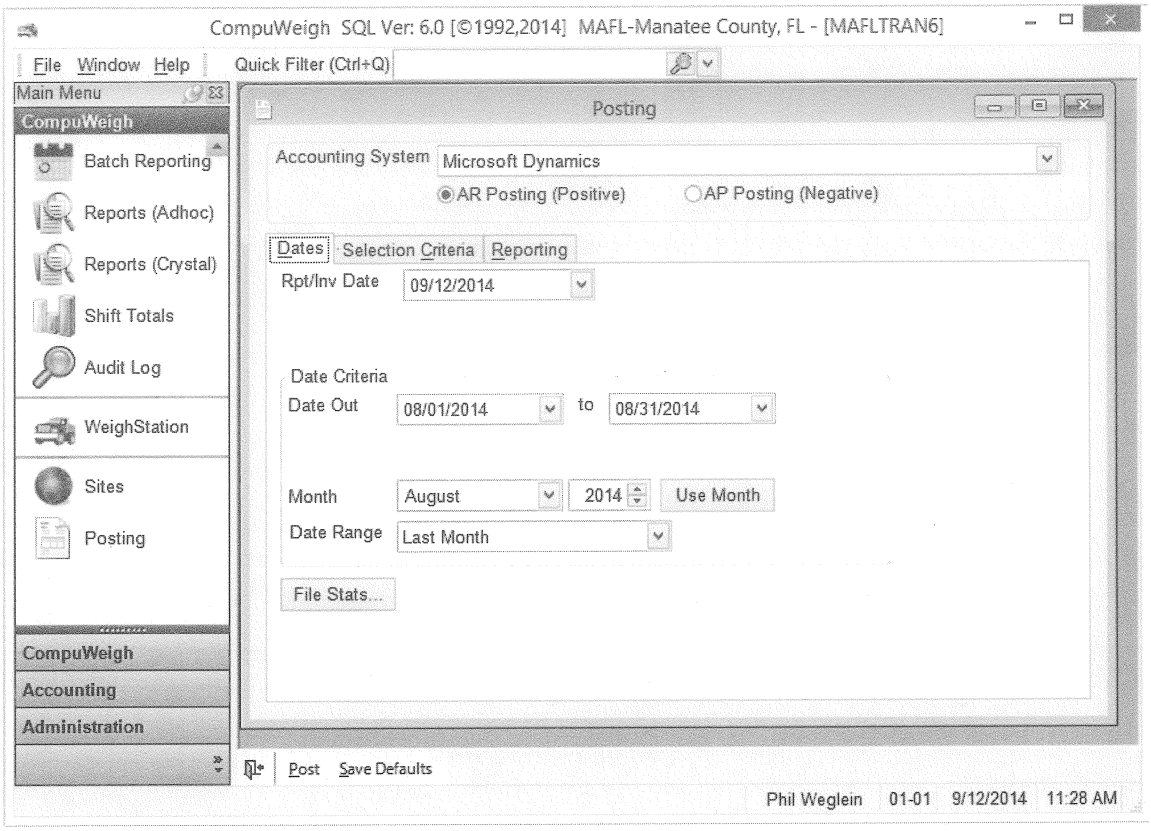
Batch Reporting



- Create an unlimited number of batch reports which can run an unlimited number of Adhoc, Crystal or SSRS reports as a single group
- Schedule the reports to automatically run based on a user defined schedule
- Output all of the reports to Email, File, Screen or Printer



Posting



- Ability to post to Paradigm's integrated accounting or to third party accounting packages, such as Microsoft Dynamics, Solomon, QuickBooks, SAP etc...