

ORIGINAL

**Proposal for
Solid Waste Authority of Palm Beach County, FL
For
Integrated Point of Sale/Vehicle Scale Software Management and
Accounts Receivable System
RFP #19-202/DL**



Closing
Monday, January 14, 2019
2:00 PM (Local Time)

Submitted by
Paradigm Software, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, Maryland 21030
(410) 329-1300
Mr. Jackie W. Barlow, II
jackie.barlow@paradigmsoftware.com

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January 14, 2019

Solid Waste Authority of Palm Beach County, FL
7501 North Jog Road
West Palm Beach, FL 33412

Subject: **Technical Proposal for Integrated Point of Sale/Vehicle Scale Software Management and Accounts Receivable System RFP #19-202/DL**

To Whom It May Concern:

Paradigm Software, L.L.C. ("PSLLC"), an American owned and operated company, is pleased to submit the enclosed information for its industry standard CompuWeigh™ System to the Solid Waste Authority of Palm Beach County, Florida ("Customer"), in accordance with the RFP mentioned above. PSLLC understands the requirements of this RFP; meets the minimum system requirements as specified in the RFP and have the required insurance. This proposal is valid for 120 days from the closing date. We have received Addendum #1 & #2.

PSLLC has a 99% customer retention rate and our first customer is still using the product today. PSLLC is a municipal friendly company where over 84% of our customer base is in the public sector. We understand the municipal business and have focused our attention to meeting the needs of municipalities. In addition, we understand that municipalities across the country do business differently and our software can adapt and be modified to meet and, in most cases, exceed the business requirements.

The following individuals have binding authorization for the organization and for this response.

Phil Weglein, Chief Executive Officer – phil.weglein@paradigmsoftware.com
Jackie Barlow, II, Chief Operating Officer – jackie.barlow@paradigmsoftware.com

113 Old Padonia Road, Suite 200, Cockeysville, MD 21030
(410) 329-1300

We look forward to performing a full demonstration of the system for your staff. We look forward to a long-lasting business relationship with the Solid Waste Authority of Palm Beach County, Florida. If you should have any questions, please feel free to contact me.

Regards,

Mr. Jackie W. Barlow, II
Chief Operating Officer

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Table of Contents

Table of Contents	5
1. General Information	9
1.1. Proposal Form 1 – Transmittal Letter	9
1.2. Proposal Form 2 – Price Proposal	14
1.3. Proposal Form 3 – Non-Collusion Affidavit	19
1.4. Proposal Form 4 – Drug-Free Workplace	20
1.5. Proposal Form 5 – S/M/W Business Enterprise Subcontractor	21
1.6. Proposal Form 6 – Statement of Intent to Perform as S/M/WBE	24
1.7. Proposal Form 7 – Subcontracting Goal – Waiver Request	26
1.8. Proposal Form 8 – Certification of Business Location	32
1.9. Proposal Form 9 – Proposer’s Qualification Statement	33
1.10. Proposal Form 10 – Scrutinized List Certification	41
2. Minimum Requirements	43
3. Qualifications and Experience	45
3.1. Qualifications of the Firm	46
3.2. Qualifications of the Designated Staff	51
3.2.1. Organizational Structure	51
3.2.2. Project Team Qualifications and Experience	52
3.2.3. Key Personnel	52
3.2.4. Diversity and Inclusion	58
3.2.5. Quality Assurance	58
3.3. Reference Projects	59
3.4. References	60
3.5. Current Contracts	61
3.6. Invoice Processing	61
4. Technical	63
4.1. Project Understanding	63
4.2. Plan of Implementation	63
4.2.1. Proposed Implementation	63
4.2.2. Conceptual Implementation Plan	64
4.3. Project Schedule	65
4.4. Proposed System	71
4.4.1. Exhibit F – Requirements Checklist	73
4.4.2. Section 2 – Scope of Services Responses	99
4.4.3. Attended Lane (SSMS) Transaction Processing	118
4.4.4. Unattended Lane (UVSS) Transaction Processing	119

4.4.5	Accounts Receivable and Aging Module	120
4.4.6	System Administration	139
4.4.7	Authority's Fee Schedule	139
4.4.8	Origination and Destination Sector Capability	140
4.4.9	Direction Code Compatibility	141
4.4.10	Proposed Solution	143
4.4.10.1	Overview	143
4.4.10.2	WeighStation	144
4.4.10.3	The CompuWeigh™ System	148
4.4.10.4	Account Edit	151
4.4.10.5	Truck Edit	153
4.4.10.6	Transaction Edit	154
4.4.10.7	Site Edit	155
4.4.10.8	Audit Logs	155
4.4.10.9	Shift Totals	164
4.4.10.10	Posting (Billing/Invoicing)	165
4.4.10.11	System Security	166
4.4.10.12	Database Software	171
4.4.10.13	Minimum/Recommended System Requirements	175
4.4.10.14	Touch Screen Module	175
4.4.10.15	Insufficient Funds / Split Payment Module	176
4.4.10.16	Emailing Tickets	177
4.4.10.17	Reporting	178
4.4.10.18	Alerts / Rules Module	197
4.4.10.19	Message Queuing Module (MSMQ)	198
4.4.10.20	Accounts Receivable and Aging Module	200
4.4.10.21	WeighPay (Credit Card) Module	219
4.4.10.22	Signature Capture Module	220
4.4.10.23	Unattended Operation Module	220
4.4.10.24	RF Module	222
4.4.10.25	Video/Picture Module	222
4.4.10.26	Traffic Light Module	222
4.4.10.27	Traffic Gate Controls	222
4.4.10.28	Scale Monitoring Module	223
4.4.10.29	WeighPass Module	223
4.4.10.30	Jobs Module	223
4.4.10.31	Web Reporting and Payment Module	223
4.5	Network Connections	228
4.6	File Structures	228
4.7	Data Conversion	230
4.8	Customization	230
4.9	Training	231
4.9.1	Conceptual Training Plan	231
4.10	Maintenance and Support	234
4.10.1	Baseline Product / Bug Fixes	235
4.10.2	Client Enhancements	236

4.10.3	Development Language	236
4.10.4	Versions / Release Implementation / R & D	237
4.10.5	Remote Support	238
4.10.6	Customer Web Portal	238
4.10.7	Disaster Recovery Plan	239
4.11 Other Information	239
4.11.1	Additional Information.....	239
4.11.1.1	User Groups	240
4.11.1.2	Supporting Testimonials	240
4.11.1.3	Proposed Innovations	254
4.11.1.4	PSLLC's Sample Agreement	254
5.	Authority Responsibilities	309
6.	Optional Additional Capabilities	313
6.1.1.1	Custom Free Units Module	313
6.1.1.2	Disposal Authorization Slips Module	313
6.1.1.3	Letter of Authorization Module	315
6.1.1.4	Inventory Module.....	315
6.1.1.5	Offenses Module	315
6.1.1.6	Radiation Module	316
6.1.1.7	Driver's License Scanning Module	316
6.1.1.8	Folio Tracking Module	316
6.2	Wireless Solution	317
6.3	Interface with eFinancePlus Software	318
6.4	Sales Order System	319
7.	Small/Minority/Women Business Enterprise (S/M/WBE) Participation	321
7.1	Small Business Enterprise (SBE)	321
7.2	S/M/WBE Firm's Principal Office	321
7.3	Sub-Consultant/Supplier Utilization Plan.....	321
8.	Local Preference Qualification and Application	323
9.	Proposer's Qualification Statement	325
10.	Scrutinized List Certification	327
11.	Other	329

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1. General Information

1.1 Proposal Form 1 – Transmittal Letter

Please see the next page for our Transmittal Letter.

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January 14, 2019

Diane LeRay CPPO, CPPB
Procurement Manager, Purchasing Services
Solid Waste Authority of Palm Beach County
7501 North Jog Road
West Palm Beach, FL 33412

Dear Ms. LeRay:

Paradigm Software, L.L.C. (PROPOSER) hereby submits its Proposal in response to the Request for Proposal (RFP No.: 19-202/DL) for INTEGRATED POINT OF SALE SYSTEM/VEHICLE SCALE SOFTWARE MANAGEMENT AND ACCOUNTS RECEIVABLE SYSTEM issued by the Solid Waste Authority of Palm Beach County (AUTHORITY) in October 2018.

As a duly authorized representative of the PROPOSER, I hereby certify, represent and warrant, on behalf of the PROPOSER team, as follows in connection with the Proposal:

1. The PROPOSER acknowledges receipt of the RFP and the following Addenda:

<u>No.</u>	<u>Date</u>
<u>RFP</u>	<u>October 19, 2018</u>
<u>ADDENDUM NO. 1</u>	<u>November 2, 2018</u>
<u>ADDENDUM NO. 2</u>	<u>December 6, 2018</u>

2. The submittal of the Proposal has been duly authorized by, and in all respects is binding upon, the PROPOSER.
3. All information and statements contained in the Proposal are current, correct and complete, and are made with full knowledge that the AUTHORITY will rely on such information and statements in qualifying PROPOSER.
4. The PROPOSER certifies under penalties of perjury that the RFP has been prepared and is submitted in good faith without collusion, fraud or any other action with any other person taken in restraint of free and open competition for the services contemplated by the RFP. As used in this Proposal Form, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.
5. The PROPOSER is not currently suspended or debarred from doing business with any governmental entity.
6. The PROPOSER has reviewed all of the engagements and pending engagements of the PROPOSER, and no potential exists for any conflict of interest or unfair advantage. 7. No person or selling agency has been employed or retained to solicit the award of the Agreement under an arrangement for a commission, percentage, brokerage or contingency fee or on any other success fee basis, except bona fide employees of the PROPOSER.

7. No person or selling agency has been employed or retained to solicit the award of the Agreement under an arrangement for a commission, percentage, brokerage or contingency fee or on any other success fee basis, except bona fide employees of the PROPOSER.
8. The principal contact person who will serve as the interface between the AUTHORITY and the PROPOSER for all communications is:

Name: Jackie W. Barlow, II
 Title: Chief Operating Officer
 Mailing Address: 113 Old Padonia Road, Suite 200, Cockeysville, MD 21030
 Phone: (410) 329-1300
 Fax: (443) 275-2509
 Email: jackie.barlow@paradigmsoftware.com

The PROPOSER has carefully examined all documents constituting the RFP and the addenda thereto and, being familiar with the work and the conditions affecting the work contemplated by the RFP and such addenda, offers to furnish all labor, materials, supplies, equipment, facilities and services which are necessary, proper or incidental to carry out such work as required by and in strict accordance with this RFP and the Proposal.

 Paradigm Software, L.L.C.
 Name of Proposer

 Jackie W. Barlow, II
 Print Name of Designated Signatory

 Signature

 Chief Operating Officer
 Title

State of _____
 County of _____

On this 12th day of January, 2019, before me appeared Jackie W. Barlow, II personally known to me to be the person described in and who executed this RFP Response and acknowledged that (she/he) signed the same freely and voluntarily for the uses and purposes therein described.

In witness thereof, I have hereunto set my hand and affixed my official seal the day and year last written above.

Signature

(Affix Seal here) Notary Public in and of the State of _____

 (Name printed)

Residing at _____

My commission expires _____

ACKNOWLEDGMENT OF CONSULTANT, IF A PARTNERSHIP

State of _____

SS:

County of _____

On this 12th day of January, 2019, before me personally came and appeared Jackie W. Barlow, II / Chief Operating Officer, to me known, and known to me to be one of the members of the firm of Paradigm Software, L.L.C. described in and who executed the foregoing instrument and he/she acknowledged to me that he/she executed the same as and for the act and deed of said firm.

Notary Public

(Seal)

1.2 Proposal Form 2 – Price Proposal

PROPOSER shall provide a completed Proposal Form 2 – Price Proposal to provide all labor and materials necessary to furnish and install the SSMS and UVSS systems at the locations identified in EXHIBIT C. In addition, PROPOSER shall provide all software, and support necessary for the successful, design, delivery, installation, implementation, testing, training, cutover, operation, maintenance and support of its Proposed System at the Authority's six (6) transfer stations, the landfill, the renewable energy facility site and the Recovered Material Processing Facility (RMPF), as well as the AUTHORITY's central Administrative office.

PROPOSER shall also provide unattended devices to replace the AUTHORITY's current UVSS devices at all identified locations to be fully integrated into the SSMS. With the exception of the unattended devices, it is the AUTHORITY's expectation that the AUTHORITY will provide all other hardware (servers, cash drawers, peripherals, etc.).

The AUTHORITY reserves the right to purchase some or all of the hardware from the PROPOSER if mutually agreeable. PROPOSER shall provide specifications for and/or identify all hardware required for the successful completion of the project and specifically identify which hardware, if any, must be purchased from the PROPOSER and include such hardware and pricing on this Price Proposal Form.

PROPOSER shall provide maintenance and service as specified in the Scope of Services herein.

PROPOSED FEES			
Description	Qty / UM	Unit Price	Extended Price
1. CompuWeigh License - (1-user concurrent license)	20 / Each	\$525.00	\$10,500.00
2. WeighStation Program License	30 / Lane	\$5,775.00	\$173,250.00
3. MSMQ Module (>20 lanes)	1 / Flat Fee	\$14,950.00	\$14,950.00
4. Insufficient Funds/Split Payments Module	1 / Flat Fee	\$1,575.00	\$1,575.00
5. Alerts / Rules Module	1 / Flat Fee	\$2,625.00	\$2,625.00
6. Software Discount	1 / Each	(\$10,000.00)	(\$10,000.00)
7. AR and Aging Module	1 / Flat Fee	\$19,995.00	\$19,995.00
8. WeighPass Module	1 / Flat Fee	\$9,625.00	\$9,625.00
9. Unattended Module (includes RF Module)	1 / Flat Fee	\$20,000.00	\$20,000.00
10. Jobs Module	1 / Flat Fee	\$25,000.00	\$25,000.00
11. Video/Picture Module	30 / Lane	\$1,575.00	\$47,250.00
12. Light Module	1 / Flat Fee	\$15,000.00	\$15,000.00
13. Gate Module	1 / Flat Fee	\$15,000.00	\$15,000.00
14. WeighPay Module – (Customer must enter into an agreement with an approved vendor to be used as a gateway and/or processor and provide terminals. All costs associated with approved vendor are not	30 / Lane	\$1,885.00	\$56,550.00

included in PSLLC pricing unless specifically noted.)			
15. Web Reporting Module (with credit card integration) (Customer must enter into an agreement with an approved vendor to be used as a gateway and/or processor. Customer is responsible for hosting for the solution, SSL and any and all fees. PSLLC can provide hosting for an additional fee if the Authority is interested.)	1 / Flat Fee	\$25,000.00	\$25,000.00
16. Signature Capture Module	22 / Lane	\$1,050.00	\$23,100.00
17. Export to Third-Party Accounting Package (GL only) – (Export to eFinancePlus Software)	Hour	\$225.00	\$3,600.00
18. Swing Away Canopy for Enclosures	8 / Each	\$1,660.19	\$13,281.52
19. Kiosk Enclosure (w/heater, fan, exhaust & thermostat – (NOTE: Customer will be responsible for all wiring, electrical, trenching, conduit and bollards. PSLLC will configure the hardware to work with the software.)	8 / Each	\$4,241.75	\$33,934.00
20. LCD Display - (Color 1550 NIT Direct Sun Readable [includes one spare])	9 / Each	\$1,975.00	\$17,775.00
21. USB to VGA Adapter - (includes one spare)	9 / Each	\$75.00	\$675.00
22. Video Extender (up to 300') - (includes one spare)	9 / Each	\$425.00	\$3,825.00
23. Keypad (16-key) - (includes one spare)	9 / Each	\$375.00	\$3,375.00
24. Kiosk Thermal Receipt Printer - (includes one spare)	9 / Each	\$850.00	\$7,650.00
25. 2-port Extended Temperature Serial Server (Perle) - (in enclosure to convert serial devices to TCP/IP [includes one spare])	9 / Each	\$528.06	\$4,752.54
26. RF Junction Box - (to connect to existing RF Readers)	8 / Each	\$600.00	\$4,800.00
27. 1-port Serial Server (Perle) - (to convert RF serial device to TCP/IP [includes one spare])	9 / Each	\$486.20	\$4,375.80
28. Intercom Master (IP) - (Includes Master Station, Sub-Station Adapter and Transformer -	9 / Each	\$1,870.64	\$16,835.76

customer must provide POE Switch [includes one spare])			
29. Intercom Remote Horn/Station (IP) - (Includes Horn and Push Button - customer must provide POE Switch [includes one spare])	9 / Each	\$751.17	\$6,760.53
30. 4-port Extended Temperature Serial Server (Perle) - (to convert attended scales from serial to TCP/IP - assumes all scales are at the same scale house Central County Transfer Station - 1 North County Regional Waste Disposal Facility - 1 Renewable Energy Facility - 1 South West County Transfer Station - 1 [includes one spare])	5 / Each	\$774.80	\$3,874.00
31. 2-port Extended Temperature Serial Server (Perle) - (to convert attended scales from serial to TCP/IP - assumes all scales are at the same scale house North County Transfer Station - 1 South County Transfer Station - 1 West Central Transfer Station - 1 West County Transfer Station - 1 [includes one spare])	5 / Each	\$528.06	\$2,640.30
32. 1-port Serial Server (Perle) - (to convert attended scale from serial to TCP/IP Recoverable Materials Processing Facility - 1)	1 / Each	\$486.20	\$486.20
33. 1-port Serial Server (Perle) - (to convert unattended scales from serial to TCP/IP Central County Transfer Station - 2 North County Regional Waste Disposal Facility - 1 North County Transfer Station - 1 Renewable Energy Facility - 1 South County Transfer Station - 1 South West County Transfer Station - 1 West Central Transfer Station - 1 [includes one spare])	9 / Each	\$486.20	\$4,375.80

34. Case Kiosk Thermal Receipt Paper (8 Rolls) - (one case per site)	7 / Each	\$145.54	\$1,018.78
35. Outdoor Display - (External Display - 24X64 Compact Outdoor Enclosed)	30 / Each	\$2,457.00	\$73,710.00
36. Project Management - (Authority will only be invoiced for time used)	1,040 / Hour	\$150.00	\$156,000.00
37. On-Site Installation - (Hardware - includes travel for one trip)	1 / Flat Fee	\$38,500.00	\$38,500.00
38. On-Site Installation - (Go-Live - 1 Site - 3 Techs for 7 days (2 weekend days) - includes travel)	168 / Hour	\$301.60	\$50,668.80
39. On-Site Installation - (Go-Live - 2 Sites - 3 Techs for 5 days - includes travel)	120 / Hour	\$281.25	\$33,750.00
40. On-Site Installation - (Go-Live - 3 Sites - 4 Techs for 5 days - includes travel)	160 / Hour	\$281.25	\$45,000.00
41. On-Site Installation - (Go-Live - 3 Sites - 4 Techs for 5 days - includes travel)	160 / Hour	\$281.25	\$45,000.00
42. On-Site Training - (includes travel and weekend travel stay)	160 / Hour	\$271.86	\$43,497.60
43. Remote Install/Training - (Authority will only be invoiced for time used)	480 / Hour	\$210.00	\$100,800.00
44. On-Site Installation - (After Hours Work - Authority will only be invoiced for time used)	200 / Hour	\$315.00	\$63,000.00
45. Annual Support	Year	\$92,604.10	\$92,604.00
			\$ 1,325,985.63

Proposed fees shall include all expenses and equipment, including but not limited to any other relevant out of pocket expenses necessary to carry out the task.

PSLLC's current hourly rates are as follows:

Job Description	During Business Hours	After Business Hours
Implementation Specialist	\$210.00	\$315.00
Support Specialist	\$210.00	\$315.00
Business Development Specialist	\$210.00	\$315.00
Software Engineer / Programmer	\$250.00	\$375.00
Executive Management	\$300.00	\$450.00
Rush Job	1.5 times rate above	1.5 times rate above

Additional Optional Modules

Per the requirements of the RFP, we are providing the current pricing for the additional optional modules listed in Section 6.

Custom Free Units Module	1 / Flat Fee	\$2,625.00	\$2,625.00
Disposal Authorization Slips Module	1 / Flat Fee	\$7,875.00	\$7,875.00
Letter of Authorization Module	1 / Flat Fee	\$7,875.00	\$7,875.00
Inventory Module	1 / Flat Fee	\$5,250.00	\$5,250.00
Offenses Module	1 / Flat Fee	\$2,625.00	\$2,625.00
Radiation Module	1 / Lane	\$1,575.00	\$1,575.00
Driver's License Scanning Module	1 / Lane	\$1,575.00	\$1,575.00
Add Air Conditioning Unit to Kiosk Enclosure (Unattended)	8 / Each	\$3,000.00	\$24,000.00

PSLLC agrees to that after the Authority and PSLLC negotiate the implementation plan that final pricing will be adjusted accordingly.

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1.3 Proposal Form 3 – Non-Collusion Affidavit

State of _____
County of _____

Being duly sworn deposes and says:

That she/he is an officer of the parties making the foregoing Proposal, that such Proposal is genuine and not collusive or sham; that said PROPOSER has not colluded, conspired, connived or agreed, directly or indirectly with any PROPOSER or person, to put in a sham bid or to refrain from bidding and has not in any manner, directly, or indirectly, sought by agreement or collusion or communication or conference with any person, to fix the price or affiant or any other PROPOSER, or to fix any overhead, profit or cost element of said price, or that of any other PROPOSER, or to secure any advantage against the AUTHORITY, or any person interested in the proposed contract and that all statements in said Proposal are true.

Paradigm Software, L.L.C.

Name of Proposer

Jackie W. Barlow, II

Print Name of Designated Signatory

Signature

Chief Operating Officer

Title

On this 12th day of January, 2019, before me appeared Jackie W. Barlow, II / Chief Operating Officer personally known to me to be the person described in and who executed this RFP Response and acknowledged that (she/he) signed the same freely and voluntarily for the uses and purposes therein described.

In witness thereof, I have hereunto set my hand and affixed my official seal the day and year last written above.

Signature

Notary Public in and of the State of Maryland

(Affix Seal here)

(Name printed)

Residing at _____

My commission expires _____

1.4 Proposal Form 4 – Drug-Free Workplace

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

Paradigm Software, L.L.C. does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United State or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Jackie W. Barlow, II

Print Name of Designated Signatory

Signature

01/12/2019

Date

1.5 Proposal Form 5 – S/M/W Business Enterprise Subcontractor

Please see the next page for our S/M/W Business Enterprise Subcontractor.

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PROPOSAL FORM 5

**Equal Business Opportunity Office
Small/Minority/Women Business Enterprise Subcontractor/Supplier Participation Schedule**

DATE 01/12/2019

SOLICITATION INFORMATION						
Contract #:						
Project Name:		Integrated Point of Sale / Vehicle Scale Software Management and Accounts Receivable System		Project Start Date:		TBD
Project Location:		Palm Beach County, FL				
Bidder/ Proposer:		Paradigm Software, L.L.C.				
Address:		113 Old Padonia Road, Suite 200 Cockeysville, MD 21030				
Contact Person:		Mr. Jackie W. Barlow, II	Email Address:	jackie.barlow@paradigmsoftware.com	Phone #:	410 329 1300
ORGANIZATION STATUS						
Business Association	Business Name	Business Address	Business Phone #	Type of Work to be Performed	% of Work	\$ Amount
Prime Bidder/Proposer	Paradigm Software, L.L.C.	113 Old Padonia Road, Suite 200 Cockeysville, MD 21030	410-329-1300	Software/Hardware Implementation and Support	85%	\$1,131,485.63
S/M/WBE Subcontractor	Greywood Consulting, Corp.	3300 South Dixie Highway, Suite 1-138 West Palm Beach, FL 33405	678-612-2446	Program/Project Management	12%	\$156,000.00
S/M/WBE Subcontractor					%	\$
S/M/WBE Subcontractor					%	\$
S/M/WBE Subcontractor					%	\$
S/M/WBE Subcontractor					%	\$
TOTAL PARTICIPATION % & DOLLAR AMOUNT:					100%	\$1,287,485.63
TOTAL CONTRACT AMOUNT:					\$	\$1,287,485.63
BIDDER/PROPOSER SIGNATURE						
<p>The listing of S/M/WBE(s) shall constitute a representation by the bidder/proposer to the Authority that the bidder/proposer believes such S/M/WBE(s) to be technically and financially qualified and available to perform the work described. Bidders/Proposers are advised that the information contained herein may be verified. I certify that all information contained in this form is true and accurate to the best of my knowledge.</p>						
Bidder/Proposer Signature				<u>Jackie W. Barlow, II</u> Name & Title (Print)		<u>01/12/2019</u> Date

Use to list additional subcontractors

ORGANIZATION STATUS						
Business Association	Business Name	Business Address	Business Phone #	Type of Work to be Performed	% of Work	\$ Amount
Non S/M/WBE Subcontractor	Kanawha Scales and Systems, Inc.	111 Jacobson Drive Poca, WV 25159	800-955-8321	Hardware Installation	3%	\$38,500.00
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
Non S/M/WBE Subcontractor					%	\$
TOTAL PARTICIPATION % & DOLLAR AMOUNT:					100%	\$38,500.00
TOTAL CONTRACT AMOUNT:					\$	\$38,500.00

1.6 Proposal Form 6 – Statement of Intent to Perform as S/M/WBE

Please see the next page for our Statement of Intent to Perform as S/M/WBE.

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PROPOSAL FORM 6

**Equal Business Opportunity Office
Statement Of Intent To Perform As An S/M/WBE Subcontractor/Supplier**

SOLICITATION #: 19-202/DL

CONTRACT #:

A signed *Statement of Intent to Perform as a Small/Minority/Women Business Enterprise (S/M/WBE) Subcontractor* form must be completed by the Bidder and owner or authorized principal of each S/M/WBE firm listed in the *S/M/WBE Subcontractor Participation Schedule*.

STATEMENT OF INTENT

The undersigned is certified as an S/M/WBE vendor in accordance with the Solid Waste Authority of Palm Beach County's Equal Business Opportunity Program Policy: Yes No

Greywood Consulting, Corp. (Name of S/M/WBE Subcontractor/Supplier) agrees to perform work on the above contract as a (check one):

Individual Partnership Other

The S/M/WBE subcontractor will enter into a formal agreement with **Paradiqm Software, L.L.C.** (Name of Bidder/Proposer) conditioned upon the Bidder/Proposer executing a contract with the Authority.

DESCRIPTION OF WORK TO BE PERFORMED & VALUE

Please provide the details and value of the work to be performed:

Item No.	Type of Work	Agreed Upon Price	% of Work
1	Program / Project Management (based on approximately 1,040 hours)	\$156,000.00	12%
2		\$	%
3		\$	%
4		\$	%
TOTAL VALUE OF WORK		\$156,000.00	12%

S/M/WBE SUBCONTRACTOR/SUPPLIER SIGNATURE

I certify that all information contained in this form is true and accurate to the best of my knowledge and will be relied upon when evaluating this solicitation.

S/M/WBE Subcontractor (Signature)	Title
Name of S/M/WBE Subcontractor (Print)	Date
Prime Contractor (Signature)	Title
Prime Contractor (Print)	Date

1.7 Proposal Form 7 – Subcontracting Goal – Waiver Request

PSLLC has not completed the Subcontracting Goal – Waiver Request form as we are using a local business who meets the S/M/W/BE requirement.

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PROPOSAL FORM 7

**Equal Business Opportunity Office
Subcontracting Goal – Waiver Request**

DATE:	01/12/2019
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CONTACT INFORMATION			
Solicitation Title:	Integrated Point of Sale/Vehicle Scale Software Management and Accounts Receivable System		
Solicitation #:	19-202/DL		
Prime Contractor:	Paradigm Software, L.L.C.		
Contact Person:	Mr. Jackie W. Barlow, II		
Phone No:	410-329-1300	Email:	jackie.barlow@paradigmsoftware.com

GOOD FAITH EFFORT DOCUMENTATION

In the sections below, points will ONLY be awarded for fully satisfying the criteria. For more information on the Subcontracting Waiver Criteria or for assistance on completing the Subcontracting Waiver Request Form, please contact the EBO Office at (561) 640-4000. **Respondents must obtain a total of 70 points to receive a waiver approval.**

SECTION A – Sufficient Commercially Useful Work Identified to Meet Subcontracting Goal	25 points
Please provide documentation and supporting evidence to show how the criteria was fulfilled:	
List the specific scope of work identified for each of the S/M/WBEs contacted Ensure the scope of work identified for S/M/WBEs is greater than or equal to the subcontracting goal(s) Additional comments, if any	
Response:	
PSLLC has not completed the Subcontracting Goal – Waiver Request form as we are using a local business who meets the S/M/W/BE requirement.	
Requirements:	
Provide a list of elements of the scope of work, specifically referencing appropriate NIGP codes, and estimated percentages of subcontracting opportunities and estimated percentage of work to be self-performed by Respondent. Respondent must solicit a reasonable number of available S/WBE subcontractor(s) that are capable of performing each type of work that Respondent is seeking to subcontract. No points will be awarded for this category if the Respondent fails to list sufficient commercially useful subcontracting opportunities to meet the established goal.	

Please provide written documentation and supporting evidence to show how the criteria was fulfilled.
Respondents will **ONLY RECEIVE POINTS** for this Section if **ALL REQUIRED DOCUMENTATION** listed above is included with the Subcontracting Waiver Request and if outreach occurred within the specified timeframe.

1. Contact at least three (3) S/M/WBEs, where available for each scope of work identified to be subcontracted in Section A (email/call logs/faxes)
2. Include current documentation of searches from Vendor Registration System (VRS) / Website or Other Certifying Entity’s S/M/WBE Directories
3. Notify S/M/WBEs at least ten (10) calendar days prior to the bid closing date
4. Additional comments, if any

Response:

PSLLC has not completed the Subcontracting Goal – Waiver Request form as we are using a local business who meets the S/M/W/BE requirement.

Requirements:

1. Each subcontractor solicitation must be documented to have been sent by Respondent **no later than 10 calendar days** prior to the Authority’s bid due date, and to have been sent to the email address or fax number and contact person for the S/M/WBE firm that has been registered with the Authority or Certifying Entity in accordance with the Economic Inclusion Policy.
2. Each initial communication to potential S/M/WBE subcontractors by Respondent must contain in the subject line a reference to “subcontractor solicitation” as well as the name of the project and bid solicitation number as provided in the Authority’s bid solicitation.
 - o The body of each initial communication to S/M/WBE subcontractors from Respondent must contain a current web link to the Respondent’s own web page wherein its solicitation for subcontractors for various scopes of work for that specific prime contract are posted.
3. Respondent’s web posting must provide detailed instructions to prospective subcontractors as to the appropriate format and means for submitting a subcontract bid, as well as all information that is required for submitting a bid to the Respondent, including, but not limited to, Respondent’s contact information for subcontracting bid submittals, bid specifications for each element of subcontracted work, the bid due date for subcontractors, bonding and insurance requirements for subcontractors, and reference requirements.
4. For each category of work identified by Respondent as being available for subcontracting, copies of emails or fax correspondence to **no fewer than 3 certified S/M/WBEs**, where available as being able to perform that category of commercially useful work.
5. Copies of email and/or fax records reflecting that each such subcontractor solicitation sent by Respondent was sent **no later than 10 calendar days** prior to the bid due date as established by the Authority, and that each such solicitation was sent to the fax number and/or email address and contact person for the S/M/WBE firm that has been registered with the Authority or Certifying Entity in accordance with the Economic Inclusion Policy as being capable of performing each such category of work.
6. Documents reflecting that the web link to the Bidder’s web page contained in the initial communication was current and valid as of the date the communication was sent to prospective S/M/WBE subcontractors. (Printed web pages reflecting required information, the web page address and the date of printing may suffice.)

SECTION C – Follow-up Communications & Bid Negotiations with Potential Subcontractors

35 points

Please provide written documentation and supporting evidence to show how the criteria was fulfilled.

Respondents will **ONLY RECEIVE POINTS** for this Section if **ALL REQUIRED DOCUMENTATION** listed above is included with the Subcontracting Waiver Request and if outreach occurred within the specified timeframe.

1. Follow up with S/M/WBEs at least three (3) calendar days prior to the bid closing date. ***Note that an alternate form of communication is required from the communication methods used in Section B***
2. Document if a response was received from S/M/WBEs contacted. If a S/M/WBE submitted a bid, indicate negotiations and reasoning for not accepting the bid
3. Additional comments, if any

Response:

PSLLC has not completed the Subcontracting Goal – Waiver Request form as we are using a local business who meets the S/M/W/BE requirement.

Requirements:

1. Communication log documenting telephone/fax/email follow-up. This log must include the Authority's eligible subcontractor's/supplier's company name, telephone number, email address, fax number, contact person, time, date, and result of the follow-up communication.
2. Respondent must follow-up with all solicited potential subcontractors/suppliers who have not responded to initial notification or must state reasonable basis for lack of follow-up action.
3. If Respondent does not receive feedback from initial communication or received notification that initial outreach was not successfully received (wrong or disconnected phone/fax/, email delivery failure), Respondent must show alternative methods of communication utilized for outreach.
4. Copies of all emails, faxes, subcontractor bid offers, Respondent's written responses to subcontractor bid offers, and other written communications exchanged between Respondent and prospective subcontractors during the bidding process must be provided.

SECTION D - Attendance at Pre-Submittal Conference – Solid Waste Authority of PBC Purchasing staff maintains documentation regarding attendance at the pre-submittal conference	5 Points
<p>Please provide written documentation and supporting evidence to show how the criteria was fulfilled. Respondents will <u>ONLY RECEIVE POINTS</u> for this Section if <u>ALL REQUIRED DOCUMENTATION</u> listed above is included with the Subcontracting Waiver request and if outreach occurred within the specified timeframe.</p>	
<p>1. Below, list the individuals from your firm that attended the pre-submittal conference</p>	
<p>Response:</p> <p>Jackie W. Barlow, II – Paradigm Software, L.L.C. Lorna Anderson – Greywood Consulting, Corp.</p>	
<p>Requirements: Potential subcontractors/suppliers are encouraged to attend pre-submission meetings, which serve as an opportunity to meet prime Respondents. Respondents demonstrate attendance at pre-submittal conference by signing-in physically. No documentation other than list of company representatives in attendance are required by Respondent; the Authority staff will maintain internal documentation.</p>	

SECTION E – Other Criteria (Bonding / Insurance / Supplier Credit Assistance)	15 Points
<p>Please provide documentation and supporting evidence to show how the criteria was fulfilled. To receive all 15 points, three (3) additional good faith efforts must be completed. Note the items below are recommendations of “Other Criteria.” The Respondent may identify other good faith efforts in the area provided below (subject to approval):</p>	
<ol style="list-style-type: none"> 1. Participate in a mentoring program in the Palm Beach, Broward or Miami-Dade Counties 2. Provide S/M/WBEs easy access to plans and specifications for S/M/WBEs 3. Host outreach events for S/M/WBEs in Palm Beach County in partnership with the Authority 4. Offer joint check services, bonding assistance or lines of credit to S/M/WBEs 5. Advertise and utilize member listings from multiple trade organizations and Chambers of Commerce 6. Other (Please list) 	
<p>Response:</p> <p>Not Applicable</p>	
<p>Requirements:</p> <ol style="list-style-type: none"> 1. Respondent provided subcontractors with detailed information on how, where (within Palm Beach County area) and when (during normal business hours) interested subcontractors may view or obtain the plans and specification for the project free of charge (on-site or via internet). 2. Respondent advertised for bids/quotes from interested S/M/WBE businesses not less than 10 business days prior to the Authority solicitation response deadline in one or more newspapers, trade association publications, minority- or trade oriented publications, newsletters, or trade websites. 3. Outreach to other organizations’ Vendor Directories/Listings to contact certified S/M/WBEs who have been identified to perform Commercially Useful Functions for subcontracting work identified in the solicitation. 4. Assistance provided or offered to potential subcontractors/suppliers in obtaining bonding, lines of credit with suppliers or financial institutions, and insurance in connection with the bid solicitation. 5. Participating as a mentor in business mentoring programs in South Florida within the past calendar year. 6. Attending/hosting Palm Beach County business outreach events with the past calendar year. 	

Respondents must obtain a total of 70 or more points to receive a waiver approval. No partial points will be awarded to Respondents in Sections A-D for not meeting the criteria. Respondents will be considered non-responsive upon denial of the Subcontracting Goal – Waiver Request Form and Subcontractor/Supplier Utilization Plan. For more information on the Subcontracting Waiver Criteria or for assistance on completing the Subcontracting Waiver Request Form, please contact the EBO Office at (561) 640-4000.

AFFIRMATION
I CERTIFY THAT ALL INFORMATION CONTAINED IN THIS FORM IS ACCURATE AND COMPLETE, AND UNDERSTAND THAT IF THIS REQUEST FOR WAIVER IS DENIED AND I FAIL TO MEET THE REQUIREMENTS OF THIS SOLICITATION, MY RESPONSE TO THIS SOLICITATION WILL BE DEEMED NON-RESPONSIVE.

Company Authorized Signature: _____ **Print Name/Title: Jackie W. Barlow, II / COO**

To be Completed by EBO Office	Approved	TOTAL SCORE: _____/100
	Denied	

1.8 Proposal Form 8 – Certification of Business Location

PSLLC has completed the attached form. PSLLC understands and agrees that we are using a local business with an office located within Palm Beach County, FL to assist in the Project Management of this implementation. The answers below are based on Greywood Consulting, Corp. headquarters and principal office in Palm Beach County, FL.

In accordance with the Solid Waste Authority's (Authority's) Local Preference Policy a preference will be given to PROPOSER having a permanent place of business in Palm Beach County ("County"). To receive a local preference, PROPOSER must have a permanent place of business within the County a minimum of one (1) year prior to the Authority's issuance of the solicitation. A Business Tax Receipt which is issued by the Palm Beach County Tax Collector, authorizes the PROPOSER to provide the goods/services being solicited by the Authority, and will be used to verify that the PROPOSER had a permanent place of business one year prior to the issuance of the solicitation. The PROPOSER must submit this Certification of Business Location ("Certification") along with the required Business Tax Receipt at the time of proposal submission. The Business Tax Receipt and this Certification are the sole determinant of local preference eligibility. Errors in the completion of this Certification or failure to submit this completed Certification will cause the PROPOSER to not receive a local preference.

In instances where the PROPOSER is exempt by law from the requirement of obtaining a Business Tax Receipt, the PROPOSER must: (a) provide a citation to the specific statutory exemption; and (b) provide other documentation which clearly establishes that the PROPOSER had a permanent place of business within the County prior to the date of issuance of the solicitation. The Authority hereby retains the right to contact said PROPOSER for additional information related to this requirement after the bid/proposal due date.

I. PROPOSER is a:

Local Business: A local business has a permanent place of business in Palm Beach County.

(Please indicate):

N/A Headquarters located in Palm Beach County

Permanent office or other site located in Palm Beach County from which the vendor will produce a substantial portion of the goods and/or services.

II. The attached copy of PROPOSER's County Business Tax Receipt verifies PROPOSER'S permanent place of business.

THIS CERTIFICATION is submitted by Jackie W. Barlow, II, as
(Name of Individual)

Chief Operating Officer, of Paradigm Software, L.L.C.
(Title/Position) (Firm Name of PROPOSER)

Who hereby certifies that the information stated above is true and correct and that the Palm Beach County Business Tax Receipt is a true and correct copy of the original receipt. Further, it is hereby acknowledged that any misrepresentation by the PROPOSER on this Certification will be considered an unethical business practice and be grounds for sanctions against future Authority business with the PROPOSER.

(Signature) 01/12/2019
(Date)

1.9 Proposal Form 9 – Proposer’s Qualification Statement

PROPOSER’S QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: SOLID WASTE AUTHORITY OF PALM BEACH COUNTY
PURCHASING SERVICES DEPARTMENT
7501 N. Jog Road
West Palm Beach, FL. 33412

Submitted by:
Name: **Jackie W. Barlow II**
Address: **113 Old Padonia Road, Suite 200**
City, State, Zip: **Cockeysville, Maryland 21030**
Federal Identification Number (FID) **37-1348708**

Check One
Corporation: _____
Partnership: **X**
Individual: _____
Other* _____

(*if other is being checked, please provide supporting documentation to validate the legality of the Firm)

- 1. State the true, exact, correct and complete name of the partnership, trade or fictitious name under which you do business and the address of the place of business.

The correct name of the PROPOSER is:
Paradigm Software, L.L.C.

The address of the principal place of business is:
113 Old Padonia Road, Suite 200
Cockeysville, Maryland 21030

- 2. If PROPOSER is corporation, answer the following:
 - a. Date of Incorporation: _____
 - b. State of Incorporation: _____
 - c. President’s name: _____
 - d. Vice President’s name: _____
 - e. Secretary’s name: _____
 - f. Treasurer’s name: _____
 - g. Name and Address of Resident Agent: _____

- 3. If PROPOSER is an individual or a partnership, answer the following:
 - a. Date of organization: **10/31/1991**
 - b. Name, address and ownership units of all partners: **Philip S. Weglein – 100% Ownership, 113 Old Padonia Road, Suite 200, Cockeysville, MD 21030**
 - c. State whether general or limited partnership: **General**

4. If PROPOSER is other than an individual, corporation or partnership, describe the organization and give the name and address of principals: **N/A**
5. If PROPOSER is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute. **N/A**
6. How many years has your organization been in business under its present business name? **27 years**

Under what other former names has your organization operated? **N/A**

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this RFP solicitation. Please attach certificate of competency and/or state registration. **Sunbiz Registration Number M00000002009**
http://www.ncwm.net/ntep/cert_search?ob=&obd=&cc_num=&status=Any&man=paradigm&mod=&dvt=&keyword=&search=Search for Weights and Measures Certificate Number 96-049A2. These certificates are listed on the following pages.

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[Department of State](#) / [Division of Corporations](#) / [Manage/Change with E-Filing](#) /

Welcome/Login	Report & Update Information	Final Review	Payment
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Business Name	Type	Document Number	Filing Fee
PARADIGM SOFTWARE, L.L.C.	Foreign Limited Liability Company	M00000002009	\$50.00

File Date	Sep 25, 2000
Filing State or Country	MD
Status	Active

1 of 6 - Review and Edit Your Information

FE/EIN Number	37-1348708	Edit FE/EIN Number
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Principal Address		
113 OLD PADONIA RD SUITE 200 COCKEYSVILLE, MD 21030 US	Edit Principal Address	

Mailing Address		
113 OLD PADONIA ROAD SUITE 200 COCKEYSVILLE, MD 21030 US	Edit Mailing Address	

Registered Agent Name / Signature	
Registered Agent CT CORPORATION SYSTEM	<input type="button" value="Edit Agent / Signature"/> ?

Registered Agent Information	
Registered Agent Address 1200 South Pine Island Road Plantation, FL 33324 US	<input type="button" value="Edit Address"/>

Name And Address of Person(s) Authorized to Manage Limited Liability Company	
Title MR. WEGLEIN , PHILIP S 113 OLD PADONIA RD SUITE 200 COCKEYSVILLE, MD 21030 US	<input type="button" value="Edit or Delete Manager"/> ?
Title MR. BARLOW , JACKIE W , II 113 OLD PADONIA RD SUITE 200 COCKEYSVILLE, MD 21030 US	<input type="button" value="Edit or Delete Manager"/> ?
<input type="button" value="Add New Manager/Authorized Member/Authorized Representative?"/> ?	
<small>Important Notice: You may now list all principals (i.e., officers, directors, managers, authorized representatives, etc.) on your online annual report. Our office no longer accepts attachments. If no additional managers/authorized members/authorized representatives are needed, move on to Step 2.</small>	

2 of 6 - Order a Certificate of Status?

Do you want a Certificate of Status? ?
<input type="radio"/> Yes <input checked="" type="radio"/> No
 Certificate costs \$5. The Certificate cost will be added to the Filing Fee.

[Cancel - Return to Filing Screen](#)



NATIONAL TYPE EVALUATION PROGRAM

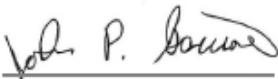
Certificate of Conformance

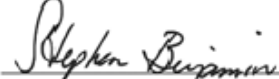
for Weighing and Measuring Devices

For: Scale System Controller Vehicle/Platform Scale Model: Weigh Station	*Submitted By: Contact Info. Updated October 2018 Paradigm Software, L.L.C. 113 Old Padonia Road / Suite 200 Cockeysville, MD 21030 Tel: 410-329-1300 Fax: 443-275-2509 Contact: Jackie Barlow Email: jackie.barlow@paradigmsoftware.com Web site: www.paradigmsoftware.com
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Standard Features and Options		
Motion detection and primary weight indications are provided by the certified primary weight indicator Weighmaster ticket printing capability Non-weigh mode for manual weight entries Keyboard programmable and push-button tare Weigh-in/weigh-out capabilities Vehicle, customer and product ID Multiple load-receiving element (vehicle and platform) interface with scale identification Pound, ton, metric conversions		
<u>Minimum System Requirements:</u>		
Computer Display Alphanumeric Keyboard Operating System: Windows 95 or higher Hardware: 486 processor or higher, IBM compatible Program language: Visual Basic		
Display Minimum size of each digit	Height 1.0 cm	Width 0.5 cm

This device was evaluated under the National Type Evaluation Program and was found to comply with the applicable technical requirements of "NIST Handbook 44: Specifications, Tolerances and Other Technical Requirements for Weighing and Measuring Devices." Evaluation results and device characteristics necessary for inspection and use in commerce are on the following pages. *Editorial changes, not affecting the type or metrological content, corrected this certificate.


John Gaccione
Chairman, NCWM, Inc.


Stephen Benjamin
Committee Chair, National Type Evaluation Program Committee
Issued: June 3, 2014

1135 M Street, Suite 110 / Lincoln, Nebraska 68508

The National Conference on Weights and Measures (NCWM) does not approve, recommend or endorse any proprietary product or material, either as a single item or as a class or group. Results shall not be used in advertising or sales promotion to indicate explicit or implicit endorsement of the product or material by the NCWM.



Paradigm Software, L.L.C.
Scale System Controller / Weigh Station

Application: Controller system for use with certified vehicle and/or platform scales. The scale must be interfaced to an NTEP certified indicating element

Identification: The identification information is continuously displayed at the bottom of the display when the system is in use.

Sealing: The controller requires no provision for sealing and is protected by a password that is retained by the manufacturer. Additionally, the controller requires an encrypted module that is attached to the back of the computer. The controller is inoperable without the key. Provisions for sealing metrological parameters are provided by the certified weighing and indicating elements.

Operation: The scale controller is used for weigh-in/weigh-out applications. The specific weighing element in use is automatically indicated on the weigh ticket. Manual weights may be keyboard entered, in a mode incapable of reading the scale, for correcting transactions, entering weights from certified weight tickets, and correcting erroneous data. All manual weights are identified as "Man Wt" on the weight ticket.

Test Conditions: This Certificate supersedes Certificate of Conformance number 96-049A1 and is issued without additional tests to reactivate Certificate of Conformance number 96-049A1 without lapse. Contact information has also been updated. Previous test conditions are listed below for reference.

Certificate of Conformance Number 96-049A1: This certificate supersedes Certificate of Conformance Number 96-049 and is issued to include multiple scale interface capability. The system was evaluated while interfaced to three certified digital indicating elements interfaced to three weighing elements. The emphasis of the evaluation was on performance of the system, its interaction with each indicating element and information printed on the ticket.

Certificate of Conformance Number 96-049: The software and an IBM compatible personal computer were interfaced to a certified indicator and a load cell simulator for the purpose of the evaluation. The emphasis of the evaluation was on the performance of the computer system, its interaction with the indicating element and information printed on the ticket.

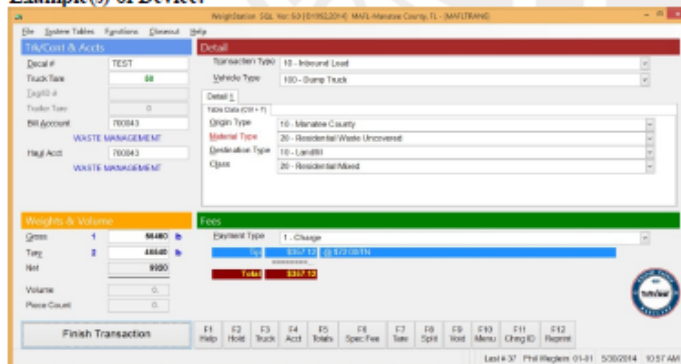
Evaluated By: G. Castro (CA) 96-049, 96-049A1

Type Evaluation Criteria Used: *NIST Handbook 44 Specifications, Tolerances, and Other Technical Requirements for Weighing and Measuring Devices*, 1999 Edition. *NCWM Publication 14 Measuring Devices*, 1999 Edition.

Conclusion: The results of the evaluation and information provided by the manufacturer indicate the device complies with applicable requirements.

Information Reviewed By: S. Patoray (NCWM) 96-049A1; J. Truex (NCWM) 96-049A2

Example(s) of Device:



8. Provide a narrative of Firm's Safety Program, Quality Assurance/Quality Control Management methods. **PSLLC takes great pride ensuring we deliver a quality product to our customers. Once awarded, PSLLC will assign a Project Manager to be the Customer's main point of contact throughout the implementation. That point of contact will be the lead technician for the implementation and will have all resources available to him/her from Business Development, Installation Team, Support Team, Programmers/Software Engineers and Executive Management. PSLLC has implemented a milestone approach to our implementations. During the kick-off meeting, our Project Manager will discuss and outline these milestones for the Customer. The milestones cover items required by the Customer, by Paradigm and joint milestones. The use of the milestones has proven to ensure a successful installation and to keep the planning, implementation, configuration, testing and training phases moving forward. Within our implementation plan provided in this response, we have outlined these milestones for your review.**
9. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the PROPOSER, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition. **N/A**
10. A list of all enforcement actions against the facility for the last three (3) years including any consent orders entered, notices of violations received, and any judgments against the facility. Also, list the amount of any fines, penalties, or judgments, or other infractions in which the destination facility or facilities have received in the most current three (3) years of operation. **N/A**
11. List and describe any disciplinary action, administrative proceeding, malpractice claim or other like proceeding against your Firm or any of its lawyers, whether current or pending, as well as any such action, proceeding or claim occurring during the last five (5) years. **N/A**
12. Has the PROPOSER, its principals, officers or predecessors' organization(s) been CONVICTED of a Public Entity Crime, debarred or suspended from bidding by any governmental entity during the last five (5) years? If so, provide details. **N/A**
13. Has the PROPOSER in the past four (4) years, been rendered a final adjudicated determination in a legal or administrative proceeding in the State of Florida that the PROPOSER discriminated against its subcontractors, vendors, suppliers, or commercial customers? If yes, PROPOSER shall provide a list of all instances to include but not limited to; description of the status or resolution of the complaint, including any remedial action taken. (Attach additional sheets as necessary) **N/A**

The PROPOSER acknowledges and understands that the information contained in response to this Qualifications' Statement shall be relied upon by the Solid Waste Authority of Palm Beach County (AUTHORITY), in awarding the contract and such information is warranted by PROPOSER to be true. The discovery of any omission or misstatement that materially affects the PROPOSER's qualifications to perform under the contract shall cause the AUTHORITY to reject the proposal, and if after the award, to cancel and terminate the award and/or contract.

(Signed): _____

(Printed Name): Jackie W. Barlow, II

(Title): Chief Operating Officer

1.10 Proposal Form 10 – Scrutinized List Certification

**CERTIFICATION PURSUANT TO FLORIDA
STATUTE §215.4725**

**INTEGRATED POINT OF SALE/VEHICLE SCALE SOFTWARE
MANAGEMENT AND ACCOUNTS RECEIVABLE SYSTEM**

RFP NO.: 19-202/DL

I, **Jackie W. Barlow, II**, on behalf of **Paradigm Software, L.L.C.**,
Print Name Name of Business

certifies that **Paradigm Software, L.L.C.** does not:
Name of Business

1. Participate in a boycott of Israel; and
2. Is not on the Scrutinized Companies that Boycott Israel list; and
3. Is not on the Scrutinized Companies with Activities in Sudan List; and
4. Is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and
5. Has not engaged in business operations in Cuba or Syria.

As the person authorized to sign the statement, I certify that this Firm complies fully with the above requirements.

BIDDER'S SIGNATURE

01/12/2019

DATE

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2. Minimum Requirements

The following outlines the County supported software, hardware and networking requirements for the CompuWeigh™ System. The requirements set forth in this Section meet or exceed the requirements of the RFP. PSLLC is engaged in providing the services outlined in this RFP. The proposed system is currently in commercial use by clients similar to the Customer and PSLLC is currently supporting the system in maintenance and support agreements similar to that proposed herein. There are no immediate plans to release a new or upgrade version of the system. **NOTE: Minimum System Requirements are based on typical customer configurations and usage. Requirements will vary based on actual configuration and usage.**

The following are the minimum/recommended system requirements for a server.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4GHz
Memory	8 GB	16 GB RAM
Hard Drive	250 GB	500 GB SSD: Sequential Read/Write Performance Up to 550MB/s and 520MB/s respectively, and random Read/Write IOPS Performance: Up to 100K and 90K respectively
Operating System	Windows 2012 Server	Windows 2016 Server
SQL Server	SQL Server 2012	SQL Server 2016

The following are the minimum/recommended system requirements for a workstation.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4 GHz
Memory	4 GB	8 GB RAM
Hard Drive	160 GB	250 GB
Operating System	Windows 7 Pro (x64)	Windows 10 Pro (x64)
SQL Server	SQL Express	SQL Express
Microsoft Office	Office 2010	Office 2016

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3. Qualifications and Experience

PSLLC is pleased to present our CompuWeigh™ System solution for the installation of a Truck Scale Software system. Our principal place of business is located at 113 Old Padonia Road, Suite 200, Cockeysville, MD 21030. Our phone number is (410) 329-1300. Our fax number is (443) 275-2509. The main point of contact for this RFP response is Mr. Jackie Barlow, II; Chief Operating Officer. He can be reached at the above number or via email at jackie.barlow@paradigmsoftware.com. PSLLC understands the requirements of this RFP; plan on handling the entire project with the assistance of Greywood Consulting Corp., a local West Palm Beach company and Kanawha Scales and Systems, a company currently working with the Authority with scale and hardware maintenance and support; and has the required insurance requirements. PSLLC's date of organization is October 31, 1999.

PSLLC, an American owned and operated company, was founded in 1991 by our Chief Executive Officer Phil Weglein and has remained a solvent organization. PSLLC has never had to resort or rely on funding from outside sources. We have a strong municipal presence with over 84% of our customers in the public sector. PSLLC installed our first system in 1992. Since that time, we have continued to provide an industry leading scale software application. The top management officers are Philip Weglein and Jackie Barlow, II. They are responsible for all management and business decisions and have full executive authority to make binding contract negotiations. Phil is the architect of the entire CompuWeigh™ software system. Jackie is responsible for the daily operations of the company, marketing, customer liaisons and general systems implementation. The staff of PSLLC, consisting of 26 employees, has numerous years of specific knowledge and experience of the solid waste industry including facilities operation, consulting, software implementation and training. The staff of PSLLC possesses more than 100 years of combined software experience including all phases of database, file structuring, report generation and transaction processing software development, data conversion, industry consulting, and development of training programs and user documentation. PSLLC is very fortunate in that, over the years we have experienced minimal employee turnover, thereby enhancing PSLLC's ability to provide on-going, accurate, effective and timely support to all of our customers. PSLLC's seasoned staff members are encouraged and expected to share historical insight and past experiences with the new employees that join the team to help them bridge the learning curve of our operation more quickly. PSLLC's organizational staff may be small in numbers but because of the setup of our office operation, our process on how we bring on-board new customers and through employee's who thrive on positive outcomes, PSLLC's on-going success and growth can be attributed to, in part, the level of satisfaction the staff provides to our customers and how they communicate that to other individuals.

3.1 Qualifications of the Firm

PSLLC has an extensive knowledge of the industry and have most of the requirements in our standard application. For items that may need a level of customization in order to implement per the Customer's requirements, we will work closely with the necessary staff to fully understand and develop business requirements. From those business requirements, PSLLC will develop, install, train and implement a final solution that meets the Customer's expectations. Implementation of a solution such as this can only be performed as a joint effort between Customer and PSLLC team members. You understand your business better than anyone else and our team understands our software better than anyone else. Pair those two together and you have the makings for a positive outcome. PSLLC staff has performed customizations for all of our customers. Each facility has its own specific business processes and we have met those expectations for each customer. Prior to the start of any development, we will meet with Customer staff to discuss the requirement and ensure both parties on in complete understanding. PSLLC has many years of experience in the development of new features and we look at those features as how they can meet each customers requirement but also how they could assist other customers.

PSLLC has a 99% customer retention rate and our first customer is still using the product today. PSLLC is a municipal friendly company where over 84% of our customer base is in the public sector. We have over 1,900 licensed users at approximately 500 sites across North America. We understand the municipal business and have focused our attention to meeting the needs of municipalities. In addition, we understand that municipalities across the country do business differently and our software can adapt and be modified to meet and, in most cases, exceed the business requirements. Our niche is large multi-site, multi-scale facilities with a need for customizations to handle how each municipality does business.

PSLLC's customer base continues to grow. Currently we have customers in 44 states and four (4) Canadian provinces. We support customers in six (6) different time zones. Our CompuWeigh™ System is installed in a number of locations in and around the Customer's area. Some of PSLLC's Florida customers include Miami-Dade County, Pinellas County, Hillsborough County, Highlands County, Hernando County, Leon County, City of Jacksonville, Clay County, and many more. We would be happy to assist you in contacting these customers for a site visit or to ask questions about PSLLC's application and service.

PSLLC has seen consistent annual growth for more than 27 years. Our staff has increased over the years to support the additional customer base. We are focused on the solid waste and recycling industry and we are forecasting continued growth from a customer and staff standpoint. A succession plan is in place for the continued operation of the company.

With constant changes in the industry and customer demand, we have expanded the overall functionality of the CompuWeigh™ System in order to accommodate these

enhancements. This includes the integration of such optional peripheral devices as barcode scanners, magnetic swipe readers, RFID tag readers, electronic cash drawers, external keypad devices for unattended lanes, signature capture, traffic light and barrier arm controls, credit card processing, check verification, etc. PSLLC has numerous customers utilizing these hardware devices in their daily operation. For customers who are responsible for protecting their investment, the CompuWeigh™ System will be the last solid waste management software package they will ever need to buy.

The architecture of the CompuWeigh™ System permits the addition of customized features and functionality to satisfy the unique needs of all of our customers. Paradigm will work with the Customer to develop the optimum configuration desired now and in the future.

The system proposed by PSLLC is your assurance that the Customer will be getting value for its money. The proposed system will protect the investment in the operation of its facility. This includes configuring the system to communicate directly with the Customer's administrative systems for the processing of accounting, CRM and GIS functions.

Our customers know what they want from a well-structured system and know that PSLLC can deliver that kind of system. Within our customer base, 99% of our work is performed in the solid waste industry.

PSLLC has implemented an interface between the CompuWeigh™ System and the numerous third-party accounting systems. Our interface to accounting systems is customized to meet your business needs and requirements.

We have experience in working with our Customer's IT staff in order to ensure the proper rights and access are available to the users of the software. We have experience in working with Weights and Measures to ensure the information captured from the scale indicator is within their guidelines. We have provided numerous hours of consultation and customization in reference to our Customer's requirements. Our reputation proves that we deliver a software package that is configurable and customizable to meet each of our Customer's needs.

PSLLC proposes to provide all of the labor and materials quoted to furnish and install a new solid waste scale management system that will enable the Customer to collect and manage information from its facilities in the most efficient manner possible. We will install the CompuWeigh™ System on Customer provided hardware, integrate the system with the central office and perform full acceptance testing with the assistance of the Customer. Classroom lectures and hands-on training with the new software will be provided along with complete documentation. A mutual plan to transition from the current system to the CompuWeigh™ System will be developed prior to system installation to assure a smooth cutover. PSLLC has performed countless number of hours in the training of solid waste management facility's personnel with varying computer experience using a well-structured curriculum consisting of several days of lecture, demonstration and hands-on training. The proposed system will be delivered with full operational documentation to

support the installation. With this in mind, the implementation we propose will be modified to fit the needs and request of the Customer. PSLLC will provide the Customer with a facility survey to obtain the necessary information we need to create your database.

PSLLC is well experienced in working with projects the size and having similar system configuration as used by the Customer. From the initial design of the CompuWeigh™ System, it was intended to serve both single and multiple site configurations. Our installed customer base has grown each year and our system as delivered has performed up to and in most cases exceeded our customers' expectations. We have become the preferred supplier from one computer one scale facilities, to complex distributed facilities in the solid waste industry who understand the importance of collecting and managing data with the timeliest and accurate system and how valuable this information is to run an efficient and effective solid waste facility.

At PSLLC, the entire staff is involved in some form or fashion with each project that is undertaken by our office. A team approach fosters discussions on what makes this customer unique, what has been successful in the past, where do we need to allocate additional resources and what we need to do to make this as seamless as possible for our Customer. Our employees understand and have agreed in our Employee Agreement and Handbook the confidentiality of our business and that of our customers. Our employees are well trained experts in the computer field and in the solid waste management industry and will be part of the project team during the various phases of implementing the project including contract negotiations, software customizations, system installation and customer training, ongoing support for daily operations, and future system enhancements. We have experience working with departments of all sizes within a municipality, including but not limited to, end users, management, IT, Accounting, auditors, and many more. We are experienced in the requirements of the Weights and Measures and work closely with our customers to ensure the software maintains their standards.

PSLLC holds Annual User Group meetings in order to keep our customers up to date on the software and its enhancements. We bring multiple employees to these meetings in order to have multiple contact points for the participants to ensure questions are answered. We have also started looking into regional user groups for our customers to participate in as well. PSLLC is happy to participate. In addition, we email quarterly newsletters with valuable information for our customers. We have these meetings on an annual basis as long as our customer base participation warrants. We are also a strong participant with WasteCon, Waste Expo, WEF, and the Canadian Waste and Recycling Expo.

We strive to be on the cutting edge of technology and will continue to grow our software in order to remain the leader in the industry. Our product grows through an evolutionary process with the knowledge we obtain with our research and development and from customer's input. This practice will continue with the company and the software development.

PSLLC will be partnering with Greywood Consulting Corp. and with Kanawha Scales and Systems for this project. Each bring their own unique aspect to the project. Additional information about each partner is located in the Qualifications of the Firm and Qualifications of the Designated Staff sections below.

Greywood Consulting Corp.

Greywood Consulting Corp. provides program/project management (PM) services. We are a team of experienced consultants that specialize in technology implementation and IT service projects. Our consultants focus on assisting companies to deliver technology efficiently, and to maximize the return on their IT investment. Greywood's PM quality is based on extensive experience managing projects for high tech, Fortune 100 customers. Our PM methodology is a robust set of guidelines, tools and best practices developed over many years of successfully delivering major projects. Greywood incorporates vigorous planning and tracking and a communication plan tailored to meet the needs of our project stakeholders.

Areas of Expertise:

- Program & Project Management
- PMO Implementation & Support
- Technology Implementation (Transition & Transformation)
- Process Design & Delivery
- Technical Business Analysis
- Business Operations & Management
- PM & Technology training

Consultant's Certifications:

- PMI - Project Management Professional (PMP) and Certified Associate PM (CAPM)
- Certified SCRUM Master (CSM)
- Certified SCRUM Product Owner (CSPO)
- SAFe Product Consultant (CSPS)
- ITIL v3 Foundation
- Six Sigma Black Belt

Kanawha Scales and Systems

Kanawha Scales & Systems is an American owned company, founded in 1954 by Paul Bradbury as an industrial weighing service and calibration company. Since then Kanawha Scales & Systems has become a world leader in the weighing and automation industry. Kanawha Scales & Systems has fourteen offices in the USA, an office in Beijing, China as well as manufacturing, sales/service partners in India, Brazil and Australia.

Kanawha Scales & Systems has provided over 200 systems to over 19 countries outside of the USA, making Kanawha Scales & Systems one of the largest innovative weighing

and automation companies in the world. We have been able to do this by leading the way in technology and mostly by listening to our customers.

Kanawha Scales & Systems has provided over 1,100 data collection systems dating back before 1980 and has been supporting them ever since. In addition to weighing and data collection systems, Kanawha Scales and Systems is the leader in coal and iron ore truck and train loading systems with over 250 systems installed worldwide. These systems load coal and iron ore in to open top trucks and railcars at a very high rate (up to 12,000 tons/hour for coal and 24,000 tons/hour for iron ore), which are the fastest gravimetric coal and iron ore loading systems in the world. In 1996, Kanawha Scales & Systems was the first loadout supplier in the world to provide a totally automated (unmanned) train loadout system located in Australia. All of our loading systems include data collection systems at different automation levels to suit our customer's needs.

Kanawha Scales & Systems, Inc. has built its reputation around the highest level of customer support, innovative technology and dedicated account management required by customers around the world. Kanawha Scales & Systems has an extensive history in the weighing, measurement, controls, data collection and automation industry, which allows us to provide something that most scale sales & service companies cannot: Total Solutions and Support. As a total solutions provider, Kanawha Scales & Systems has an unbeatable combination of experience, knowledge and commitment to success.

Kanawha Scales & Systems Corporate Mission Statement

Our mission is to be a successful manufacturing and service organization dedicated to providing quality products and service of innovative weighing, material handling and control systems to domestic and international customers.

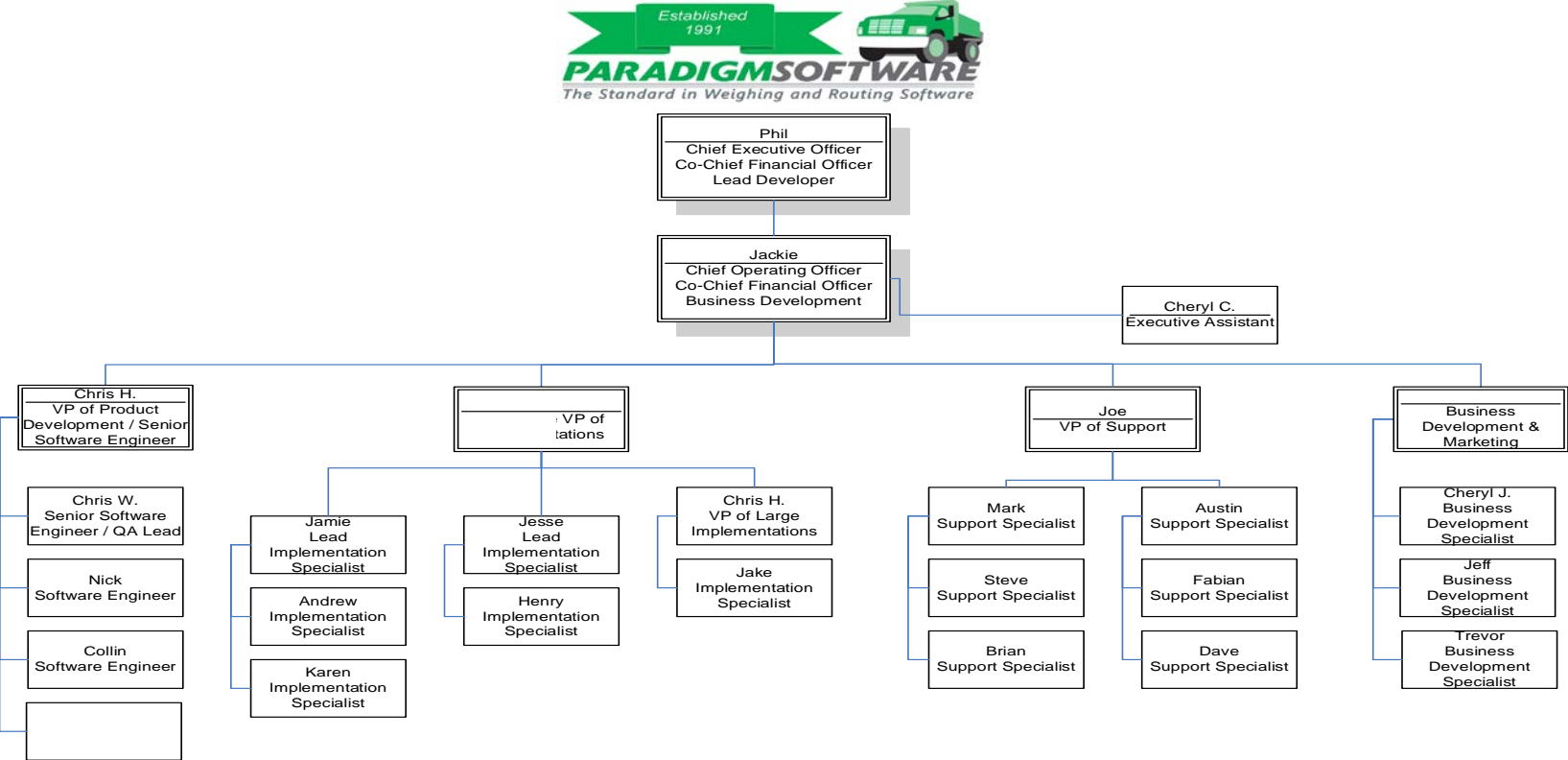
We will accomplish our mission by:

- Providing our customers with exceptional value.
- Providing an environment in which our employees are offered opportunities for personal growth and advancement.
- Operating in a way which benefits our community

3.2 Qualifications of the Designated Staff

3.2.1 Organizational Structure

PSLLC offers a single point of contact for our customer base. A phone call to our office will put you in touch with our dedicated staff. While you will have access to the technician(s) who will be responsible for the successful installation of the software at your facilities, you will also have access to the remainder of the staff. Our Organization Chart is provided on the next page for your review. **Note: 25 of our 26 employees can provide operational support for the application**



3.2.2 Project Team Qualifications and Experience

PSLLC takes great pride in hiring quality staff. In addition, we use modern processes to ensure our staff meet Federal and State requirements. As such, we verify each new employee through the E-Verify Program even though our average employee base is less than the required of 50 employees. The project manager for this implementation will be assigned upon award based on current projects in place and dependent on the timeframe of which this project will proceed, to ensure the County receives a dedicated staff member. Based on the current requirements, PSLLC does not plan to use a subcontractor.

3.2.3 Key Personnel

Each employee will assist in every installation. Whether physically on-site with our customer or in a remote supporting role. We handle each installation as a team and have seen great success with this model. Our team has been involved in numerous implementations and as a team we are able to accomplish any unforeseen events that have occurred. We believe a team approach to this project while working with the team members specified by the customer is a tremendous advantage. If a staff member were to become unavailable during implementation, we would be able to quickly provide an alternate. We have very little turnover of staff and we strive to provide an environment for our staff that encourages them to stay onboard for years to come.

Phil – Chief Executive Officer

30+ years' experience in solid waste and technical industry. Extensive consulting background & written client server applications for St. Paul Insurance, Legg Mason Brokerage, Black & Decker, Allied Signal, Blue Cross & Blue Shield and Mobile. 12 years' experience teaching at a corporate and university level and Trained in VB6, VB Net, ASP, ASP.Net, SQL Server and Client Server analysis and design. Involved with all installations. **Education – Bachelor of Science in Mathematics – Clemson University. Service at Paradigm – Since 1991.**

Jackie – Chief Operating Officer

Jackie is a US Marine Corps Veteran (E4 Corporal) and brings 30+ years' experience in business development, marketing, management and consulting in the computer, office automation and insurance fields. Manages and oversees the daily operations of PSLLC. He is involved with product demonstrations, workflow procedures, advertising, contract and proposal preparation, and has performed numerous customer installations. Jackie has proven success in project management focusing on written documentation, data transfer and mapping, scale house site design and rating tool design. Involved with all installations. **Education – Bachelor of Science in Business Management – York College of Pennsylvania. Service at Paradigm – Since 2000.**

Cheryl C. – Executive Assistant

Office management and assistance with the day to day operations of the company. Involved with Business Development and trade show coordination. **Education – Bachelor of Science – Psychology – Towson State University. Service at Paradigm – Since 2014.**

Cheryl J. – Business Development Specialist

20+ years “hands on” CompuWeigh™ application usage. Office management in a Waste to Energy facility managing business, personnel, purchasing and IT for the organization. Experience in providing system set up, installation, roll-out and end-user training for a 14-site installation involving C & D, composting, appliance collection & recycling, MSW and landscaping markets. Involved in over 20 installations. **Education - Bachelor of Science – Business Communications – University of Wisconsin – River Falls. Service at Paradigm – Since 2006.**

Jeff – Business Development Specialist

Jeff has over 32+ years with direct involvement in the operation of a municipal landfill and over 10+ years’ experience with the CompuWeigh System, he brings valuable insight to our organization. We are excited to have him as part of our team. **Service at Paradigm – Since 2015, with industry experience since 1983.**

Trevor – Business Development Specialist

Trevor is a recent college graduate that has just started a career with Paradigm Software. He will be spending his time with experienced Business Development Representatives in hopes of maintaining current customer's satisfaction and bringing new customers on board and assisting the Support team in order to obtain more knowledge to assist him in his daily responsibilities. **Education – Bachelor of Science: Business Administration – Towson University. Service at Paradigm – Since 2018.**

Chris H. – Vice President of Product Development / Senior Software Engineer

Years’ of experience with software maintenance, new development and credit card integrations. He’s daily oversight of all programming and development matters provide a solid foundation for our application. Involved with all installations. **Education – Masters of Science in Business and Technology Management and Bachelor of Science in Computer Information Systems: Network and Information Security Concentration – Villa Julie College. Service at Paradigm – Since 2007.**

Chris W. – Senior Software Engineer

14 years’ experience in programming enhancements, maintaining existing programs & hardware and providing research analysis and problem-solving functions. Proficient in Microsoft® Office suite of products, Visual Basic, .NET. Chris has been involved in more than 70 system installations. **Education – Bachelor of Science in Computer Science – University of Maryland Baltimore County. Service at Paradigm – Since 2000.**

Nick – Software Engineer

Nick's experience focuses on the maintenance programming, new development and other programming tasks associated with the CompuWeigh™ System. He has an excellent troubleshooting and problem-solving background. **Education – Bachelor of Science in Computer Information Systems – Stevenson University. Service at Paradigm – Since 2014.**

Collin – Software Engineer

Collin is a recent college graduate and started his career with Paradigm. He is involved in maintenance of the CompuWeigh™ System and the addition of new features. **Education – Bachelor of Science in Computer Science – The Pennsylvania State University. Service at Paradigm – Since 2018.**

Alex – Programmer

Alex is a recent college graduate and will be starting his career with Paradigm. He will be splitting his early days between the Support team and the Product Development team to become more acclimated to our system and company. **Education – Bachelor of Science in Computer Science – Goucher College. Service at Paradigm – Since 2019.**

Art – Executive Vice President of Implementations

Years of professional management experience as the third highest level of command in a City Fire Department, Art brings a wealth of knowledge to Paradigm. In addition to management, Art has an extensive IT background and will play a vital role in the growth of the company. **Education – Bachelor of Science in Business Information Systems Management – University of Maryland. Service at Paradigm – Since 1999.**

Chris H. – Vice President of Large Implementations

Years of experience in providing system installations, customer support and end user training. Involvement in the development of industry related applications and existing programs. Thorough knowledge of Microsoft® Windows Office applications, database management and experienced with Visual Basic, SQL and HTML programming languages; Windows Operating Systems as well as Netware Network Operating Systems. Involved with all installations. **Education – Bachelor of Science in Business Information Systems – Villa Julie College. Service at Paradigm – Since 1998.**

Jesse – Lead Implementation Specialist

Microsoft® Windows operating systems and Office knowledge. Hardware and software knowledge. Involved in over 10 installations. **Education – Bachelor of Arts – Civil Engineer, University of Maryland and Delaware Technical & Community College. Service at Paradigm – Since 2009.**

Jacob – Implementation Specialist

Extensive accounting knowledge. Microsoft® Windows operating systems and Office knowledge. Involved in over 10 installations. **Education – Bachelor of Arts in Accounting – Flagler College. Service at Paradigm – Since 2010.**

Andrew – Implementation Specialist

Andrew brings 5+ years of experience in sales, marketing, documentation composition, and training. His current role includes day to day customer support, developing/composing customer documentation, and assisting with customer installations. **Education** – *Bachelor of Science in Business Communication – Stevenson University 2011.* **Service at Paradigm – Since 2016.**

Karen – Implementation Specialist

Karen has over 15 years' experience in Microsoft Exchange, Business Continuity, and SharePoint. **Education** – *Bachelor of Science in Computer Information Systems – York College of Pennsylvania.* **Service at Paradigm – Since 2016.**

Jamie – Lead Implementation Specialist

Jamie has over 20 years' experience in the configuration and installation of software products. He has an accounting background and is extremely knowledgeable with the PeopleSoft ERP and Applications Software. He is an honorably discharged Navy Veteran (E4 Petty Officer Third Class). **Education** – *Bachelor of Science in Accounting – Towson University.* **Service at Paradigm – Since 2018.**

Henry – Implementation Specialist

Recent graduate with multiple years of experience in customer service, computer tech support, and programming. Intern with Becton Dickinson, where he helped design and build a web application that would handle the \$45 billion company's daily label printing and reconciliation process. **Education** – *Bachelor of Science in Information Systems - University of Maryland, Baltimore County.* **Service at Paradigm – Since 2017.**

Joe – Vice President of Support

Years' of experience providing technical support, system installation and end-user training team. Joe has a strong knowledge base and practical experience in business operations and management in various markets and industries and has been involved in over 50 installations. **Education** – *Bachelor of Science in Computer Information Systems – University of Baltimore.* **Service at Paradigm – Since 2004.**

Mark – Support Specialist

20+ years of information technology support. Experience with Network configurations, data/voice/system backups, customer service experience, and e-commerce implementation. Involved in over 10 installations. **Education** – *High School Diploma.* **Service at Paradigm – Since 2009.**

Steve – Support Specialist

Years' of experience providing end-user support and training. He is proficient with Microsoft® Windows operating systems and Office. **Education** – *Bachelor's Degree in Computer Information Systems – Strayer University.* **Service at Paradigm – Since 2014.**

Austin – Support Specialist

Austin is a US Army Combat Veteran (E5 Sargent) and brings 8+ years of experience in analysis, dissemination, reporting, training, and management. His current role fulfills the support requirement which includes customer, desktop, and software support. Further support roles include installation assistance and report customization. **Education – Bachelor of Science in Information Technology – Towson University. Service at Paradigm – Since 2016.**

Brian – Support Specialist

Brian has 16 years of combined Software Support and Quality Assurance testing experience. As a QA Analyst, he specialized in testing mobile software for the transportation logistics industry. Additionally, Brian has extensive implementation and upgrade experience as well as hardware troubleshooting skills. **Education – Bachelor of Science – Towson University. Service at Paradigm – Since 2017.**

Fabian – Support Specialist

Fabian is a skilled project coordinator and business analyst with over eighteen years of experience in delivering quantitative results through a balanced combination of strategic management, organizational design and continuous process improvement. He also has several years of experience in providing Tier II & III technical support involved troubleshooting LAN, configuring servers/workstations, establishing network printers, setting up user accounts, establishing users, directory and file level permissions. His current role fulfills the support requirement which includes customer, desktop, and software support. **Education – High School Diploma, Computer & Business training, Howard Community College (Business and Technology Center) 1995. Service at Paradigm – Since 2017.**

Dave - Support Specialist

Dave joins the team with many years of support experience and has knowledge with networking, hardware configuration and desktop support. He is a Law Enforcement and US Navy Veteran. Dave has an MCP Certification in Microsoft Systems and is CompTIA A+ Certified. **Service at Paradigm – Since 2018.**

Greywood Consulting Corp.

Lorna Anderson, PMP is a strategically focused program manager with a successful career in the design, implementation, and management of the entire life-cycle of complex programs and projects. Superb analytical skills and technical expert peaked in developing innovative solutions, to successfully deliver large-scale global projects on time, and within budget. Proven track record and keen ability in managing multi-discipline project teams in the delivery of project requirements within stakeholder's mission, values and goals, while managing scope, schedule, resource, and quality constraints.

Professional Skills:

- Program Design & Management
- Project Management Office (PMO) Leadership
- Business Process/Operations Management
- Vendor Negotiation & Management
- Account Governance/Client Relationship Management
- Outsourcing Project Management (Transition & Transformation)

Consulting Projects with HP Enterprise (aka DXC Technology)

- Implementation of SAP system in Client Factory Locations
 - Managed the execution of the project, including coordinating activities of vendors (for equipment sourcing, purchase and delivery) and subcontractors (for equipment installation and configuration & hardware/software integration).
 - Controlled project scope, schedule and costs:
 - Minimized changes to scope by identifying creative solutions to issues/roadblocks.
 - Maintained planned schedule with vigorous activity tracking.
 - Managed costs of equipment and labor; tracked invoices/payments; reported costs vs budget to client finance director.
 - Executed project reporting and coordinated plant/factory communications to end users.
 - Captured lessons learned for future factory location implementations.
 - Closed out project and completed documentation archiving to meet quality and contractual requirements.
- Corporate Acquisition & IT Service Migration
 - Analyzed acquired company's global IT service model.
 - Planned the migration of the IT operations and services - enterprise level and end user IT services for each region (Americas, Europe, & Asia Pacific).
 - Migrated the company's IT operations and service to existing HP data centers (worldwide).
 - Shutdown the acquired company's IT data centers and consolidated corresponding office space.
- Client Financial Application Hosting Relocation
 - 'Lift & shift' HP's client's financial application from prior hosting provider to HP Data center.
 - Coordinated the application & server shut down and hardware pick up of the client's application servers with the prior hosting provider team.
 - Coordinated and monitored the space preparation at, and transportation to, the HP data center.
 - Monitored the installation, startup and validation checks at the new HP DC location.
- Client Application Consolidation
 - Inventoried client applications and corresponding server locations.

- Identified and validated application owners and current application support model.
 - Decommissioned invalid/obsolete applications - shutdown underutilized servers where applicable.
 - Migrated utilized applications to new servers in alternate DC.
 - Reduced server footprint in DC to meet DC space reduction targets.
- Server Enclosure Consolidation
- Inventoried servers and applications for HP DC restructuring and client/company split initiatives.
 - Planned & monitored build out of new space for server enclosures.
 - Migrated application servers to new enclosures.
 - Reduced enclosure/server footprint in HP DC.
- HP SM (Service Management) Tool Migration and Legacy Tool Decommission
- Migrated client service management accounts from legacy tool to HPSM instance (Europe & US).
 - Identified and documented existing Service Management processes (Incident, Change, Service Catalog, Problem, etc.) and developed the migration plan/process.
 - Scheduled and coordinated new tool training, cutover communications, pilot testing and pre-go-live testing.
 - Managed HPSM tool cutover, post go-live testing/validation, and warranty periods.
 - Monitored clean-up of legacy tool data and managed account disabling in preparation for the legacy tool decommission.

3.2.4 Diversity and Inclusion

PSLLC is committed to providing a diverse and equal employment environment for all our employees. Included in Employee Handbook which is provided to all employees and updated as necessary on an annual basis, we outline the Employee and Customer Relations followed by our company and our employees. Topics include but are not limited to Diversity, Equal Employment Opportunities, Business Ethics and Conduct, Americans with Disabilities Act and more.

3.2.5 Quality Assurance

PSLLC takes great pride ensuring we deliver a quality product to our customers. Once awarded, PSLLC will assign a Project Manager to be the Customer's main point of contact throughout the implementation. That point of contact will be the lead technician for the implementation and will have all resources available to him/her from Business Development, Installation Team, Support Team, Programmers/Software Engineers and Executive Management. PSLLC has implemented a milestone approach to our implementations. During the kick-off meeting, our Project Manager will discuss and outline these milestones for the Customer. The milestones cover items required by the

Customer, by Paradigm and joint milestones. The use of the milestones has proven to ensure a successful installation and to keep the planning, implementation, configuration, testing and training phases moving forward. Within our implementation plan provided in this response, we have outlined these milestones for your review.

3.3 Reference Projects

Hillsborough County, FL:

Hillsborough County operates a landfill, WTE, numerous transfer stations and convenience centers. The County has unattended on multiple lanes that integrate a RFIDs, touch screens, lights and kiosk thermal receipt printers. The County utilizes signature capture and driver's license scanning on all attended lanes, and scale monitoring on all scale lanes. The CompuWeigh™ System uses a SQL Server database and operates in near real-time between all sites using the Message Queuing Module. The County invoices their customers with the Accounts Receivable and Aging Module offered within CompuWeigh™. A custom Folio module was developed for the County to be used at the convenience centers to track residential usage of the facilities and only allows a specified number of visits before charging for disposal. PSLLC was selected over AMCS Group (PC Scales) in a competitive bid process.

Pinellas County, FL:

Pinellas County operates a landfill, mini-hand unload, WTE and Ash facility all at the same site. The County currently has a total of eight scale lanes. Four lanes have automation consisting of RFIDs, color LCD monitors and Qwerty Keyboards (or touch screen computers), and all lanes have a thermal receipt printer, gates, and cameras. The County processes in excess of 340,000 transactions per year. The CompuWeigh™ System monitors over 28 cameras linking transactions directly to the video. The County accepts credit cards, processes check verification, signature capture and driver's license scanning. The CompuWeigh™ System uses a SQL Server database and operates in near real-time between sites using the Message Queuing Module. The County invoices their customers with the Accounts Receivable and Aging Module offered within CompuWeigh™. The County accepts credit card payments through the Web Reporting Module through a hosted order page linked to their credit card provider. PSLLC was selected over AMCS Group (PC Scales), WasteWorks, DesertMicro, ISI, Creative Information Systems, Mettler-Toledo. PSLLC replaced a Mettler-Toledo System and went live in September 2010. The County upgraded to CW6 in September 2017.

Delaware Solid Waste Authority Delaware:

The CompuWeigh™ System uses a SQL Server database and operates in near real-time between three landfills, two transfer stations, one MRF, and the central office using the Message Queuing Module. The Authority processes in excess of 600,000 transactions per year. Several sites are set up with unattended terminals which operate in both unattended and attended mode. In the unattended mode, RF Tags identify the vehicle and if necessary, the driver answers additional transaction questions to generate a ticket. The CompuWeigh™ System exports transactional data to a Solomon

accounting system for customer billing and their general ledger. The CompuWeigh™ System replaced an in-house system and was installed in May 1999. The Cherry Island facility underwent a complete revamp in 2004. The Authority upgraded to CW6 in May 2017.

Miami-Dade County Department of Solid Waste Management, FL:

The County has eight sites operating multiple landfills and transfer stations. The CompuWeigh™ System serves 20 lanes of traffic and utilizes the Message Queuing Module for near real-time transaction processing. The CompuWeigh™ System monitors numerous cameras linking transactions directly to the video. The CompuWeigh™ System was selected over several other systems, including ASI (Mettler-Toledo), in a competitive bid and replaces an outdated system by ISI. The system went live in August 2007 after an extensive testing process. In 2008, the County started installing unattended touch screen capable systems at several of their locations which identifies the vehicle using RFID.

City of Seattle, WA:

The City has a total of two transfer stations operating the CompuWeigh™ System. The City uses the Message Queuing Module for near real-time transaction processing. Multiple lanes have automation consisting of RFIDs, color LCD monitors, keypads, thermal receipt printers, gates, and magnetic stripe tickets. The City accepts credit cards, signature capture, and driver's license scanning. The City invoices their customers using the Accounts Receivable and Aging Module. The CompuWeigh™ System was selected over Mettler Toledo and AMCS Group (PC Scales) in a competitive bid process and replaced a Norwesco System in 2009. The City is currently implementing CW6 and is scheduled to be live in mid-2019.

3.4 References

Firm Name:	Hernando County, FL
Contact:	Jeff Howley
Email:	jhowley@hernandocounty.us
Phone:	(352) 754-4906
Firm Name:	Pinellas County, FL
Contact:	Deborah Bush
Email:	dbush@pinellascounty.org
Phone:	(727) 464-7803 or (727) 692-3800
Firm Name:	Delaware Solid Waste Authority, DE
Contact:	Andrew Taylor
Email:	amt@dswa.com
Phone:	(302) 739-5361 ext. 126

Firm Name:	Miami-Dade County Department of Solid Waste Management, FL
Contact:	Lou Broughton
Email:	lwb@miamidade.gov
Phone:	(305) 375-1037
Firm Name:	City of Seattle, WA
Contact:	Suzanne Hildreth
Email:	suzanne.hildreth@seattle.gov
Phone:	(206) 684-7492

3.5 Current Contracts

All of our Customers currently have an Agreement for at least support during the initial term of this Agreement. We would be happy to discuss our complete customer list with the Authority during a presentation as we consider our complete list confidential. We currently have approximately 10 customers that are in the process of initial preparation for implementation, testing, implementation, Go-Live or Post Go-Live stages. Each implementation moves at its own desired pace based on the needs and expectations of each customer. We are currently in contract negotiations with a number of municipalities that we are unable to list in this response due to confidentiality reasons until the Agreements have been ratified. We would be happy to discuss these with you during an on-site demonstration of the proposed system. PSLLC's customer base continues to grow. Currently we have customers in 44 states and four (4) Canadian provinces. We support customers in six (6) different time zones. Our CompuWeigh™ System is installed in a number of locations in and around the Customer's area. Some of PSLLC's Florida customers include the Pinellas County, Hillsborough County, Miami-Dade County, City of Jacksonville, Clay County, Leon County, Hernando County, Highlands County and many more in and surrounding the state of New York. We would be happy to assist you in contacting these customers for a site visit or to ask questions about PSLLC's application and service.

3.6 Invoice Processing

PSLLC takes great pride in providing accurate invoicing to our customers. Each project will contain a payment plan based on milestones within the implementation. When a milestone that is tied to a payment is completed, the corresponding invoice will be generated and emailed or mailed to the County Project Manager or designate. Terms will be negotiated with the County during the Contract phase and a final process will be agreed upon between both parties.

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4. Technical

4.1 Project Understanding

PSLLC understands the requirements of this RFP; meets the minimum system requirements as specified in the RFP; have the required insurance; and plan on handling the entire project with the assistance of Greywood Consulting Corp. (a local S/M/WBE West Palm Beach project management firm) and Kanawha Scales and Systems (a company currently working with the Authority with scales maintenance and support).

PSLLC understands that joint development of implementation, maintenance, training and support plans will result in a successful installation. With this PSLLC understands the specifications as outlined in the RFP and have submitted a conceptual implementation plan in our response. PSLLC and the Customer will work together to develop final plans upon award.

PSLLC has implemented a milestone approach to our installations. During the kick-off meeting, our Project Manager will discuss and outline these milestones for the Customer. The milestones cover items required by the Customer, by Paradigm and items to be completed jointly. The use of the milestones has proven to ensure a successful installation and to keep the planning, implementation, configuration, testing and training phases moving forward. Within our implementation plan provided in this response, we have outlined these milestones for your review.

PSLLC proposes to provide an off-the-shelf system that supports all the necessary functions related to scale house receiving, processing and reporting. The proposed System shall be inclusive of all software licenses, implementation, configuration, testing, planning, data migration, documentation, training, and subsequent software maintenance and support services throughout the term of the resultant contract. The scale house software application shall include all the specifications listed herein.

4.2 Plan of Implementation

4.2.1 Proposed Implementation

PSLLC understands that joint development of implementation, maintenance, training and support plans will result in a successful installation. With this PSLLC understands the Scope Overview as outlined in the RFP and have submitted a conceptual implementation plan in our response. PSLLC and the Customer will work together to develop final plans upon award.

4.2.2 Conceptual Implementation Plan

PSLLC will be involved in all steps of the implementation from project award, to go-live and post go-live. We are a phone call away for any urgent issues and will respond promptly. The normal service time is immediate for phone calls with the outside time of less than 30 minutes. After-hours service is immediate for phone calls with the outside time of less than 30 minutes. The design of our after-hours support allows for tech to be available at all times with additional support staff available to assist in the remote chance that two customers call in for support at the same time.

PSLLC understands the requirements of the RFP for the Customer's facilities. During the contract finalization and software development phase of the project, the following participation is requested from the Customer:

- Purchasing and legal staff for contract negotiation.
- A designated project manager(s) for assistance with facility survey and software specification finalization.
- A network administrator for configuring the communication network.
- The scheduling of system users for training.
- System acceptance tester to verify the readiness of the system.
- Work area for PSLLC personnel to work when on-site.

Following contract finalization, PSLLC envisions a kick-off meeting in order to lay out the ground work for the project. In addition, PSLLC will provide a Statement of Work (SOW) for each party to work from in order to complete the project.

The CompuWeigh™ System is a highly customizable software package that has the flexibility to be configured to conform to the policies and practices of each customer. After contract award, PSLLC will work with the Customer to complete a facility survey document that will serve as a project implementation plan and will describe all pertinent business practice information of the Customer. This document will serve as the guide for configuring the CompuWeigh™ System software. This is a great opportunity for our clients to look at their current business practices and get advice on potential improvements to their approach. PSLLC assigned installation technicians will setup and configure all data files before arriving on site. This will allow the installing technicians to concentrate on software installation and testing, training, and system fine-tuning during their time on-site. The time on-site is designed to get the staff proficient in the use of the software and begin the process of transitioning from the old to the new software. PSLLC has read the RFP in regards to a plan of action for the implementation of our product. We feel that the project plan listed in this Section is a great starting point and agree that a mutually agreed upon plan will be developed by the Customer and PSLLC.

PSLLC utilizes a systematic approach using the following tools to manage, control, and supervise the project:

- Microsoft Project is utilized to identify tasks, milestones, responsibilities, and timelines for the project.

- PSLLC’s facility survey is used to gather necessary information required for setup.
- PSLLC’s internal Support Database is used to enter and track the status of any programming items and setup tasks. From this database, punch lists and sign-off sheets can be created and managed to ensure all functional requirements are completed and working as expected. Once live, the Support Database is used to manage the on-going use of the application.
- PSLLC’s web site allows customers to enter support requests and track statuses of any support incident or task created to better manage the project as well.

PSLLC understands and expects minor obstacles during the implementation, however, our knowledgeable team will be able to work through those. The installation team has access to programmers and management during all phases of the implementation and will work closely to ensure a seamless cutover.

4.3 Project Schedule

As per the requirements of the RFP, please find a sample implementation plan. The CompuWeigh™ System has an all-inclusive executable, therefore, all software will be installed with a single installation. This is a sample Implementation Plan. PSLLC will work with the customer to develop a final document. We have proposed implementing one site to pilot and then roll out the remaining sites. We will work with the Authority to finalize the implementation plan.

Task Name	Duration	Start	Finish	Predecessors	Resource Names	% Complete
Paradigm CW6 Implementation	343 days	Mon 4/1/19	Wed 7/22/20			0%
Paradigm CW6 Implementation	1 day	Mon 4/1/19	Mon 4/1/19		Authority Project Team	0%
Contract Award	1 day	Tue 4/2/19	Tue 4/2/19	2	Authority Board	0%
Contract Finalization	20 days	Wed 4/3/19	Tue 4/30/19	3	Authority Project Team, PSLLC	0%
Board Approval	1 day	Wed 5/1/19	Wed 5/1/19	4	Authority Board	0%
Award Purchase Order	10 days	Thu 5/2/19	Wed 5/15/19	5	Authority AP	0%
Hardware Environment	42 days	Fri 5/31/19	Tue 7/30/19			0%
Hardware Environment	0 days	Fri 5/31/19	Fri 5/31/19	21	Authority IT	0%
Develop Server / Workstation Requirements	2 days	Mon 6/3/19	Tue 6/4/19	9	Authority IT, PSLLC	0%
Create Test Server(s)	20 days	Wed 6/5/19	Tue 7/2/19	10	Authority IT	0%
Create Production Server(s)	20 days	Wed 7/3/19	Tue 7/30/19	11	Authority IT	0%
Milestones	320 days	Thu 5/2/19	Wed 7/22/20			0%
Milestones	0 days	Wed 5/15/19	Wed 5/15/19	6		0%

Milestone #1 - Knowledge Transfer from BD to Install Team	1 day	Thu 5/16/19	Thu 5/16/19			0%
Knowledge Transfer from BD to Install Team	1 day	Thu 5/16/19	Thu 5/16/19	6	PSLLC	0%
Milestone #2 - Remote Kick-Off Meeting	2 days	Thu 5/30/19	Fri 5/31/19			0%
On-Site - Kick-Off Meeting	2 days	Thu 5/30/19	Fri 5/31/19	18,97	Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Milestone #3 - Order Hardware	70 days	Mon 6/3/19	Fri 9/6/19			0%
Order Hardware	40 days	Mon 6/3/19	Fri 7/26/19	21	PSLLC	0%
Manufacturer Hardware	30 days	Mon 7/29/19	Fri 9/6/19	24	PSLLC	0%
Milestone #4 - Programmer Review of CustCode Specific Code	0 days	Fri 5/31/19	Fri 5/31/19			0%
Programmer Review of CustCode Specific Code (not applicable)	0 days	Fri 5/31/19	Fri 5/31/19	21		0%
Milestone #5 - Facility Survey Review	60 days	Mon 6/3/19	Fri 8/23/19			0%
Facility Survey Completion	30 days	Mon 6/3/19	Fri 7/12/19	21	Authority AP, Authority AR, Authority Auditor, Authority Board, Authority IT, Authority Project Team	0%
Facility Survey Review	30 days	Mon 7/15/19	Fri 8/23/19	31	PSLLC, Authority Project Team	0%
Due Diligence (Validate assumptions)	30 days	Mon 7/15/19	Fri 8/23/19	31	PSLLC, Authority Project Team	0%
Milestone #6 - Visio Diagram and Site Photos	20 days	Mon 8/26/19	Fri 9/20/19			0%
Visio Diagram/Site Photos	20 days	Mon 8/26/19	Fri 9/20/19	33	PSLLC	0%
Milestone #7 - Collect Data	15 days	Wed 7/3/19	Tue 7/23/19			0%
Collect Data	15 days	Wed 7/3/19	Tue 7/23/19	11	Authority IT, PSLLC	0%
Milestone #8 - Create Version 6 Database and Folder Structure	10 days	Wed 7/3/19	Tue 7/16/19			0%
Create Version 6 Database and Folder Structure	10 days	Wed 7/3/19	Tue 7/16/19	11	Authority IT, PSLLC	0%
Milestone #9 - Review Conversion INI Tools and INI Files	0 days	Tue 7/30/19	Tue 7/30/19			0%
Review Conversion INI Tools and INI Files (not applicable)	0 days	Tue 7/30/19	Tue 7/30/19	12		0%
Milestone #10 - Initial Setup Data and Partial Historical Data Conversion	5 days	Wed 7/31/19	Tue 8/6/19			0%
Initial Setup Data and Partial Historical Data Conversion	5 days	Wed 7/31/19	Tue 8/6/19	12	Authority IT, PSLLC, Authority AP, Authority Board	0%
Milestone #11 - Test and Development Environment	30 days	Mon 8/26/19	Fri 10/4/19			0%
Test and Development Environment	30 days	Mon 8/26/19	Fri 10/4/19	32	Authority Project Team	0%
Milestone #12 - Production Environment	10 days	Mon 8/26/19	Fri 9/6/19			0%
Production Environment	10 days	Mon 8/26/19	Fri 9/6/19	32	PSLLC, Authority Project Team	0%
Milestone #13 - Transaction Scenario Guide and Supporting Documentation	30 days	Mon 7/29/19	Fri 9/6/19			0%
Transaction Scenario Guide and Supporting Documentation	30 days	Mon 7/29/19	Fri 9/6/19	24	PSLLC, Authority IT, Authority Project Team	0%

Milestone #14 - Programmer Liaison Meeting	5 days	Mon 8/26/19	Fri 8/30/19			0%
Programmer Liaison Meeting	5 days	Mon 8/26/19	Fri 8/30/19	32,11,12	PSLLC, Authority IT, Authority Project Team	0%
Milestone #15 - On-Site Training / Testing	40 days	Fri 10/11/19	Thu 12/5/19			0%
On-Site Training	10 days	Fri 10/11/19	Thu 10/24/19	94,98	Authority Project Team, PSLLC	0%
Authority Testing	30 days	Fri 10/25/19	Thu 12/5/19	63		0%
Milestone #16 - Configure Hardware	51 days	Mon 9/9/19	Mon 11/18/19			0%
Configure Hardware	1 day	Mon 9/9/19	Mon 9/9/19	25	Authority Project Team, PSLLC, Authority IT	0%
Test Hardware	10 days	Tue 9/10/19	Mon 9/23/19	67	PSLLC	0%
Ship Hardware	10 days	Tue 9/24/19	Mon 10/7/19	68	PSLLC	0%
Install Hardware	10 days	Tue 11/5/19	Mon 11/18/19	69,99	PSLLC	0%
Milestone #17 - MSMQ Configuration	15 days	Mon 8/26/19	Fri 9/13/19			0%
MSMQ Configuration	15 days	Mon 8/26/19	Fri 9/13/19	32	Authority Project Team, PSLLC, Authority IT	0%
Milestone #18 - Ticket Setup and Review	10 days	Mon 8/26/19	Fri 9/6/19			0%
Ticket Setup and Review	10 days	Mon 8/26/19	Fri 9/6/19	32	Authority Project Team, PSLLC	0%
Milestone #19 - E-Mail Configuration	5 days	Mon 8/26/19	Fri 8/30/19			0%
E-Mail Configuration	5 days	Mon 8/26/19	Fri 8/30/19	32	Authority Project Team, PSLLC	0%
Milestone #20 - WeighPay Configuration	14 days	Mon 8/26/19	Thu 9/12/19			0%
WeighPay Configuration	14 days	Mon 8/26/19	Thu 9/12/19	32	Authority Project Team, PSLLC	0%
Milestone #21 - Custom Report Review	5 days	Mon 8/26/19	Fri 8/30/19			0%
Custom Report Review	5 days	Mon 8/26/19	Fri 8/30/19	32	Authority Project Team, PSLLC	0%
Milestone #22 - Substantial Ad-hoc Report Conversion/Creation	15 days	Mon 8/26/19	Fri 9/13/19			0%
Substantial Ad-hoc Report Conversion/Creation	15 days	Mon 8/26/19	Fri 9/13/19	32	PSLLC	0%
Milestone #23 - Batch Report Creation and Scheduling	10 days	Mon 8/26/19	Fri 9/6/19			0%
Batch Report Creation and Scheduling	10 days	Mon 8/26/19	Fri 9/6/19	32	Authority Project Team, PSLLC, Authority IT	0%
Milestone #24 - AR and Aging/Posting Configuration	14 days	Mon 8/26/19	Thu 9/12/19			0%
AR and Aging/Posting Configuration	14 days	Mon 8/26/19	Thu 9/12/19	32	Authority Project Team, PSLLC, Authority IT	0%
Milestone #25 - Book Travel	176 days	Thu 5/2/19	Thu 1/2/20			0%
Book Travel - Kick-Off Meeting	20 days	Thu 5/2/19	Wed 5/29/19	5		0%
Book Travel - On-Site Training	20 days	Fri 9/13/19	Thu 10/10/19	94	Authority Project Team, PSLLC	0%
Book Travel - Hardware Installation	20 days	Tue 10/8/19	Mon 11/4/19	69		0%

Book Travel - Installation / Go-Live	20 days	Fri 12/6/19	Thu 1/2/20	64		0%
Milestone #26 - Installation Work Plan	14 days	Fri 1/3/20	Wed 1/22/20			0%
Installation Work Plan	14 days	Fri 1/3/20	Wed 1/22/20	100	PSLLC	0%
Milestone #27 - Database Maintenance Task	5 days	Thu 1/23/20	Wed 1/29/20			0%
Database Maintenance Task	5 days	Thu 1/23/20	Wed 1/29/20	103	Authority Project Team, PSLLC	0%
Milestone #28 - Go Live Prep - Purge Test Data and Final Steps Prior to Go Live (History, Audit Trails, Test Data)	14 days	Thu 1/30/20	Tue 2/18/20			0%
Go Live Prep - Purge Test Data and Final Steps Prior to Go Live (History, Audit Trails, Test Data)	14 days	Thu 1/30/20	Tue 2/18/20	106	Authority Project Team, PSLLC	0%
Milestone #29 - Go Live	38 days	Wed 2/19/20	Fri 4/10/20			0%
Go Live - 1 Site	7 days	Wed 2/19/20	Thu 2/27/20	109,100	Authority Project Team, PSLLC	0%
Go-Live Validation Time	6 days	Fri 2/28/20	Fri 3/6/20	112		0%
Go-Live - 2 Sites	5 days	Mon 3/9/20	Fri 3/13/20	113		0%
Go-Live Validation Time	5 days	Mon 3/16/20	Fri 3/20/20	114		0%
Go-Live - 3 Sites	5 days	Mon 3/23/20	Fri 3/27/20	115		0%
Go-Live Validation Time	5 days	Mon 3/30/20	Fri 4/3/20	116		0%
Go-Live - 3 Sites	5 days	Mon 4/6/20	Fri 4/10/20	117		0%
Milestone #30 - Final Historical Transaction Data Conversion	10 days	Mon 4/13/20	Fri 4/24/20			0%
Final Historical Transaction Data Conversion	10 days	Mon 4/13/20	Fri 4/24/20	118	Authority Project Team, PSLLC	0%
Milestone #31 - Post Installation Checklist	21 days	Mon 4/27/20	Mon 5/25/20			0%
Post Installation Checklist	21 days	Mon 4/27/20	Mon 5/25/20	121	Authority Project Team, PSLLC	0%
Milestone #32 - Knowledge Transfer from Install to Support	20 days	Tue 5/26/20	Mon 6/22/20			0%
Knowledge Transfer from Install to Support	20 days	Tue 5/26/20	Mon 6/22/20	124	Authority Project Team, PSLLC	0%
Milestone #33 - Install Manager Post Go Live Follow-Up	20 days	Tue 6/23/20	Mon 7/20/20			0%
Install Manager Post Go Live Follow-Up	20 days	Tue 6/23/20	Mon 7/20/20	127	Authority Project Team, PSLLC	0%
Milestone #34 - Introduction to Support Department	1 day	Tue 7/21/20	Tue 7/21/20			0%
Introduction to Support Department	1 day	Tue 7/21/20	Tue 7/21/20	130	Authority Project Team, PSLLC	0%
Milestone #35 - Business Development Follow-Up	1 day	Wed 7/22/20	Wed 7/22/20			0%
Business Development Follow-Up	1 day	Wed 7/22/20	Wed 7/22/20	133	Authority Project Team, PSLLC	0%
Status Meeting	230.13 days	Tue 5/28/19	Tue 4/14/20			0%
Status Meeting	0 days	Tue 5/28/19	Tue 5/28/19			0%
Status Meeting 1	1 hr	Tue 6/4/19	Tue 6/4/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 2	1 hr	Tue 6/11/19	Tue 6/11/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%

Status Meeting 3	1 hr	Tue 6/18/19	Tue 6/18/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 4	1 hr	Tue 6/25/19	Tue 6/25/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 5	1 hr	Tue 7/2/19	Tue 7/2/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 6	1 hr	Tue 7/9/19	Tue 7/9/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 7	1 hr	Tue 7/16/19	Tue 7/16/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 8	1 hr	Tue 7/23/19	Tue 7/23/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 9	1 hr	Tue 7/30/19	Tue 7/30/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 10	1 hr	Tue 8/6/19	Tue 8/6/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 11	1 hr	Tue 8/13/19	Tue 8/13/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 12	1 hr	Tue 8/20/19	Tue 8/20/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 13	1 hr	Tue 8/27/19	Tue 8/27/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 14	1 hr	Tue 9/3/19	Tue 9/3/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 15	1 hr	Tue 9/10/19	Tue 9/10/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 16	1 hr	Tue 9/17/19	Tue 9/17/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 17	1 hr	Tue 9/24/19	Tue 9/24/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 18	1 hr	Tue 10/1/19	Tue 10/1/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 19	1 hr	Tue 10/8/19	Tue 10/8/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 20	1 hr	Tue 10/15/19	Tue 10/15/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 21	1 hr	Tue 10/22/19	Tue 10/22/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 22	1 hr	Tue 10/29/19	Tue 10/29/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 23	1 hr	Tue 11/5/19	Tue 11/5/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 24	1 hr	Tue 11/12/19	Tue 11/12/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%

Status Meeting 25	1 hr	Tue 11/19/19	Tue 11/19/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 26	1 hr	Tue 11/26/19	Tue 11/26/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 27	1 hr	Tue 12/3/19	Tue 12/3/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 28	1 hr	Tue 12/10/19	Tue 12/10/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 29	1 hr	Tue 12/17/19	Tue 12/17/19		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 30	1 hr	Tue 1/7/20	Tue 1/7/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 31	1 hr	Tue 1/14/20	Tue 1/14/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 32	1 hr	Tue 1/21/20	Tue 1/21/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 33	1 hr	Tue 1/28/20	Tue 1/28/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 34	1 hr	Tue 2/4/20	Tue 2/4/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 35	1 hr	Tue 2/18/20	Tue 2/18/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 36	1 hr	Tue 3/3/20	Tue 3/3/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 37	1 hr	Tue 3/17/20	Tue 3/17/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 38	1 hr	Tue 3/31/20	Tue 3/31/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%
Status Meeting 39	1 hr	Tue 4/14/20	Tue 4/14/20		Authority AR, Authority Project Team, Authority IT, PSLLC	0%

PSLLC anticipates that a final implementation plan will be developed mutually as part of the contract negotiations. PSLLC has performed many installations where the process has been all at once, broken down into many steps with separate installs for separate locations and also with phased in sites one at a time. PSLLC will work with the Customer after award to identify gaps that need to be addressed.

4.4 Proposed System

In this Section, PSLLC has provided a complete description of the proposed SSMS and UVSS systems to be provided and will demonstrate that the proposed system satisfies the Scope of Work of this RFP. PSLLC has provided an overview of the SSMS and UVSS systems in Sections 4.4.2, 4.4.3, 4.4.4 and 4.4.10. Diagrams for the UVSS can be found in Section 4.4.2.23.

EXHIBIT C - ATTENDED AND UNATTENDED WEIGH SCALES BY SITE

Site Name and Location	# Attended Weigh Scales	# Unattended Weigh Scales
Central County Transfer Station	3	2
North County Regional Waste Disposal Facility (Landfill)	4	1
North County Transfer Station	2	1
Recoverable Materials Processing Facility (RMPF)	1	0
Renewable Energy Facility (REF 1 & REF 2)	3	1
South County Transfer Station	2	1
South West County Transfer Station	3	1
West Central Transfer Station	2	1
West County Transfer Station	2	0
TOTALS	22	8

PSLLC understands that the Authority has a total of thirty (30) scales across nine (9) facilities. Within the nine facilities there are twenty-two (22) manned scales and eight (8) unattended lanes that will need unattended kiosk for processing transactions either in-bound or out-bound.

EXHIBIT D - DIGITAL WEIGHT INDICATORS BY SITE

Site Name and Location	# of Scales	Scale Manufacturer and Model	Scale Indicator Model	Avg. # of Trans. Per Day
Central County Transfer Station	5	Mettler Toledo 7563	MT Jag Extreme GPD	559
North County Regional Waste Disposal Facility (Landfill)	5	Mettler Toledo (4) Rice Lake (1)	Mettler Toledo (4) 780Rice Lake 920i (1)	382
North County Transfer Station	3	Fairbanks	Cardinal 205 Cardinal 205 Cardinal 210	409
Recoverable Materials Processing Facility (RMPF)	1	Rice Lake	Rice Lake 920i	52
Renewable Energy Facility (REF 1 & REF 2)	4	Rice Lake	Rice Lake 920i	456
South County Transfer Station	3	Rice Lake	Rice Lake 920i	387
South West County Transfer Station	4	Rice Lake	Rice Lake 920i	312
West Central Transfer Station	3	Thurman	Cardinal 205 GSE 350 GSE 210	307
West County Transfer Station	2	Fairbanks	GSE 350	47

PSLLC understands that the Authority has 30 scales with various manufacturers and model of scale indicators. The CompuWeigh™ System will be able to connect to and read from this scale indicator provided the indicator has an RS-232 (Serial) or TCP/IP connection available.

4.4.1 Exhibit F – Requirements Checklist

PSLLC has completed the Exhibit F – Requirements Checklist below.

Req #	Priority	Process	Requirement Description	Response	Comment
1	Required	General	Comply with U.S. Weights and measures, laws, regulations, and standards and all audit standards.	1	Please see http://www.ncwm.net/ntep/cert_search?ob=&obd=&cc_num=&status=Any&man=paradigm&mod=&dvt=&keyword=&search=Search for this information. Certificate Number 96-049A2.
2	Required	UVSS	Integrate UVSS devices at all identified locations with the SSMS.	1	Please see the WeighStation Section 4.4.10.2 and the Unattended Operation Module Section 4.4.10.23 for more information.
3	Required	General	Fully integrated billing and accounts receivable system.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
4	Required	Reporting	The ability to generate custom reports.	1	Please see the Reporting Section 4.4.10.17 for more information.
5	Required	Admin	Provide flexibility for system administrators to configure the system.	1	Please see the Overview Section 4.4.10.1 for more information.
6	Desired	General	The SSMS should have an API that passes transaction details to include, at a minimum, the tare weight, and gross weight for a given transaction number.	1	Please see the Proposed Solution Section 4.4.10 for more information.

6a	Required	General	The SSMS should allow CSI application connect to SSMS database.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
6b	Required	General	The SSMS should allow BPF application connect to SSMS database.	1	Please see the Message Queuing Module Section 4.4.10.19 for more information.
7	Required	General	Comply with/conform to the Authority's existing scale equipment and indicators.	1	Please see the Proposed Solution Section 4.4.10 for more information.
8	Desired	Compatibility	Comply with/conform to the WIMS Central servers (HP Pro Liant DL 580 G8)	1	Please see the Minimum/Recommended System Requirements Section 4.4.10.13 for more information.
9	Required	Compatibility	Support a number of input and output devices and traffic control devices, including control gates, loop detectors, video recorders and RFID readers common in the waste industry.	1	Please see the WeighStation Section 4.4.10.2 and for the specific items listed, please see the Unattended Module Section, 4.4.10.23, the RF Reader Module Section 4.4.10.24, the Video/Picture Module Section 4.4.10.25, the Traffic Light Module Section 4.4.10.26 and the Traffic Gate Module Section 4.4.10.27 for more information.
10	Desired	Disaster Recovery	Support wired and wireless modems and/or routers for communication when circuits are down for credit card processing.	1	As this is a configuration of the Network, PSLLC does not foresee any issues with how the system would operate with these devices.
11	Desired	General	Operate the scale SSMS, accept payment and generate weigh tickets with hand-held	1	The system can operate on approved handheld devices and accept certain payments. Credit

			devices outside the scale house.		card terminals would need to meet PCI and Certification requirements.
12	Desired	General	Support input and output devices that function on off-grid power sources, such as solar and diesel-powered supplies.	1	As this is a configuration of how these devices receive power, PSLLC does not foresee any issues with how the system would operate with these devices.
13	Required	Compatibility	Comply with, support and control industry printers, scanners, scale indicators, point-of-sale registers, credit card machines and signature capture tablets.	1	PSLLC works with a variety of peripheral devices and have integrated with each of the types of peripheral devices listed in this question.
14	Desired	Compatibility	Provide compatibility with IBM Cognos Business Intelligence.	3	PSLLC would be open to discussing how the Customer is looking to integrate the two systems.
15	Desired	Compatibility	Provide and support a Cognos BI Catalog.	3	PSLLC would be open to discussing how the Customer is looking to integrate the two systems.
16	Required	General	Run SSMS systems at the outlying facilities independently when necessary if, for example, communication with Central is down.	1	Please see the Message Queuing Module Section 4.4.10.19 for more information.
17	Required	General	Capture transaction information from the outlying facilities and update a central database in real-time or near real-time.	1	Please see the Message Queuing Module Section 4.4.10.19 for more information.

18	Required	General	Update remote systems from the central system in real-time or near real-time.	1	Please see the Message Queuing Module Section 4.4.10.19 for more information.
19	Desired	Accounts Receivable	Allow customers to view their account status online.	1	Please see the Web Reporting and Payment Module Section 4.4.10.31 for more information.
20	Desired	Accounts Receivable	Allow customers to pay their bills, including balance due online.	1	Please see the Web Reporting and Payment Module Section 4.4.10.31 for more information.
21	Desired	Accounts Receivable	Send monthly invoices electronically.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information. We currently have the ability to send Statements, however, have the ability to modify the output to show an Invoice.
22	Desired	Accounts Receivable	Send scale house tickets electronically (individually or in batch).	1	Please see the Emailing Tickets Section 4.4.10.16 for more information.
23	Required	Admin	Add or change Waste Types and Rates.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
24	Required	Admin	Add/change start and end dates for Waste Types and Rates.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
25	Required	Admin	Add or change tipping fee rates.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
26	Required	Admin	Add, maintain and update vehicle, trailer and container information such as license	1	Please see the Truck Edit Section 4.4.10.5 for more information.

			plate numbers, tare weights, decal numbers, etc.		
27	Required	Admin	Maintain customer account information.	1	Please see the Account Edit Section 4.4.10.4 for more information.
28	Required	Admin	Add or change special fees such as Unsecured Load or Special Service charges.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
29	Required	Contract Pricing	Facilitate contract pricing (special price for a specific customer/waste code that may or may not be limited by date range, total tonnage or total dollar amount, for example.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
30	Required	Contract Pricing	Set contract pricing limits by date range/tonnage/dollar amount	1	Please see the Jobs Module Section 4.4.10.30 for more information.
31	Required	Transaction	Ensure the validity of the data entered into the system by the scale operator by preventing the input of invalid data using system defaults or system validation tools.	1	Please see the Alerts/Rules Module Section 4.4.10.18 and Account Edit Section 4.4.10.4 for more information.
32	Required	Transaction	Allow scale operators the option to include comments and to store those comments with the transaction record.	1	Please see the WeighStation Section 4.4.10.2 and the CompuWeigh™ System Section 4.4.10.3 for more information.
33	Required	Transaction	Automate input of weights from the scale.	1	Please see the WeighStation Section 4.4.10.2 for more information.
34	Required	Transaction	Automate input of the vehicle identifiers by use of	1	Please see the RF Module Section 4.4.10.24 for more information.

			transponder, barcode or other technology.		
35	Required	Transaction	Automate input of tare weights for vehicles/roll-offs for which a stored tare weight exists, and automate the input of weight from the indicator.	1	Please see the WeighStation Section 4.4.10.2 for more information.
36	Required	Transaction	Automate calculation of fees and balance due on deposit, etc.	1	Please see the WeighStation Section 4.4.10.2 for more information. We have a number of customers accepting deposits entering the facility and when exiting the facility, the system automatically calculates the balance due or the amount to refund.
37	Required	Transaction	Automate application of customer's contract pricing, if applicable	1	Please see the Account Edit Section 4.4.10.4 for more information.
38	Required	Transaction	Handle tandem vehicles (interchangeable tractors and trailers) and capture both tractor and trailer identification and combined weights.	1	Please see the Truck Edit Section 4.4.10.5 for more information.
39	Required	Accounts Receivable	Provide alerts on accounts that are in arrears or have been cancelled (e.g. customer cut off from using Authority facilities) pending payment or are on a cash only basis.	1	Please see the Account Edit Section 4.4.10.4 – Options Tab for more information.
40	Desired	Transaction	Allow weigh scale weights to interface and be visible on the	1	Please see the Video/Picture Module Section 4.4.10.25 for more information.

			scale camera and reviewable on the recording device.		
41	Required	Transaction	Provide the ability for the scale operator to recapture the weight.	1	Please see the WeighStation Section 4.4.10.2 for more information.
42	Desired	Transaction	Scan and store documents with the transaction record.	1	Please see the Account Edit Section 4.4.10.4 for more information.
43	Required	Transaction	View customer balance due at the scale house (preferably in real time)	1	Please see the WeighStation Section 4.4.10.2 for more information.
44	Required	Transaction	Automate input of photos of the vehicle.	1	Please see the Video/Picture Module Section 4.4.10.25 for more information.
45	Desired	Transaction	Provide separate outside LED display for customer viewing.	1	Please see the WeighStation Section 4.4.10.2 for more information.
46	Required	General	Track and manage of the flow of materials into the solid waste system, out of the solid waste system and between components of the solid waste system.	1	Please see the Shift Totals Section 4.4.10.9 and the Reporting Section 4.4.10.17 for more information.
47	Required	Transaction	Incorporate “direction” codes and record them with every transaction as an alternative to using different waste codes to distinguish between inbound, outbound and internal transfers.	1	Please see the WeighStation Section 4.4.10.2 for inbound and outbound directions. We currently handle the inbound and outbound through direction and handle the transfer out and transfer in through a Transaction Type.
48	Required	Transaction	Use logic or preset defaults to automatically input direction	1	This is a standard feature within the CompuWeigh™ System

			codes, origination sectors and destination sectors.		Section 4.4.10.3 and the WeighStation Section 4.4.10.2 for more information.
49	Required	Transaction	Differentiate between incoming and outgoing loads.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
50	Required	Transaction	Incorporate “origination” and “destination” codes and record them with every transaction.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
51	Required	Transaction	Restrict allowable waste types and origination/destination sectors by site using logic or preset defaults.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
52	Required	General	Handle Cash, Debit or Credit Card, Check and Account transactions (including swipe and chips cards)	1	Please see the CompuWeigh™ System Section 4.4.10.3 and the WeighPay (Credit Card) Module Section 4.4.10.21 for more information.
53	Required	Compatibility	Provide compatibility with industry standard peripherals necessary to facilitate the transactions in Requirement #52.	1/2	Please see the WeighPay (Credit Card) Module Section 4.4.10.21 for more information. Per PCI requirements, the devices will be provided by the credit card provider selected by the Customer.
54	Required	Fees	Accommodate charges by weight (pound or ton), by yard and for “each”.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
55	Required	Fees	Accommodate “minimum charges” (e.g.\$2.00 minimum)	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.

56	Required	Fees	Accommodate special surcharges (e.g. \$10 unsecured load; \$500 witness destruction; special handling)	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
57	Required	Transaction	Print configurable scale tickets containing all industry standard information.	1	Please see the WeighStation Section 4.4.10.2 for more information.
58	Required	Transaction	Print default statement under the driver signature i.e., “Driver certifies that load is clean vegetation.”	1	Please see the WeighStation Section 4.4.10.2 for more information.
59	Required	Transaction	Include transaction date, weigh in and weigh out times using a 24-hour clock on both the scale ticket and in the transaction record.	1	Please see the WeighStation Section 4.4.10.2 and Transaction Edit Section 4.4.10.6 for more information.
60	Required	Transaction	Print a scale ticket, at a minimum, the transaction/ticket number, vehicle number, trailer number, container number, disposal site, waste origin, waste destination, waste type, gross weight, tare weight, net weight and disposal fee.	1	Please see the WeighStation Section 4.4.10.2 for more information.
61	Required	Transaction	Include on the transaction record, at a minimum, the transaction/ticket number, vehicle number, trailer number, container number, disposal site, waste origin, waste destination, waste type, gross weight, tare weight, net weight and disposal fee.	1	Please see the Transaction Edit Section 4.4.10.6 for more information.

62	Required	Transaction	Include comments from the scale operator such as “You Must Weigh Out”.	1	Please see the WeighStation Section 4.4.10.2 for more information.
63	Required	Transaction	Capture electronic driver signature and put it on the scale ticket and store it with the transaction record.	1	Please see the Signature Capture Module Section 4.4.10.22 for more information.
64	Required	Transaction	Print tickets on either preprinted forms or standard-sized paper.	1	Please see the WeighStation Section 4.4.10.2 for more information.
65	Required	Transaction	Store an electronic image of the scale ticket to eliminate the need to retain paper copies.	1	Please see the Signature Capture Module Section 4.4.10.22 for more information.
66	Required	General	Manage the flow of materials into the solid waste system, out of the solid waste system and between components of the solid waste system.	1	Please see the Shift Totals Section 4.4.10.9 and the Reporting Section 4.4.10.17 for more information.
67	Desired	Transaction	Compatibility with the Authority’s existing security camera system	3	Integration to the existing security system would need to be handled through customization depending on the level of integration requested.
68	Required	Security	Integrate with Windows Active Directory for permissions.	1	Please see the System Security Section 4.4.10.11 for more information.

69	Required	Security	Provide scale operator log on/log off password security.	1	Please see the System Security Section 4.4.10.11 for more information.
70	Required	Security	Provide security encryption of all monetary and financial transactions, including compliance with the Payment Card Industry Data Security Standard for credit card transactions.	1	Please see the WeighPay Module (Credit Card) Section 4.4.10.21 for more information. Additional security can be handled through SQL Server.
71	Required	Security	Provide scale monitoring to ensure that all vehicles have a completed transaction for example by logging “roll-throughs”.	1	Please see the Scale Monitoring Module Section 4.4.10.28 for more information.
72	Desired	Security	Capture pictures of the truck and driver from various angles and store the photos with the transaction record.	1	Please see the Video/Picture Module Section 4.4.10.25 for more information.
73	Required	Reporting	Produce both standard and customer reports.	1	Please see the Reporting Section 4.4.10.17 for more information.
74	Required	Reporting	Provide scheduling, production and formatting of reports.	1	Please see the Reporting Section 4.4.10.17 for more information.
75	Required	Reporting	Provide user-friendly, customizable reporting using standard desk top software or web-based tools.	1	Please see the Reporting Section 4.4.10.17 for more information.
76	Required	Reporting	Export data to Microsoft Office programs.	1	Please see the Reporting Section 4.4.10.17 for more information.
77	Required	UVSS	Provide UVSS Compatibility with the Authority’s existing and proposed scale equipment and indicators.	1	Please see the WeighStation Section 4.4.10.2 and Unattended Module Section 4.4.10.23 for more information.

78	Required	UVSS	Provide UVSS compatibility with the proposed SSMS.	1	Please see the WeighStation Section 4.4.10.2 and Unattended Module Section 4.4.10.23 for more information.
79	Required	UVSS	Provide safe and convenient UVSS access to the drivers.	1	We will work closely with the Customer for proper placement of the hardware.
80	Required	Admin	Add or change user-defined fields and the labels associated with such fields.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
81	Required	UVSS	Process transactions on UVSS with no scale operator intervention.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
82	Required	UVSS	Capture (UVSS) transaction information using radio frequency tags, remote optical scanners, keypads, or other similar technology.	1	Please see the RF Module Section 4.4.10.24 and the Unattended Module Section 4.4.10.23 for more information.
83	Required	UVSS	Handle tandem vehicles (tractor trailers) and capture both tractor and trailer identification (at UVSS).	1	Please see the RF Module Section 4.4.10.24 and the WeighStation Section 4.4.10.2 for more information.
84	Required	Transaction	Ability to print custom messages on scale tickets.	1	Please see the WeighStation Section 4.4.10.2 for more information.
85	Required	Transaction	Ability to print multiple copies of scale ticket on demand at scale house.	1	Please see the WeighStation Section 4.4.10.2 for more information.
86	Required	Transaction	Ability to print copies of scale ticket on demand at Administration office.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
87	Required	UVSS	Capture a minimum of 10 fields of data using customizable	1	Please see the Unattended Operation Module Section

			prompts to facilitate proper data input from the driver/scale operator using keypad or other similar technology (at UVSS).		4.4.10.23 for more information. We capture more than 10 fields of data with each transaction.
88	Required	UVSS	Provide ease of administration and the ability to add or change user-defined fields including labels associated with such fields.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
89	Required	UVSS	Provide a (UVSS) viewing screen with a display that is visible in all levels of light from darkness to bright sunlight.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
90	Required	UVSS	Provide UVSS ability to function in a harsh environment which include but is not limited to sun, wind, rain, lightning, heat, cold, dust, grease, grime, vehicle exhaust and repetitive use estimated at 20,000 transactions per year per system.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
91	Required	UVSS	Provide appropriate integrated traffic control devices including stoplight indicators and/or gates (at UVSS).	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
92	Optional	CSI	Deliver a sales order and billing process for recyclables that includes generation of sales orders, pick tickets, bills of lading, invoices and customer statements.	1	Please see the Jobs Module Section 4.4.1.30 for more information.

93	Optional	CSI	Process long term contract sales orders with renewal fixed terms, floor and/or ceiling prices, price as a percentage of an index and retro pricing for loads picked up before price can be established.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
94	Optional	CSI	Process monthly spot market sales orders with date sensitive pricing and the option to restrict pick dates for loads.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
95	Optional	CSI	Process ad hoc sales for excess material that is sold for a price that deviates from the contract or spot price.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
96	Optional	CSI	Create sales orders with the following attributes – Expected Ship Date, Buyer’s Release Number (optional), Shipper’s Name, Destination Mill Name and Price – actual or derived.	1	Please see the Jobs Module Section 4.4.10.30 for more information.
97	Optional	UVSS	Process payments at UVSS as a future enhancement.	1/2	PSLLC has started discussions with a vendor that offers credit card processing for unattended applications. We are hopeful to have additional information on this integration prior to an on-site demonstration of our proposed system.
98	Required	UVSS	Operate each UVSS (free-standing units) independently of other scales.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.

99	Required	UVSS	Signal the driver to pull onto the unattended weigh scale using a stoplight indicator.	1	Please see the Traffic Light Management Module Section 4.4.10.26 and the Unattended Module Section 4.4.10.23 for more information.
100	Optional	CSI	Automatic input of tare weight for incoming loads from the scale using the SSMS to create a transaction ticket.	1	Please see the WeighStation Section 4.4.10.2 for more information.
101	Optional	CSI	Print a Pick ticket that authorizes the RMPF operator to load the truck.	1	Please see the WeighStation Section 4.4.10.2 for more information.
102	Optional	CSI	Retrieve the incoming transaction ticket data from the proposed SSMS including the transaction number and associated tare weight, customer number and name, and other pertinent data.	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
103	Optional	CSI	Ability for the scale operator to enter the Sales Order number and Release number to retrieve the associated Sales Order data.	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
104	Optional	CSI	Provide scale operator system functionality to update the shipper or other Authority specific information, if necessary.	1	Please see the WeighStation Section 4.4.10.2 for more information.
105	Optional	CSI	Update the Pick ticket for outgoing loads with the Commodity loaded. Shipper's	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.

			Truck and Trailer numbers, and number of bales, if any.		
106	Optional	CSI	Retrieve Pick ticket data associated with an outgoing load (Pick ticket number, Sales order number, SSMS transaction ticket number, etc.) to create and print a Bill of Lading (BOL).	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
107	Optional	CSI	Print multiple copies of Bills of Lading.	1	Please see the WeighStation Section 4.4.10.2 for more information.
108	Optional	CSI	Automate input of gross weight from the scale to update the initial incoming SSMS transaction ticket.	1	Please see the WeighStation Section 4.4.10.2 for more information.
109	Optional	CSI	Retrieve data from the Pick ticket (Sales Order number, BOL number, etc.) for the scale operator to print the completed transaction ticket.	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
110	Optional	CSI	Create and print invoices daily for commodity sales transactions using data from the respective Bill of Lading (corresponding Sales Order number, Sales Order date, Customer Account number and Name, and BOL number), net weight from the SSMS transaction record and Customer Contract or Yellow Sheet pricing.	1	Please see the Jobs Module Section 4.4.10.30, Posting (Billing/Invoicing) Section 4.4.10.10 and the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.

111	Optional	CSI	Create and print a Pick ticket at the Administration Office	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
112	Optional	CSI	Create and print the BOL at the Administration Office for an existing Pick ticket and its related SSMS transaction.	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
113	Optional	CSI	Generate statements monthly or on demand.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
114	Optional	CSI	Maintain separate customer account numbers from the SSMS waste transactions.	1	Please see the Account Edit Section 4.4.10.4 for more information.
115	Optional	CSI	Process customer payments.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
116	Optional	CSI	Process accounts receivable functions, including positive and negative adjustments, reference table maintenance including customer accounts, commodity codes and country codes.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
117	Required	General	Capture the stable gross weight or tare weight of the load on the attended weigh scale without intervention from the scale operator.	1	Please see the WeighStation Section 4.4.10.2 for more information.

118	Required	Transaction	Prompt the scale operator for, or otherwise acquire, the truck decal and trailer decal.	1	Please see the WeighStation Section 4.4.10.2 for more information.
119	Required	Transaction	Validate the truck and/or trailer decals against the SSMS database at the weigh scales.	1	Please see the WeighStation Section 4.4.10.2 for more information.
120	Required	Transaction	Display the associated customer name if valid at the unattended with scales.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
121	Required	Transaction	Change (override) customer number at attended/unattended weigh scales when necessary	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
122	Required	Transaction	Prompt for the Driver ID when an Authority truck pulls onto the attended/unattended weigh scale.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
123	Required	Transaction	Prompt the scale operator for the waste type, origin of the waste type, and destination of the waste type.	1	Please see the WeighStation Section 4.4.10.2 for more information.
124	Required	Transaction	Systematically determine disposal fee based on standard tipping fee or contract pricing using pounds for incoming trucks.	1	Please see the WeighStation Section 4.4.10.2 for more information.
125	Required	Transaction	Systematically prompt for cash customers for a deposit number.	1	Please see the WeighStation Section 4.4.10.2 for more information.
126	Required	Transaction	Systematically prompt check paying customers for a check number.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.

127	Required	UVSS	Display prompts and messages to the driver at unattended weigh scales in English and Spanish.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
128	Required	Security	Systematically record a "Roll-Through" and, at a minimum, the date, time, site, weight and scale ID for trucks that drive over the scale without stopping.	1	Please see the Scale Monitoring Module Section 4.4.10.28 and the Audit Logs Section 4.4.10.8 for more information.
129	Required	UVSS	Systematically signal to the driver at the unattended device to pull onto the scale using a stoplight indicator.	1	Please see the Traffic Light Management Module Section 4.4.10.26 and the Unattended Operation Module Section 4.4.10.23 for more information.
130	Required	UVSS	Prompt the driver at the unattended device for the preferred language, either English or Spanish.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
131	Required	UVSS	Prompt the Authority truck driver to enter his/her Driver ID At the unattended device.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
132	Required	UVSS	For non-Authority trucker at the unattended device, do not prompt for the Driver ID (and Driver ID shall be null).	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
133	Required	UVSS	Prompt the Authority truck driver at the unattended device to identify the waste type, sector of origin and sector of destination.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
134	Required	UVSS	Systematically convert the selected icon or button to the	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.

			waste type identifiable by the SSMS.		
135	Required	UVSS	Automatically validate the weigh data against the SSMS database and display it on the screen.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
136	Required	UVSS	Give driver at the unattended device the opportunity to confirm the data entered and back up and re-enter the data.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
137	Required	UVSS	Capture the stable gross weight at the unattended device and calculate the net weight and display the gross weight, net weight, and tare weight results on the screen.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
138	Required	UVSS	Automatically terminate transactions at the Authority's transfer stations if the gross weight is over a specified limit.	1	We have the ability to identify the scale operator that the transaction is over the weight limit and could put this message on the screen. Based on Question #143 below, we would process this transaction as a roll-through and provide instructions to the driver that they are overweight and to remove material and then return to the scale.
139	Required	UVSS	Print a ticket including at a minimum the date, time, transaction number, waste type, site, gross weight tare weight and net weight.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.

140	Required	UVSS	Signal the driver to exit the scale using a stoplight indicator after completion of transaction.	1	Please see the Traffic Light Management Module Section 4.4.10.26 and the Unattended Operation Module Section 4.4.10.23 for more information.
141	Required	UVSS	Provide the driver the option to cancel/void the transaction from any screen.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
142	Required	UVSS	Systematically pass the driver ID, truck decal, associated decal (if any), gross weight and cancel flag to the SSMS	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
143	Required	UVSS	Record the cancelled transaction as a Roll-Through transaction and return to the start of the input session.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
144	Required	UVSS	Automatically reset the unattended unit for the next truck when the scale goes to zero.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
145	Required	Accounts Receivable	Print customized monthly statements of account to include but not limited to Customer name, Contact, Remittance Address, Billing Address, Previous Balance, Finance Charges, Detailed new monthly charges, Total Balance Due and a customizable message field.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
146	Desired	Accounts Receivable	Print all monthly statements only for accounts exceeding a user-defined threshold.	1	Please see the Accounts Receivable and Aging Module

					Section 4.4.10.20 for more information.
147	Required	Admin	Make adjustments to transaction record (customer name, tonnage, destination, etc.)	1	Please see the System Security Section 4.4.10.11 and the Transaction Edit Section 4.4.10.6 for more information.
148	Required	Accounts Receivable	Provide a clear audit trail from source documents like scale tickets to transactions posted in the database.	1	Please see the Transaction Edit Section 4.4.10.6 for more information.
149	Required	Accounts Receivable	Apply credit limits and/or requires pre-payment balances (deposits) to customers.	1	Please see the Account Edit Section 4.4.10.4 for more information.
150	Required	Accounts Receivable	Track tonnage and debit/credit activity for “no charge” accounts.	1	We can handle tracking the tonnage for the “no charge” activity, however, if the transaction is “no charge” there would not be debit/credit activity.
151	Required	Accounts Receivable	Track charges not related to scale activity (finance charges, etc.)	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
152	Required	Accounts Receivable	Set different fees for different waste types.	1	Please see the WeighStation Section 4.4.10.2 and the CompuWeigh™ System Section 4.4.10.3 for more information.
153	Required	Accounts Receivable	Process partial payments, overpayments and both positive and negative adjustments.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
154	Required	UVSS	Set the scale to zero at the end of a transaction or when a truck	1	Please see the WeighStation Section 4.4.10.2 for more information.

			pulls off of the scale without completing a transaction.		
155	Required	Accounts Receivable	Provide pre-pay and installment terms of payments.	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
156	Required	Accounts Receivable	Provide multiple ways to apply payments; by charge, by "oldest" open items and by specific invoice(s).	1	Please see the Accounts Receivable and Aging Module Section 4.4.10.20 for more information.
157	Required	Admin	Allow easy reprint, edit, void and audit functions for scale tickets.	1	Please see the CompuWeigh™ System Section 4.4.10.3 for more information.
158	Required	Reporting	Provide dynamic reporting functionality.	1	Please see the Reporting Section 4.4.10.17 for more information.
159	Required	Reporting	Provide on-line drill down capability.	1	Please see the Reporting Section 4.4.10.17 for more information.
160	Desired	Security	Provide workflow approval process functionality to regulate reversal and refund procedures.	1	Please see the System Security Section 4.4.10.11 for more information.
161	Required	Security	Require supervisor approval and documentation for voided transactions.	1	Please see the System Security Section 4.4.10.11 for more information.
162	Required	Security	Apply security settings at a group or user level.	1	Please see the System Security Section 4.4.10.11 for more information.
163	Required	Security	Apply "granular" permissions for each user such as only allowing a user to run reports.	1	Please see the System Security Section 4.4.10.11 for more information.

164	Required	Security	Report on user activities and/or changes to customer or other reference tables.	1	Please see the Audit Logs Section 4.4.10.8 and the Reporting Section 4.4.10.17 for more information.
165	Optional	UVSS	Allow tractor trailer driver to complete UVSS transactions without exiting the cab of the truck.	1	Please see the Unattended Operation Module Section 4.4.10.23 for more information.
166	Desired	CSI	Allow customers and staff to submit a bid online including bidder's name, company name, commodity, and price.	3	PSLLC will modify for a nominal fee the system to meet this requirement upon receipt of business requirements.
167	Desired	CSI	Automatically populate bid report after cut-off time for bids.	3	PSLLC will modify for a nominal fee the system to meet this requirement upon receipt of business requirements.
168	Optional	CSI	Add new contracts and update existing contracts for commodities.	3	PSLLC will modify for a nominal fee the system to meet this requirement upon receipt of business requirements.
169	Optional	CSI	Customizable reports: Customer Shipment Exception, Transaction Edit Report, Commodity Transaction Edit, Activity Report, Aging Report, Outstanding invoices, charges journal report, adjustment	1/3	Please see the Reporting Section 4.4.10.17 for more information.

			reports, invoice record by commodity report, monthly shipping log, cash payments summary report, monthly applied payments, recycling customer list, Sales Orders Report, Contract Listing by Customer, Outstanding Invoices, Activity Report, Aging Report, Annual Tonnage by Commodity Report, Annual net revenue/ton by commodity report.		
170	Optional	CSI	Allow customers to view account status on line.	1	Please see the Web Reporting and Payment Module Section 4.4.10.31 for more information.
171	Optional	CSI	Apply credit limits for all accounts.	1	Please see the Account Edit Section 4.4.10.4 for more information.
172	Optional	CSI	View monthly statements and shipment reports online.	1/3	Please see the Web Reporting and Payment Module Section 4.4.10.31 for more information. For the viewing shipment reports online, PSLLC will modify the system to meet this requirement upon receipt of business requirements.
173	Optional	CSI	Pick ticket process: Bill of lading cancellation, Bill of Lading Re-issue, Re-print Bill of Lading	1	Please see the WeighStation Section 4.4.10.2 and the Jobs Module Section 4.4.10.30 for more information.
174	Optional	CSI	View Pick ticket online at the Administrative office.	1	Please see the WeighStation Section 4.4.10.2 and the Jobs

					Module Section 4.4.10.30 for more information. By online we are referring to within the application not on the web.
175	Optional	CSI	Allow customers to pay their bills, including balances due online.	1	Please see the Web Reporting and Payment Module Section 4.4.10.31 for more information.

4.4.2 Section 2 – Scope of Services Responses

Section 2 – Scope of Services of the RFP, the AUTHORITY outlined its principal and detailed process requirements. These requirements have been summarized in the Requirements Checklist. PROPOSER shall in order, succinctly address these requirements and clearly identify those requirements which are standard. For those requirements that are not standard, PROPOSER shall discuss their proposed solution.

- A. Implementation Services: The AUTHORITY requires a “state of the art” vehicle weigh scale management system to include a point of sale system that will have the demonstrated ability to allow integration into a single Billing and Accounts Receivable system and will allow sharing of information (in real time where possible) between the various outlying facilities and the AUTHORITY’s Administration office. The scale software management system (SSMS) must be user friendly for Weighmasters while having flexibility for system administrators to configure the system and generate custom reports either on site or remotely. The SSMS will not require extensive custom development and maintenance. The system must comply with U.S. weights and measures laws, regulations, and standards and all audit standards.

PSLLC Response – The CompuWeigh™ System is a start of the art vehicle weigh scale management system with a point of sale system and integrated accounts receivable and aging module. This proven solution is installed at many municipal facilities across North American and is the preferred solution for municipalities the size of the Authority. Our user-friendly system offers many configurations, settings and options to meet and in most cases exceed the requirements of the RFP. The system complies with U.S. weights and measures laws, regulations, and standards and all audit standards.

- 1) Hardware, Software and Peripherals: The successful PROPOSER shall provide all software, labor and support necessary for the successful design, delivery, installation, implementation, testing, training, cutover, operation, maintenance and support of its Proposed System at the AUTHORITY’s six (6) transfer stations, the landfill, the renewable energy facility site, and the RMPF, as well as the AUTHORITY’s central administrative office. The successful PROPOSER shall also provide unattended devices to replace the AUTHORITY’s current UVSS devices at all identified locations. These devices shall be fully integrated into the SSMS. With the exception of the unattended devices, it is the AUTHORITY’s expectation that the AUTHORITY will provide all other hardware (servers, cash drawers, peripherals, etc.), however the AUTHORITY will reserve the right to purchase some or all of the hardware from the PROPOSER if mutually agreeable. The successful PROPOSER shall provide specifications for and/or identify all hardware required for the successful completion of the project and specifically identify which hardware, if any, must be purchased from the PROPOSER and include such hardware and pricing on the Price Proposal Form (Proposal Form 2).

PSLLC Response – PSLLC agrees to provide all software, labor and support necessary for the successful design, delivery, installation, implementation, testing, training, cutover, operation, maintenance and support of our Proposed System at the Authority’s six (6) transfer stations, the landfill, the renewable energy facility site, and the RMPF, as well as the central administrative office. We have provided the necessary hardware to replace the current UVSS with our proven solution. We will work with the Authority and advise of any additional peripherals the Authority wishes to procure to ensure a smooth integration.

- 2) Labor and Materials: The successful PROPOSER shall provide all labor and materials necessary to furnish and install the SSMS and UVSS systems at the locations included in EXHIBIT “C”.

PSLLC Response – PSLLC agrees to provide all labor and materials necessary to furnish and install the SSMS and UVSS systems at the location included in Exhibit “C”.

- 3) Maintenance and Service: The successful PROPOSER shall provide training as specified in the detailed requirements presented herein to allow system users to become fully functional with the SSMS. The successful PROPOSER shall also provide system support and upgrades as new versions of the SSMS become available. The successful Firm must possess the ability to provide the following maintenance and service requirements for the system:

- Provide on-site instruction, training, and training manuals for all potential users of the system to the satisfaction of the AUTHORITY.

PSLLC Response – PSLLC will provide on-site instruction, training, and training manuals for all potential users of the system to the satisfaction of the Authority.

- Provide for diagnostic testing of the system from an off-site location.

PSLLC Response – PSLLC will provide diagnostic testing of the system from an off-site location.

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

PSLLC Response – PSLLC will provide 24-hour per day service for both hardware and software via telephone and agree the response will be within thirty (30) minutes.

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

PSLLC Response – PSLLC will provide a minimum of two (2) operating manuals for the software and if we are to provide the cash drawers, two (2) manuals will be provided for this hardware.

- 4) Interoperability with the AUTHORITY Hardware/Network Infrastructure: The successful PROPOSER shall be responsible for the successful interoperability between the delivered SSMS and the AUTHORITY’s hardware/network infrastructure (See Section 1 – Introduction and Background Information, Current System (WIMS) above for the System Environment, Client Server Environment, Central-Remote Interface, Unattended Scale System (UVSS), and Existing Hardware and Operating System Environment). In the event there

is a conflict between the proposed SSMS and the AUTHORITY's existing infrastructure as described above. PROPOSER shall clearly identify said conflict and identify its alternative requirements in sufficient detail to enable the AUTHORITY to evaluate the technological and cost impacts of the alternative requirements.

PSLLC Response – PSLLC understands the responsibility of this requirement and do not foresee any issues in meeting this requirement.

- 5) Miscellaneous: In addition to the above, the Scope of Services shall include:
- i. Detail design documentation, furnishing, installation, configuration and acceptance testing of the new systems.
PSLLC Response – PSLLC agrees to detail design documentation, furnishing, installation, configuration and acceptance testing of the new systems.
 - ii. Timely delivery of the systems as specified and in accordance with the performance schedule.
PSLLC Response – PSLLC agrees to the timely delivery of the systems as specified and in accordance with the performance schedule.
 - iii. Liquidated damages of \$250 per day for late delivery.
PSLLC Response – PSLLC believes the implementation requires the dedication of both parties and will agree to these liquidated damages and trust that the Authority will also agree to the same.
 - iv. Training in the operation and maintenance of the system conducted in West Palm Beach, Florida for approximately 30 people which includes Weighmasters and truck drivers.
PSLLC Response – PSLLC will provide training in the operation and maintenance of the system conducted in West Palm Beach, Florida for approximately 30 people which includes Weighmasters and truck drivers.
 - v. Five years of licensing, upgrades, maintenance and technical support.
PSLLC Response – PSLLC has provided within our standard Agreements, ten (10) years of licensing, updates within version, any upgrades to a new version for the first five (5) years of contract execution, maintenance and technical support on an annual basis.
 - vi. Operation and maintenance documentation/manuals for all software and hardware for five (5) years.
PSLLC Response – PSLLC will provide the operation and maintenance documentation/manuals for all software and hardware for five (5) years.
 - vii. Any software, hardware, training or documentation not specifically mentioned but essential to the proper maintenance and functioning of the delivered systems.
PSLLC Response – PSLLC will provide any software, hardware, training or documentation not specifically mentioned but essential to the proper maintenance and functions of the delivered systems based on the scope of work.

The requirements herein are considered minimal. PROPOSERS are encouraged to offer Proposals that exceed these requirements. The AUTHORITY seeks improved processes and minimal burden on its own resources.

B. Principal Requirements: The following are the principal requirements for the Proposed System. Detailed requirements are presented in the following sections.

- 1) Hardware Compatibility: The Proposed SSMS must be compatible with the AUTHORITY's existing scale equipment and indicators at a minimum. It is preferred, but not required, that the SSMS be compatible with the WIMS Central servers (HP Pro Liant DL 580 G8). PROPOSER shall clearly address compatibility with the existing servers and the AUTHORITY's network in its Proposal. The SSMS shall support a number of input and output devices, and traffic control devices, including control gates, loop detectors, video recorders, and RFID readers common in the waste industry. The AUTHORITY is also interested in the ability to support wired and wireless modems and/or routers for communication when phone lines are down as well as the ability for Weighmasters to operate the scale SSMS, accept payment and generate weigh tickets with hand held devices outside the scale house. The SMSS should also support input and output devices that function on off-grid power sources such as solar and diesel-powered supplies.

PSLLC Response – PSLLC does not foresee any issues with the compatibility of the proposed system and the Authority's existing scale equipment and indicators, servers or network. The proposed system supports numerous input and output devices such as gates, lights, loop detectors, video recorders, RFID readers, barcode and driver's license scanners, cash drawers, radiation detectors, and many more. The system has been used with a number of different network options to allow for optimum system up time including off-grid power sources.

- 2) Software Compatibility: The SSMS must be compatible with and support and control industry standard off-the-shelf peripherals such as printers, scanners, scale indicators, point-of-sale registers, credit card machines and signature capture tablets. The SSMS must also be able to migrate at least six (6) years of the AUTHORITY's existing data. The AUTHORITY currently uses IBM Cognos Impromptu to analyze WIMS data and produce custom reports. The AUTHORITY currently plans to upgrade to IBM Cognos Business Intelligence. Compatibility with IBM Cognos Business Intelligence is desired but not required. The ability to provide and support a Cognos Catalog is a plus but not required.

PSLLC Response – The proposed system is compatible with and support and control industry standard off-the-shelf peripherals such as printer, scanners, scale indicators, cash drawers, credit card terminals, signature capture tablets and more. We have performed data migration for many of our current customers. We have reporting built-in to the proposed system; however, we would be open to discussing an integration with IBM Cognos Impromptu if required.

- 3) Remote Operation: The SSMS systems at the outlying facilities must be able to run independently when necessary if, for example, communication with

Central is down. The remote systems, including the unattended devices, must be able to capture transaction information from the outlying facilities and update a central database in real-time or near real-time. The remote systems must be able to be updated by the central system in real-time or near real-time.

PSLLC Response – Using our Message Queuing Module (MSMQ), the remote facilities can run independently when communication with the central office is down. The SSMS and UVSS will be able to capture transaction information and update the central database in near real-time.

4) Central Operations and Administrative Capabilities: The SSMS must provide a fully integrated Accounts Receivable and Billing capability. Several desired features include:

- The ability for customers to view their account status online;
PSLLC Response – PSLLC offers this through our Web Reporting and Payment Module.
- The ability for customers to pay their bills, including balances due, online;
- **PSLLC Response – PSLLC offers this through our Web Reporting and Payment Module. Customer must enter into an agreement through on the approved PCI Compliant credit card companies.**
- The ability to send invoices electronically.
- **PSLLC Response – PSLLC offers the ability to send statements to customers. We can also modify the statement to include an invoice.**

The SSMS must have the ability to provide office staff to adequately maintain the customer tables, truck tables, associated (trailers and roll-offs) tables and tipping fee tables necessary to manage the business. The system should also provide ease of administration and the ability to add or change user-defined fields and the labels associated with such fields. The system should provide full flexibility to accomplish the following:

- Add or change Waste Types and Rates and to establish start and end dates for Waste Types and Rates;
PSLLC Response – This is a standard feature within the proposed system.
- Add or change tipping fee rates;
PSLLC Response – This is a standard feature within the proposed system.
- Add, maintain and update vehicle, trailer and container information, such as license plate numbers, tare weights, decal numbers, etc.;
PSLLC Response – This is a standard feature within the proposed system.
- Maintain customer account information;
PSLLC Response – This is a standard feature within the proposed system.
- Add or change special fees, such as Unsecured Load or Special Service charges.
PSLLC Response – This is a standard feature within the proposed system.

- Manage “contract pricing”, including the ability to set limits by date range and/or volume;
PSLLC Response – This is a standard feature within the proposed system.
- 5) Scale House Operations: The SSMS must provide a user-friendly and efficient interface for the Weighmaster with a minimum number of keystrokes or touch screen entries. The system should provide features to ensure the validity of the data entered into the system by the Weighmaster by preventing the input of invalid data. In an effort to eliminate the need to retain copies of paper tickets, the AUTHORITY desires the ability for Weighmasters to include comments if necessary and to store those comments with the transaction record. The system should include features to reduce Weighmaster manual entry such as:
- Automate input of weights from the scale;
PSLLC Response – This is a standard feature within the proposed system.
 - Automate input of vehicle identifiers by use of transponder, barcode, or other technology;
PSLLC Response – This is a standard feature within the proposed system.
 - Automate input of tare or gross weights;
PSLLC Response – This is a standard feature within the proposed system.
 - Automate calculation of fees, balance due on deposit, etc.;
PSLLC Response – This is a standard feature within the proposed system.
 - Automate application of customer’s contract pricing, if applicable;
PSLLC Response – This is a standard feature within the proposed system.
 - Send scale house tickets electronically or in batch;
PSLLC Response – This is a standard feature within the proposed system.
 - Handle tandem vehicles (interchangeable tractors and trailers) and capture both tractor and trailer identification;
PSLLC Response – This is a standard feature within the proposed system.
 - Provide alerts on accounts that are in arrears or have been cancelled (e.g., customer cut off from using AUTHORITY facilities) pending payment or are on a cash only basis;
PSLLC Response – This is a standard feature within the proposed system.
 - Ability for the Weighmaster to recapture the weight.
PSLLC Response – This is a standard feature within the proposed system.
- Additional desired features include:
- Allow weigh scale weights to interface and be visible on the scale camera and reviewable on the recording device;

PSLLC Response – This would be handled by properly placing a camera to focus on the scale indicator.

- View customer balance due at the scale house (preferably in real time);
PSLLC Response – This is a standard feature within the proposed system.

- Automate input of photos of the vehicle;
PSLLC Response – This is handled through our Video/Picture Module.

- Provide compatibility with the AUTHORITY's existing security camera system;
PSLLC Response – This is a customization that PSLLC would be open to exploring with the Authority and to determine if the security camera system offers an integration. We have integrated with Vigil and Integrated Security Systems in the past.

- Provide separate outside LED display for customer viewing;
PSLLC Response – We have provided similar solutions in the past for other customers is a standard feature within the proposed system.

- Scan and store documents with the transaction record.
PSLLC Response – This is a standard feature within the proposed system.

6) Manage and Track the Flow of Materials: The SSMS must provide the capability to track and manage the flow of materials into the solid waste system, out of the solid waste system and between components of the solid waste system. The following capabilities are important to the AUTHORITY:

- Incorporate “direction” codes and record them with every transaction. The AUTHORITY codes each transaction as either inbound (I), outbound (O), transfer out (G) or transfer in (C). This enables the AUTHORITY to use one waste code for Garbage (GR), instead of multiple waste codes depending on which direction the material is going. The system should use logic or preset defaults to record some of this data. The ability to differentiate between incoming and outgoing loads is essential.

PSLLC Response – We currently handle the inbound and outbound through direction and handle the transfer out and transfer in through a Transaction Type. We have other customers that are tracking material leaving one facility and received at another facility operating our system.

- Incorporate “origination” and “destination” codes and record them with every transaction. Each of our sites has an identifying number, for example Central County Transfer Station is Site “06”. Within some of those sites are multiple destinations, for example the Class 1 landfill serviced by the landfill scale house (Site 08) is designated Destination 81.

PSLLC Response – This is a standard feature within the proposed system.

- Restrict allowable waste types and origination/destination sectors by site is desired as a means to prevent data entry errors (the ability to turn off certain waste types by site).

PSLLC Response – This is a standard feature within the proposed system.

- Restrict allowable sector destinations by waste code and site is desired as a means to prevent data entry errors.

PSLLC Response – This is a standard feature within the proposed system.

- 7) Transaction Types: The SSMS must handle Cash, Debit, or Credit Card (including swipe and chip cards), Check and Account transactions and be compatible with industry standard peripherals necessary to facilitate these transactions. The system must accommodate charges by weight (pound or ton), by yard, by “each”, “minimum charges” (\$2.00 minimum) and special surcharges (e.g. \$10 unsecured load; \$500 witness destruction; special handling).

PSLLC Response – This is a standard feature within the proposed system. We offer a PCI Compliant solution with chip and swipe capabilities, check and account transactions, as well as cash, coupon and other methods of payment. We are able to charge by various units of measure including but not limited to per pound, ton, each, cubic yard, gallon, drum, etc. We can also add special fees to transactions such as unsecured load, witness destruction, special handling and many more.

- 8) Weigh Tickets: The SSMS must print customizable weigh tickets including but not limited to the following information and capabilities;

PSLLC Response – The proposed system has numerous customizable ticket layouts that can be designed based on site, transaction type, hold file, and more. This is a standard feature within the proposed system.

- Transaction date, weigh in, and weigh out times (24-hour clock);

PSLLC Response – This is a standard feature within the proposed system.

- Customer name and bill-to-account number;

PSLLC Response – This is a standard feature within the proposed system.

- Transaction information including transaction/ticket number, vehicle number, trailer number, container number, disposal site, waste origin, waste destination, waste type, gross weight, tare weight, net weight and disposal fee;

PSLLC Response – This is a standard feature within the proposed system.

- Comments from the Weighmaster such as “You Must Weigh Out”.

PSLLC Response – This is a standard feature within the proposed system.

- Driver signature line or electronic driver signature;

PSLLC Response – This is a standard feature within the proposed system. With the WeighPay Module or Signature Capture Module and a compatible printer, the signature will print on the ticket.

- Print configurable scale ticket containing all industry standard information;
PSLLC Response – This is a standard feature within the proposed system.
 - Default statement to print under the signature, e.g.; “Driver certifies that load is clean vegetation.”
PSLLC Response – This is a standard feature within the proposed system.
 - Print tickets on either preprinted forms or standard-sized paper;
PSLLC Response – This is a standard feature within the proposed system.
 - Store an electronic image of the scale ticket to eliminate the need to retain paper copies;
PSLLC Response – This is a standard feature within the proposed system.
 - Incorporate an electronic driver signature;
PSLLC Response – This is a standard feature within the proposed system. With the WeighPay Module or Signature Capture Module and a compatible printer, the signature will print on the ticket.
 - Print customizable messages on scale tickets.
PSLLC Response – This is a standard feature within the proposed system. With the WeighPay Module or Signature Capture Module and a compatible printer, the signature will print on the ticket.
 - Print multiple copies of scale tickets on demand at the scale house.
PSLLC Response – This is a standard feature within the proposed system.
 - Print multiple copies of scale tickets on demand at the Administration office.
PSLLC Response – This is a standard feature within the proposed system.
- 9) Security Features: Maintaining security of the AUTHORITY’s data and assets is essential. The following capabilities should be included:
- Weighmaster log on/log off password security;
PSLLC Response – This is a standard feature within the proposed system.
 - Windows Active Directory integration for permission;
PSLLC Response – The proposed system can use the customers Windows Active Directory Network Login ID to automatically login to the system.
 - Secure encryption of all monetary and financial transactions, including compliance with the Payment Card Industry Data Security Standard for credit card transactions;
PSLLC Response – This is a standard feature within the WeighPay Module.
 - Scale monitoring to ensure that all vehicles have a completed transaction, for example by logging “roll-throughs”;
PSLLC Response – This is a standard feature within the Scale Monitoring Module.

- Capture pictures of the truck and driver from various angles and store the photos with the transaction record is desired but not required.

PSLLC Response – This is a standard feature within the Video/Picture Module.

10) Reporting Capabilities: The SSMS must provide robust reporting capabilities, including the ability to produce both standard and custom reports. As previously stated, compatibility with the IBM Cognos Business Intelligence is also desired, but not required, as it is the AUTHORITY's adopted data analysis and reporting tool. Specific capabilities include:

PSLLC Response – The proposed system has a built-in adhoc report write and also has the ability to generate reports using Crystal Reports, RDL and will soon have SQL Server Reporting Service (SSRS) capabilities. We do not have IBM Cognos Business Intelligence integration, but would be open to discussing this with the Customer.

- The scheduling, production and formatting of reports;
PSLLC Response – This is a standard feature within the proposed system.
- User-friendly, customizable reporting using standard desktop software or web-based tools;
PSLLC Response – The proposed system has a built-in adhoc report write and also has the ability to generate reports using Crystal Reports, RDL and will soon have SQL Server Reporting Service (SSRS) capabilities.
- The ability to export data to Microsoft Office programs.
PSLLC Response – This is a standard feature within the proposed system.

11) UNATTENDED VEHICLE SCALE SYSTEM REPLACEMENT: The AUTHORITY desires the replacement of its existing UVSS systems with systems fully compatible with the PROPOSER's scale software management system and suitable for the environment in which they will operate. Unless otherwise indicated, the PROPOSER shall be required to install their devices on the AUTHORITY's existing foundations. The AUTHORITY shall be responsible for providing all essential cabling, power and necessary infrastructure improvements. The following are the principal requirements for the unattended devices to be provided by the PROPOSER:

- Compatibility with the AUTHORITY's existing and proposed scale equipment and indicators;
PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.
- Compatibility with the Proposed System;
PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.
- Safely and conveniently accessible to the drivers;
PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.
- Process transactions with no Weighmaster intervention;

- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Manage the flow of materials into the solid waste system, out of the solid waste system and between components of the solid waste system;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Capture transaction information using radio frequency tags, remote optical scanners, keypads or other similar technology;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Handle tandem vehicles (tractor trailers) and capture both tractor and trailer identification;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Capture a minimum of 10 fields of data using customizable prompts to facilitate proper data input from the driver/Weighmaster using a keypad or other similar technology;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Provide ease of administration and the ability to add or change user-defined fields including labels associated with such fields;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

 - Display a viewing screen that is visible in all levels of light from darkness to bright sunlight;
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules. We have also included a swing away canopy in our pricing which would require a 4” aluminum pole for mounting.**

 - Function in a harsh environment which includes but is not limited to sun, wind, rain, lightning, heat, cold, dust, grease, grime, vehicle exhaust and repetitive use estimated at a minimum of 20,000 transactions per year per system.
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules. Our enclosures are proven in this environment and we can also add Air Conditioning units to handle the higher temperatures in Florida if necessary.**

 - Provide appropriate integrated traffic control devices including stoplight indicators and/or gates.
- PSLLC Response – This is a standard feature within the proposed system and the Unattended, Traffic Light and Traffic Gate Modules.**

 - Operate each UVSS (free-standing units) independently of other scales.
- PSLLC Response – This is a standard feature within the proposed system and the Unattended and other related modules.**

- Signal the driver to pull onto the unattended weigh scale using a stop light indicator.

PSLLC Response – This is a standard feature within the proposed system and the Unattended and Traffic Light Modules.

- The potential to accept payment as a future enhancement is desired, but not required.

PSLLC Response – PSLLC has recently started conversations with a company to accept credit card payments in an unattended environment.

The current unattended scale systems installed at the scale houses listed in EXHIBIT “C” are free-standing units. PROPOSERS should note that based upon the current design, when fully on the scale, a tractor trailer driver may not be able to open the door sufficiently to fully exit the vehicle at the scale house.

PSLLC Response – We have customers where we have placed the enclosures in a position that the driver does not have to exit the vehicle to interact with the UVSS.

12) Optional Recyclable Commodity Sales and Billing System to Replace CSI: The AUTHORITY seeks a Sales Order and integrated Billing solution to create documents such as sales orders, pick tickets, bills of lading, invoices and commodity customer statements. The proposed solution should be fully compatible with the proposed SSMS. The following are the principal requirements for the Sales Order solution to be provided by the PROPOSER:

- i. Sales Order Process: The ability to categorize sales in three (3) ways.

Long Term Contracts:

- Generally 5 year term with renewals;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
- May have floor or ceiling prices;
PSLLC Response – PSLLC believes our Rate Expressions maybe able to handle.
- Price plus or price as percentage of industry price index known as “Yellow Sheet”;
PSLLC Response – Assuming this information is entered within the proposed system or Jobs Module.
- May have retro pricing for loads picked up before price is published and may have loads picked up after end of month for previous pricing;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.

Monthly spot markets:

- Price effective date is set to the first of the month;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.

- No retro pricing, but load may not be picked up during the same month as pricing;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.

Ad Hoc Sales:

- Excess material that is sold for a price that is different than either the contract or spot price.
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
- ii. The following information is needed to create a sales order:
- Expected Ship (Pickup) date;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - Buyer's release number (optional);
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - Buyer's purchase order number (optional);
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - Shipper's name;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - Destination mill name (commodity may be for export overseas);
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - Price may or may not be known at the time the sales order is created. Pricing will be determined by commodity codes which are more specific than the tipping waste codes.
PSLLC Response – As long as the commodity codes are stored within the proposed system.

13)RMPF Field Process: The Sales Order system should integrate to the SSMS. The system should include features to reduce manual data entry such as

- i. Incoming transaction process to pick up a load:
- Automate input of tare weight from the scale using the SSMS to create a transaction ticket for the incoming load;
PSLLC Response – This is a standard feature within the proposed system.
 - Print a Pick ticket. The Pick ticket authorizes the RMPF operator to load the truck:
 - a. Retrieve the above transaction ticket data from the proposed SSMS including the transaction number and associated tare weight, customer number and name and other pertinent data;
PSLLC Response – This is a standard feature within the proposed system.

- b. Ability for the Weighmaster to enter the Sales Order number and Release number to retrieve the associated Sales Order data;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
 - c. Ability for the Weighmaster to update the shipper or other AUTHORITY-specific information, if necessary;
PSLLC Response – This is a standard feature within the proposed system and the Jobs Module.
- ii. Outgoing transaction process after picking up load:
 - Ability for the RMPF or Weighmaster to update the Pick ticket with the Commodity loaded, Shipper's Truck and Trailer numbers, and number of bales, if any.
PSLLC Response – This is a standard feature within the proposed system.
 - The ability for the Weighmaster to retrieve Pick ticket data associated with a load (Pick ticket number, Sales Order number, SSMS transaction ticket number, etc.) to create and print a Bill of Lading (BOL);
PSLLC Response – This is a standard feature within the proposed system.
 - Print multiple copies of Bills of Lading;
PSLLC Response – This is a standard feature within the proposed system.
 - Automate input of gross weight from the scale to update the initial incoming SSMS transaction ticket and retrieve data from the Pick ticket (Sales Order number, BOL number, etc.) for the Weighmaster to print the completed transaction ticket.
PSLLC Response – This is a standard feature within the proposed system.
- iii. Billing Process:
 - Create and print invoices daily for commodity sales transactions using data from the respective Bill of Lading (corresponding Sales Order number, Sales Order data, Customer Account number and Name, and BOL number), net weight from the SSMS transaction record and Customer Contract or Yellow Sheet pricing;
PSLLC Response – This is a standard feature within the proposed system and Accounts Receivable and Aging Module as long as all information is within the proposed system.
 - Create and print a Pick ticket at the Administration office;
PSLLC Response – This is a standard feature within the proposed system.
 - Create and print the BOL at the Administration office for an existing Pick ticket and its related SSMS transaction;
PSLLC Response – This is a standard feature within the proposed system.

- Generate monthly statements;
PSLLC Response – This is a standard feature within the proposed system and the Accounts Receivable and Aging Module.
- Maintain separate customer account numbers from the SSMS waste transactions;
PSLLC Response – This can be handled within the proposed system.
- Process customer payments;
PSLLC Response – This is a standard feature within the proposed system.
- Provide other “vanilla” Accounts Receivable functions, including positive and negative adjustments, reference table maintenance including customer accounts, commodity codes and country codes.
PSLLC Response – This is a standard feature within the proposed system and the Accounts Receivable and Aging Module.

C. Detailed Process Requirements: The following provides the envisioned detailed processes that the Proposed system should at a minimum be able to facilitate:

1. Vehicle Weigh Scale Operation Process: It is envisioned that the attended transaction will take place as follows:
 - a. The system should signal the driver to pull onto the scale using a stoplight indicator;
 - b. The system should be able to take and store pictures of trucks from multiple angles including license plates; the pictures should be part of the transaction record. This is a desired enhancement.
 - c. The system should be able to capture the stable gross weight or tare weight of the load without intervention from the Weighmaster.
 - d. The system should be able to process trucks with a full/partial load or empty at the incoming and outgoing scales.
 - e. The system should prompt the Weighmaster for, or otherwise acquire the truck decal and trailer decal (if applicable), validate the decals against the SSMS database, and display the associated customer name if valid, and an appropriate message if invalid. The system should allow the Weighmaster to change the customer number if they are hauling for some other customer. If an AUTHORITY truck pulls onto the scale, the system should prompt for the Driver ID. If the truck is not an AUTHORITY truck, the Driver ID prompt need not be displayed.
 - f. The system should be capable of displaying prompts and messages in English and Spanish.
 - g. The system should prompt the Weighmaster for the waste type, origin of the waste type, and destination of the waste type.
 - h. Assuming all of the above is valid: If this is an incoming truck and it is full; the system determines if the disposal fee is based on the standard tipping fee or customer contract pricing. The system should

calculate the fee based on pounds; if the customer has a cash account with the AUTHORITY, the system should prompt for a deposit amount, if the customer is paying by check, the system should prompt for a check number, the system should be able to process debit/credit cards; if the customer has a charge account, there are no additional prompts and the customer can unload and exit the facility.

- i. Upon successful completion of the transaction, the system prints a ticket displaying, at a minimum, customer number and name, a transaction number, transaction date and time, waste type, gross weight, tare weight and net weight. The system should be able to print a configurable number of copies of the ticket based on the site/terminal/waste type/customer. The system will provide an option to reprint the current transaction ticket in the event more than one copy of the ticket is required.
- j. The system should read the scale continuously and capture weights greater than 1,000 pounds. If a truck drives over the scale without stopping, the system should record a "Roll-Through" and, at a minimum, the date, time, site and scale ID.
- k. The system should have an auto-reset feature that resets the Weighmaster's unit for the next truck when the scale goes to zero either at the end of a transaction or in the event a truck pulls off of the scale without completing a transaction.
- l. Please note that the above detailed requirements need not necessarily occur in the order presented.

PSLLC Response – The above descriptions are pretty standard for other PSLLC customers with the exception that the WeighStation screen for the Weighmaster is currently only available in English. The unattended screen can prompt in Spanish or English.

It is envisioned that the unattended transaction will take place as follows:

- a. The unattended device should be able to capture the AUTHORITY-issued truck decal using transponders or other similar technology and send the data to the SSMS which will validate the data and send the appropriate flags if the decal is valid.
- b. Assuming all of the above is valid, the system should signal to the driver to pull onto the scale using a stoplight indicator.
- c. The unattended device will prompt the driver for the preferred language, either English or Spanish.
- d. If the truck is an AUTHORITY truck, the unattended device should prompt the driver to enter his/her Driver ID. If the truck is not an AUTHORITY truck, the Driver ID prompt need not be displayed.
- e. The unattended device will prompt the driver to identify the waste type, sector of origin, and sector of destination. There shall be a programming interface that will convert the selected icon or button to the waste type identifiable by the SSMS. This data shall be passed

to the SSMS which will validate the data, pass it back to the unattended device and display it on the screen. The driver shall be provided the opportunity to confirm the data entered and, if desired, back up and re-enter the data.

- f. The unattended device will capture the stable gross weight and pass it to the SSMS which will calculate the net weight and pass the gross weight, net weight and tare weight back to the unattended device and display these results on the screen.
- g. For outgoing loads at the AUTHORITY's transfer stations, if the gross weight is over a specified limit, the system should display an error message and the transaction should be terminated.
- h. The system will print a ticket including at a minimum the date, time, transaction number, waste type, site, gross weight, tare weight, and net weight. The system will provide an option to reprint the current transaction ticket in the event more than one copy of the ticket is required.
- i. Upon successful completion of the transaction, the driver will be signaled to exit the scale using a stoplight indicator.
- j. On all screens, the driver shall have the option to cancel/void the transaction. If the driver cancels the transaction, the system will pass the Driver ID, truck decal, associated decal (if any), gross weight and cancel flag to the SSMS. The SSMS will record the transaction as a Roll-Through transaction. The system will return to the start of the input session.
- k. The system should have an auto-reset feature that resets the unattended unit for the next truck when the scale goes to zero, either at the end of a transaction or in the event that a truck pulls off of the scale without completing the transaction.
- l. Please note that the above detailed requirements need not necessarily occur in the order presented. The above requirements assume that the unattended device will pass data to and retrieve data from the SSMS for verification of captured data and retrieval of stored data for transaction processing.

PSLLC Response – PSLLC has processed UVSS transactions for other customers similar to this process. Typically, the vehicle is identified as it pulls onto the scale. The unattended screen can prompt in Spanish or English.

2. Accounts Receivable:

- a. The system must facilitate payment processing, including PCI compliance for credit/debit card transactions.

PSLLC Response – This is a standard feature within the proposed system and the WeighPay Module.

- b. The system should facilitate Automated Customer Account Management (Cut-Off notifications, Alerts, Active/Inactive, etc.)

PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.

- c. Account Management functions shall include but may not be limited to the following:
 - i) Print customizable monthly statements of account to include but not be limited to the Customer Name, Customer Contact, Remittance Address, Billing Address, Previous Balance, Finance Charges, detailed new Monthly Charges, Total Balance Due, Credits/Adjustments and a customizable message field;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module. We create statements based on each of our customers’ requirements.
 - ii) Print monthly statements for accounts with a balance amount that exceeds a threshold set by user;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module. We have customers that may only want a statement for customers without a \$0 balance.
 - iii) Balance Forward capabilities;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - iv) Track payment by reference number or date;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - v) Make adjustments by tonnage and/or dollar amount;
PSLLC Response – This would typically be handled through transaction edit of it is required in the Accounts Receivable and Aging Module through a debit/credit.
 - vi) Apply credit limits and/or require pre-payment balances (deposits) to customers;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - vii) Track tonnage and revenues for “no charge” accounts;
PSLLC Response – We can handle tracking the tonnage for the “no charge” activity, however, if the transaction is “no charge” there would not be revenue activity.
- d. The system should have the ability to track charges/credits not related to scale activity.
PSLLC Response – We have customers that are tracking charges/credits that were not related to scale activity, but entered through WeighStation or a credit/debit memo.
- e. The system should provide a clear audit trail from source documents like scale tickets to transactions posted in the database.
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.

- f. The system should have the ability to set different fees for each waste type.
PSLLC Response – This is a standard feature within the proposed system.
- g. Daily Cash Journal
 - i) Accommodate partial payments; overpayments and both positive and negative adjustments;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - ii) Support Pre-pay or Installments;
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - iii) Provide multiple ways to apply payments; by charge, by “oldest” open items, by specific invoice(s);
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
 - iv) Software should allow easy reprint, edit, void and audit functions for scale tickets.
PSLLC Response – This is a standard feature within the Accounts Receivable and Aging Module.
- h. The system should have a robust reporting tool providing the following capabilities:
 - i) Dynamic Reporting
 - ii) Drill downs
 - iii) Dashboards
 - iv) Forecasts
 - v) Modeling
 - vi) Scenario Planning
PSLLC Response – The items listed in ‘h’ above would be handled through various accounting reports and through our built-in report writer.
- i. The system should have the following security features:
 - i) Workflow approval processes are available to regulate reversal and refund procedures (e.g., voided transactions require supervisor approval and documentation).
PSLLC Response – This is a standard feature within the proposed system and through our reversal/correction process.
 - ii) Apply security settings at a group or user level.
PSLLC Response – This is a standard feature within the proposed system.
 - iii) Apply granular permissions such as only allowing a user to run reports.
PSLLC Response – This is a standard feature within the proposed system.

- iv) Report on user activities and/or changes to customer or other reference tables.

PSLLC Response – This is a standard feature within the proposed system.

4.4.3 Attended Lane (SSMS) Transaction Processing

PSLLC provides the following detailed description of how the Proposed system handles typical inbound transactions on an attended lane.

1. If gates or lights are used, the system will only direct the vehicle to pull on the scale when the scale is clear.
2. Once the vehicle is on the scale (assuming no RFID is used on the attended scale) the vehicle will pull up to the window to talk with the Weighmaster.
3. The Weighmaster will start the transaction with a unique truck number. Based on the configuration of that truck number, the system will default as much or as little information as configured.
4. When the Weighmaster presses enter the system will take move the focus (cursor) to the next required field.
5. The Weighmaster will enter the required information which could be one or all of the following fields, Bill Account, Transaction Type, Vehicle Type, Origin Type, Material Type, Destination Type, Payment Type or one of five (5) additional customizable fields.
6. The system will then take move the focus (cursor) to the Gross field and retrieve the weight directly from the indicator.
7. If no tare weight, the transaction will be placed into the hold file. If the Authority requires a deposit, prior to placing the transaction into the hold file, a prompt will display to capture the deposit.
8. On the way out of the facility if gates or lights are used, the system will only direct the vehicle to pull on the scale when the scale is clear.
9. Once the vehicle is on the scale (assuming no RFID is used on the attended scale) the vehicle will pull up to the window to talk with the Weighmaster.
10. The Weighmaster will retrieve the transaction from the hold file by simply entering the unique truck number or retrieving it from a list of all vehicles currently in the hold file.
11. The system will move the focus (cursor) to the Tare field and retrieve the weight directly from the indicator.
12. The system will have all information to Finish the transaction. If this is an account transaction, the transaction will complete and a ticket print (or be scheduled to be emailed). If this is a cash, check or credit card transaction, the Weighmaster will be presented with a confirmation window to collect the amount due. The cash drawer can be configured to only open on cash transactions. If check, the system will prompt for a check number and the check can be placed in the cash drawer through the check slot (if equipped). If credit card, the system will pass the amount due to the terminal. The terminal will be handed to the customer to insert or swipe

their card. Once approved, the customer will sign (if applicable) and the signature will be stored with the transaction and printed on the ticket. The transaction is complete.

4.4.4 Unattended Lane (UVSS) Transaction Processing

PSLLC provides the following detailed description of how the proposed system handles a typical transaction using one of its unattended devices.

1. If gates or lights are used, the system will only direct the vehicle to pull on the scale when the scale is clear.
2. Once the vehicle is on the scale and passes the RFID reader, the system will start the transaction based on the tag read.
3. Based on the configuration of that truck, the system will default as much or as little information as configured.
4. The system will then prompt for English or Spanish
5. The system will then ask any questions for information that was not defaulted for the truck.
6. The driver will answer questions on a keypad (or a touch screen computer depending on requested configuration). These questions could be one or all of the following fields, Origin Type, Material Type, Destination Type, or one of five (5) additional customizable fields which one could be Driver ID. Each field can be prompted with a confirmation question to ensure the selection was the correct one the driver meant to select.
7. Once all questions are answered, the system will retrieve the Gross weight directly from the indicator.
8. If no Tare weight, the transaction will be placed into the hold file. If a Tare weight exists, the transaction will complete and a ticket print (or be scheduled to be emailed).
9. If no Tare weight, on the way out of the facility if gates or lights are used, the system will only direct the vehicle to pull on the scale when the scale is clear.
10. Once the vehicle is on the scale and passes the RFID reader, the system will retrieve the transaction from the hold file.
11. The system will retrieve the Tare weight directly from the indicator.
12. The system will have all information to Finish the transaction. The transaction will complete and a ticket print (or be scheduled to be emailed).

4.4.5 Accounts Receivable and Aging Module

PSLLC provides the following detailed description of the accounts receivable and billing functionality of the proposed system.

Security Options

Setup user Groups with approved rights

Approved	Sub Key	User Right	Description
<input checked="" type="checkbox"/>	AccountActivity	View	Allow Viewing Account Activity
<input checked="" type="checkbox"/>	Batch	View	Allow View Batches
<input checked="" type="checkbox"/>	Batch	Delete	Allow Delete Batches
<input checked="" type="checkbox"/>	ClosePeriod	View	Allow Closing Periods
<input checked="" type="checkbox"/>	CreditMemos	View	Allow Viewing Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Add	Allow Adding Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Update	Allow Update Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Delete	Allow Delete Credit Memos
<input checked="" type="checkbox"/>	DebitMemos	View	Allow Viewing Debit Memos
<input checked="" type="checkbox"/>	DebitMemos	Add	Allow Adding Debit Memos

Add Users and assign to user Groups

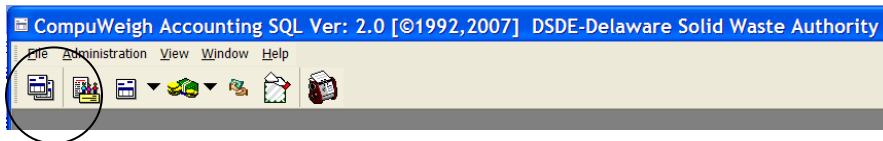
Approved	Grp Approved	Sub Key	User Right	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AccountActivity	View	Allow \
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Batch	View	Allow \
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Batch	Delete	Allow [
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ClosePeriod	View	Allow (
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CreditMemos	View	Allow \

Accounts Receivable and Aging

PSLLC offers an Accounts Receivable & Aging Module to track the activity of the Customer's customer. As in CompuWeigh™ and WeighStation, this module is User ID and Password protected to allow only those individuals the rights they need to complete their level of responsibilities. At the designated billing date, an AR batch is created in the CompuWeigh™ Posting module. Each individual batch contains a group of invoices all posted for the same date range. An auto-generated batch number is assigned each time a batch of invoices is processed.

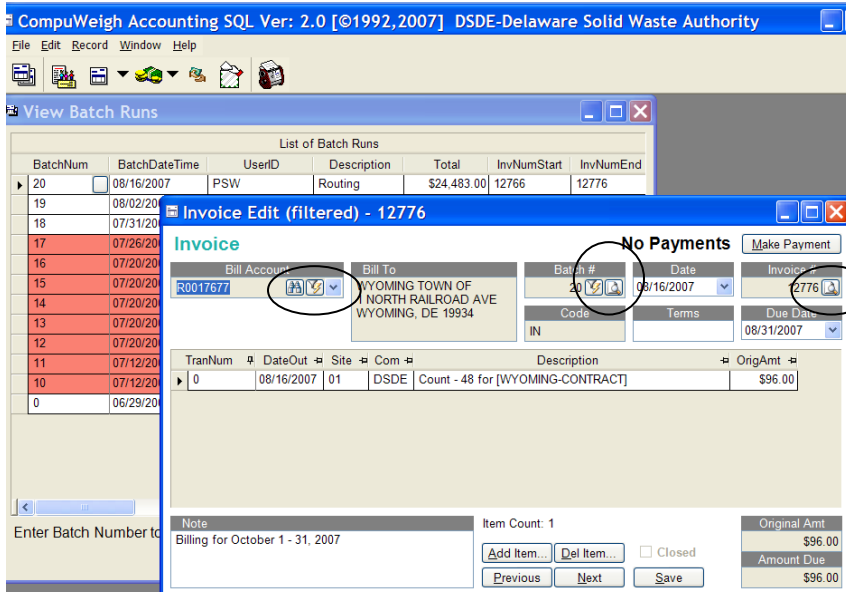
AR Batch – View and Edit

To open a batch, select the View Batches Icon.

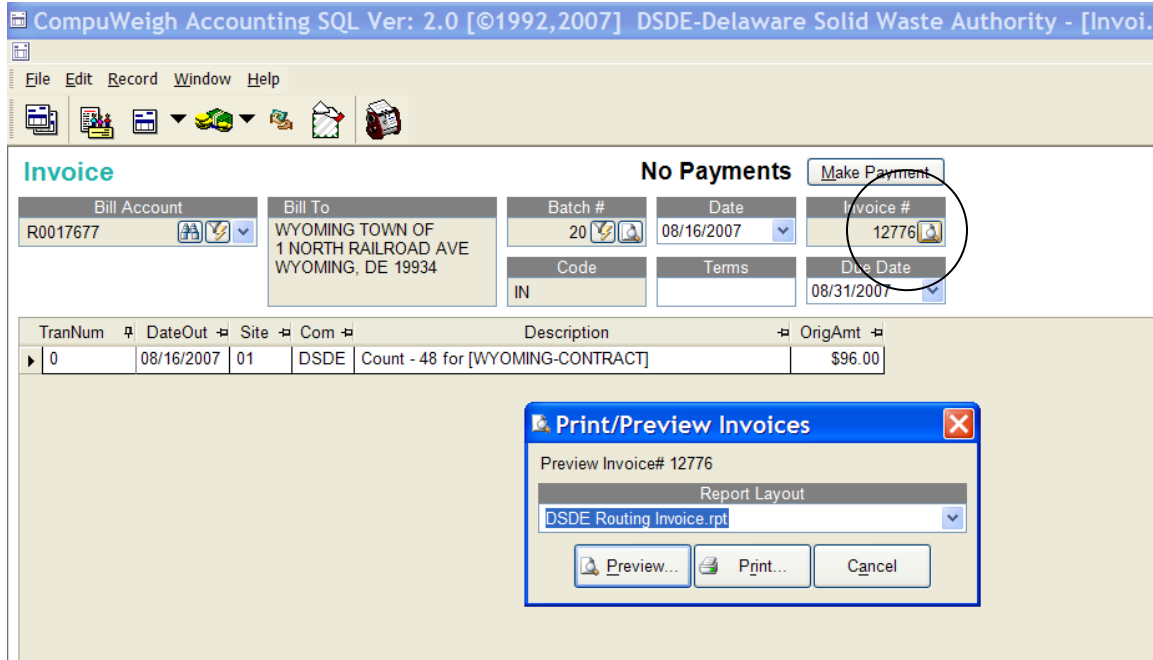


BatchNum	BatchDateTime	UserID	Description	Total	InvNumStart	InvNumEnd	CustCode	RptDate	DueDate	DateOutLow
20	08/16/2007	PSW	Routing	\$24,483.00	12766	12776		08/16/2007	08/31/2007	07/01/2007
19	08/02/2007	PSW	Routing	\$0.00	12755	12765		08/02/2007	08/31/2007	07/01/2007
18	07/31/2007	PSW	Routing	\$0.00	11489	12754		07/31/2007	07/31/2007	06/01/2007
17	07/26/2007	PSW	Routing	\$0.00	11477	11487		07/26/2007	07/31/2007	06/01/2007
16	07/20/2007	PSW	Routing	\$0.00	8051	8054		07/20/2007	07/31/2007	06/01/2007
15	07/20/2007	PSW	Routing	\$0.00	7934	8050		07/20/2007	07/31/2007	06/01/2007
14	07/20/2007	PSW	Routing	\$0.00	7784	7933		07/20/2007	07/31/2007	06/01/2007
13	07/20/2007	PSW	Routing	\$0.00	7634	7783		07/20/2007	07/31/2007	06/01/2007
12	07/20/2007	PSW	Routing	\$0.00	7634	0		07/20/2007	07/31/2007	06/01/2007
11	07/12/2007	PSW	Routing	\$0.00	6361	7632		07/12/2007	07/31/2007	06/01/2007
10	07/12/2007	PSW	Routing	\$0.00	6349	6360		07/12/2007	07/31/2007	06/01/2007
0	06/29/2007		Misc Batch		0	0	DSDE			

In addition to the columns displayed on the screen, there are additional “informational or identifying” columns that can be viewed by scrolling through the window.



On the Invoice Edit screen, the icons within certain fields will launch other system functions, i.e. the icon next to the Invoice Number will allow a user to print that invoice.

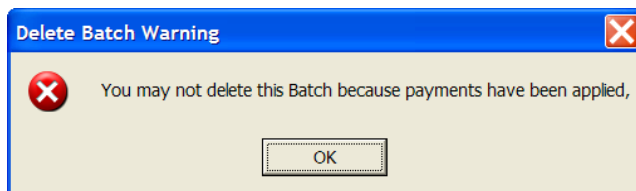


Delete a Batch

All batch history is stored on this screen. Deleted batches remain on the screen in red for an audit trail, while all active batches are displayed in white. Batches can only be deleted, if no payments have been applied to the invoices that make up that batch. Deleting a batch is very simple, enter the batch number to be deleted, and select the "Delete Batch" button.



If payments have been applied to the batch an error message will display with the following message.



The account activity screen lists all the activity for every account. It can display the overall activity on the accounts as a whole, or for an individual account. It shows every invoice and payment made to that account for the time period selected. It shows an account balance as well as an account summary at the bottom of the screen.

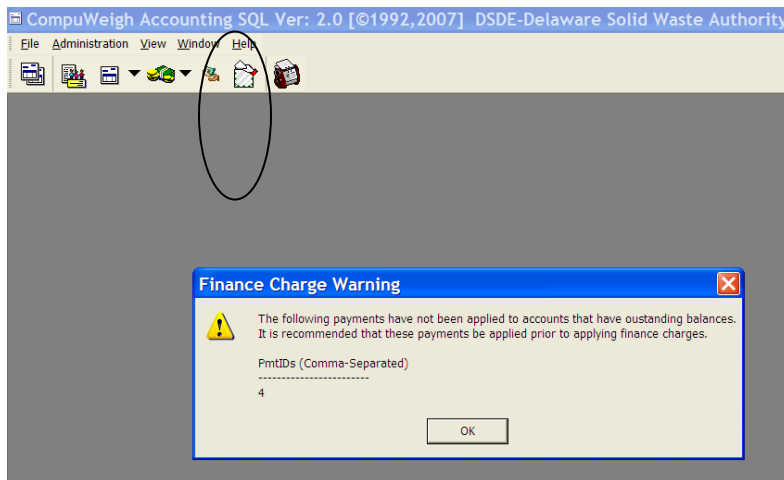
Date	Number	Type	Bill Acct	Name	Customer Type	Due Date
07/31/2007	4	CM	R0004617	HUGH LAFFERTY	Routing	
07/31/2007	11488	DM	R0004617	HUGH LAFFERTY	Routing	08/30/2007
07/31/2007	11489	IN	R0000014	WILLIAM MORRIS	Routing	07/31/2007
07/31/2007	11490	IN	R0000025	SUZANNE WOLLENBERG	Routing	07/31/2007
07/31/2007	11491	IN	R0000033	BILL CLASS	Routing	07/31/2007
07/31/2007	11492	IN	R0000039	JUSTINE LARISON	Routing	07/31/2007
07/31/2007	11493	IN	R0000066	FRANCINE POEL	Routing	07/31/2007
07/31/2007	11494	IN	R0000074	E. MCCRAE HARRISON	Routing	07/31/2007
07/31/2007	11495	IN	R0000086	FELISE LUCHANSKY / JEFFRE	Routing	07/31/2007
07/31/2007	11496	IN	R0000139	MONALEE WEST	Routing	07/31/2007
07/31/2007	11497	IN	R0000145	GLENN GROSS	Routing	07/31/2007
07/31/2007	11498	IN	R0000147	RENEE VALLEE	Routing	07/31/2007
07/31/2007	11499	IN	R0000150	LYNNE KIELHORN	Routing	07/31/2007
07/31/2007	11500	IN	R0000154	JIM CURRAN	Routing	07/31/2007

Aging Type	Current	1 - 30	31 - 60	61 - 90	> 90	Total
30/90	\$1,457.07	\$0.00	\$24,446.00	\$962.95	\$99,891.90	\$126,757.92

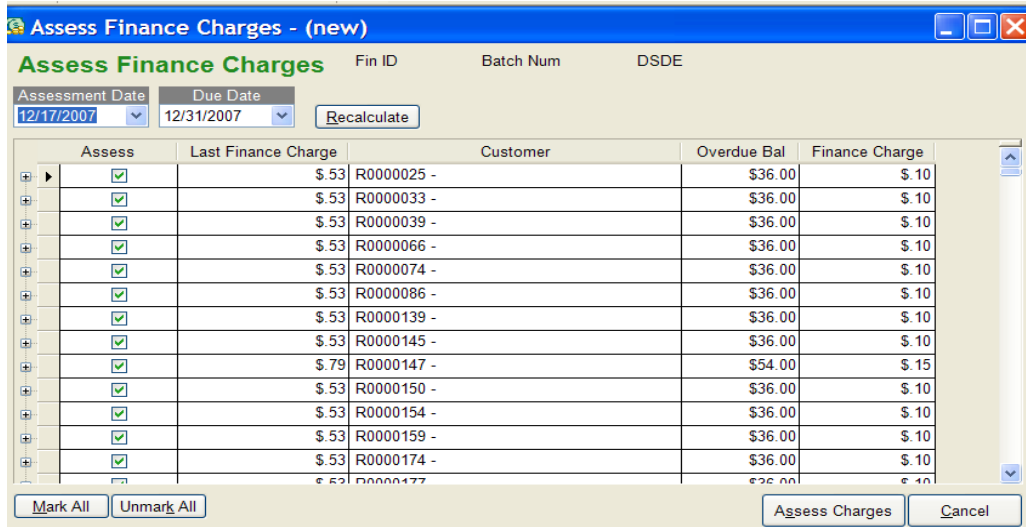
Balances can be isolated for individual accounts by either selecting the desired account from the drop-down box in the upper left-hand corner of the screen, or by clicking on the desired account on the grid and clicking **Refresh**.

Finance Charges

Finance Charges can easily be assessed within this system launching the FC icon. If the below screen appears, it notifies the user that there is an incomplete process when posting payments and that the payment must be applied to an open invoice to continue. At the time of installation, the payment terms will be defined and set up in the system to calculate at the correct finance charge rate.



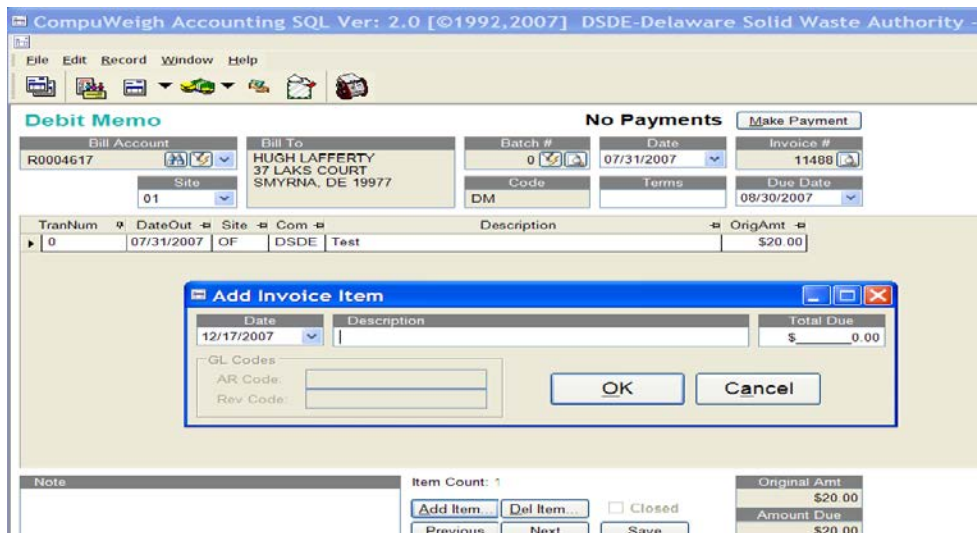
After completing the process and re-launching the Assess Finance Charges feature, the following screen will be displayed.



At this time, management has the discretion to determine which customers will be charged the displayed finance charge amounts. Simply un-checking the box will remove the customer from the finance charge process. The + sign at the beginning of the line, indicates there is information hidden. In this case, it would be the open invoices in which the finance charge calculations are being processed against.

Credit and Debit Memos (Adjustments)

The debit memo feature can be used to establish a beginning AR balance and any other situation where the account needs to be assigned additional charges. The debit memo screen is fairly plain which allows for the end user to define the invoice to include as much information needed to assist the customer in understanding the charge on their account.



The credit memo feature is used to remove a charge or make a payment type adjustment. Also, within this screen the end user can immediately apply the Credit Memo to an invoice without having to launch another window.

Credit Memo - 4

Credit Memo CM ID 4 **Credit Not Applied** [View Payments](#)

Bill Account: R0004617

Bill To: HUGH LAFFERTY
37 LAKS COURT
SMYRNA, DE 19977

Credit Information:

Date: 07/31/2007

Amount: \$ 10.10

Ref./Check No.: 10

User ID: PSW

Memo:

Site:

Closed

[Save & Close](#) [Save & New](#)

Payments

Payments are applied on a balance forward basis or on a per invoice basis.

CompuWeigh Accounting SQL Ver: 2.0 [©1992,2007] DSDE-Delaware Solid Waste Authority

File Edit Record Window Help

Invoice Edit - 11490

Invoice **No Payments** [Make Payment](#)

Bill Account: R0000025

Bill To: SUZANNE WOLLENBERG
205 WOODGREEN CT.
Claymont, DE 19703

Batch #: 18

Date: 07/31/2007

Invoice #: 11490

Code: IN

Terms:

Due Date: 07/31/2007

TranNum	DateOut	Site	Com	Description	OrigAmt
0	07/31/2007	01	DSDE	Feb-Aug [BASIC \$36-SEMI-ANNUAL] - Service Days [Fr]	\$36.00

Receive Payments - (new)*

Customer Payment Pmt ID: Total Due: **\$36.00**

Received From (Acct): R0000025

Received From (Name): SUZANNE WOLLENBERG

Pmt. Method: Check

User ID: PSW

Memo:

Payment Information:

Date: 09/24/2007

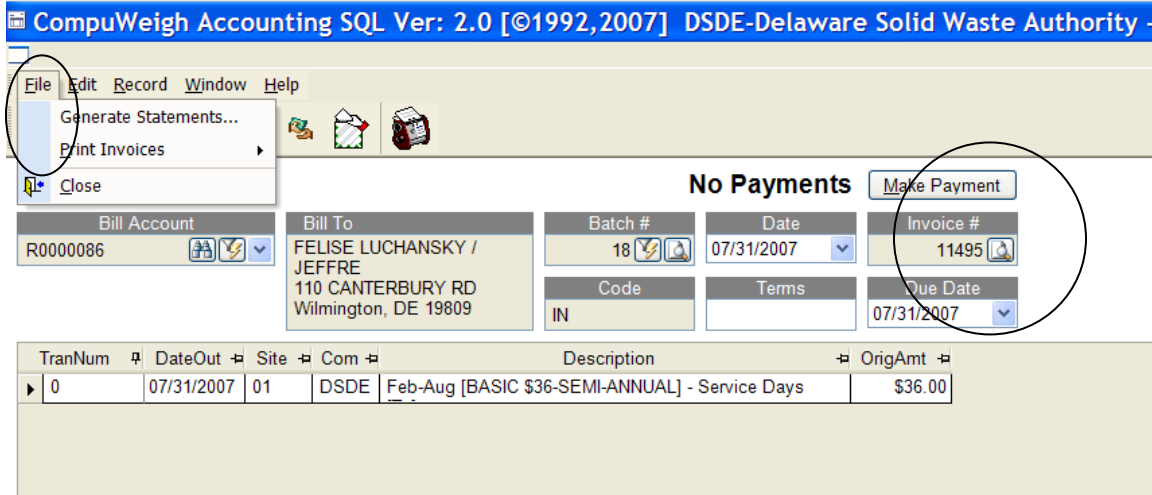
Amount: \$ 0.00

Ref./Check No.:

Applied	InvNum	DueDate	OrigAmt	AmtDue	AmtApplied
<input type="checkbox"/>	11490	07/31/2007	\$36.00	\$36.00	\$.00

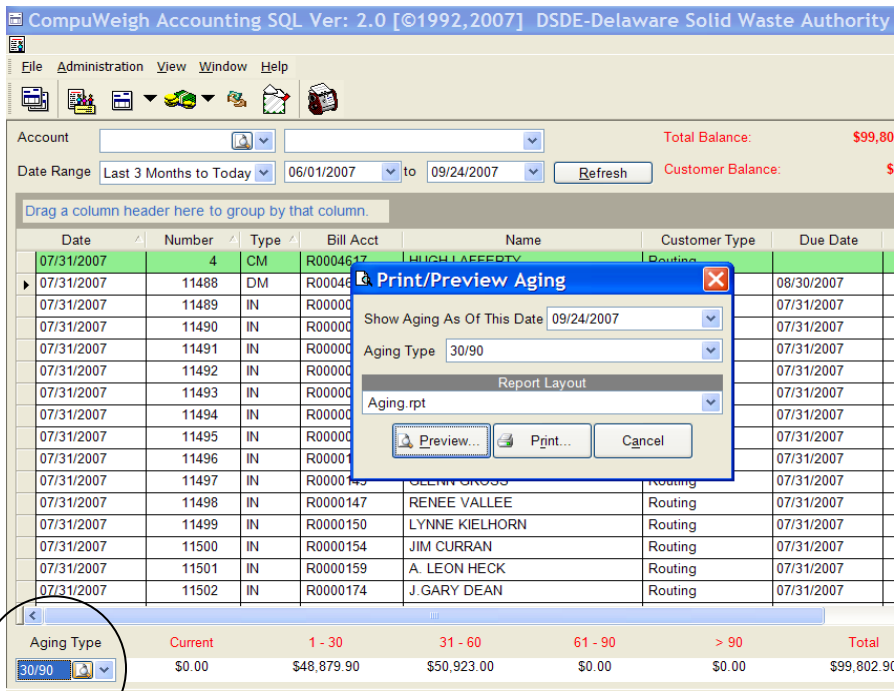
Reports

Within View Batches there are several ways to print an invoice or statement for the customer.



Aging Reports

On the accounting grid, the information that makes up the aging is found in the lower left corner of the window.



Accounting Reports

The following set of sample Accounting reports are provided for your review based on the requirements of the RFP. Again, these are 'sample' reports based on other customer's requirements. We have included some reporting time in our pricing to assist in the creation of these reports. Upon award, the Customer can provide PSLLC with the exact reports and PSLLC can provide a not to exceed number for the creation of those reports.

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Aging Summary Report



Seattle Public Utilities
Aging Report

Printed On: 03/26/2010
Aging As Of: 03/26/2010

	Current	1 - 30	31 - 60	61 - 90	> 90	Total
000016 - BURKHALTER WRECKING	0.00	0.00	250.31	0.00	0.00	250.31
000033 - SOUTHLAND WASTE SYSTEMS	266,469.19	912.70	258,436.86	0.00	0.00	525,818.75
000054 - GOODWILL INDUSTRIES	6,352.74	0.00	0.00	0.00	0.00	6,352.74
000062 - REFUSE SERVICES, INC.	148,118.09	111.71	145,604.81	0.00	0.00	293,834.61
000093 - REAVES ROOFING CO	107.83	0.00	141.88	0.00	0.00	249.71
000149 - JAX POLLUTION CONTROL	54.53	0.00	0.00	0.00	0.00	54.53
000151 - MOVSOVITZ & SONS DBA FRESH	627.71	0.00	567.03	0.00	0.00	1,194.74
000231 - PARKS & RECREATION	1,569.36	0.00	1,100.17	0.00	0.00	2,669.53
000240 - STREETS & DRAINAGE/PUBLIC W	11,057.97	0.00	2,014.04	0.00	0.00	13,072.01
000255 - ATLANTIC BEACH	0.00	-12,412.18	12,412.18	0.00	0.00	0.00
000279 - SALVATION ARMY	43.01	0.00	0.00	0.00	0.00	43.01
000303 - SOLID WASTE DISPOSAL DIV	1,616.67	0.00	690.03	0.00	0.00	2,306.70
000321 - CARR-TECH INDUSTRIES	0.00	0.00	23.30	0.00	0.00	23.30
000356 - SHAPELLS	6,538.17	0.00	6,010.91	25,727.81	0.00	38,276.89
000358 - ANIMAL CONTROL	388.28	0.00	0.00	0.00	0.00	388.28
000368 - REALCO RECYCLING COMPANY	390.40	0.00	668.50	0.00	0.00	1,058.90
000382 - MCCURDY-WALDEN, INC.	0.00	0.00	39.43	0.00	0.00	39.43
000400 - ADVANCED DISPOSAL SERVICE/I	0.00	-229.41	0.00	0.00	0.00	-229.41
000435 - SOUTHLAND JAX BCH/COMMERC	0.00	357.85	0.00	0.00	0.00	357.85
000439 - ADS/ATLANTIC BEACH	0.00	-766.68	0.00	0.00	0.00	-766.68
000610 - J. B. COXWELL CONTRACTING, II	209.99	0.00	42.71	0.00	0.00	252.70
003423 - K. C. PETROLEUM INC.	66.91	0.00	0.00	0.00	0.00	66.91
003543 - C. A. P. CONTRACTING, INC	87.52	0.00	0.00	0.00	0.00	87.52
004301 - BEST-TEC ASBESTOS ABATEMEI	129.93	0.00	0.00	1,811.62	0.00	1,941.55
004745 - J&D MAINTENANCE AND SERVIC	338.69	0.00	404.88	0.00	0.00	743.57
004872 - REPUBLIC SERVICES OF FLORID	24,890.87	0.00	23,055.50	0.00	0.00	47,946.37
005144 - WASTE WATCHERS OF JACKSON	1,841.48	0.00	2,389.10	4,159.46	0.00	8,390.04
005153 - ADVANCED DISPOSAL SERVICES	400,618.57	590.87	401,785.48	439,542.80	0.00	1,242,537.72
005195 - ARWOODS, INC.	16,513.16	41.22	15,617.38	0.00	0.00	32,171.76
005746 - WASTE PRO OF FLORIDA, INC.	59,748.28	-914.02	61,599.93	0.00	0.00	120,434.19
006486 - SUNSHINE RECYCLING, INC.	8,841.12	-111.71	8,670.01	0.00	0.00	17,399.42
006507 - ARROWHEAD MAINTENANCE, INC	0.00	0.00	0.00	0.00	15,683.48	15,683.48
006593 - AMASON'S PORTABLE TOILETS&	2,483.89	0.00	2,332.23	0.00	0.00	4,816.12
008075 - ROSS & LOGAN INDUSTRIES, INC	134.42	-250.31	250.31	390.40	0.00	524.82
009666 - ADKINS ELECTRIC, INC	31.06	0.00	0.00	0.00	0.00	31.06
012001 - STRATEGIC MATERIALS INC	578.28	0.00	510.78	0.00	0.00	1,089.06
012761 - SOUTHLAND WASTE SYSTEMS/ F	8,159.84	0.00	8,283.04	0.00	0.00	16,442.88
012925 - THOMPSON ELECTRIC, INC	31.36	0.00	0.00	0.00	0.00	31.36
013497 - BLADE BUSTER LLC	62.43	0.00	53.17	0.00	0.00	115.60

Payment Report



REGION 2000 SERVICES AUTHORITY

Payment List

Print Date: 3/26/2010
Print Time: 9:42:29AM
Criteria:

R000025

<u>ID</u>	<u>Date</u>	<u>Account</u>	<u>Amount</u>	<u>Ref/Check No.</u>	<u>Method</u>	<u>Memo</u>
34	3/26/10	R000025	\$72.00	12345	Check	
Account Total			\$72.00			

R000033

<u>ID</u>	<u>Date</u>	<u>Account</u>	<u>Amount</u>	<u>Ref/Check No.</u>	<u>Method</u>	<u>Memo</u>
35	3/26/10	R000033	\$36.00	546342	Check	
Account Total			\$36.00			

Grand Total \$108.00

Payment By Revenue Account Report



Miami County Sanitary Department
Revenue Listing

Print Date: 3/26/2010
 Print Time: 12:10:32PM
 Criteria: [Account] Between '0' and 'ZZZZ'

Payment Date	Revenue Acct	Revenue Acct Description	Amount
02/12/2009	437.3476	POLITICAL TRANSFER STATION	\$500.00
02/24/2009	437.3476	POLITICAL TRANSFER STATION	\$1,195.00
03/16/2009	437.3476	POLITICAL TRANSFER STATION	\$8,788.97
03/25/2009	437.3476	POLITICAL TRANSFER STATION	\$10.00
		Sub Total (437.3476)	\$10,493.97
02/12/2009	437.3495	TRANSFER STATION REVENUE	\$2,400.00
02/18/2009	437.3495	TRANSFER STATION REVENUE	\$2,616.35
03/16/2009	437.3495	TRANSFER STATION REVENUE	\$1,883.96
03/26/2009	437.3495	TRANSFER STATION REVENUE	\$0.59
06/16/2009	437.3495	TRANSFER STATION REVENUE	\$4,256.32
08/04/2009	437.3495	TRANSFER STATION REVENUE	\$117,534.92
08/31/2009	437.3495	TRANSFER STATION REVENUE	\$187.01
10/26/2009	437.3495	TRANSFER STATION REVENUE	\$6,000.00
		Sub Total (437.3495)	\$134,879.15
02/18/2009	437.3495.001	OEPA TIPPING FEE	\$383.65
03/16/2009	437.3495.001	OEPA TIPPING FEE	\$330.56
06/16/2009	437.3495.001	OEPA TIPPING FEE	\$777.41
08/04/2009	437.3495.001	OEPA TIPPING FEE	\$1,126.96
08/31/2009	437.3495.001	OEPA TIPPING FEE	\$23.00
		Sub Total (437.3495.001)	\$2,641.58
Grand Total			\$148,014.70

Account Activity Report



Solid Waste Management Services
Account Activity

3/26/10

Date	Number	Type	Bill Account	Name	Due Date	Orig Amt	Amt Paid	Amt Due	Days Past Due
12/31/09	133	IN	000016	Barlow Wrecking	1/15/10	\$156.82	\$156.82		
1/31/10	196	IN	000016	Barlow Wrecking	2/15/10	\$250.31		\$250.31	39
2/17/10	122	PMT	000016	Barlow Wrecking			\$163.99		
2/25/10	199	PMT	000016	Barlow Wrecking			\$156.82		
Totals ==>						\$407.13	\$320.81	\$250.31	

Type	Current	1 - 30	31 - 60	61 - 90	> 90	Total
30/90	\$0.00	\$0.00	\$250.31	\$0.00	\$0.00	\$250.31

Statements



INVOICE

CITY OF JACKSONVILLE, FLORIDA

GENERAL ACCOUNTING DIVISION

INVOICE NUMBER: ARDO10000171

BILL TO **SOLID WASTE DISPOSAL DIV**
PWSW441DO 04306
SOLID WASTE & RESOURCE MGT.
JAX, FL 32202

INVOICE NUMBER ARDO10000171

REFERENCE NUMBER 274

CLOSING DATE 02/28/2010

CUSTOMER NUMBER ARI000301 02

REQUESTS FOR TICKET CORRECTIONS MUST BE SUBMITTED WITHIN 30 DAYS OF INVOICE DATE

TAX COLLECTOR'S USE ONLY:
SOLID WASTE DISPOSAL
20100228

RETURN THIS PORTION OF INVOICE WITH PAYMENT
 FOLD ON THE LINE BELOW

AMOUNT ENCLOSED

Ticket / Check #	Type	Date	Description	Weight in Pounds	Amount
34289	IN	02/02/2010	7-Special Waste [7.23 TN]	14,460	\$296.43
35475	IN	02/05/2010	4-Commercial Waste City Agencies [8.69 TN]	17,380	\$259.57
35871	IN	02/08/2010	7-Special Waste [7.25 TN]	14,500	\$297.25
35917	IN	02/08/2010	7-Special Waste [4.49 TN]	8,973	\$183.95
36250	IN	02/09/2010	7-Special Waste [1.48 TN]	2,967	\$60.82
37391	IN	02/12/2010	7-Special Waste [6.28 TN]	12,560	\$257.48
41408	IN	02/26/2010	7-Special Waste [6.37 TN]	12,740	\$261.17
				83,580	\$1,616.67

CREDIT
GENERAL LEDGER ACCOUNT:
115000 115231

PLEASE PAY THIS AMOUNT \$1,616.67

REMITTANCE ADDRESS:

TAX COLLECTOR
 231 E. FORSYTH ST. ROOM 141
 JACKSONVILLE, FLORIDA 32202

FOR INFORMATION REGARDING THIS INVOICE CALL 904.387.8837



2525 NW 62nd Street
Miami, Florida 33147

Department of Solid Waste Management Invoice

Billing Address	Account #	202
LOPEZ FRAXEDAS CORP 2601 S.W. 69th Court Miami, FL 33155	Date	11/10/2008
	Invoice #	1538
	Due Date	Due Upon Receipt

Current Invoice Due	Total Amount Due
2,493.00	5,953.00

Account Summary	
Previous Balance	3,460.00
Total Credits and Adjustments	0.00
Total Payments Received	0.00
Total Current Charges	2,493.00
Total Amount Due	5,953.00
Total Past Due Amount	3,460.00

If full payment of the invoiced amount is not received within 30 days of invoice date, you will be charged a monthly late fee of 1.5% of the unpaid amount. For each returned check, a fee will be assessed on your next billing equal to the maximum amount permitted by applicable state law. For billing inquiries please call, (305) 514-6743

Current	1 - 30	31 - 60	61 - 90	> 90	Total
2,493.00	0.00	0.00	2,191.00	1,269.00	5,953.00



Payment Coupon

Please detach and enclose this portion with your payment - do not send cash.

	Account #	
	202	
	Date	Invoice #
	10/15/2006	1538
Due Date	Total	Amount Paid
Upon Receipt	5,953.00	

LOPEZ FRAXEDAS CORP
2601 S.W. 69th Court
Miami, FL 33155

Please make
check
payable to:

Miami Dade County Solid Waste Management
Attn: Accounting Division
2525 NW 62nd Street
Miami, Florida 33147

Page: 1

Miami County Sanitary Department
 Transfer Station
 2200 N. County Rd. 25-A
 Troy, Ohio 45373
 (937) 440-3488



Date: 03/26/2010
 Page: 1

STATEMENT

For Dates 1/1/2007 to 1/31/2007

Customer ID: 004

Due Date: Please Pay By The 21st of March

MIAMI CTY ANIMAL SHELTER
 201 W MAIN ST
 TROY, OH 45373-

Previous Balance: \$194.75
 Current Charges: \$267.60
 Payments: \$0.00
 Adjustments: \$0.00
 Current Balance: \$462.35

Make Checks Payable To: Miami County Transfer Station
 To Insure Proper Credit, Please Include Account Number On Your Check

Date	Receipt #	Description	Tonnage	Amount
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/31/2007	547180	Ohio EPA Fee	.00	\$2.28
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02
01/31/2007	547180	Extra Fee 1	.00	\$2.28
01/31/2007	547180	Extra Fee 1	.00	\$2.28
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02

Current Invoice 4.89 \$267.60

If Paid By The 15th \$454.53

If Paid By The 21st \$462.35

A 1.5% Service Charge Will Be Added Monthly To All Accounts After 21st Of The Month

Credit Memo List



Credit Memo List

Print Date: 3/26/2010
 Print Time: 12:17:28PM
 Criteria: [Account] Between '0' and 'ZZZZZZZZ'

000439 BARLOW WRECKING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
18	2/5/10	000439	\$412.91		Credit Memo	credit re 23239 bill to 5153 advanced
19	2/5/10	000439	\$353.77		Credit Memo	credit re 21703 bill to 5153 advanced
Account Total			\$766.68			

000400 WEGLEIN DISPOSAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
20	2/5/10	000400	\$229.41		Credit Memo	credit re 17197 400 ad. res bill 5153
Account Total			\$229.41			

005153 HIRSCH LANDSCAPING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
3	1/26/10	005153	\$228.80		Credit Memo	re 18665 belongs to acct. 33
4	1/26/10	005153	\$41.22		Credit Memo	credit re 20930 bill to 5195 arwoods
5	1/26/10	005153	\$139.79		Credit Memo	credit re 19196 bill to 33 southland
6	1/26/10	005153	\$65.71		Credit Memo	credit re 22425 bill to 33 southland
17	1/28/10	005153	\$162.49		Credit Memo	credit re 21488 bill to 33 southland
173	2/19/10	005153	\$531.09		Credit Memo	credit re 26053 1/1/10
174	2/19/10	005153	\$43.91		Credit Memo	credit re 27053 1/6/10
175	2/19/10	005153	\$219.54		Credit Memo	credit re 27203 1/6/10
176	2/19/10	005153	\$191.17		Credit Memo	credit re 27123 1/6/10
Account Total			\$1,623.72			

006593 HOLMES WASTE REMOVAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
200	2/26/10	006593	\$27.00		Credit Memo	credit re 99416 10/31/2009 per Fred appr
Account Total			\$27.00			

008075 CARMEN CONSTRUCTION

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
21	1/31/10	008075	\$250.31		Credit Memo	credit re 21983 \$1.79 on credit next invoice
Account Total			\$250.31			

000435 DOWNEY DISPOSAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
10	2/5/10	000435	\$153.23		Credit Memo	credit re 17743 bill to 33 southland
Account Total			\$153.23			

000033 FIEDLER WASTE HAULING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
1	1/26/10	000033	\$130.23		Credit Memo	re 18695
8	1/26/10	000033	\$132.62		Credit Memo	credit re 21034 bill to 435 sws bch
9	1/26/10	000033	\$159.51		Credit Memo	credit re 21667 bill to 435 sws bch
11	1/26/10	000033	\$218.95		Credit Memo	credit re 17888 bill to 435 sws bch

Debit Memo List



Debit Memo Listing

Print Date: 3/26/2010
 Print Time: 12:18:51PM
 Criteria:

005153 HIRSCH LANDSCAPING

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
180	1/26/10	re credit from 18695	\$130.23
190	1/26/10	debit re 18977	\$181.72
192	1/29/10	debit re 23239	\$412.91
193	1/29/10	debit acct. 5153	\$353.77
194	1/29/10	debit 5153	\$232.28
251	2/10/10	Debit RE:29915	\$197.74
252	2/10/10	debit re 27824	\$358.14
259	2/19/10	debit re 27824 1/8/10 wgt diff.	\$347.80
Totals For Acct: 005153			\$2,214.59

005195 TWIGG TREE REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
182	1/26/10	debit re 20930	\$41.22
Totals For Acct: 005195			\$41.22

017776 JOHNSON JUNK REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
250	1/31/10	debit re 21983	\$252.10
Totals For Acct: 017776			\$252.10

000062 HANSON REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
257	2/19/10	debit re 27748 1/8/10	\$111.71
Totals For Acct: 000062			\$111.71

000435 DOWNEY DISPOSAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
186	2/5/10	debit re 21034	\$132.62
187	2/5/10	debit re 21667	\$159.51
189	2/5/10	debit re 17888	\$218.95
Totals For Acct: 000435			\$511.08

000033 FIEDLER WASTE HAULING

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
253	2/19/10	debit re 26053 1/1/10	\$531.09
254	2/19/10	debit re 27053 1/6/10	\$43.91
255	2/19/10	debit re 27203 1/6/10	\$219.54
256	2/19/10	debit re 27123 1/6/10	\$191.17
183	1/26/10	debit re 19196	\$139.79
184	1/26/10	debit re 22425	\$65.71
188	1/26/10	debit re 17743	\$153.23
191	1/28/10	debit re 21488	\$162.49
181	1/26/10	debit for re 18665	\$228.80
Totals For Acct: 000033			\$1,735.73

Debit Memo Grand Total: \$4,866.43

Last Page of Account Balance Report

3/26/10 Fri
Ver 5.0.2067

Seattle Public Utilities

12:09 pm
Page 14

Actg Balance Report

File: SEWATRAN - DATASERVER\SQL2005
[ActgBalance] > 0

<u>Account</u>	<u>Company</u>	<u>Deposit</u>	<u>DepositDate</u>	<u>ActgBalance</u>	<u>ActgBalanceDate</u>
T43996	AMICO, TRACI SUSAN	\$0.00		\$18.00	06/30/09
T43997	JOSEPH, GARCIA	\$0.00		\$118.80	06/30/09
T43999	MARASSI, NICHOLAS P	\$0.00		\$75.60	06/30/09
T44000	MANOR, BARNETT LEWIS	\$0.00		\$29.70	06/30/09
T44001	SOECKE, MATTHEW TARAS	\$0.00		\$103.95	06/30/09
T44003	MECHANICAL ANIMALS	\$0.00		\$29.70	06/30/09
T44004	MARTIN, KARYN ELAINE	\$0.00		\$52.65	06/30/09
T80803	FONUVA, TIVI			\$171.87	06/30/09
T80867	ARTEAGA, ERIK			\$184.22	06/30/09
T80884	SAVAGE, JOHN*COL2005			\$179.07	06/30/09
T80888	ALDERSON, CHRISTOPHER*COL2005			\$141.06	06/30/09
T81095	SIGURDSON, KIRK			\$306.36	06/30/09
T81205	BELOV, VALENTIN Y			\$0.15	06/30/09
T81212	DELTA TECHNOLOGY CORPORATION			\$15.00	06/30/09
T81213	BARRIER CONSTRUCTION			\$81.17	06/30/09
T81220	UNKNOWN			\$25.00	06/30/09
T81221	VERTIEX HOMES			\$25.76	06/30/09
T81226	LE, TRUNG VAN			\$15.00	06/30/09
T81233	DEGRAZIA, CHRIS			\$15.30	06/30/09
T81236	CRUZ, RAUL	\$0.00		\$25.50	06/30/09
T81237	UNKNOWN	\$0.00		\$27.27	06/30/09
T81240	UNKNOWN	\$0.00		\$310.00	06/30/09
T81241	OVERA-SANTOS, ERASMO	\$0.00		\$18.18	06/30/09
T81242	UNKNOWN	\$0.00		\$8.00	06/30/09
T81243	LOHMAN FIGUEROA, FRENANDO	\$0.00		\$27.27	06/30/09
T81244	DICTADO, FRANCISCO	\$0.00		\$18.00	06/30/09
T81245	JEZERINIAC, SHOWN E	\$0.00		\$27.27	06/30/09
T81246	GRUNFELD, IAN	\$0.00		\$27.27	06/30/09
T81247	IFOPO, ILE	\$0.00		\$27.27	06/30/09
T81248	WALKER, RYAN E	\$0.00		\$39.39	06/30/09
T81249	JEFFERSON, TERRY L	\$0.00		\$18.00	06/30/09
T81250	MICHOLS, LISA B	\$0.00		\$27.00	06/30/09
T81251	IRONS, CONNIE ALICE	\$0.00		\$18.00	06/30/09
T81252	UNKNOWN	\$0.00		\$27.00	06/30/09
T81254	PODNAR, BRET	\$0.00		\$27.00	06/30/09

Records Read-> 775 of 775

Available reports include: AR Summary, AR Statement, AR Invoice, AR Invoice/Statement, AR Payment Posted, AR Finance Charges Assessed, Debit/Credit Memo Listing.

The report descriptions are as follows:

- **AR Summary** – Lists each account’s current outstanding balance, broken down between “Current”, “1 to 30”, “31 to 60”, “61 to 90”, “> 90” and “Total”. The aging window can be defined based on the customer’s billing terms.
- **AR Statement** – Displays an account’s previous balance, followed by in chronological order, a list of all account activity, including adjustments, payments and invoices, showing balance due as of the printing of the statement
- **AR Invoice** – Displays the detailed information on individual transactions that make up an invoice.
- **AR Invoice/Statement** – Prints the Invoices and Statements collated by account.
- **AR Payments Posted** – Displays payments that have been posted to accounts.
- **AR Finance Charges Assessed** - Displays finance charges that have been assessed.
- **Debit/Credit Memo Listing** – Displays a list of all debit or credit memos created for a specific period of time.

The report opens up in a Crystal Report® Viewer. From here you can print it, export it to another file type or simply view it on the screen. For easy viewing, you can scroll through the pages or click on an account on the left-hand panel and the viewer will go right to the page for the account.



The layout and information presented on the invoices and statements are customer specific. PSLLC staff will work with the customer to design a layout which is satisfactory to you and if necessary where the standard aging reports do not offer the information required for the District to manage their business, PSLLC will work with the district to design a report that will offer value.

Integrated Accounting Features

1. Complete data management from start of transaction to receipt of payment.
2. Finance Charges.
3. Adjustments.
4. Payments.
5. Reporting.
6. Invoice Creation.
7. Statement Creation.

4.4.6 System Administration

PROPOSER shall provide a detailed description of the system backup and recovery capabilities and procedures, start-up and shut-down procedures and other activities necessary to maintain system integrity and ensure minimum downtime. PROPOSER shall also discuss optional and available system disaster recovery capabilities, if any.

PSLLC will work closely with Customer staff to develop and implement a Disaster Recovery Plan which will include a test environment that mirrors the Customer's production environment.

All device and configuration settings are stored in the database; therefore, the disaster recovery process is very simple. Within the application, once the new computer is in place, when the application is launched the system will prompt the user for the site and lane they are operating. Once identified, the device and configuration settings will be loaded on the machine and the operator is back in business.

Each of our Customers have their own requirements for Disaster Recovery and Backup. We work with each Customer independently to ensure the Disaster Recovery and Backup procedure meets and, in most cases, exceeds their requirements.

4.4.7 Authority's Fee Schedule

Show how the proposed system can be configured to the AUTHORITY's fee schedule in an efficient structure and minimizes extraneous tables.

PSLLC has different methods to handle our customers various fee schedule. We can handle fees based on a door rate, account specific rate, job rate, etc. In the sample below

we show a portion of our material table. This table contains door rates for a facility. We have the ability to maintain rates per material and based on a Unit of Measure, Minimum Fee, ability to Inactivate a material to maintain history and many more field options.

Entry	Label	Inactive	Rate	UM	MinFee	RateGr
1	Not Specified	<input checked="" type="checkbox"/>	0.00	TN	0.00	
10	Trash	<input type="checkbox"/>	42.00	TN	15.00	
15	MSW	<input type="checkbox"/>	70.72	CY	0.00	
20	Residential Waste Uncovered	<input type="checkbox"/>	70.72	TN	0.00	
25	Mixed Load Residential	<input type="checkbox"/>	70.72	TN	0.00	
30	Trash - Commercial/Out of County	<input type="checkbox"/>	78.57	TN	0.00	
31	Shingles	<input type="checkbox"/>	99.00	TN	0.00	

We also have a Rate Expressions option that allow for even more flexibility. We consider this functionality highly confidential and would show this in our presentation if of interest.

4.4.8 Origination and Destination Sector Capability

PSLLC provides the following example of how the proposed system can incorporate origination and destination sector fields into the transaction record to facilitate the tracking of material movement within the AUTHORITY's solid waste management system.

The red boxes around the Origin Type and the Destination Type show movement of Material from the Landfill to MRF. The Authority will be able to identify all Origin and Destination Types within the system.

Transaction Edit - 1287187

Transaction Key Information
 Trans Num: 1287187 | Trk & Trlr: TEST | Bill Acct: BARLOW

Control | Table Detail | Special Fees | Rates/Weights/Fees | WS Notes | Notes | Misc | Related Trans | Signature | Pictures | Documents

Transaction Type: 300 - Transfer Out
 Vehicle Type: 110 - Roll-Off

Detail 1

Table Data	Rates/Weights/Fees	Misc
Origin Type	40 - Landfill	
Material Type	10 - Trash	
Destination Type	110 - MRF	

Recalculate Transaction

4.4.9 Direction Code Compatibility

Show how the Proposed system will enable the ability to differentiate between incoming, outgoing, outgoing transfers and incoming transfers without having to use different waste codes.

PSLLC has the ability within the transaction using the Direction field to differentiate between incoming and outgoing transactions. We utilize Direction field and the Transaction Types to differentiate between outgoing and incoming transfers in order to eliminate the need of using different waste types.

This example shows an Inbound load. See the red box around the Direction and the “I” for Inbound.

The screenshot displays the 'Transaction Edit' window for transaction 1287186. The window is divided into several sections:

- Transaction Key Information:** Shows 'Trans Num' 1287186, 'Trk & Trlr' TEST, and 'Bill Acct' BARLOW.
- Control Tab:** Includes 'Truck' (TEST), 'Trailer', 'Truck Tag' (TEST300), and 'Truck Tag2'.
- Main Transaction Fields:** A table with columns 'In' and 'Out'.

	In	Out	
ID	JWB	JWB	Site 01
Time	11:25:59 PM	11:25:59 PM	Company MAFL
Date	01/03/2019	01/03/2019	Direction I
Lane	01	01	<input type="checkbox"/> Split Record
Machine	JACKIE-SP4	JACKIE-SP4	
- Disposal Date:** 01/03/2019
- Bill Acct:** BARLOW (BARLOW DISPOSAL COMPANY)
- Haul Acct:** BARLOW (BARLOW DISPOSAL COMPANY)
- Void Information:** Includes 'Void' checkbox, 'Void Date', and 'Void User ID'.
- Void Reason:** A text area for describing the void reason.

The 'Direction' field in the main transaction table is highlighted with a red box and contains the letter 'I', indicating an inbound load.

This example shows an Outbound load. See the red box around the Direction and the “O” for Outbound and in the second screen shot the red boxes around the Transaction Type of Transfer Out, the Origin of Landfill and the Destination of MRF.

Transaction Edit - 1287187

Transaction Key Information
 Trans Num 1287187 Trk & Trlr TEST Bill Acct BARLOW

Control Table Detail Special Fees Rates/Weights/Fees WS Notes Notes Misc Related Trans Signature Pictures Documents

Truck TEST
 Trailer
 Truck Tag TEST300
 Truck Tag2

	In	Out	
ID	JWB	JWB	Site 01
Time	11:27:16 PM	11:27:16 PM	Company MAFL
Date	01/03/2019	01/03/2019	Direction O
Lane	01	01	<input type="checkbox"/> Split Record
Machine	JACKIE-SP4	JACKIE-SP4	
Disposal Date	01/03/2019		

Bill Acct BARLOW
 BARLOW DISPOSAL COMPANY
 Haul Acct BARLOW
 BARLOW DISPOSAL COMPANY

Void Information
 Void Void Date
 Void User ID

Void Reason

Transaction Edit - 1287187

Transaction Key Information
 Trans Num 1287187 Trk & Trlr TEST Bill Acct BARLOW

Control Table Detail Special Fees Rates/Weights/Fees WS Notes Notes Misc Related Trans Signature Pictures Documents

Transaction Type 300 - Transfer Out
 Vehicle Type 110 - Roll-Off

Detail 1

Table Data	Rates/Weights/Fees	Misc
Origin Type	40 - Landfill	
Material Type	10 - Trash	
Destination Type	110 - MRF	

Recalculate Transaction

4.4.10 Proposed Solution

PSLLC provides the following information for additional detail and narrative regarding our proposed solution.

4.4.10.1 Overview

The system is developed for the solid waste and recycling industry which is over 95% of our customer base. The system is written using Visual Basic .NET with either a SQL Express or SQL Server database. The CompuWeigh™ System grows through an evolutionary process and all customers run the same code base. This makes supporting our customers and enhancements streamlined.

The CompuWeigh™ System is used at the scale house and the administrative office. The primary features of the proposed system are presented as follows:

The user customizable WeighStation program is used at the point of sale location to process transactions and end of day close-out procedures and includes:

- Transaction Processing
- End-of-Day Processing
- File Backup Processing

The office set (CompuWeigh™) includes all of the features to manipulate the stored data including:

- Account Editing
- Truck Editing
- Transaction Editing
- Report Writer
- Posting
- Integrated Accounting
- Shift Totals

The Microsoft® Windows operating system was selected to allow the greatest flexibility of data manipulation and for ease of use by end users. The system was designed to use a common "look and feel" across all programs. This allows the user to quickly learn the programs.

The system's report writer will allow the user to create custom reports on transaction activity by selecting fields from the database. The system will allow user definable totals to be accumulated over time and track both inbound and outbound material for inventory control. In addition, the system integrates with Crystal Reports® for more detailed or graphic reports. Crystal Reports® can be purchased separately as an off the shelf product from any local software retailer.

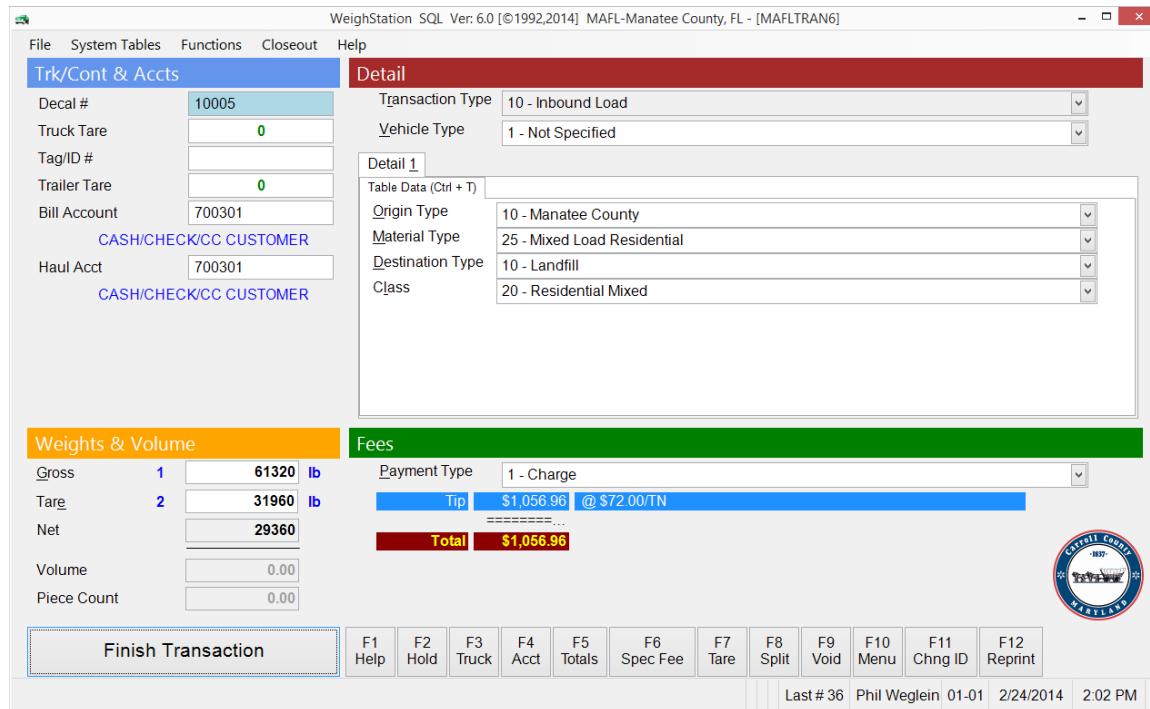
The four main requirements for the production of a fully functional and useful solid waste information system are:

1. Thorough knowledge of the solid waste industry, including its operation and evolution,
2. The capability to produce well-engineered, easily customizable database management software,
3. The willingness to customize the system software to meet the requirements of the RFP, and
4. The ability and willingness to provide superb ongoing customer training and support.

PSLLC possesses all of these essential qualifications. The proposed CompuWeigh™ System will be a turnkey system meeting the specifications of the RFP. PSLLC understands the requirements set forth in the RFP.

4.4.10.2 WeighStation

At the first point of the data collection process, the WeighStation program provides the means for capturing real time data at the point of sale. The WeighStation program is designed and written for the Windows environment. The program can be operated using the keyboard, a mouse, or a combination of the two. It also supports badge reading and other input capabilities for automating inbound/outbound transactions or in an unattended mode.



As seen from the screen sample above, the WeighStation program has a single screen design so the user is not confused by information overload. The user is presented with

all the information necessary to complete a transaction, but through the use of menus and control keystrokes the user has the means to access other information when it is needed. Through the menu bar or function keys, the user can query truck or account files, pull trucks out of the hold file, instantaneously view daily totals, reprint or void transactions, assess special fees for transactions, get on-line help, change the hardware configuration, close-out for the day and more. All of this is available when the user needs it, all within the same program.

Available in the WeighStation program is the ability to assess multiple material, origin and destination types to a single transaction. This capability eases the processing of trucks that carry several different types of materials in one load or pickup from several different areas on one haul.

The WeighStation program was designed with the concept that each transaction has certain properties that define how that transaction is to be processed. Properties such as the flow of trucks around the facility, which printers and scales to use and when, what information to collect and how-to bill are some of the operational choices that are provided to the user. This capability permits the Customer to tailor the system to fit site needs. Other options include, but are not limited to, custom ticket design, custom cash drawer closeout procedure, custom reporting and custom transaction configuration.

WeighStation Program Features

The WeighStation program supports an extensive array of functions specific to waste management applications. A partial list of program features follows.

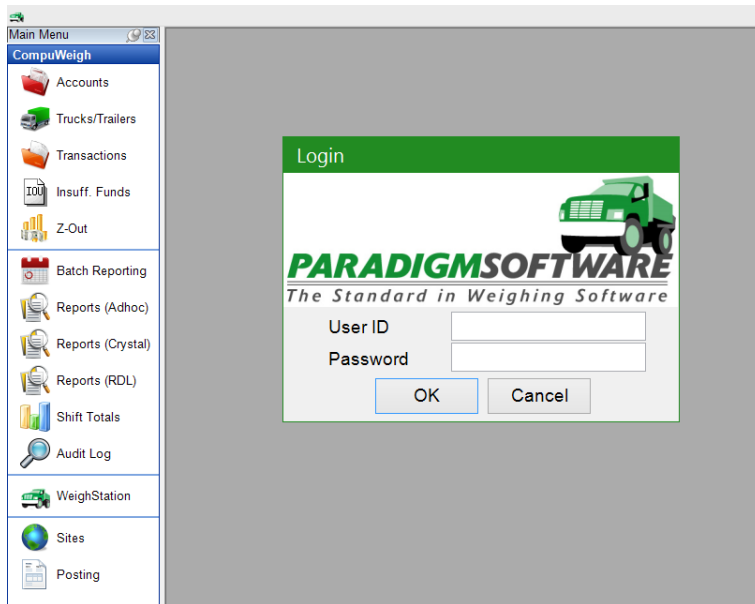
- Single screen design for ease of use and learning.
- Direct flow meter interface.
- Direct scale interface.
 - Track up to 5 Gross Axle weights per transaction.
 - Track up to 5 Tare Axle weights per transaction.
 - Tare averaging for trucks.
 - Ability to view vehicle tare upon vehicle entry.
- Direct electronic cash drawer control.
- Flexible device set up.
- Ticketing.
- Fully customizable ticket design.
 - Ability to have multiple ticket layouts based on transaction type.
 - Ticket layout changes require no additional programming.
 - Ticket message capability (security controlled).
 - Inbound and/or Outbound Ticketing.
 - Supports up to four ticket printers.
- Supports different report printers.
- Log Printing.
- Simultaneous transaction log printing.
- Transaction log saved to file.
- Log messages.

- Full truck file editing capability (security controlled).
- Full account file editing capability (security controlled).
- Twelve-character alphanumeric truck/container and account numbers.
- Ability to track the Bill To Account, Hauling Account, Ship From Account and the Ship To Account. This allows for Broker and third-party transactions.
- Multiple automated inputs are optional (Barcodes, RF, Badge Support, etc.)
- Transactions.
- Inbound and Outbound transaction types.
- User definable transaction types.
- Over 150 procedural options for each transaction. This allows the end user to add new transactions or change a transaction option without additional programming.
- No set number of transaction types. Ability to have as many or as few transaction types as the site requires.
- Unlimited Hold file for incomplete transactions.
- Fees.
- Bill by Vehicle/Container Type, Material Type, Origin Type, Destination Type, or one of five user definable types.
- Unit of Measure includes: Tons, Pounds, Gallons, Quantity, Flat Fee, Cubic Yards, Cubic Meters, Kilograms, Each, Quart, Cubic Feet, Can, Bales, Day, Week, Month, Year, Not Applicable.
- Taxes.
- System wide Tax Rate.
- Billing Commodity Specific Tax Rate Override.
- No Tax Account Status.
- Tax changes on the fly (security controlled).
- Special Surcharges.
- Ability to choose up to ten, from list of up to 32,000, additional surcharge fees per transaction.
- Master Rate Tables.
- Billing Account Specific Rate Tables. Master price modifiers include, =, +, -, * and /.
- Rate changes on the fly (security controlled).
- Support for Rates down to 1/1000th of a cent.
- Minimum fees based on commodity entry.
- Multiple incoming materials (up to ten) per transaction.
 - Ability to Track/Edit each materials Rate, Tip Fee, Tax Rate, Tax Percentage, Volume/Quantity, Weight, and Unit of Measure.
- Daily customer or material specific limits.
- Virtually unlimited of user definable payment options (cash, check, credit card, coupon, prepaid, charge, no tip).
- Virtually unlimited of user definable material types.
- Virtually unlimited of user definable origin types.
- Virtually unlimited of user definable vehicle types.
- Virtually unlimited of user definable destination types.

- Five user definable table types.
- Real time Billing Account credit check.
- Real time Billing Account account balance.
- Transaction/Ticket number control.
- Many levels of security per program and security within each program.
- Including menu/option level.
- On line totals to any station:
- User definable real-time totals.
- Voiding of transactions with log print out.
- Reprints of transactions.
- Manual transactions (security controlled).
- On-line hyper link help.
- Multi-user system.
- Multi-site and Multi-company capability:
- Ability to have transactions separated based on Site or Company.
- User definable report layouts.
- User definable closeout procedure.
- Ability to have all items of a transaction defaulted from either the transaction type or the truck/trailer file.
- Purchase Order number field.
- **Note field** (prints on ticket and is saved with transaction).
- Set table default overrides for the day (all inbound materials may go to a specified grid location for the entire day).

4.4.10.3 The CompuWeigh™ System

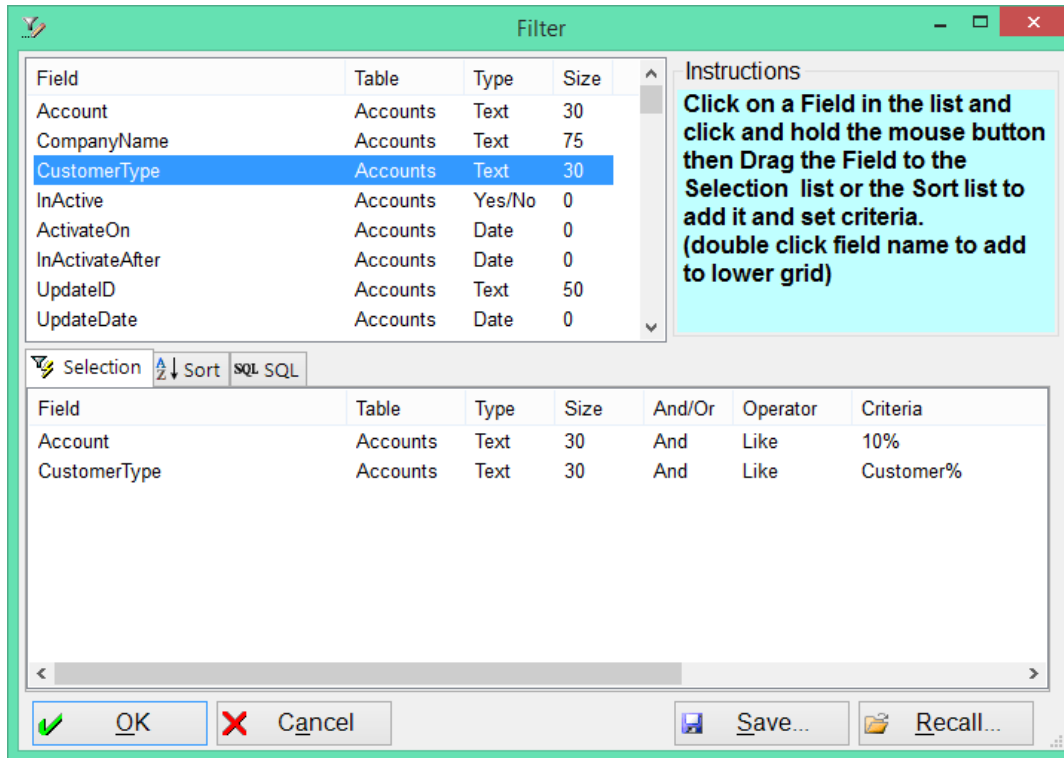
The primary features of the proposed CompuWeigh™ System are presented as follows. The CompuWeigh™ System has three edit windows, Account Edit, Truck/Vehicle Edit, and Transaction Edit. All edit programs share various system features. Because they share features and the use of the Microsoft® Windows Operating System; once the user is comfortable with one edit window, they can easily use the others. The only difference between the features is the fields that make up the particular database. The password protected desktop metaphor allows for dragging all CompuWeigh™ screens aside while running to multitask and do other operations.



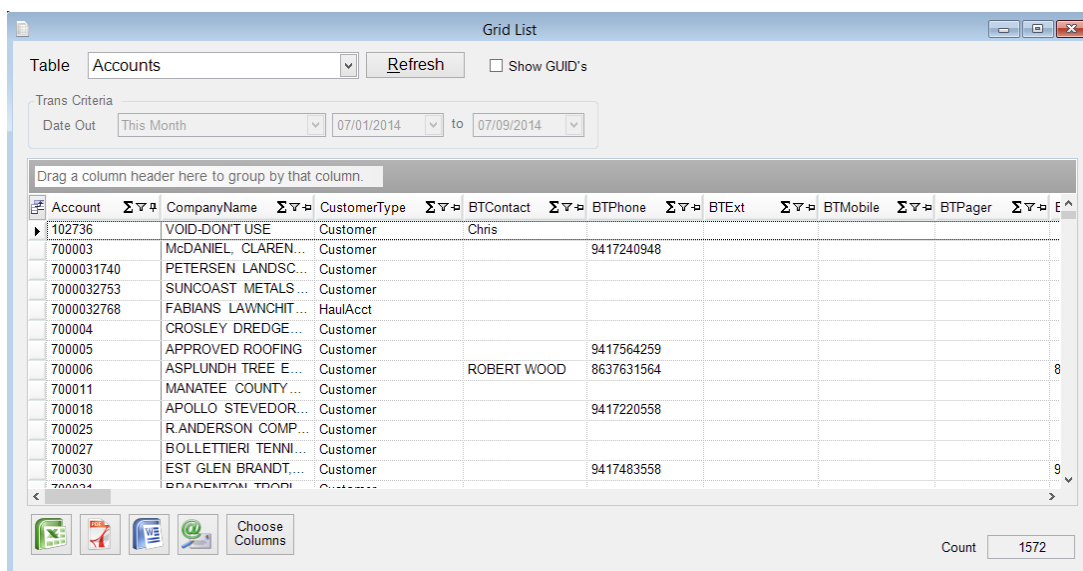
All edit windows share the same set of file access buttons. Moving through the file is simple and common across the programs. Note the standard database icons. Briefly holding the mouse over each button displays bubble help.



All edit windows support powerful filtering. This allows the user to search for any string of data in a file such as a date, a price, an account or a string of characters. The user can put all of the matches into a single list and then view the matches one by one.

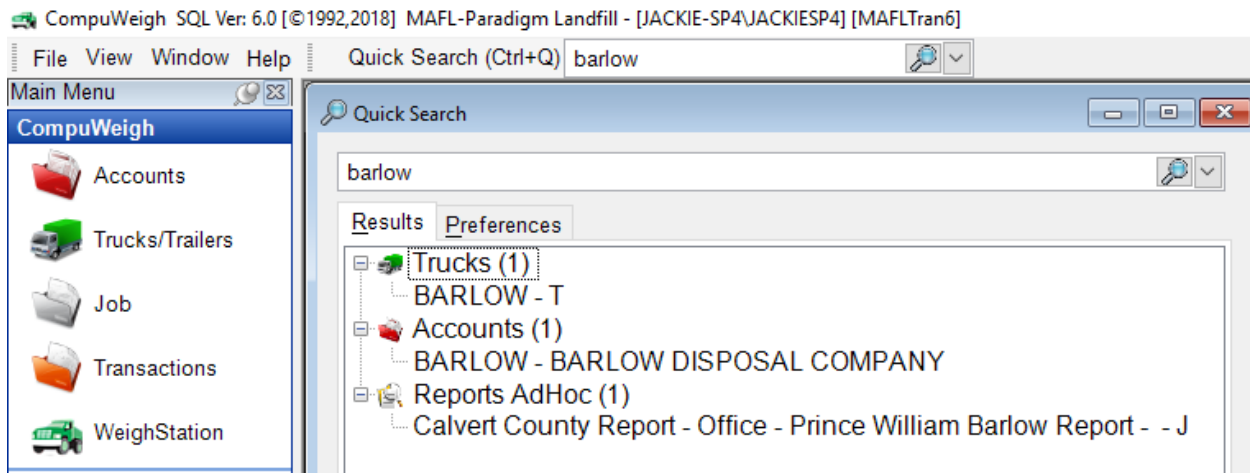


Each edit window offers a unique list window. This window allows the user to view the data in a concise manner where each record occupies a line in the list. The user can select a record from the list and bring it to a full editing window, by simply clicking on that record with the mouse.



Quick Search

The CompuWeigh™ System comes standard with a Quick Search feature that will place virtually all data right at your fingertips. Simply type in the information you are looking for and the system will search the database to find where that information is located. In the example below, we searched for the word 'barlow'. The results are shown below the quick search and it found a truck, account and a report that contained the word 'barlow'. This feature will also search system settings with appropriate user rights.



Database Processing Features

The CompuWeigh™ System supports an extensive array of functions. The list of program features is as follows.

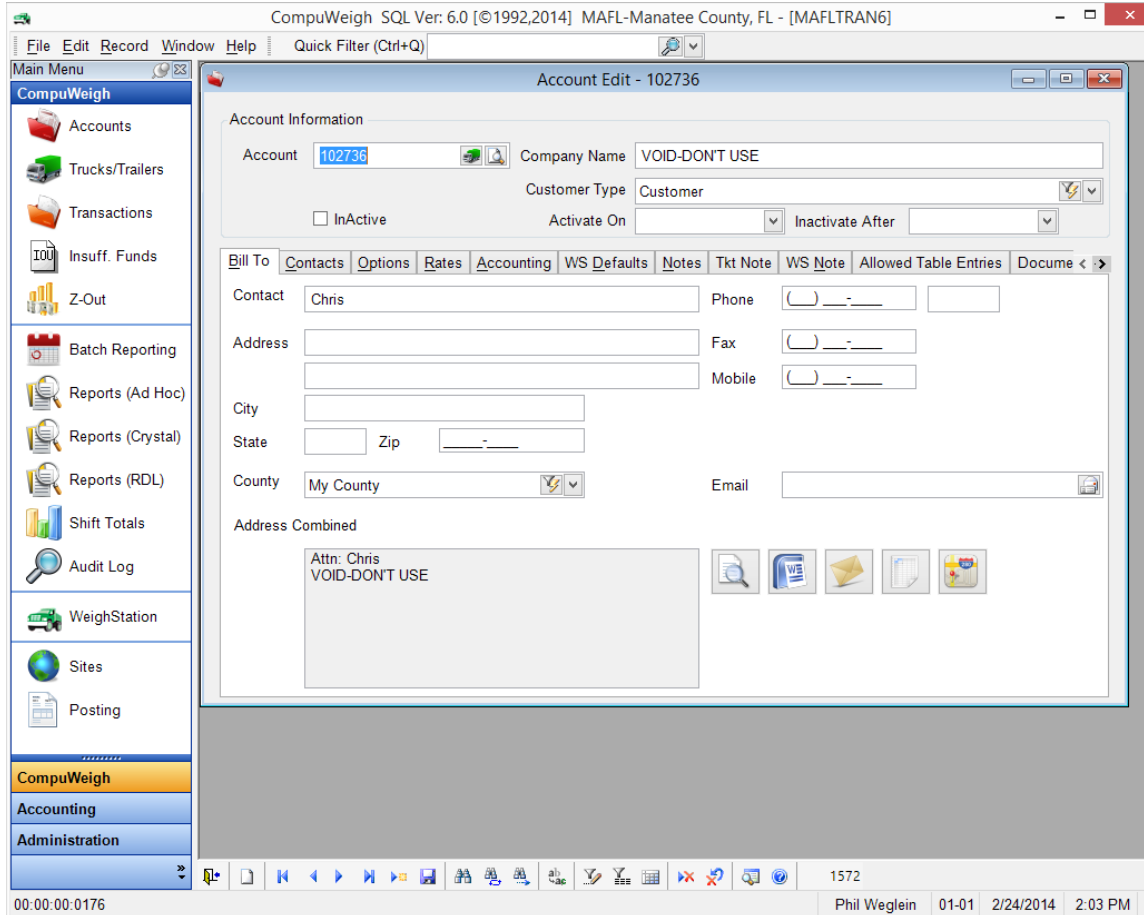
Edit Programs (Account Edit, Truck Edit, Transaction Edit)

- Common design across all programs.
- Edit or browse mode (security controlled).
- Transaction Edit through a separate program.
- User definable reports in any unit.
- User definable origin reports.
- User definable generator reports.
- User definable waste type reports.
- User definable destination reports.
- User definable Time of Day and Day of Month reports.
- User definable transaction type reports.
- User definable payment type reports.
- User definable cash drawer closeout reports.
- All reports are exportable to ASCII, word processor or spreadsheet.
 - Data can be exported to Microsoft® Excel and then saved to Dbase or another format.
- Undelete the previously deleted record.
- Comprehensive find capability.
- On line hyperlink help.
- Multi-user system.

- Multi-site and multi-company capability.
- Many levels of security per program and security within each program.

4.4.10.4 Account Edit

The Account Edit window is used to maintain the **customer database**.

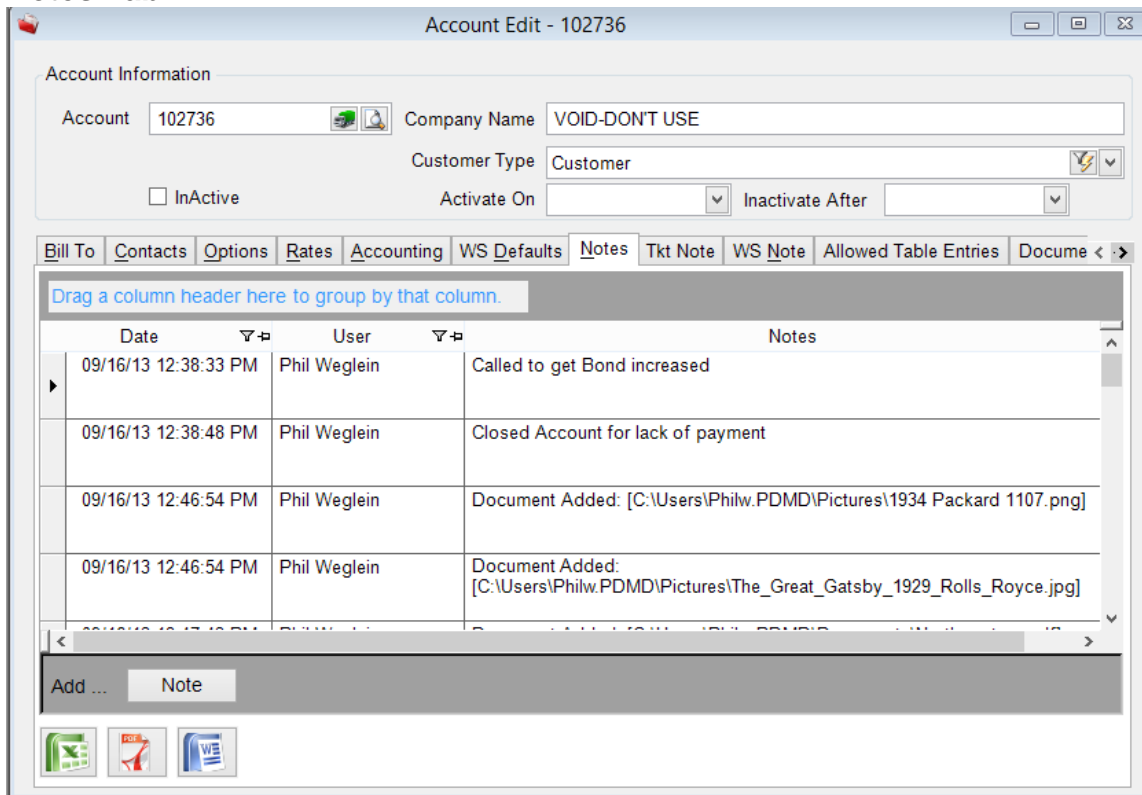


Some of the Account Edit Features include:

- 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

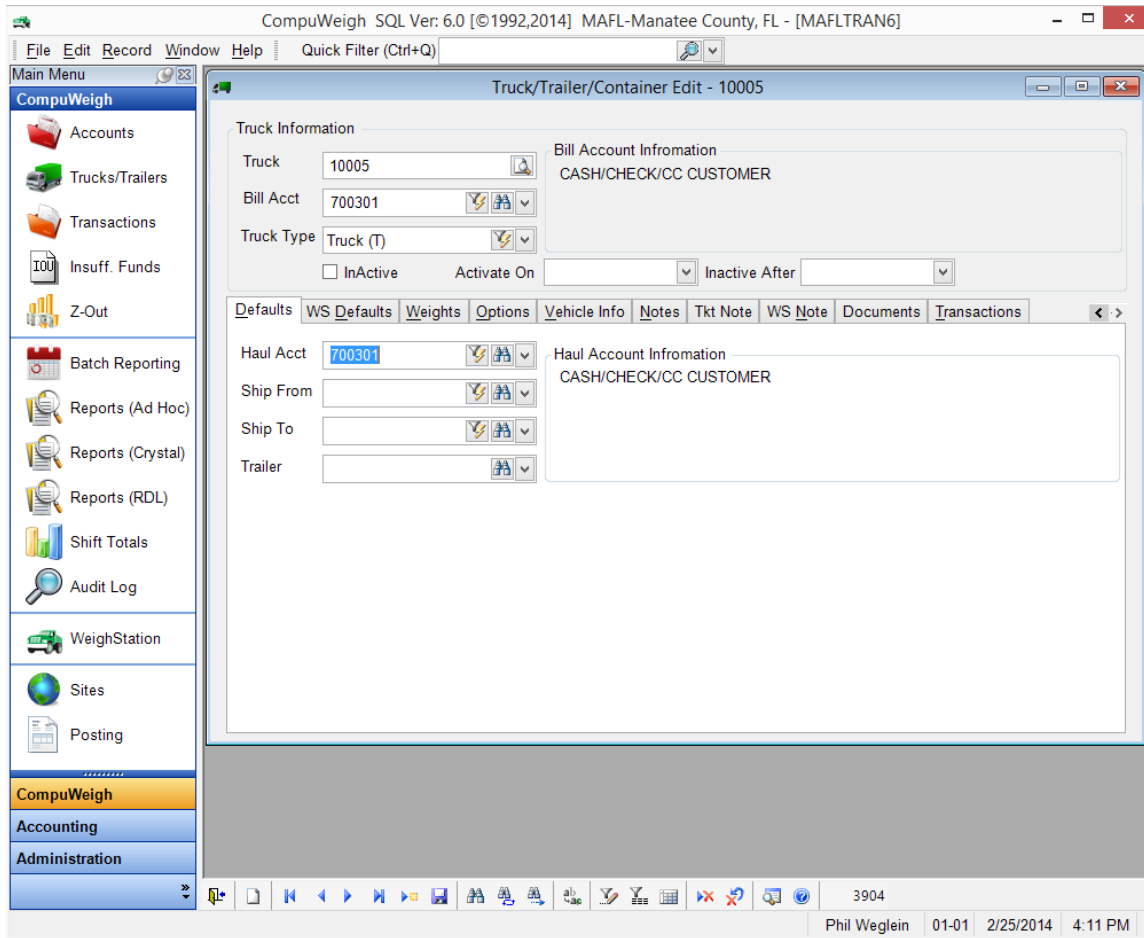
Notes Tab



- Unlimited Notes Table with data time of each Note

4.4.10.5 Truck Edit

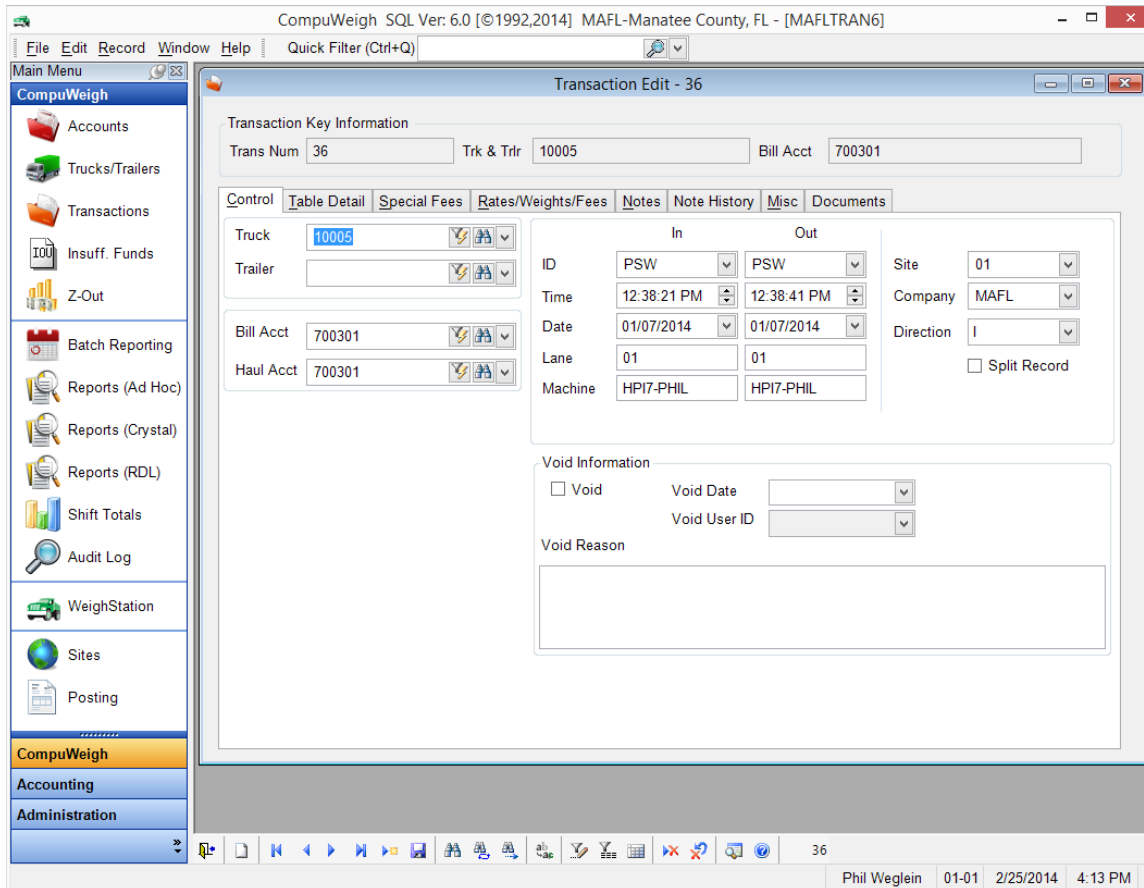
The Truck Edit window is used to maintain the **vehicle database**.



The Truck Edit window includes all of the functionality as the Account Edit window. This allows the user to set up default information for each truck, such as the most common type of material the truck brings to the facility, the material origin, the tare weight, etc. This means that when the truck enters the facility and the scale house operator retrieves the truck information from the Truck File, all of the default information is passed into the WeighStation program for the operator to review. Leaving information blank in the Truck File will force the operator to enter the information at the time of the transaction.

4.4.10.6 Transaction Edit

The Transaction Edit window is used to maintain the **transaction database**.

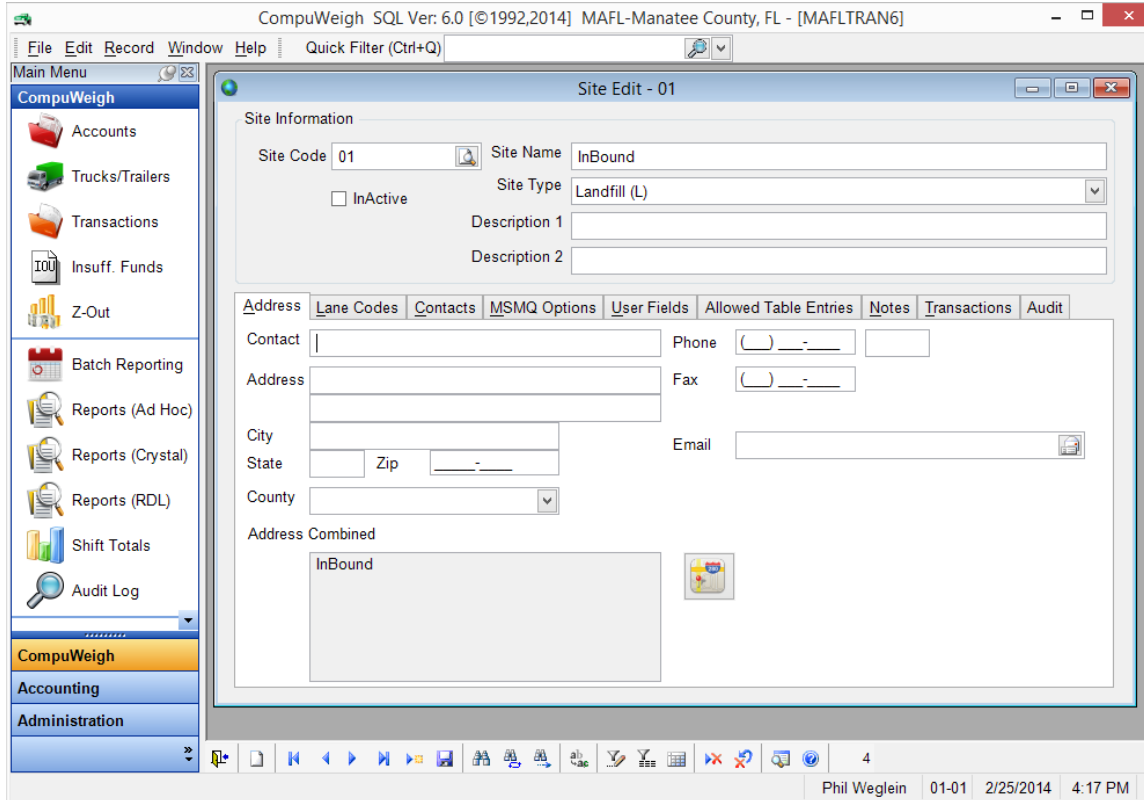


The Transaction Edit window gives the user full control over the transaction database. Allowing the user to view and edit historical transaction records.

Some of the Transaction Edit Features include:

1. Complete editing of tickets based on user rights with complete auditing.
2. Reprint and email tickets
3. Unlimited split materials
4. Unlimited special fees
5. Note History to keep track of dated notes about a transaction
6. Documents tab allows saving addition files with a transaction. For example, pictures of the load

4.4.10.7 Site Edit



- Allows storing all site related options and information. Includes all the same functionality of the other edit forms.

4.4.10.8 Audit Logs

There are five primary logs maintained by CompuWeigh Version 6.

1. Transaction Log
 - a. Stores data about a transaction during the processing of the vehicle in the scale house.
 - b. Stores important information when the transaction is placed in the hold table.
 - c. Stores completed information when the transaction is finished and the final data is written to the primary Transaction tables.
2. Event Log
 - a. Stores any important information about user actions in the system.
 - b. Partial list of Events Tracked
 - i. CompuWeigh Started
 - ii. CompuWeigh Exited
 - iii. CompuWeigh Login
 - iv. CompuWeigh LogOut
 - v. WeighStation Started
 - vi. WeighStation SpecialFeesModified

- vii. WeighStation ClearScreen
 - viii. WeighStation GetWeightKeyUsed
 - ix. WeighStation Reset TransactionNumber
 - x. WeighStation ModeChange
 - xi. WeighStation Transaction Note Changed
 - xii. WeighStation RuleViolation
 - xiii. WeighStation RuleResult
 - xiv. WeighStation Exited
 - xv. LOA Used
 - xvi. Reprint Ticket
 - xvii. Report Run
 - xviii. Report Changed
 - xix. Batch Report Run
 - xx. Batch Report Changed
- c. There are currently 121 events which can be tracked in the Event Log table. The customer can select which events to track. New events can be added as needed to suit customer requests.
 - d. The log events are sent via MSMQ to a central repository at the main office of the customer.
3. Health Log
- a. Stores information about the health of the software and the sites.
 - b. Transaction Count by day by site
 - c. Errors – If any .NET errors occur they will be stored in this log
 - d. Event Log counts by day by site
 - e. Database Health
 - i. Size of the MDF and LDF files
 - ii. Index Fragmentation
 - iii. SQL Version
 - iv. Hard drive free space
 - f. CompuWeigh Windows Services
 - i. Which services are running
 - g. MSMQ Health
 - i. Queue Status
 - h. CompuWeigh versions
 - i. List of versions of software installed at sites
4. Email Log
- a. Maintains a list of emails that were automatically sent by the system.
5. WeighPay Log
- a. Stores events related to electronic payment processing, such as Credit, Debit, and Check payments, and related functions.
 - i. Partial list of events tracked
 - 1. Check Encryption Keys
 - 2. Void Raw Request
 - 3. Begin MiddleWare Process
 - 4. Application Shutdown
 - 5. Sale Raw Response

6. MiddleWare Process Complete
7. Installation
8. MiddleWare Process Error
9. MiddleWare Response
10. Authorization Raw Request
11. Authorization Raw Response
12. Debug
13. Force Raw Response
14. SignatureCapture Raw Response
15. Logging
16. FullAuthorizationReversal Raw Request
17. User Access
18. User Update
19. Check User Right
20. Void Raw Response
21. Administrative Action
22. Refund Raw Response
23. FullAuthorizationReversal Raw Response
24. Application Startup
25. SignatureCapture Raw Request
26. Refund Raw Request
27. Sale Raw Request
28. Sale Response
29. Force Raw Request

The following page displays a few screen samples of these features.

Screen Samples

Audit Log

Date Out: Last 6 Months | 09/01/2017 to 02/28/2018 | Refresh

Transaction Log - F1 | Event Log - F2 | Combined Log - F4 | Email Log - F5

Drag a column header here to group by that column.

Code	TranNum	Truck	Trailer	BillAcct	HaulAcct	IDIn	Timeln	Dateln
F	24	PHIL		CASH	CASH	PSW	13:01:06	1/4/2018
H	0	PHIL		CASH	CASH	PSW	13:01:06	1/4/2018
F	23	1AVH721		CASH	CASH	PSW	12:43:40	1/4/2018
H	0	1AVH721		CASH	CASH	PSW	12:43:40	1/4/2018
F	22	TEST		PREPAYTEST	PREPAYTEST	PSW	12:41:16	1/4/2018
H	0	TEST		PREPAYTEST	PREPAYTEST	PSW	12:41:16	1/4/2018

Save Layout | Refresh Interval: 60 | Refresh | Close

Reset Layout | Count: 6

Audit Log

Date Out: Last 6 Months | 09/01/2017 to 02/28/2018 | Refresh

Transaction Log - F1 | Event Log - F2 | Combined Log - F4 | Email Log - F5

Drag a column header here to group by that column.

EventDate	EventTime	User	Event	Data	Reason
1/4/2018	12:42:33 PM	PSW	WeighStation ClearScreen		
1/4/2018	12:41:36 PM	PSW	Transaction To Finish	Truck: [TEST]	
1/4/2018	12:41:33 PM	PSW	WeighStation HoldChange Tare	Changed Tare Weight From 0.0000 To...	Transaction Finish
1/4/2018	12:41:16 PM	PSW	Transaction To Hold	Truck: [TEST]	
1/4/2018	12:40:21 PM	PSW	WeighStation Started		
1/4/2018	12:40:16 PM	PSW	CompuWeigh Login		
12/14/2017	06:09:12 PM	PSW	CompuWeigh Exited		
12/14/2017	06:09:12 PM	PSW	CompuWeigh LogOut		
12/14/2017	06:07:18 PM	PSW	Error	Error: System.Data.SqlClient.SqlExcep...	at PD.EditForm.cEditForm.RecMove...
12/14/2017	06:06:33 PM	PSW	Error	Error: System.Data.SqlClient.SqlExcep...	at PD.EditForm.cEditForm.RecMove...
12/14/2017	06:06:18 PM	PSW	CompuWeigh Login		
12/14/2017	02:32:02 AM	PSW	CompuWeigh Login		
12/14/2017	11:57:52 AM	PSW	CompuWeigh Login		

Save Layout | Refresh Interval: 60 | Refresh | Close

Reset Layout | Count: 87

Audit Log

Date Out: Last 6 Months | 09/01/2017 to 02/28/2018 | Refresh

Transaction Log - F1 | Event Log - F2 | Combined Log - F4 | Email Log - F5

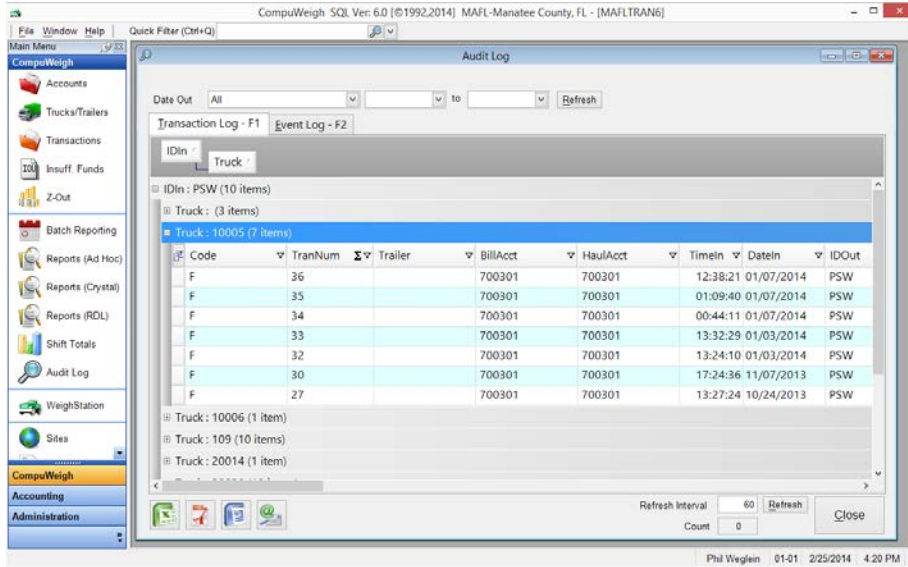
Drag a column header here to group by that column.

EmailID	CreatedDate	ToEmail	Subject	Body
---------	-------------	---------	---------	------

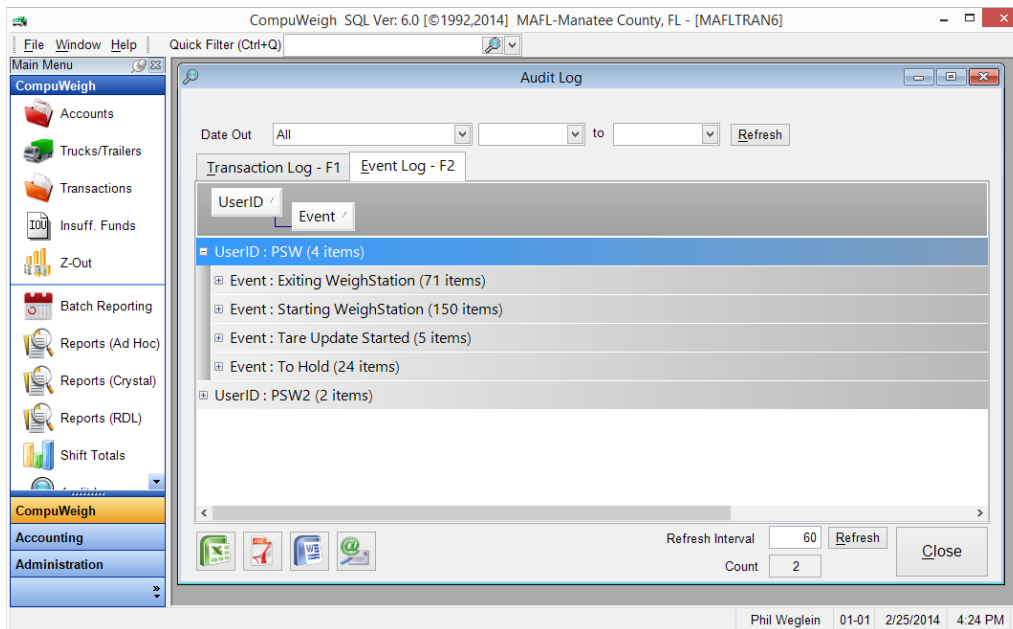
Save Layout | Refresh Interval: 60 | Refresh | Close

Reset Layout | Count: 0

Within the system there is a log that tracks the activity.



- 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.



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

Security Activity Event Logs

The following is an example of the Security Activity Event Log and sample Security Activity Event Log text file.

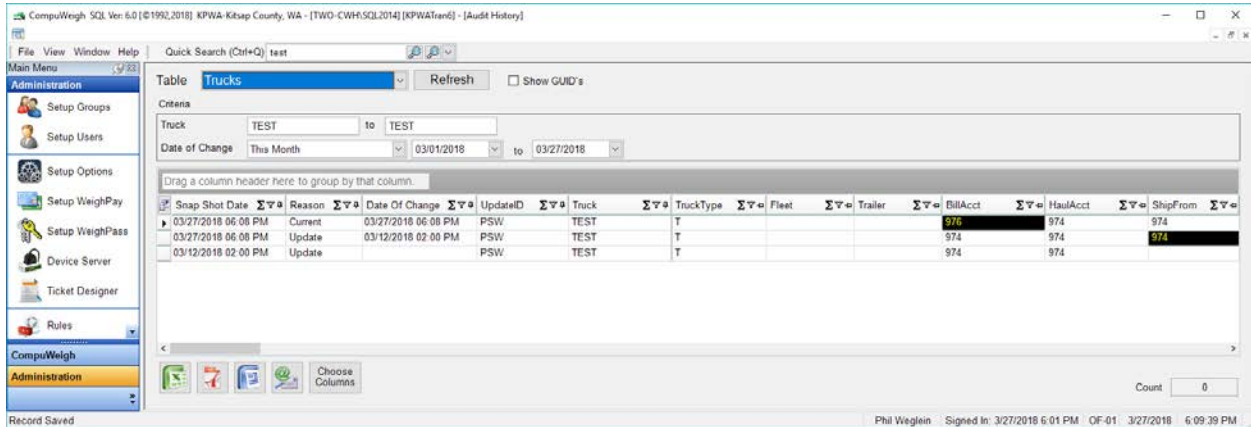
Event ID	Date	Type	Windows User	Application User	Event Source	Computer	Description	Action Status
45305	3/26/2018 6:18 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow Change Setup]	Successful
45304	3/26/2018 6:17 PM	Administrative Action	PDMD\chirsch	psw	User Setup	TWO-CWH	User record insert [AB]	Successful
45303	3/26/2018 6:15 PM	Administrative Action	PDMD\chirsch	psw	Setup	TWO-CWH	User viewed application event log.	Successful
45302	3/26/2018 6:15 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow Change Setup]	Successful
45301	3/26/2018 5:46 PM	Administrative Action	PDMD\chirsch	psw	Setup	TWO-CWH	User viewed application event log.	Successful
45300	3/26/2018 5:46 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow Change Setup]	Successful
45299	3/26/2018 5:46 PM	MiddleWare Process Complete	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [RESET]	Successful
45298	3/26/2018 5:46 PM	Begin MiddleWare Process	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [RESET]	Not Applicable
45297	3/26/2018 5:46 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow RESET]	Successful
45296	3/26/2018 5:46 PM	User Access	PDMD\chirsch	psw	User Login	TWO-CWH	User login attempt [Login Successful]	Successful
45295	3/26/2018 5:46 PM	Check Encryption Keys	PDMD\chirsch		Application	TWO-CWH	Encryption keys have expired!	Failed
45294	3/26/2018 5:46 PM	Logging	PDMD\chirsch		Application	TWO-CWH	Log initialization has completed. Events...	Successful
45293	3/26/2018 5:46 PM	Application Startup	PDMD\chirsch		Application	TWO-CWH	Application has started.	Successful
45292	3/26/2018 1:15 PM	User Access	PDMD\chirsch	psw	Application	TWO-CWH	User Idle Timeout. User has been logge...	Successful
45291	3/26/2018 1:00 PM	MiddleWare Response	PDMD\chirsch	psw	MiddleWare	TWO-CWH	ProcessType: SALE An error occurred ...	Failed
45290	3/26/2018 12:58 PM	Sale Raw Response	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMg0KMDAwMiw2LjAyDQ...	Not Applicable
45289	3/26/2018 12:57 PM	Sale Raw Request	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMg0KMDAwMiw2LjAyDQ...	Not Applicable
45288	3/26/2018 12:57 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow Sale]	Successful
45287	3/26/2018 12:57 PM	Begin MiddleWare Process	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [SALE]	Not Applicable
45286	3/26/2018 12:57 PM	Check User Right	PDMD\chirsch	psw	Application	TWO-CWH	Check User Right [Allow Sale]	Successful
45285	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMD\chirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [RESET]	Successful

```

File Edit Format View Help
45304 3/26/2018 6:17 PM Administrative Action PDMD\chirsch psw User Setup TWO-CWH User record insert [AB]
Successful
45303 3/26/2018 6:15 PM Administrative Action PDMD\chirsch psw Setup TWO-CWH User viewed application event
log. Successful
45302 3/26/2018 6:15 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Change Setup] Successful
45301 3/26/2018 5:46 PM Administrative Action PDMD\chirsch psw Setup TWO-CWH User viewed application event
log. Successful
45300 3/26/2018 5:46 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Change Setup] Successful
  
```

Truck Edit Logs

The following is an example of the Truck Edit Log and sample Truck Edit Log in an Excel spreadsheet. This type of log is available for numerous tables within CompuWeigh 6. The screenshot is just a sample of the data in the table as to provide the entire row (in excess of 60 fields) would not be visible in a screenshot.



	A	B	C	D	E	F	G	H	I	J	K
1	Snap Shot Date	Reason	Date Of Change	UpdateID	Truck	TruckType	Fleet	Trailer	BillAcct	HaulAcct	ShipFrom
2	3/27/2018 18:08	Current	3/27/2018 18:08	PSW	TEST	T			976	974	974
3	3/27/2018 18:08	Update	3/12/2018 14:00	PSW	TEST	T			974	974	974
4	3/12/2018 14:00	Update		PSW	TEST	T			974	974	

History Schema

The CompuWeigh system can store an unlimited amount of data changes in a SQL Server History Schema.

Tables that are mirrored in the History schema contain exact copies of the underlying records during all changes to the data. This allows an unlimited audit trail of data changes.

All changes are written to the mirrored tables using SQL Triggers.

Sample list of Tables in the History Schema:

- + [Table Icon] History.Accounts
- + [Table Icon] History.AccountsDefaultFields
- + [Table Icon] History.ChangeLogV5
- + [Table Icon] History.Devices
- + [Table Icon] History.Jobs
- + [Table Icon] History.JobsDefaultFields
- + [Table Icon] History.JobsDetail
- + [Table Icon] History.lulNlValues
- + [Table Icon] History.Rates
- + [Table Icon] History.RatesDefaultFields

Sample of Audit History Form

Audit History

Table: Accounts Refresh Show GUID's

Criteria

Account: 03 to 03

Date of Change: This Month 03/01/2018 to 03/28/2018

Drag a column header here to group by that column.

Snap Shot Date	Reason	Date Of Change	UpdateID	Account	CompanyName	CustomerType	BTContact	BTPhone	BTE
03/28/2018 11:59 PM	Current	03/28/2018 11:59 PM	PSW	03	COM WAREHOUSE	Inter-Department	Phil Weglein	7238	
03/28/2018 11:59 PM	Update	03/28/2018 11:59 PM	PSW	03	COM WAREHOUSE	Inter-Department	Phil Weglein	7238	
03/28/2018 11:59 PM	Update		LANDFILL	03	COM WAREHOUSE	Inter-Department		7238	

Count: 0

WeighPay Logs

The following is an example of the WeighPay Log and sample WeighPay Log text file that are available with the purchase and implementation of the optional WeighPay Module.

WeighPay Setup

Middleware Setup Database Setup Devices Setup Options Setup Logging

1/ 2/2018 3/26/2018 Update Maintenance

Event ID	Date	Type	Windows User	Application User	Event Source	Computer	Description	Action Status
45301	3/26/2018 5:46 PM	Administrative Action	PDMDichirsch	psw	Setup	TWO-CWH	User viewed application event log	Successfu
45300	3/26/2018 5:46 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Change Setup]	Successfu
45299	3/26/2018 5:46 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [RESET]	Successfu
45298	3/26/2018 5:46 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [RESET]	Not Applic
45297	3/26/2018 5:46 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow RESET]	Successfu
45296	3/26/2018 5:46 PM	User Access	PDMDichirsch	psw	User Login	TWO-CWH	User login attempt [Login Successful]	Successfu
45295	3/26/2018 5:46 PM	Check Encryption Keys	PDMDichirsch		Application	TWO-CWH	Encryption keys have expired!	Failed
45294	3/26/2018 5:46 PM	Logging	PDMDichirsch		Application	TWO-CWH	Log initialization has completed. Events...	Successfu
45293	3/26/2018 5:46 PM	Application Startup	PDMDichirsch		Application	TWO-CWH	Application has started.	Successfu
45292	3/26/2018 1:15 PM	User Access	PDMDichirsch	psw	Application	TWO-CWH	User Idle Timeout. User has been logge...	Successfu
45291	3/26/2018 1:00 PM	MiddleWare Response	PDMDichirsch	psw	MiddleWare	TWO-CWH	ProcessType: SALE An error occurred ...	Failed
45290	3/26/2018 12:58 PM	Sale Raw Response	PDMDichirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMg0KMDAwMiw2LjAyDQ...	Not Applic
45289	3/26/2018 12:57 PM	Sale Raw Request	PDMDichirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMg0KMDAwMiw2LjAyDQ...	Not Applic
45288	3/26/2018 12:57 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Sale]	Successfu
45287	3/26/2018 12:57 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [SALE]	Not Applic
45286	3/26/2018 12:57 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Sale]	Successfu
45285	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [RESET]	Successfu
45284	3/26/2018 12:52 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [RESET]	Not Applic
45283	3/26/2018 12:52 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow RESET]	Successfu
45282	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [SAVE...	Successfu
45281	3/26/2018 12:52 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [SAVECA...	Not Applic
45280	3/26/2018 12:52 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow SAVECARDT...	Successfu
45279	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [VOIDTR...	Successfu
45278	3/26/2018 12:52 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [VOIDTRA...	Not Applic
45277	3/26/2018 12:52 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Void]	Successfu
45276	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [VOIDT...	Successfu
45275	3/26/2018 12:52 PM	MiddleWare Process Complete	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Complete [VOID]	Successfu
45274	3/26/2018 12:52 PM	Void Raw Response	PDMDichirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMQ0KMDAwMiwxMC4wM...	Not Applic
45273	3/26/2018 12:51 PM	Void Raw Request	PDMDichirsch	psw	MiddleWare	TWO-CWH	MDAwMSwwMQ0KMDAwMiwxMC4wM...	Not Applic
45272	3/26/2018 12:51 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Void]	Successfu
45271	3/26/2018 12:51 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [VOID]	Not Applic
45270	3/26/2018 12:51 PM	Check User Right	PDMDichirsch	psw	Application	TWO-CWH	Check User Right [Allow Void]	Successfu
45269	3/26/2018 12:51 PM	Begin MiddleWare Process	PDMDichirsch	psw	MiddleWare	TWO-CWH	MiddleWare Process Started [VOIDTRA...	Not Applic

Save Cancel

```

File Edit Format View Help
43431 2/9/2018 5:53 PM Begin MiddleWare Process PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Started [SALE] Not Applicable
43430 2/9/2018 5:53 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Sale] Successful
43429 2/9/2018 5:53 PM User Access PDMD\chirsch psw User Login TWO-CWH User login attempt [Login
Successful] Successful
43428 2/9/2018 5:53 PM User Access PDMD\chirsch psw User Login TWO-CWH User login attempt [Password
Invalid] Failed
43427 2/9/2018 5:51 PM Check Encryption Keys PDMD\chirsch Application TWO-CWH Encyption keys have not
expired. Successful
43426 2/9/2018 5:51 PM Logging PDMD\chirsch Application TWO-CWH Log initialization has completed.
Events are now being logged. Successful
43425 2/9/2018 5:51 PM Application Startup PDMD\chirsch Application TWO-CWH Application has
started. Successful
43424 2/9/2018 5:42 PM MiddleWare Process Complete PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Complete [VOIDTRAN] Failed
43423 2/9/2018 5:42 PM MiddleWare Process Complete PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Complete [REFUND] Failed
43422 2/9/2018 5:42 PM MiddleWare Response PDMD\chirsch psw MiddleWare TWO-CWH ProcessType: REFUND
Transaction could not be processed:Gateway Response: 0173 - TRAN NOT ALLOWED
Host Response: TRAN NOT ALLOWED Failed
43419 2/9/2018 5:41 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Void] Successful
43418 2/9/2018 5:41 PM Begin MiddleWare Process PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Started [VOID] Not Applicable
43417 2/9/2018 5:41 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Void] Successful
43416 2/9/2018 5:41 PM Begin MiddleWare Process PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Started [VOIDTRAN] Not Applicable
43415 2/9/2018 5:41 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
Void] Successful
43414 2/9/2018 5:41 PM MiddleWare Process Complete PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Complete [RESET] Successful
43413 2/9/2018 5:41 PM Begin MiddleWare Process PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Started [RESET] Not Applicable
43412 2/9/2018 5:41 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
RESET] Successful
43411 2/9/2018 5:41 PM MiddleWare Process Complete PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Complete [SAVECARDTRANSTODDB] Successful
43410 2/9/2018 5:41 PM Begin MiddleWare Process PDMD\chirsch psw MiddleWare TWO-CWH MiddleWare
Process Started [SAVECARDTRANSTODDB] Not Applicable
43409 2/9/2018 5:41 PM Check User Right PDMD\chirsch psw Application TWO-CWH Check User Right [Allow
SAVECARDTRANSTODDB] Successful

```

4.4.10.9 Shift Totals

CompuWeigh SQL Ver: 6.0 (©1992,2014) MAFL-Manatee County, FL - [MAFLTRAN6]

Quick Filter (Ctrl+Q)

File Tables Window

Date Out: All to Site Code: (All)

Material Totals

Entry	Label	Count	GrossTn	TareTn	NetTn	TipFee	SpecFee	TotalFee	
1	Not Specified	1	0.00	0.00	0.00	\$0.00	\$25.00	\$25.00	
10	Residential Waste	11	348.74	161.85	186.89	\$3,497.68	\$25.00	\$3,522.68	
20	Residential Waste Uncovered	8	250.23	125.64	124.59	\$6,575.00	\$0.00	\$6,575.00	
40	Residential Waste OOC & U	4	107.20	69.59	37.61	\$4,061.88	\$0.00	\$4,061.88	
240	Tires OOC & Unc	1	33.98	18.29	15.69	\$4,048.02	\$0.00	\$4,048.02	
320	Yard Waste/Wood Uncovered	1	34.44	15.34	19.10	\$1,375.20	\$0.00	\$1,375.20	
720	Landfill Cover Material	10	286.88	99.30	187.58	\$0.00	\$0.00	\$0.00	
Grand Totals:			Sum = 36	Sum = 1,06...	Sum = 490.01	Sum = 571.46	Sum = \$19,557.78	Sum = \$50.00	Sum = \$19,557.78

Refresh Interval: 60 Refresh Close

Phil Weglein 01-01 2/25/2014 4:27 PM

- View near real time or historical shift totals for all table groupings and custom totaling.
- Available Reports
 - Transaction Totals
 - Payments Totals
 - Vehicle Totals
 - Origin Totals
 - Material Totals
 - Destination Totals
 - Special Fee Totals
 - Hour of Day Totals
 - 1/2 Hour of Day Totals
 - Total By Truck
 - Total By Bill Acct
 - Day Of Month
 - WeekDay
 - Month of Year
 - Job Totals
 - Site Totals
 - Day of Year Totals
 - Week of Year Totals
 - Quarter of Year Totals
 - MT by OT Totals

4.4.10.10 Posting (Billing/Invoicing)

Once the data has been approved for billing, the Posting feature within CompuWeigh™ will allow the Customer to create and process their billings. The Posting window is a powerful and highly flexible part of the CompuWeigh™ System.

The screenshot shows the 'Posting' window with the following details:

- Accounting System: Paradigm Integrated Accounting
- Posting Type: AR Posting (Positive) AP Posting (Negative)
- Reporting Tab: Rpt/Inv Date: 07/09/2014, Due Date: 07/31/2014
- Date Criteria: Date Out: 06/01/2014 to 06/30/2014
- Month: June 2014, Use Month button
- Date Range: Last Month
- File Stats... button

The user begins by choosing the date and account range for the invoicing run. Then they choose which of the several types of reports to include in the invoice and what information to include on the reports. The user decides what subtotals to include on the reports as well as remittance information for the invoice. As much or as little of this information can be defaulted so that user entry error is minimized.

The user can choose which payment types to include for invoicing. It can be one payment type (such as a charge payment type) or several if the site requires.

The Posting window allows the user to bill the customers and thus remove the need for cash from the operation at the scale house.

Posting Features:

- Third-party billing export capability.
- Special charges.
- Flexible, user definable rate tables.
- User definable billing ranges of account and billing periods.
- User definable invoices.
- On line hyperlink help.
- Multi-user, site and company capability.
- Many levels of security per program and security within each program.

4.4.10.11 System Security

All security options within the CompuWeigh™ System can be enabled on a per user basis or on a group/role level as needed. The security options list can be expanded to meet additional customer's needs. Our system supports the "least privilege" principle.

User Level

Setup Users - PSW*

User ID: PSW Password: ***** Set

Employee ID: _____ Expire Date: 04/05/2018

Network ID: _____ Must Change PWD Next Logon:

Full Name: Phil Weglein

User Type: CompuWeigh Rights Report

Contact Rights Notes

Member Of: Administrator

Program Sub Key

- Program : Accounting (14 items)
- Program : Administration (7 items)
 - Sub Key : ChangeRates (1 item)

Approved	Grp Approved	User Right	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	View	Allow Editing Change Rates
 - Sub Key : Groups (1 item)
 - Sub Key : RulesAlerts (2 items)
 - Sub Key : RunDBUpdate (1 item)
 - Sub Key : Setup Options (3 items)
 - Sub Key : Ticket Edit (1 item)
 - Sub Key : Users (1 item)
- Program : CompuRoute (1 item)
- Program : CompuWeigh (19 items)
- Program : WeighStation (6 items)

Check All Uncheck All Expand All Collapse All

Group Level

Setup Security Groups - Administrator

Group Name: Administrator

Group User Type: CompuWeigh

Rights

Program Sub Key

- Program : Accounting (14 items)
- Program : Administration (7 items)
 - Sub Key : ChangeRates (1 item)
 - Sub Key : Groups (1 item)
 - Sub Key : RulesAlerts (2 items)
 - Sub Key : RunDBUpdate (1 item)
 - Sub Key : Setup Options (3 items)
 - Sub Key : Ticket Edit (1 item)
 - Sub Key : Users (1 item)

Approved	User Right	Description
<input checked="" type="checkbox"/>	View	Allow Viewing the User Edit Screen
- Program : CompuRoute (1 item)
- Program : CompuWeigh (19 items)
- Program : WeighStation (6 items)

Check All Uncheck All Expand All Collapse All

There are currently several User/Group rights used to restrict editing of other user's data. This list can grow based on customer requests.

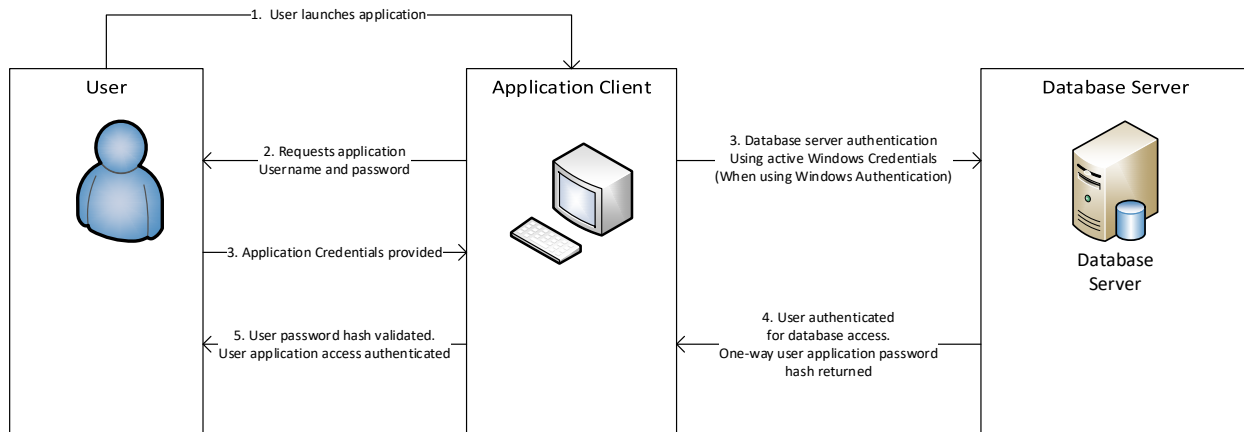
CompuWeigh	Reporting	Batch Delete Other	Batch - Allow deleting batches Created by Others
CompuWeigh	Reporting	Batch Delete Own	Batch - Allow deleting batches Created by You
CompuWeigh	Reporting	Batch Update Other	Batch - Allow editing batches Created by Others
CompuWeigh	Reporting	Batch Update Own	Batch - Allow editing batches Created by You
CompuWeigh	Reporting	Batch View Other	Batch - Allow viewing batches Created by You
CompuWeigh	Reporting	Delete Other	Allow deleting Reports Created by Others
CompuWeigh	Reporting	Delete Own	Allow deleting Reports Created by You
CompuWeigh	Reporting	Update Other	Allow editing Reports Created by Others
CompuWeigh	Reporting	Update Own	Allow editing Reports Created by You
CompuWeigh	Reporting	View Other	Allow Viewing Reports Created by Others
Administration	Data	View PI Data	Allow Viewing PI (Personal Identification) Data
Administration	Data	Edit PI Data	Allow Editing PI (Personal Identification) Data
WeighStation	Hold	Delete Other	Allow Deleting records from Hold File entered by others
WeighStation	Hold	Delete Own	Allow Deleting records from Hold File entered by you
WeighStation	Void	Void Other	Allow Voiding Transactions entered by others
WeighStation	Void	Void Own	Allow Operator to Void own Transactions

Many of these rights restrict other user from change other users reporting batches or report layouts.

User Authentication

The following is a sample of CompuWeigh User Authentication.

CompuWeigh User Authentication

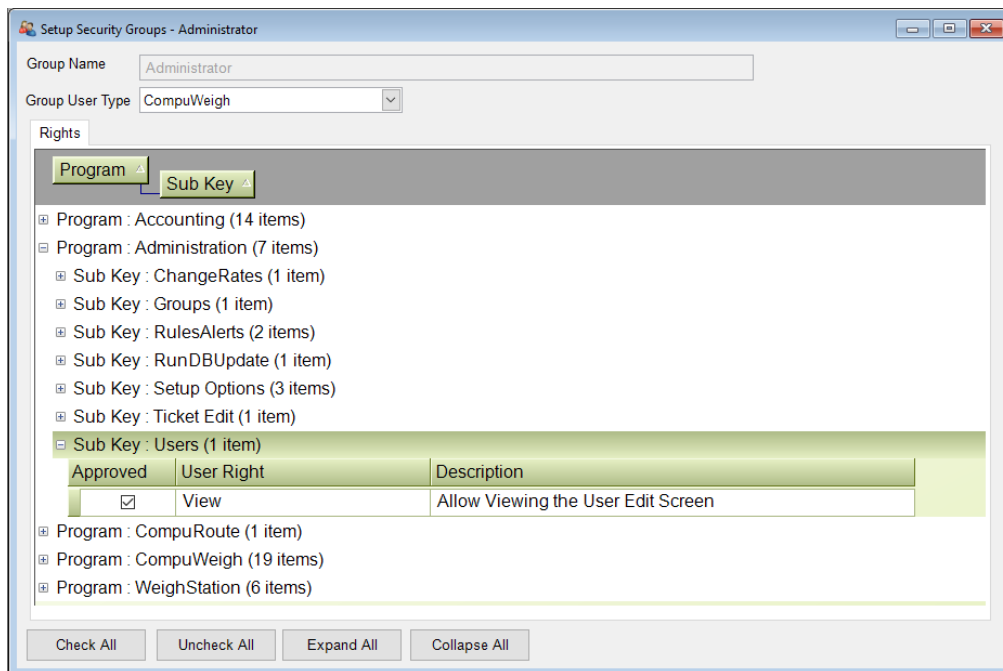


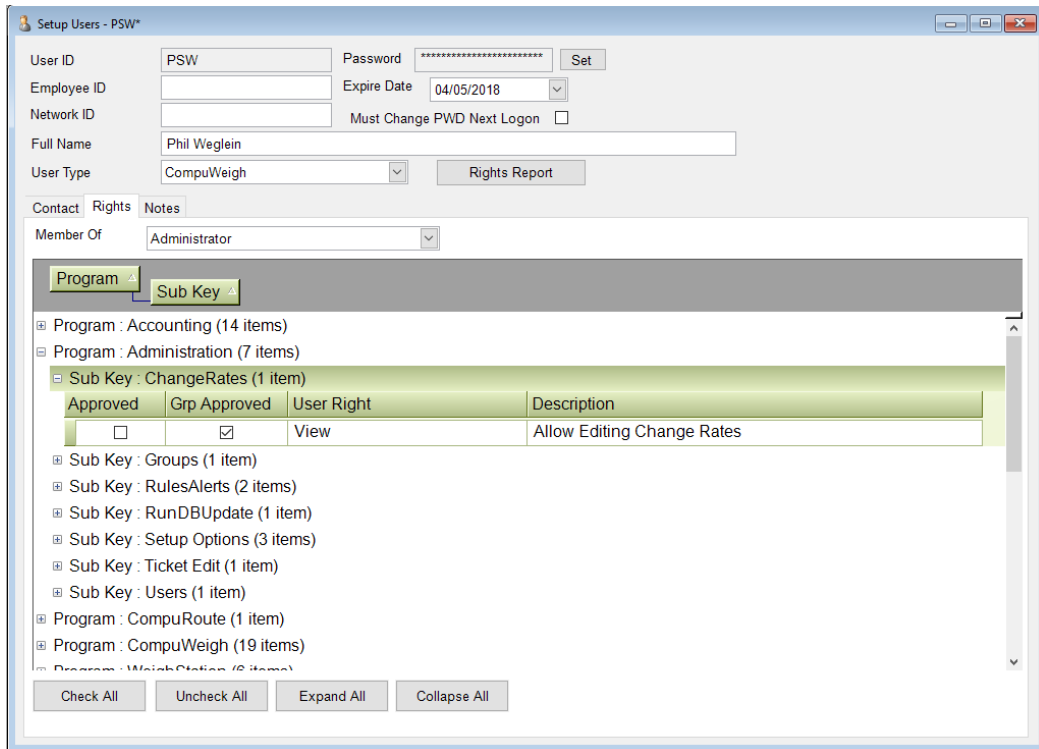
User and Group Rights

CompuWeigh 6 offers group (or Role) based security rights as well as user-based rights. There are over 150 rights currently defined in the system. This list can grow as customers request additional rights within the system.

Some examples of rights are:

Accounting	AccountActivity	View
Accounting	Batch	Delete
Accounting	Batch	ShowAllParams
Accounting	Batch	View
Accounting	Batch	Void
Accounting	ClosePeriod	View
Accounting	CreditMemos	Add
Accounting	CreditMemos	Delete
Accounting	CreditMemos	Post
Accounting	CreditMemos	Update
Accounting	CreditMemos	View
Accounting	CreditMemos	Void





Restrictions Based on Group and User Rights

There are currently several User/Group rights used to restrict editing of other user's data. This list can grow based on customer requests. Many of these rights restrict users from changing other users reporting batches or report layouts.

CompuWeigh	Reporting	Batch Delete Other	Batch - Allow deleting batches Created by Others
CompuWeigh	Reporting	Batch Delete Own	Batch - Allow deleting batches Created by You
CompuWeigh	Reporting	Batch Update Other	Batch - Allow editing batches Created by Others
CompuWeigh	Reporting	Batch Update Own	Batch - Allow editing batches Created by You
CompuWeigh	Reporting	Batch View Other	Batch - Allow viewing batches Created by You
CompuWeigh	Reporting	Delete Other	Allow deleting Reports Created by Others
CompuWeigh	Reporting	Delete Own	Allow deleting Reports Created by You
CompuWeigh	Reporting	Update Other	Allow editing Reports Created by Others
CompuWeigh	Reporting	Update Own	Allow editing Reports Created by You
CompuWeigh	Reporting	View Other	Allow Viewing Reports Created by Others
Administration	Data	View PI Data	Allow Viewing PI (Personal Identification) Data
Administration	Data	Edit PI Data	Allow Editing PI (Personal Identification) Data
WeighStation	Hold	Delete Other	Allow Deleting records from Hold File entered by others
WeighStation	Hold	Delete Own	Allow Deleting records from Hold File entered by you
WeighStation	Void	Void Other	Allow Voiding Transactions entered by others
WeighStation	Void	Void Own	Allow Operator to Void own Transactions

Field Level Restrictions based on Group and User

At the Group and User level individual fields can be restricted to read only or hidden completely.

Setup Security Groups - CompuWeigh User

Group Name: CompuWeigh User

Group User Type: CompuWeigh

Rights: Data Restrictions

Drag a column header here to group by that column.

TableName	FieldName	ReadOnly	Hidden
Accounts	BTAddr1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accounts	BTAddr2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accounts	BTContact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add ... Add Field

Check All Uncheck All Expand All Collapse All

Setup Users - ACN

User ID: ACN Password: ***** Set

Employee ID: _____ Expire Date: _____

Network ID: _____ Must Change PWD Next Logon:

Full Name: Ana Nevarez

User Type: CompuWeigh Rights Report

Contact Rights Data Restrictions Notes

Drag a column header here to group by that column.

TableName	FieldName	ReadOnly	Hidden
Accounts	BTAddr1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accounts	BTAddr2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accounts	BTContact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add ... Add Field

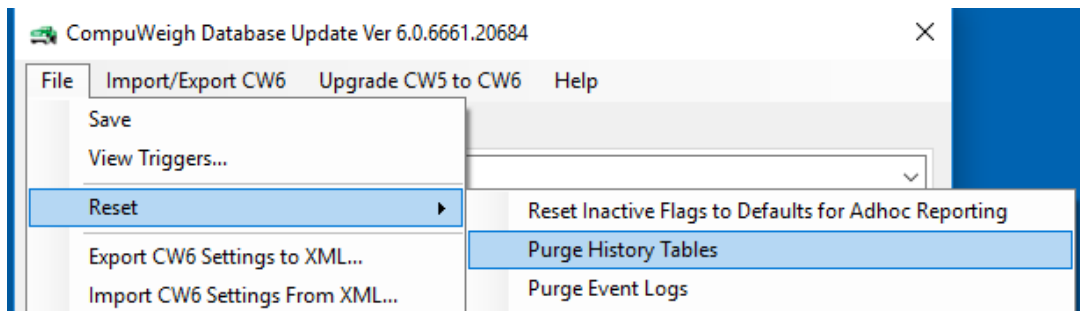
4.4.10.12 Database Software

PSLLC is proposing to utilize the Customer provided SQL Server database for this application (or SQL Express). The proposed system will interface to the Customer's Windows® based file server and LAN/WAN so that the scale house will be able to communicate directly with the administrative office computer to exchange information as required using the Message Queuing Module. A single database will be maintained on the network server to allow all computers on the network to access and update files throughout the day as long as the connection is available. The WeighStation computer will be able to process customer transactions, calculate fees, generate tickets and store the information for use by the CompuWeigh™ workstations in the administrative office.

Data Retention and Purging

SQL Server Database can retain as much data as the customer needs to retain based on infrastructure. PSLLC has customers storing in excess of one million transactions in a single database without degradation to performance of the software.

Based on user rights the Database Update application has a function to allow purging History and Log data.



Sample History Purge Form

Individual tables can be selected and can restrict the data to a date range.

The screenshot shows a window titled "History List" with a table of table names and their counts. The table has two columns: "TableName" and "Count". The "History.A2_Batch" row is selected. Below the table is a "Date Range" section with a dropdown menu set to "User Defined", and two date pickers set to "03/29/2018". At the bottom are two buttons: "Select All" and "Purge Selected Tables".

TableName	Count
History.A2_Batch	0
History.A2_Fin...	0
History.A2_Fin...	0
History.A2_Fin...	0
History.A2_Invo...	0
History.A2_Invo...	0
History.A2_Pay...	0
History.A2_Pay...	0
History.A2_Pay...	0
History.Accounts	87
History.Account...	6
History.Change...	0
History.Devices	199
History.Jobs	0
History.JobsDef...	0
History.JobsDetail	0
History.lulNlVal...	2327
History.Rates	387
History.RatesD...	0

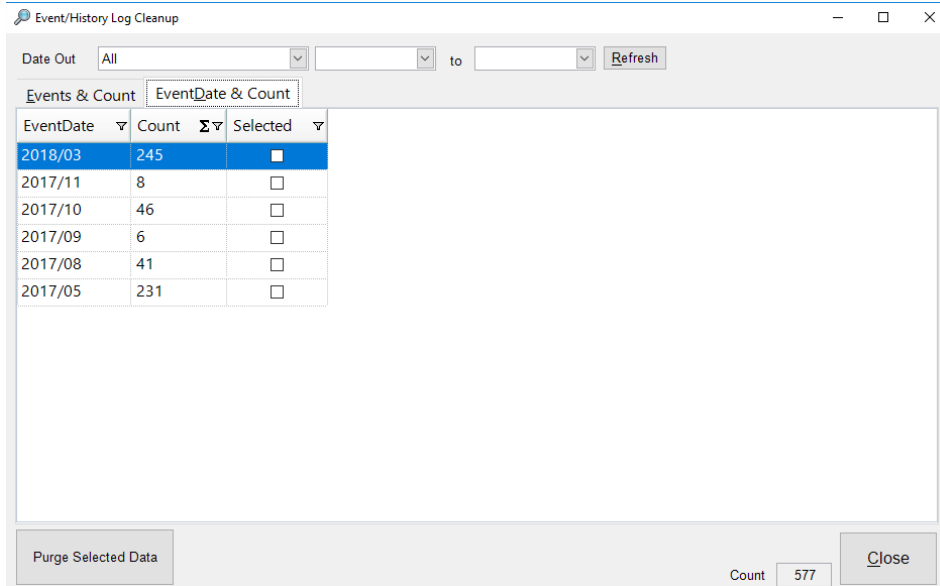
Sample Log Purge Form

When purging log records the user can select which messages to purge and can select a date range

The screenshot shows a window titled "Event/History Log Cleanup" with a table of event names and their counts. The table has three columns: "EventName", "Count", and "Selected". The "Transaction To Hold" row is selected. Above the table is a "Date Out" section with a dropdown menu set to "All", two date pickers, and a "Refresh" button. At the bottom are two buttons: "Purge Selected Data" and "Close".

EventName	Count	Selected
Transaction To Hold	3	<input checked="" type="checkbox"/>
WeighStation HoldChange Tare	3	<input type="checkbox"/>
WeighStation Exited	9	<input type="checkbox"/>
WeighStation ClearScreen	13	<input type="checkbox"/>
Error	17	<input type="checkbox"/>
SettingsSaved	23	<input type="checkbox"/>
WeighStation Started	24	<input type="checkbox"/>
Transaction To Finish	37	<input type="checkbox"/>
Tare Updated	43	<input type="checkbox"/>
CompuWeigh Exited	74	<input type="checkbox"/>
CompuWeigh LogOut	74	<input type="checkbox"/>
CompuWeigh Login	127	<input type="checkbox"/>
CompuWeigh Started	130	<input type="checkbox"/>

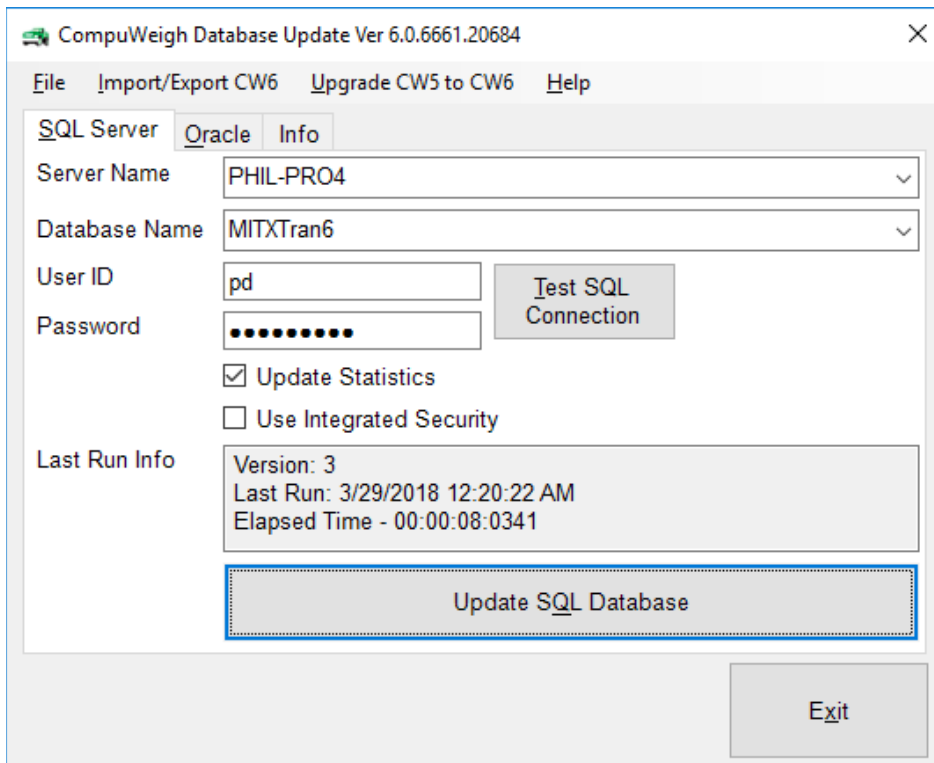
The user can also select by individual date.



DBUpdate and PDTask

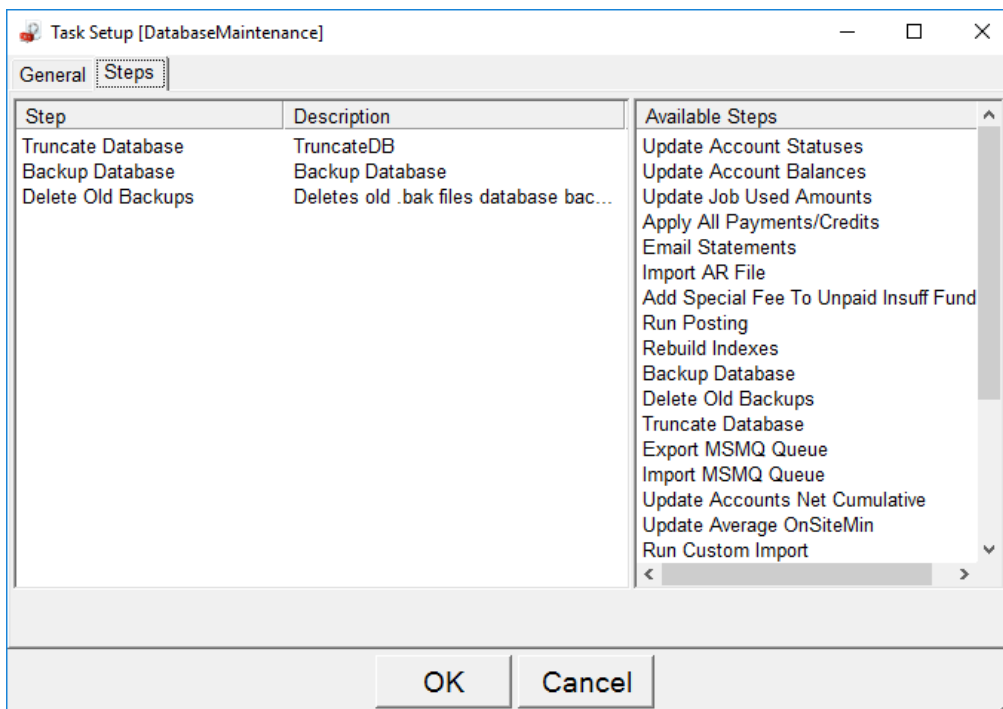
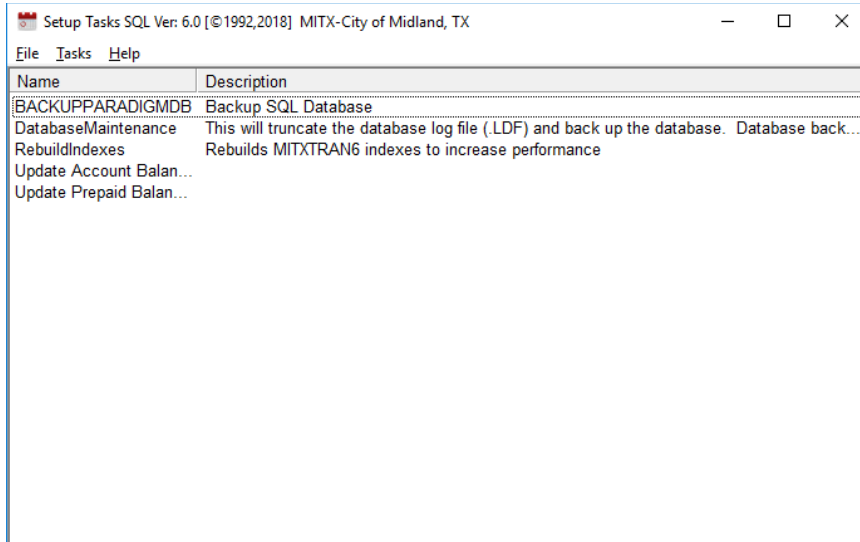
DBUpdate

Based on user rights the Database Update application is used to keep all versions of the SQL Server database up to date. It maintains an internal CompuWeigh database schema version so that it only has to update the schema changes since the last time it was run.



PDTasks

The PDTasks application can be configured to perform many common database maintenance chores. For example, this can include but is not limited to backups and rebuilding indexes.



4.4.10.13 Minimum/Recommended System Requirements

The following are the minimum/recommended system requirements for a **server**.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4GHz
Memory	8 GB	16 GB RAM
Hard Drive	250 GB	500 GB SSD: Sequential Read/Write Performance Up to 550MB/s and 520MB/s respectively, and random Read/Write IOPS Performance: Up to 100K and 90K respectively
Operating System	Windows 2012 Server	Windows 2016 Server
SQL Server	SQL Server 2012	SQL Server 2016

The following are the minimum/recommended system requirements for a **workstation**.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4 GHz
Memory	4 GB	8 GB RAM
Hard Drive	160 GB	250 GB
Operating System	Windows 7 Pro (x64)	Windows 10 Pro (x64)
SQL Server	SQL Express	SQL Express
Microsoft Office	Office 2010	Office 2016

NOTE: Minimum System Requirements are based on typical customer configurations and usage. Requirements will vary based on actual configuration and usage.

4.4.10.14 Touch Screen Module

The WeighStation program has a touch screen interface which will allow the user to process transactions on a touch screen capable monitor. The customer can purchase their own touch screen monitors or PSLLC can quote them for you.

4.4.10.15 Insufficient Funds / Split Payment Module

Allows operators to enter up to five different payments methods per transaction and if the customer does not have enough funds to complete the transaction the operator can capture billing information and print additional tickets for the customer to sign.

Upon completing the transaction, the scale house operator would be prompted with a confirmation window and this would allow the entry of multiple forms of payment.

Enter Payment Information

Amount Due	\$ 45.00		
1 2 - Cash	\$ 20.00		
2 3 - Check	\$ 15.00	65465	Details
3 Insufficient Funds	\$ 0.00		
Tendered	\$ 35.00		
Change	\$ -10.00		

Fee Summary	
Tip	\$45.00
Spec	\$0.00
Total	\$45.00

OK Cancel

This example shows that the customer paid \$20 in cash, \$15 with a check and is short \$10.00. By selecting the payment type of "Insufficient Funds", the remaining balance will fill in the currency field and an Insufficient Funds form will pop-up.

This new form will request various pieces of information from the customer, including name (required), employer, address, phone number, driver's license, and license plate. We can complete this field with the incorporation of Driver's License scanning technology.

The screenshot shows a window titled "Insufficient Funds" with a menu bar containing "File", "Edit", and "List". The form fields are as follows:

Account	
Name	Chris Holmes
Employer	Paradigm Software, L.L.C.
Address	1202 York Road
City St Zip	Lutherville MD 21093
Phone	(410)828-9223
Driver Lic	H123456789123A
Veh Lic	ABC123
Notes	This is a test of the Insufficient Funds system.

Buttons: OK, Cancel

Once the information is complete, an account number will be auto-generated for the customer. The program returns to the confirmation window and allows the operator to finish the transaction.

Once the transaction is complete, the record will be added to an Insufficient Funds table along with other customers who did not pay their bill in full.

At any point during the day, a customer can come in and make a payment on a previous insufficient funds transaction. At the scale house the operator would press **Ctrl+Y** to access "Pay Insufficient Funds" and highlight the customer that is paying their balance and press enter.

Enter the payment type and amount tendered on the balance and press Enter. Paying off the transaction will remove it from the Insufficient Funds list.

4.4.10.16 Emailing Tickets

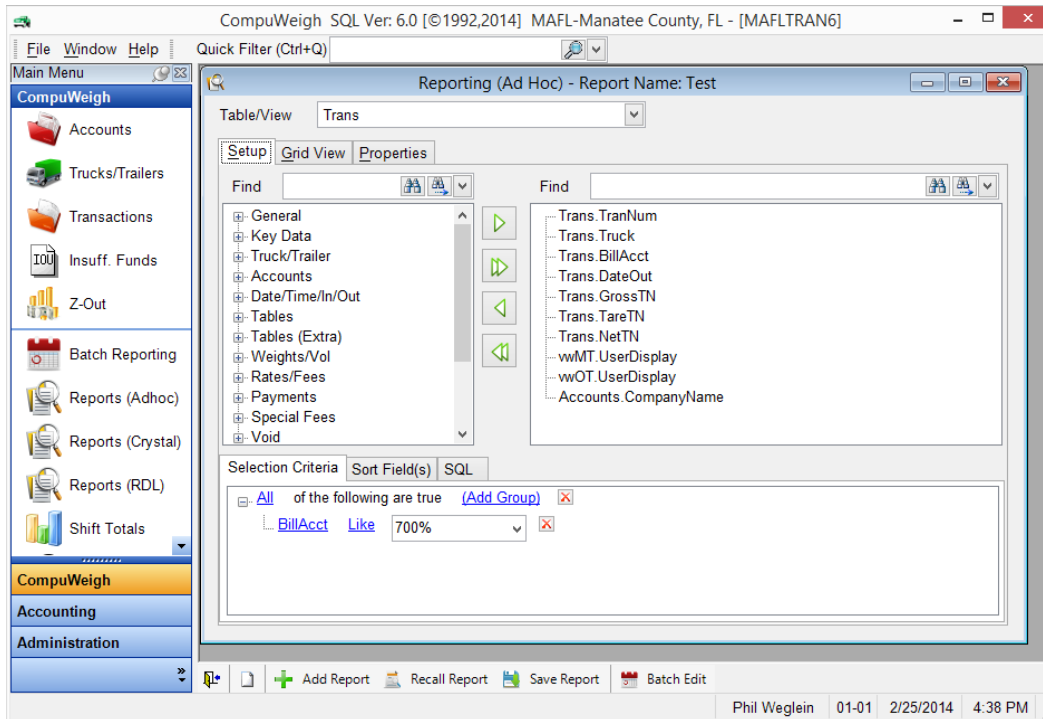
Within the application, the Customer has the ability to email tickets directly to a customer through their email client. With this functionality, the Customer can directly send a copy of a ticket(s) to the requested party. This is handled either at the time of the transaction or through a batch process. The Customer has the ability to setup different batch criteria such as Daily, Monthly, etc.

4.4.10.17 Reporting

The Reporting functionality within the system is second to none and virtually any report can be generated from our application. Our user configurable, easy to use Adhoc reporting engine, Crystal Reports or Microsoft SQL Server SSRS makes generating reports effortless.

General Report Writer

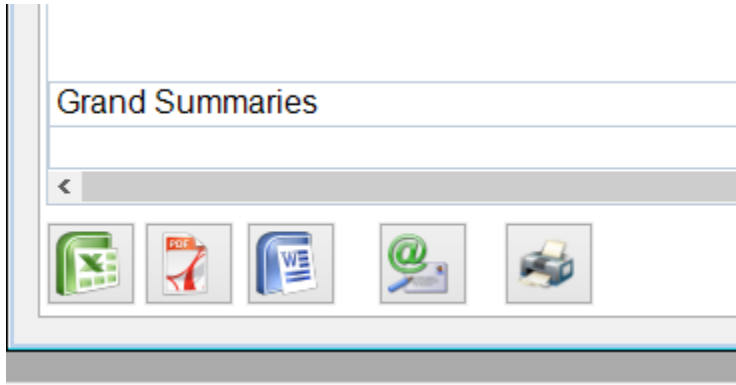
The General Report Writer, sets the standard in the industry for reporting capability. The field that displays Transaction Table has other tables available for reporting purposes by simply selecting the drop-down arrow.



Adhoc Reports

The following Section shows examples of the adhoc report functions.

- Reporting on all primary tables
- Select, limit criteria or sort on any field
- Save and recall any report layout
- Full grouping and subtotaling
- Export to Excel, PDF, Word, email or print



The data collected is only useful when it can be retrieved in a flexible, intuitive way. Since each user has different reporting needs, the CompuWeigh™ System General Report Writer offers the ability to select specific reporting parameters.

All of the fields available to the user are grouped in the upper left list box. The user can move any field into the upper right list box and change the order as desired. By clicking on the Grid View tab, you will generate the report.

TranNum	Truck	BillCompany	DateOut	GrossTN	TareTN	NetTN
17	PHILTE...	McDANIEL, CLARENC...	09/09/2013	30.24	18.25	11.99
19	RR1	McDANIEL, CLARENC...	09/09/2013	22.50	16.17	6.33
28	RED	McDANIEL, CLARENC...	10/24/2013	34.23	18.76	15.47

Summaries for 700003

Sum = 86.97	Sum = 53.18	Sum = 33.71
-------------	-------------	-------------

BillAcct : 700043 (12 items)

BillAcct : 700298 (10 items)

BillAcct : 700301 (10 items)

Grand Summaries

Sum = 1,061...	Sum = 490.71	Sum = 571.2
----------------	--------------	-------------

Count 4

All of the fields available to the user in the upper left list box under can also be utilized in the **Selection Criteria** and **Sort Field(s)** box. This enables the user to determine specific ranges of criteria for “sorting and selecting” purposes.

Report templates can be saved and recalled for future use by clicking the **Save Report** and **Recall Report** buttons.

Canned Report Listing

Report Name	ReportTemplateName	Style	ReportEngine
Account Report - Accounts in Acct # Order	Accounts	Detail	AdHoc
Account Report - Accounts in Company Name Order	Accounts	Detail	AdHoc
Insufficient Funds Report - Ins Funds Last Month	InsufficientFunds	Detail	AdHoc
Insufficient Funds Report - Paid Ins Funds Last Month	InsufficientFunds	Detail	AdHoc
Insufficient Funds Report - Unpaid Ins Funds	InsufficientFunds	Detail	AdHoc
Log Report - Account and Truck Deletions	LogDailyEvents	Detail	AdHoc
Log Report - Automated Reporting Status	LogDailyEvents	Detail	AdHoc
Log Report - CompuWeigh Startup and Logon	LogDailyEvents	Detail	AdHoc
Log Report - Credit Card Settlement	LogDailyEvents	Detail	AdHoc
Log Report - Emailing	LogDailyEvents	Detail	AdHoc
Log Report - End of Day Activity	LogDailyEvents	Detail	AdHoc
Log Report - Manual Mode	LogDailyEvents	Detail	AdHoc
Log Report - Reprint Transaction	LogDailyEvents	Detail	AdHoc
Log Report - Services	LogDailyEvents	Detail	AdHoc
Log Report - Void Transaction	LogDailyEvents	Detail	AdHoc
Log Report - WeighStation Screen Cleared	LogDailyEvents	Detail	AdHoc
Log Report - WeighStation Tare Update	LogDailyEvents	Detail	AdHoc
Close Out - Active Transaction Listing	Trans	Detail	AdHoc
Close Out - Cash Transaction Listing	Trans	Detail	AdHoc
Close Out - Check Register	Trans	Detail	AdHoc
Close Out - Inbound Transaction Listing	Trans	Detail	AdHoc
Close Out - Manual Mode Transaction Listing	Trans	Detail	AdHoc
Close Out - Outbound Transaction Listing	Trans	Detail	AdHoc

Close Out - Reprinted Transaction Listing	Trans	Detail	AdHoc
Close Out - Totals by Bill Account	Trans	Summary	AdHoc
Close Out - Totals by Material Type	Trans	Summary	AdHoc
Close Out - Totals by Payment Type	Trans	Summary	AdHoc
Close Out - Transaction Listing	Trans	Detail	AdHoc
Close Out - Transactions with Notes Listing	Trans	Detail	AdHoc
Close Out - Void Transaction Listing	Trans	Detail	AdHoc
Tot Tables - Totals by Bill Account	Trans	Summary	AdHoc
Tot Tables - Totals by Day of Year	Trans	Summary	AdHoc
Tot Tables - Totals by Destination Type	Trans	Summary	AdHoc
Tot Tables - Totals by Haul Account	Trans	Summary	AdHoc
Tot Tables - Totals by Hour of Day	Trans	Summary	AdHoc
Tot Tables - Totals by Material Type	Trans	Summary	AdHoc
Tot Tables - Totals by Month and Year	Trans	Summary	AdHoc
Tot Tables - Totals by MT by OT	Trans	Summary	AdHoc
Tot Tables - Totals by Origin Type	Trans	Summary	AdHoc
Tot Tables - Totals by Payment Type	Trans	Summary	AdHoc
Tot Tables - Totals by Quarter	Trans	Summary	AdHoc
Tot Tables - Totals by SiteCode	Trans	Summary	AdHoc
Tot Tables - Totals by Special Fee	Trans	Summary	AdHoc
Tot Tables - Totals by Transaction Type	Trans	Summary	AdHoc
Tot Tables - Totals by Truck	Trans	Summary	AdHoc
Tot Tables - Totals by Truck and Trailer	Trans	Summary	AdHoc
Tot Tables - Totals by Week	Trans	Summary	AdHoc
Tot Tables - Totals by Weekday	Trans	Summary	AdHoc
Truck Report - Stored Truck List	Trucks	Detail	AdHoc
Truck Report - Template Truck List	Trucks	Detail	AdHoc
Month End Charge Totals By Bill Account			Crystal
Month End Find Missing Transactions			Crystal
Month End PT Totals			Crystal
Operator Cash Report			Crystal
Operator Check Report			Crystal
Zout Deposit			Crystal
Zout Deposit 3inch			Crystal
Zout Summary			Crystal
Zout Supervisor			Crystal
Zout Transfer			Crystal

Example of: Daily Ticket Report

Daily Ticket Report

5/18/2018

TranNum	Dateln	BillAcct&Name	GrossTN	TipFee
4044	02/01/2018	10131 Otero & Sons	7.45	\$37.80
4045	02/01/2018	10131 Otero & Sons	8.11	\$26.32
4046	02/01/2018	10421 MCT Waste	17.05	\$20.50
4047	02/01/2018	10002 CASH	10.14	\$80.92
4048	02/01/2018	10152 Clinger Builders	15.75	\$212.24
4049	02/01/2018	10098 J3 System	8.05	\$77.56
4050	02/01/2018	10002 CASH	5.78	\$8.96
4051	02/01/2018	10002 CASH	3.77	\$23.24
4052	02/01/2018	10369 WDS	19.16	\$87.40
4053	02/01/2018	10130 MRGCD	5.70	\$13.11
4054	02/01/2018	10098 J3 System	9.96	\$90.72
4055	02/01/2018	10002 CASH	10.42	\$28.28
4056	02/01/2018	10204 Rhino Roofing Inc.	8.48	\$76.72
4057	02/01/2018	10369 WDS	29.20	\$290.03
4058	02/01/2018	10369 WDS	23.83	\$161.69
4059	02/01/2018	10421 MCT Waste	22.04	\$96.76
4060	02/01/2018	10172 Weil Construction Inc.	6.83	\$10.36
4061	02/01/2018	10475 Bar J Trucking Inc	36.43	\$482.22
4062	02/01/2018	10002 CASH	7.41	\$29.68
4063	02/01/2018	10475 Bar J Trucking Inc	33.38	\$427.70
4064	02/01/2018	10040 Leescapes Inc.	18.99	\$274.75
4065	02/01/2018	10172 Weil Construction Inc.	6.95	\$14.84
4066	02/01/2018	10002 CASH	8.14	\$43.12
4067	02/01/2018	10002 CASH	7.65	\$33.60
4068	02/01/2018	10131 Otero & Sons	7.60	\$20.16
4069	02/01/2018	10091 VLS	7.37	\$11.73
4070	02/01/2018	10002 CASH	8.22	\$62.72
4071	02/01/2018	10395 L Mora Trash Hauling	22.99	\$142.43

Example of: Totals Tables – Totals by Payment Type

May 18,2018 12:12 PM

Totals

Totals by Payment Type
 (((Trans.DateOut BETWEEN '2018-02-01' AND '2018-04-30')
 AND (Trans.Void = 0)))

PT	PTLabel	Count	PTTotalFee
1	Charge on Account	2851	\$336,383.46
2	Cash	1129	\$50,475.67
3	Check	48	\$3,530.29
4	No Charge	4	\$0.00
5	Credit Card	1270	\$66,761.80
9	Insufficient Funds	6	\$148.42
Grand Summaries			
		Sum = 5308	Sum = \$457,299.64

Example of: Totals Tables – Totals by Material Type

Totals

Totals by Material Type
 (((Trans.DateOut BETWEEN '2018-02-01' AND '2018-04-30')
 AND (Trans.Void = 0)))

MT	MLabel	Count	NetSTN	DetailTotalFee
100	C&D	4777	14,230.15	\$418,704.19
200	Clean Fill	45	159.76	\$4,742.89
300	Green Waste	454	996.76	\$30,881.99
400	Mobile Homes	1	0.00	\$345.28
500	Stumps	9	21.84	\$1,346.48
999	Not Specified	5	0.00	\$128.81
Grand Summaries				
		Sum = 5291	Sum = 15,408.51	Sum = \$456,149.64

Example of: Z-Out Deposit

Operator: DV

Date/Time: 2018-02-26 16:36:05

Bag: 2

Site Code: LF

<u>Bills</u>			<u>Coins</u>			<u>Coins</u>			
\$100 x	9 =	\$900	\$1.00 x	0 =	\$0.00	\$1.00 x	0 x	25 =	\$0.00
\$50 x	5 =	\$250	\$0.50 x	0 =	\$0.00	\$0.50 x	0 x	20 =	\$0.00
\$20 x	41 =	\$820	\$0.25 x	0 =	\$0.00	\$0.25 x	0 x	40 =	\$0.00
\$10 x	4 =	\$40	\$0.10 x	32 =	\$3.20	\$0.10 x	0 x	50 =	\$0.00
\$5 x	8 =	\$40	\$0.05 x	2 =	\$0.10	\$0.05 x	0 x	40 =	\$0.00
\$1 x	45 =	\$45	\$0.01 x	12 =	\$0.12	\$0.01 x	0 x	50 =	\$0.00
Sub Total:		\$2095	Sub Total:		\$3.42	Sub Total:		\$0.00	

Cash Total: \$2098.42

<u>Checks</u>					
1418	\$241.57	1449	\$53.21	5719	\$94.64
Checks Count: 3		Checks Total:			\$389.42

	<u>Operator</u>	<u>Computer</u>	<u>Difference</u>
1 - Charge on Account	\$11216.91	\$11216.91	\$0.00
2 - Cash	\$2098.42	\$1941.79	\$156.63
3 - Check	\$389.42	\$389.42	\$0.00
4 - No Charge	\$0.00	\$0.00	\$0.00
5 - Credit Card	\$952.72	\$952.72	\$0.00
9 - Insufficient Funds	\$0.00	\$0.00	\$0.00
	\$14,657.47	\$14,500.84	\$156.63

Starting Cash: \$176.72

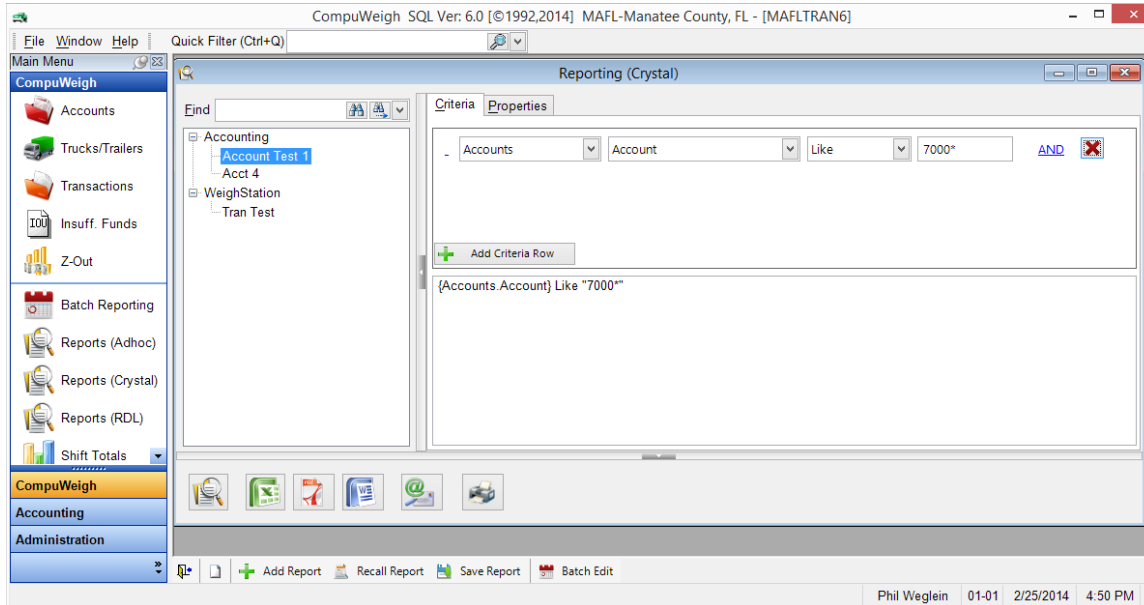
Cash Total: \$2098.42

Checks Total: \$389.42

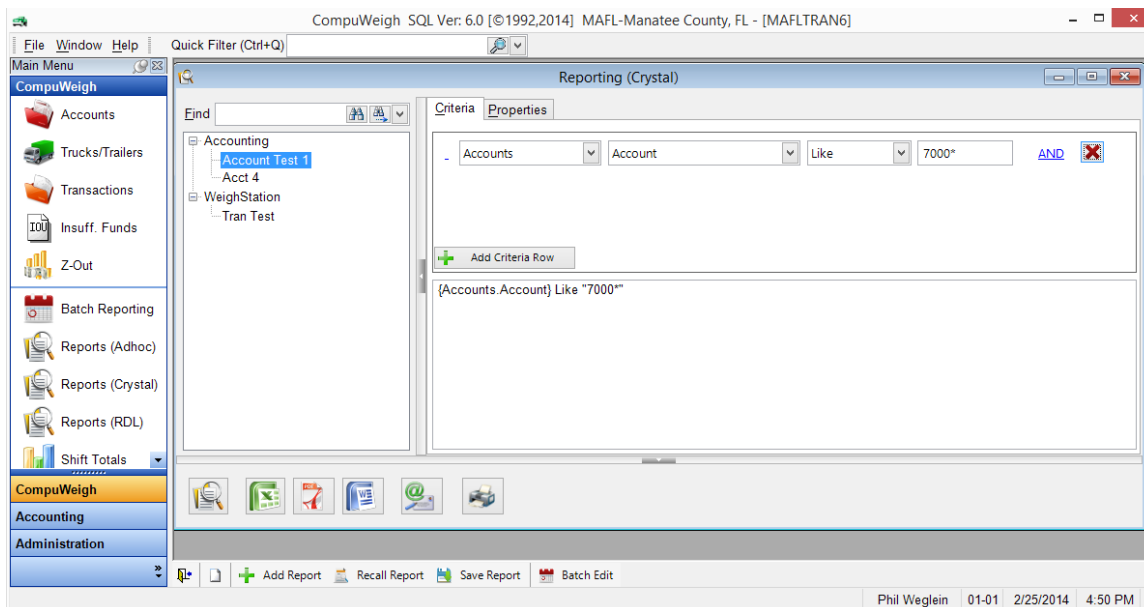
Grand Total: \$2,487.84

Crystal Reports

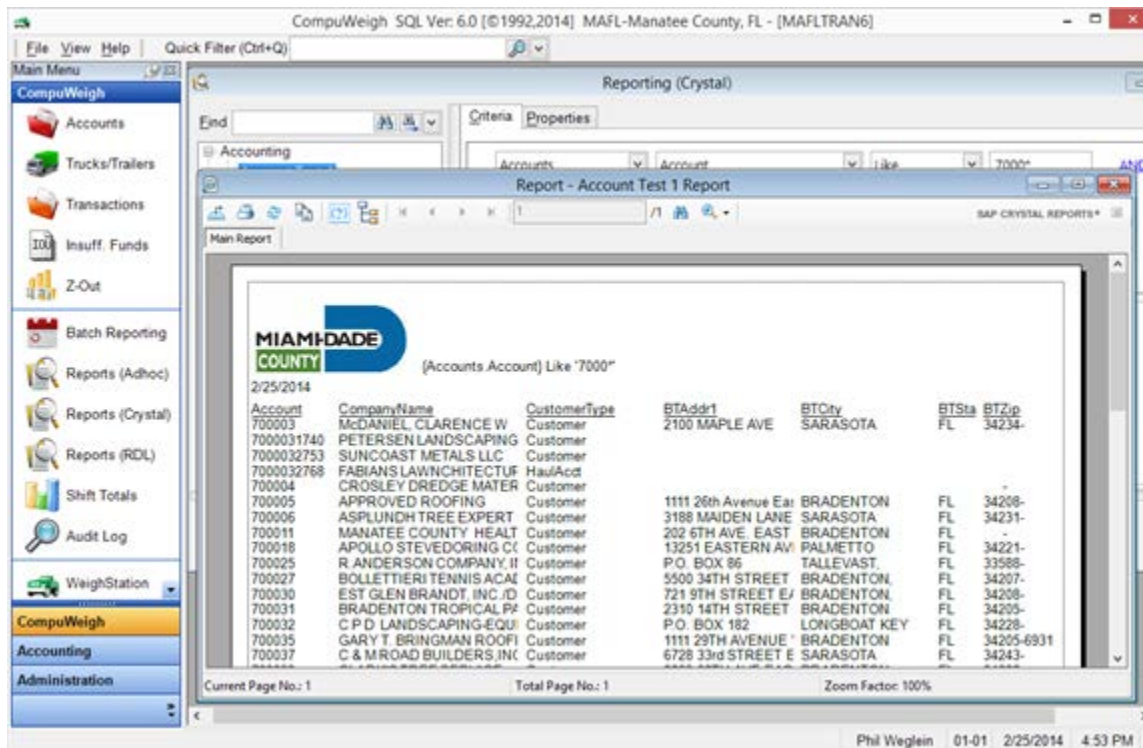
The CompuWeigh™ System supports Crystal Reporting as an option to the General Report Writer functionalities. A Crystal Report viewer comes with the application and the PSLLC staff is able to assist the Customer in creating additional reports in a “not to exceed” cost arrangement if requested.



- Create crystal reports using pre-defined templates or from scratch using the crystal reports designer.
- Include any crystal report in the standard user interface.
- Save and recall any options or criteria.
- Preview or export the report.

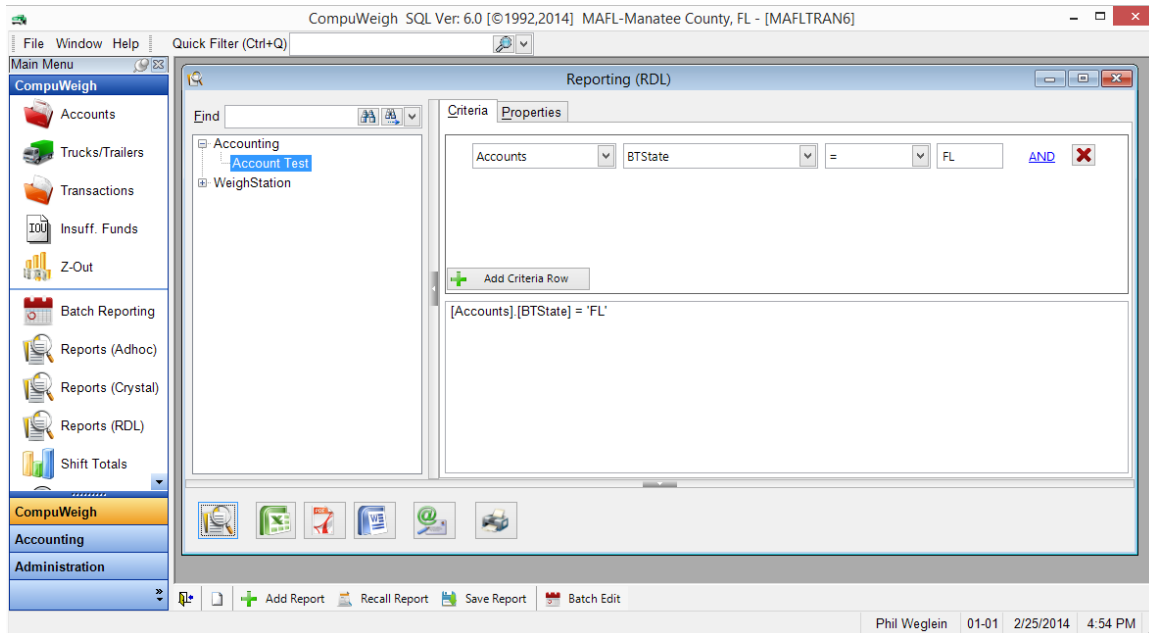


- Create crystal reports using pre-defined templates or from scratch using the crystal reports designer.
- Include any crystal report in the standard user interface.
- Save and recall any options or criteria.
- Preview or export the report.

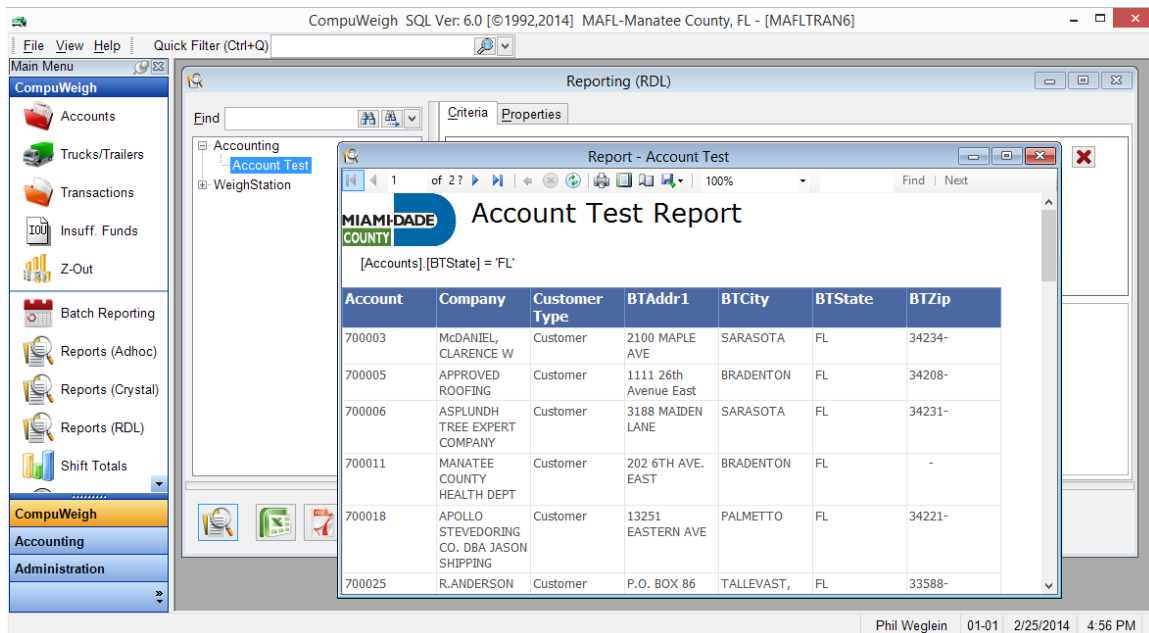


Microsoft SQL Server SSRS and RDL Reports

The following Section shows examples of the Microsoft SQL Server SSRS and RDL Reporting features.

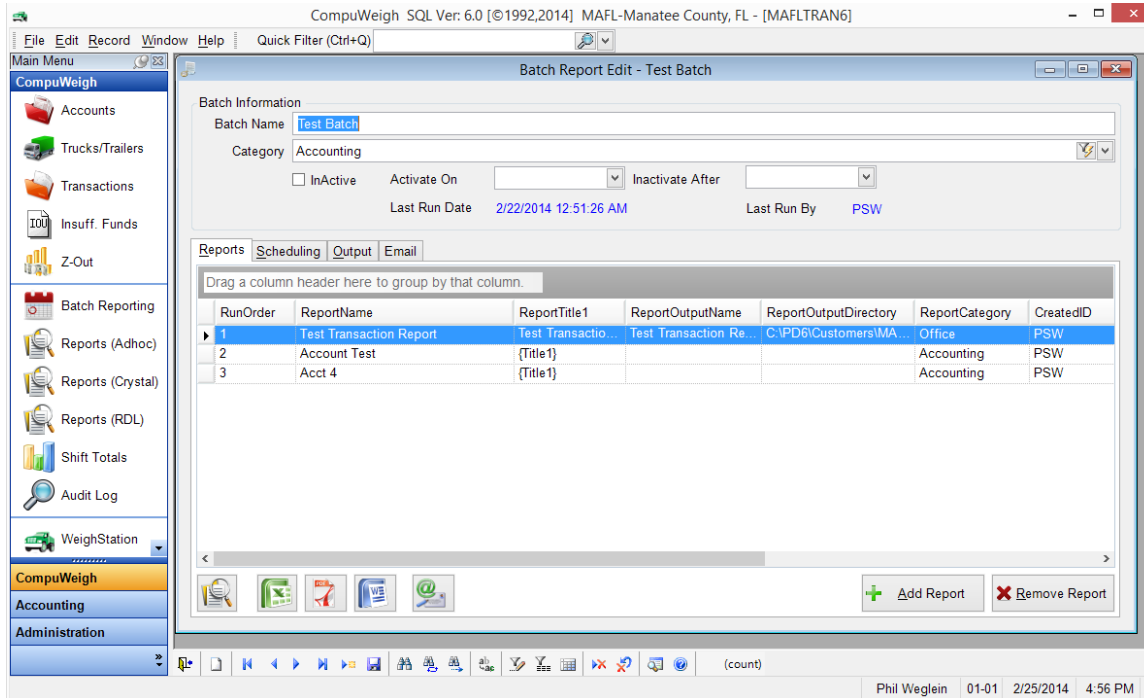


- Create SSRS RDL reports using pre-defined templates or from scratch or using the SQL report builder.
- Include any crystal report in the standard user interface.
- Save and recall any options or criteria.
- Preview or export the report.

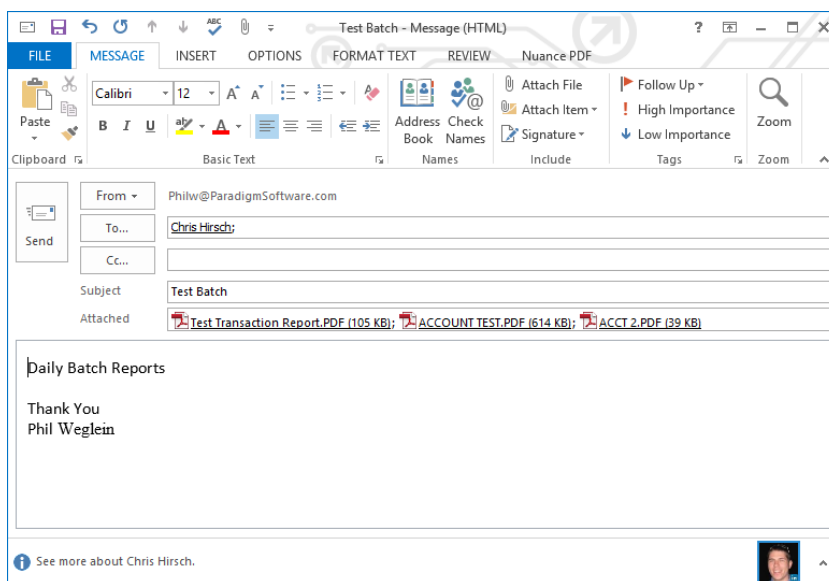


Batch Reporting

The system has the ability to allow users to create batches of reports that can be run simultaneously and also to be scheduled to run at a specified time period then email to a selected list of individuals.



- 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



Totals Reports

The system has the ability to generate totals reports and has the same exporting functionalities. The totals reports also have the ability to display the data in a graph format as seen below.

Shift Totals - Material Totals

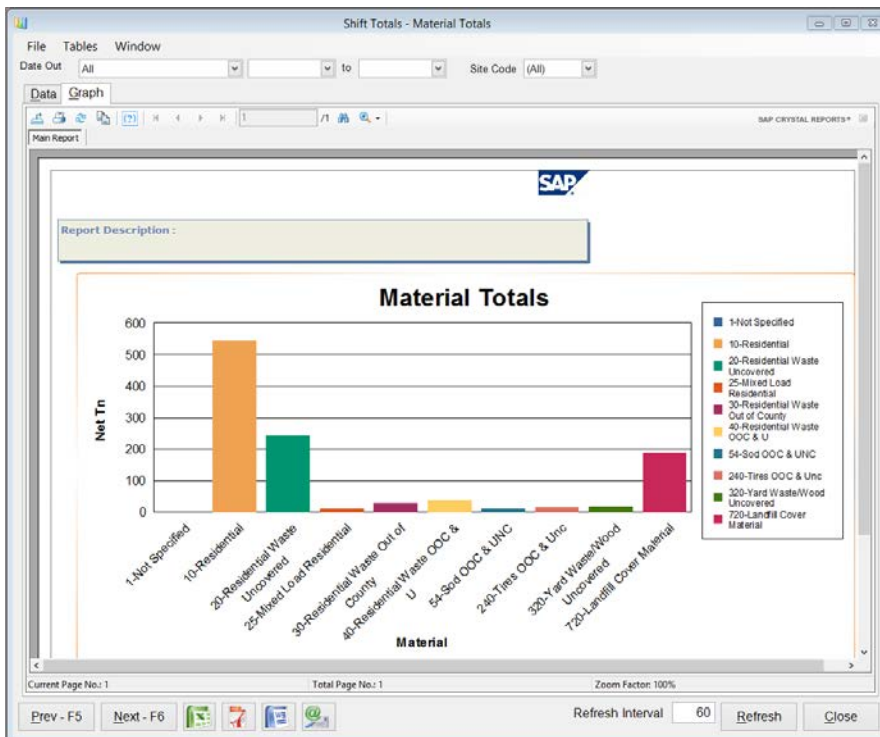
Date Out: All to Site Code: (All)

Data Graph

Material Totals

Entry	Label	Count	GrossTn	TareTn	NetTn	TipFee	TaxFee	SpecFee	TotalFee
1	Not Specified	1	0.00	0.00	0.00	\$0.00	\$0.00	\$25.00	\$25.00
10	Residential	35	1,127.88	583.12	544.76	\$15,899.68	\$0.00	\$25.00	\$15,924.68
20	Residential Waste Uncovered	16	510.29	267.12	243.17	\$15,112.76	\$0.00	\$0.00	\$15,112.76
25	Mixed Load Residential	1	30.86	18.87	11.99	\$863.28	\$0.00	\$0.00	\$863.28
30	Residential Waste Out of C...	2	65.14	36.16	28.98	\$1,346.76	\$0.00	\$0.00	\$1,346.76
40	Residential Waste OOC & U	4	107.20	69.59	37.61	\$4,061.88	\$0.00	\$0.00	\$4,061.88
54	Sod OOC & UNC	1	30.56	19.40	11.16	\$1,205.28	\$0.00	\$0.00	\$1,205.28
240	Tires OOC & Unc	1	33.98	18.29	15.69	\$4,048.02	\$0.00	\$0.00	\$4,048.02
320	Yard Waste/Wood Uncovered	1	34.44	15.34	19.10	\$1,375.20	\$0.00	\$0.00	\$1,375.20
720	Landfill Cover Material	10	286.88	99.30	187.58	\$0.00	\$0.00	\$0.00	\$0.00
Grand Totals		Sum = 72	Sum = 2,222.00	Sum = 1,142.00	Sum = 1,100.00	Sum = \$43,000.00	Sum = \$0.00	Sum = \$50.00	Sum = \$43,050.00

Refresh Interval: 60 Refresh Close



Custom Reporting Tool

The custom reporting module is included in CW6.

Report Launcher SQL Ver: 1.0 [©2009,2010] TOON-

File

Criteria SQL

Report Name: Transfer Station Waste Totals Inbound

Criteria

Date Range: This Year 01/01/2010 to 06/28/2010

Site Code: Create All Data for Prior 2 Years

Status

Status:

Run Report Exit

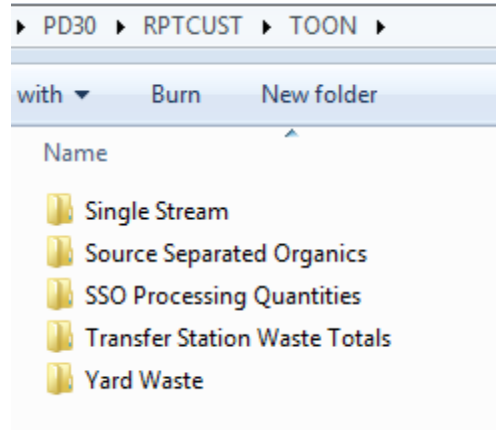
1. Select report to create.
2. Select Date Range
3. "Create all Data for prior 2 years" – if this is checked then the program will create all of the data for the selected year and the prior two years. This will allow the program to create the data for any three-year period.
4. Press Run Report to have the spreadsheet opened and the data loaded into the correct worksheets.

Report List

Transfer Station Waste Totals Inbound
Transfer Station Waste Totals Outbound
SSRM
SSRM Processing Out
SSRM Processing In
SSO Inbound
SSO Processing Out
SSO Processing In
Yard Waste Inbound
Yard Waste Processing

Required Folders and Spreadsheet

- Create \PD\RptCust\TOON folder
- Create the following folders under the TOON folder



\PD\RPTCUST\TOON\Transfer Station Waste Totals\
Inbound Transfer Station Totals - PD.xlsx
Outbound Transfer Station Totals - PD.xlsx

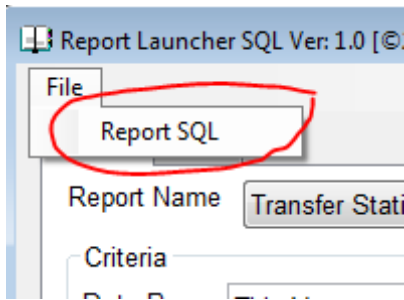
\PD\RPTCUST\TOON\Single Stream\
Single Stream Inbound - PD.xlsx
SSRM Processing In - PD.xlsx
SSRM Processing Out - PD.xlsx

\PD\RPTCUST\TOON\Source Separated Organics\
SSO Inbound - PD.xlsx

\PD\RPTCUST\TOON\Yard Waste\
Yard Waste Inbound - PD.xlsx
Yard Waste Processing - PD.xlsx

Criteria

Report criteria can be edited using an integrated data grid.



The screenshot shows the 'Grid View' window with a data grid. The grid has five columns: ReportName, MainG, ItemN, MainGro, and Item. The data is as follows:

ReportName	MainG	ItemN	MainGro	Item
SSO	6	1		1
SSO Processing	7	1		1
SSO Processing	8	1		1
SSRM	3	1		1
SSRM Processing	4	1	Out	1
SSRM Processing	5	1	In	1
Transfer Station Waste Total	1	1	All	1
Transfer Station Waste Total	1	2	Paid	2
Transfer Station Waste Total	1	3	Municipal	3
Transfer Station Waste Total	2	1		1
Yard Waste	9	1		1
Yard Waste Processing	10	1		1

Sample Spreadsheets Created for Customers

	A	B	C	D	E	F	G
1	2009 Weekly Single Stream Inbound						
2							
3	Ending Date (Week)	Total Outbound	Total YTD				
4	Jan 3 (1)	0.00	0.00				
5	Jan 10 (2)	0.00	0.00				
6	Jan 17 (3)	0.00	0.00				
7	Jan 24 (4)	0.00	0.00				
8	Jan 31 (5)	0.00	0.00				
9	Feb 7 (6)	0.00	0.00				
10	Feb 14 (7)	0.00	0.00				
11	Feb 21 (8)	0.00	0.00				
12	Feb 28 (9)	0.00	0.00				
13	Mar 7 (10)	0.00	0.00				
14	Mar 14 (11)	0.00	0.00				
15	Mar 21 (12)	0.00	0.00				
16	Mar 28 (13)	0.00	0.00				
17	Apr 4 (14)	0.00	0.00				
18	Apr 11 (15)	0.00	0.00				
19	Apr 18 (16)	0.00	0.00				
20	Apr 25 (17)	0.00	0.00				
21	May 2 (18)	0.00	0.00				
22	May 9 (19)	0.00	0.00				
23	May 16 (20)	0.00	0.00				
24	May 23 (21)	0.00	0.00				
25	May 30 (22)	0.00	0.00				
26	Jun 6 (23)	0.00	0.00				
27	Jun 13 (24)	0.00	0.00				

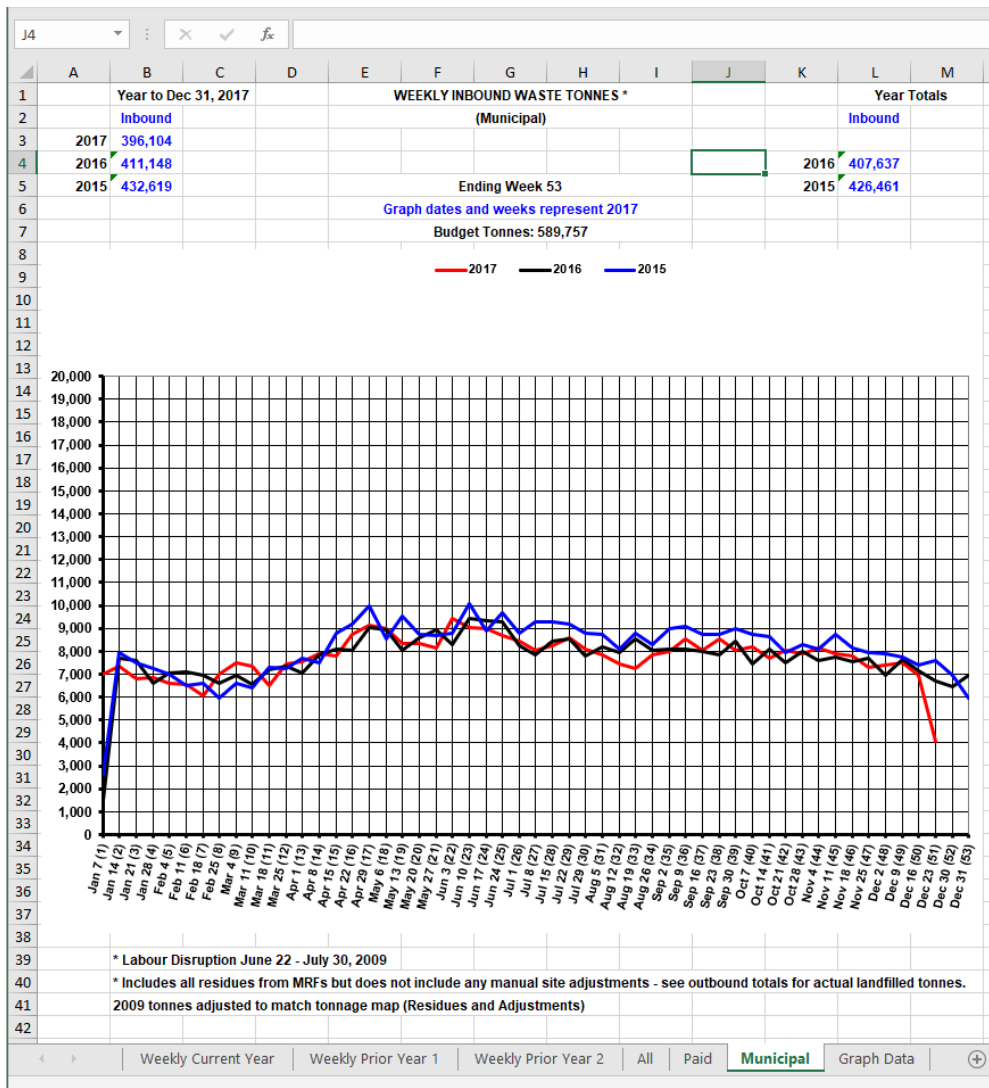
All spreadsheets are standardized with at least 3 worksheets.

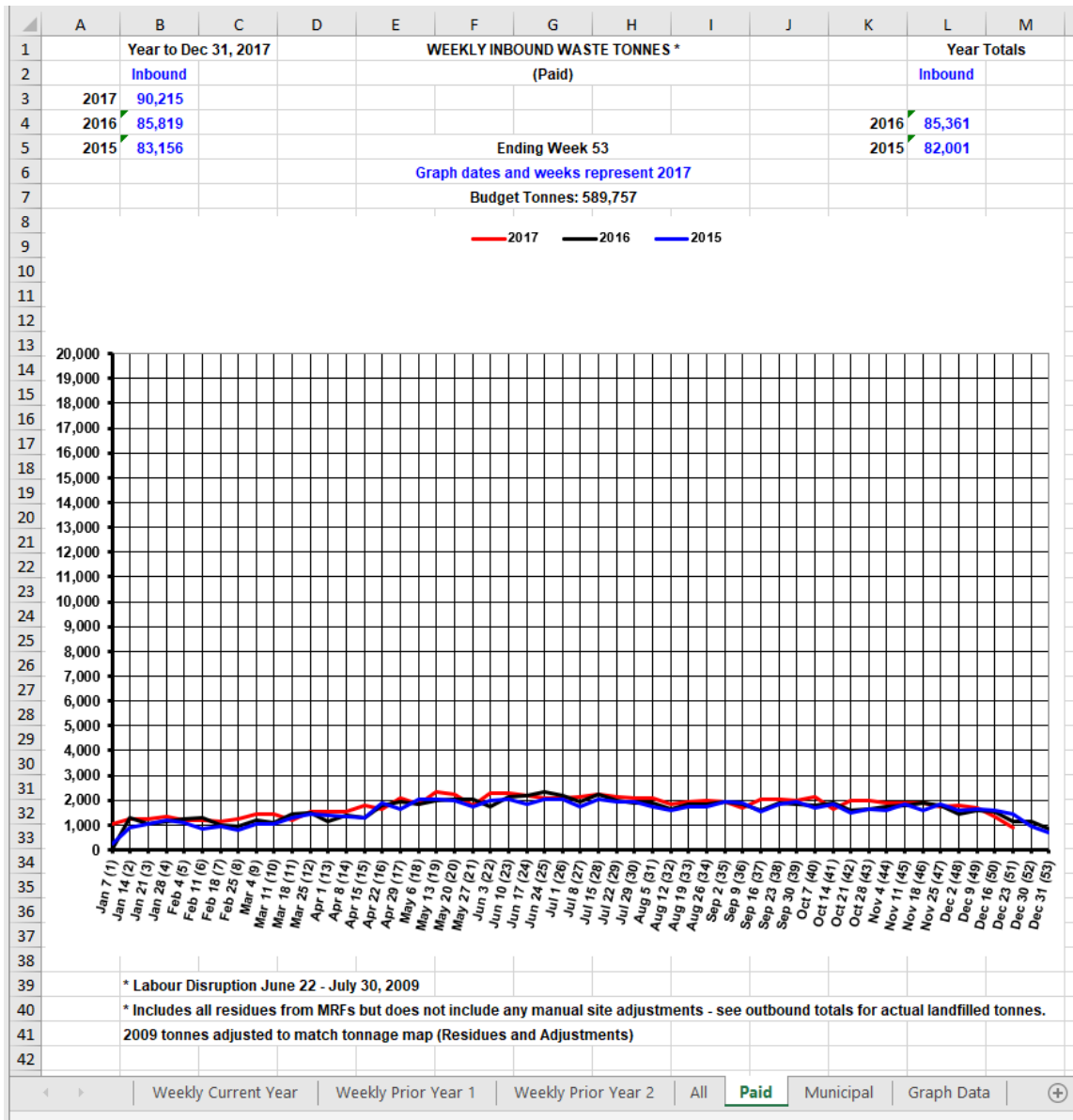
- Weekly Current Year
- Weekly Prior Year 1
- Weekly Prior Year 2
- Graph

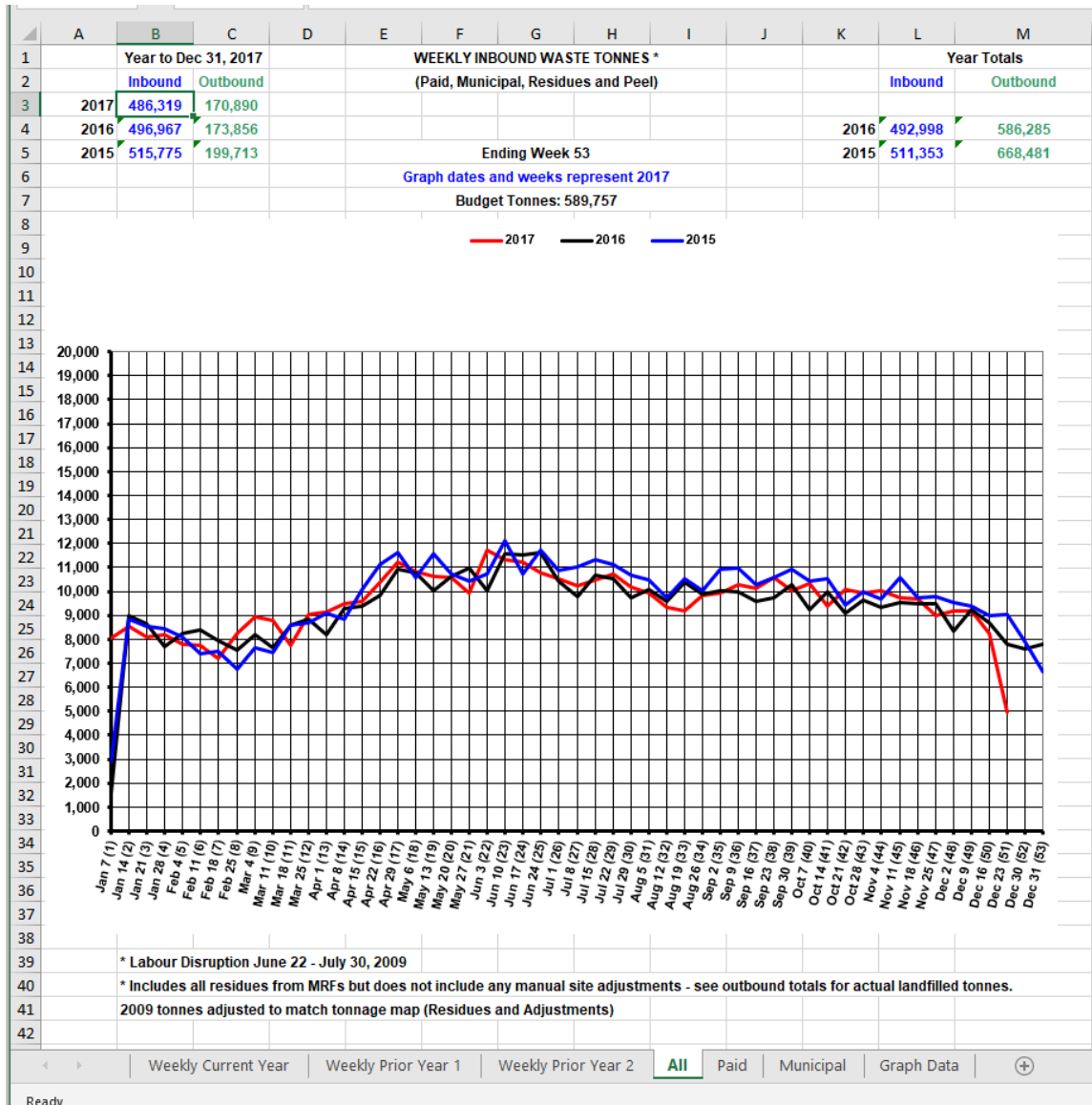
If the report has the totals broken down by week and by account the data will start in column I

Ending Date (Week)	Total Outbound	Total YTD								
Jan 3 (1)	0.00	0.00								
Jan 10 (2)	0.00	0.00								
Jan 17 (3)	0.00	0.00								
Jan 24 (4)	0.00	0.00								
Jan 31 (5)	0.00	0.00								

SWM Transfer Operations		
SM-10031		







	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	2017 Weekly Inbound Transfer Stations Waste Tonnes Totals															
2																
3	Ending Date (Week)	Total Tonnes	Total YTD	Peel Tonnes	Peel YTD	Toronto Tonnes	Toronto YTD	Paid Tonnes	Paid YTD	Municipal Tonnes	Municipal YTD					
4	Jan 7 (1)	8,037.87	8,037.87	0.00	0.00	0.00	0.00	1,053.57	1,053.57	6,984.30	6,984.30					
5	Jan 14 (2)	8,555.84	16,593.71	0.00	0.00	8,555.84	8,555.84	1,227.68	2,281.25	7,328.16	14,312.46					
6	Jan 21 (3)	8,085.04	24,678.75	0.00	0.00	8,085.04	16,640.88	1,260.88	3,542.13	6,824.17	21,136.62					
7	Jan 28 (4)	8,197.25	32,876.00	0.00	0.00	8,197.25	24,838.14	1,341.36	4,883.48	6,855.90	27,992.52					
8	Feb 4 (5)	7,814.72	40,690.72	0.00	0.00	7,814.72	32,652.86	1,212.91	6,096.39	6,601.81	34,594.33					
9	Feb 11 (6)	7,759.47	48,450.20	0.00	0.00	7,759.47	40,412.33	1,184.90	7,281.29	6,574.58	41,168.91					
10	Feb 18 (7)	7,199.50	55,649.69	0.00	0.00	7,199.50	47,611.83	1,128.43	8,409.71	6,071.07	47,239.98					
11	Feb 25 (8)	8,258.97	63,908.67	0.00	0.00	8,258.97	55,870.80	1,246.88	9,656.59	7,012.10	54,252.08					
12	Mar 4 (9)	8,916.51	72,825.18	0.00	0.00	8,916.51	64,787.32	1,418.58	11,075.17	7,497.93	61,750.02					
13	Mar 11 (10)	8,773.53	81,598.71	0.00	0.00	8,773.53	73,560.84	1,425.17	12,500.34	7,348.36	69,098.37					
14	Mar 18 (11)	7,724.73	89,323.44	0.00	0.00	7,724.73	81,285.57	1,217.68	13,718.01	6,507.06	75,605.43					
15	Mar 25 (12)	9,015.28	98,338.72	0.00	0.00	9,015.28	90,300.85	1,558.36	15,276.37	6,507.06	82,331.75					
16	Apr 1 (13)	9,114.77	107,453.49	0.00	0.00	9,114.77	99,415.62	1,564.34	16,840.70	7,550.44	90,612.79					
17	Apr 8 (14)	9,474.97	116,928.45	0.00	0.00	9,474.97	108,890.59	1,563.95	18,404.65	7,911.02	98,523.81					
18	Apr 15 (15)	9,568.07	126,496.52	0.00	0.00	9,568.07	118,458.65	1,783.77	20,188.42	7,784.29	106,308.10					
19	Apr 22 (16)	10,397.88	136,894.40	0.00	0.00	10,397.88	128,856.54	1,654.45	21,842.86	8,743.44	115,051.54					
20	Apr 29 (17)	11,229.19	148,123.59	0.00	0.00	11,229.19	140,085.73	2,066.54	23,909.40	9,162.65	124,214.19					
21	May 6 (18)	10,842.35	158,965.95	0.00	0.00	10,842.35	150,928.08	1,859.12	25,768.52	8,983.24	133,197.43					
22	May 13 (19)	10,641.54	169,607.48	0.00	0.00	10,641.54	161,569.62	2,317.42	28,085.94	8,324.12	141,521.55					
23	May 20 (20)	10,574.09	180,181.58	0.00	0.00	10,574.09	172,143.71	2,239.61	30,325.55	8,334.48	149,856.03					
24	May 27 (21)	9,942.78	190,124.36	0.00	0.00	9,942.78	182,086.49	1,793.32	32,118.87	8,149.46	158,005.49					
25	Jun 3 (22)	11,712.41	201,836.77	0.00	0.00	11,712.41	193,798.90	2,287.21	34,406.08	9,425.20	167,430.69					
26	Jun 10 (23)	11,334.95	213,171.72	0.00	0.00	11,334.95	205,133.85	2,308.06	36,714.13	9,026.90	176,457.59					
27	Jun 17 (24)	11,205.98	224,377.69	0.00	0.00	11,205.98	216,339.83	2,194.72	38,908.85	9,011.26	185,468.84					
28	Jun 24 (25)	10,790.02	235,167.71	0.00	0.00	10,790.02	227,129.85	2,102.72	41,011.57	8,687.30	194,156.14					
29	Jul 1 (26)	10,535.69	245,703.41	0.00	0.00	10,535.69	237,665.54	2,098.81	43,110.38	8,436.88	202,593.03					
30	Jul 8 (27)	10,211.06	255,914.47	0.00	0.00	10,211.06	247,876.60	2,142.91	45,253.29	8,068.15	210,661.18					
31	Jul 15 (28)	10,481.18	266,395.65	0.00	0.00	10,481.18	258,357.78	2,230.68	47,483.97	8,250.50	218,911.67					
32	Jul 22 (29)	10,741.63	277,137.28	0.00	0.00	10,741.63	269,099.41	2,153.06	49,637.03	8,588.57	227,500.25					
33	Jul 29 (30)	10,170.97	287,308.25	0.00	0.00	10,170.97	279,270.38	2,093.27	51,730.30	8,077.71	235,577.95					
34	Aug 5 (31)	9,925.45	297,233.70	0.00	0.00	9,925.45	289,195.84	2,071.35	53,801.65	7,854.10	243,432.06					
35	Aug 12 (32)	9,313.06	306,546.76	0.00	0.00	9,313.06	298,508.90	1,839.90	55,641.54	7,473.16	250,905.22					
36	Aug 19 (33)	9,209.74	315,756.50	0.00	0.00	9,209.74	307,718.64	1,944.99	57,586.53	7,264.75	258,169.97					
37	Aug 26 (34)	9,846.60	325,603.10	0.00	0.00	9,846.60	317,565.23	2,008.62	59,595.15	7,837.98	266,007.95					
38	Sep 2 (35)	9,936.78	335,539.88	0.00	0.00	9,936.78	327,502.01	1,955.08	61,550.23	7,981.70	273,989.65					
39	Sep 9 (36)	10,256.07	345,795.95	0.00	0.00	10,256.07	337,758.08	1,694.77	63,245.00	8,561.30	282,550.95					
40	Sep 16 (37)	10,123.59	355,919.54	0.00	0.00	10,123.59	347,881.67	2,060.67	65,305.67	8,062.92	290,613.87					

4.4.10.18 Alerts / Rules Module

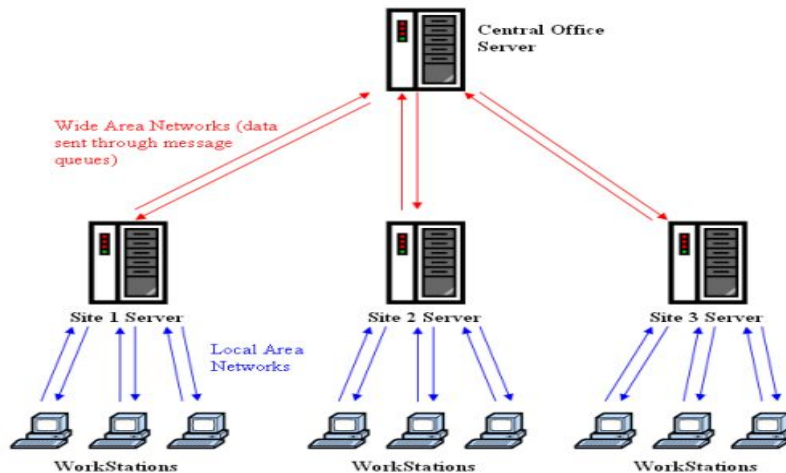
The alerts / rules module allows the end user to set up an unlimited number of alert messages and/or business rules that will assist in the operation of the facility. The alerts portion of the module can automatically send out email messages when business rules are met. An example would be a radiation event occurs or a certain permitted tonnage has been met at a site and the site supervisor needs to be informed. Administrators of the CompuWeigh System can setup an unlimited number of validation rules or alerts. Rules/Alerts can be based on one or more of the following criteria:

Truck	TruckNum	BillAcct	BillAcctNum
HaulAcct	HaulAcctNum	CustomerType	TransactionType
PaymentType	VehicleType	OriginType	MaterialType
DestinationType	ExtraTableTypes(1-5)	SpecialFeeType	Net
NetTn	SiteCode	Void	DateOut
NetSum	NetTnSum	VolSum	

4.4.10.19 Message Queuing Module (MSMQ)

The Message Queuing Module (MSMQ) allows for near real-time processing back to the Central Server. If the connection is not available, the scale operators continue to process without interruption. Once the connection is reestablished the data between the two sites begins to flow again seamless to the scale operator. Please see the following workflow.

Message Queuing Module



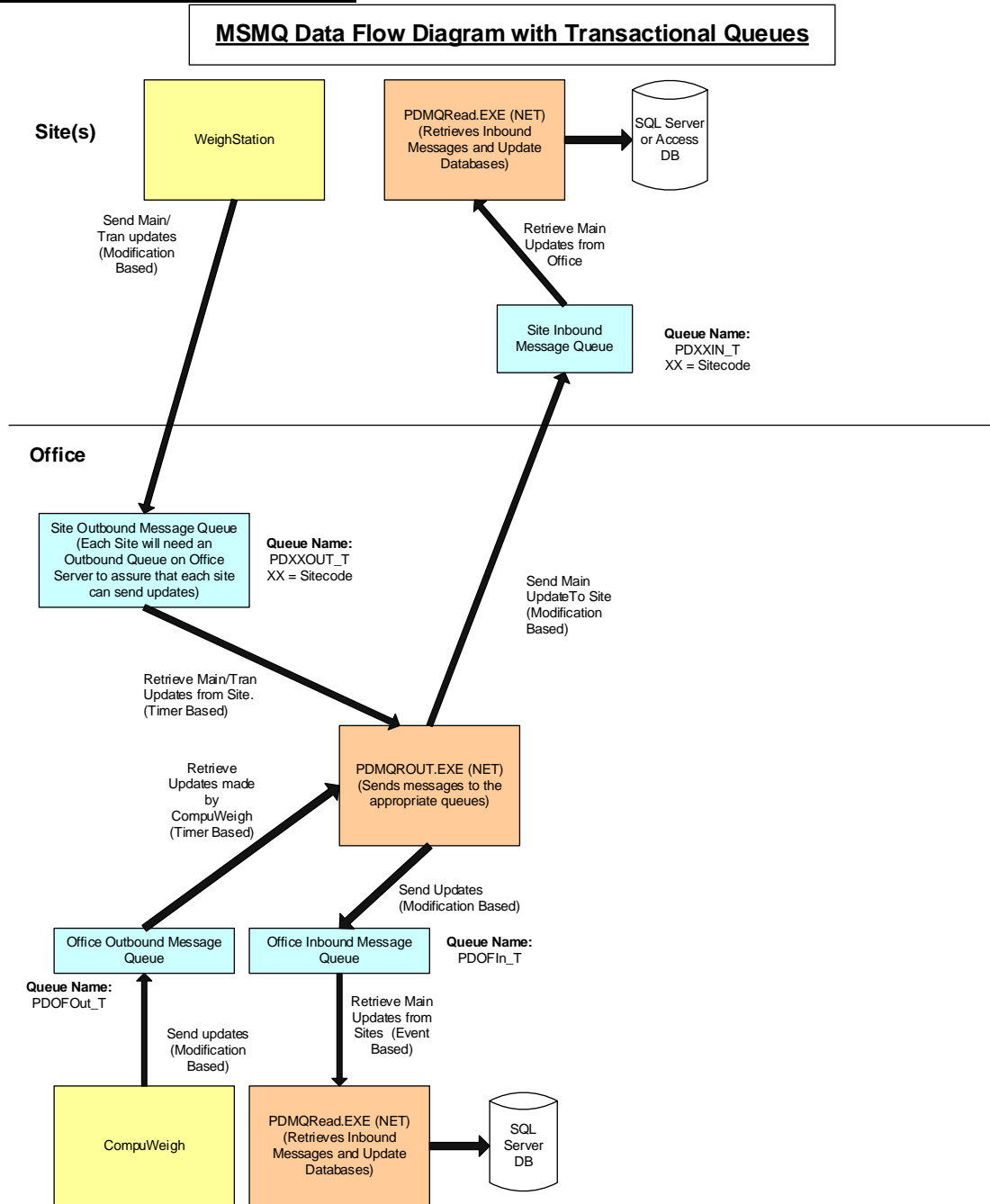
Each site does not require a site server. The site could be configured in a peer-to-peer network where one of the computers acts as a local server. This is one of personal preference and configuration. Each site would have an Inbound Queue (at the central office) and an Outbound Queue (at the site server). There are two .NET services that read and route the XML messages. Whenever a transaction or data change occurs at a site, a XML message is placed into the Outbound Queue. This triggers an event in the Router service running on the central server. The Router service extracts the message and routes it to the appropriate Inbound queues in the sites table. When a message arrives in an Inbound message queue an event is triggered in the Reader service, which extracts the message and loads the data into the database. The site servers are an option, but we would recommend them if more than two PC's will be processing transactions in order to have one central location for the Central Office Server to communicate with.

The module has been designed to automatically restart and through various utility services provides checks and balances to verify that all the data has made it to the server level.

Within CompuWeigh™ running the "Check Transactions" command will identify if there are any transaction numbers missing from the Customer's main database and will provide a report to identify what days and transaction numbers need to be recovered. If the transactions are incomplete for any reason or are non-recoverable in a TRM format, the system captures all the necessary files required for the Paradigm Support staff to rebuild the transactions.

The following is a flow chart explaining how messages flow between the office and the sites.

Example of Message Flow



4.4.10.20 Accounts Receivable and Aging Module

Security Options

Setup user Groups with approved rights

Approved	Sub Key	User Right	Description
<input checked="" type="checkbox"/>	AccountActivity	View	Allow Viewing Account Activity
<input checked="" type="checkbox"/>	Batch	View	Allow View Batches
<input checked="" type="checkbox"/>	Batch	Delete	Allow Delete Batches
<input checked="" type="checkbox"/>	ClosePeriod	View	Allow Closing Periods
<input checked="" type="checkbox"/>	CreditMemos	View	Allow Viewing Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Add	Allow Adding Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Update	Allow Update Credit Memos
<input checked="" type="checkbox"/>	CreditMemos	Delete	Allow Delete Credit Memos
<input checked="" type="checkbox"/>	DebitMemos	View	Allow Viewing Debit Memos
<input checked="" type="checkbox"/>	DebitMemos	Add	Allow Adding Debit Memos

Add Users and assign to user Groups

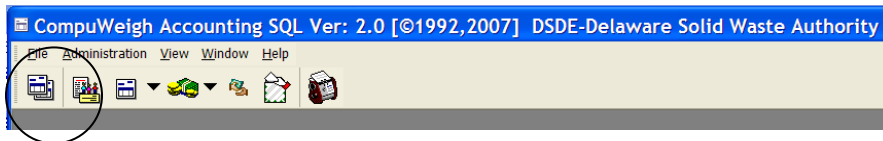
Approved	Grp Approved	Sub Key	User Right	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AccountActivity	View	Allow \
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Batch	View	Allow \
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Batch	Delete	Allow [
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ClosePeriod	View	Allow C
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CreditMemos	View	Allow \

Accounts Receivable and Aging

PSLLC offers an Accounts Receivable & Aging Module to track the activity of the Customer's customer. As in CompuWeigh™ and WeighStation, this module is User ID and Password protected to allow only those individuals the rights they need to complete their level of responsibilities. At the designated billing date, an AR batch is created in the CompuWeigh™ Posting module. Each individual batch contains a group of invoices all posted for the same date range. An auto-generated batch number is assigned each time a batch of invoices is processed.

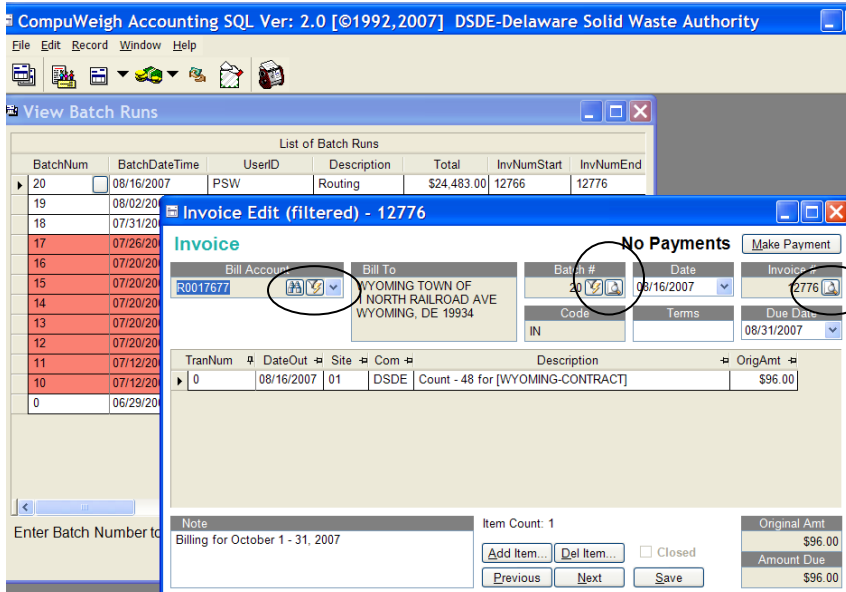
AR Batch – View and Edit

To open a batch, select the View Batches Icon.

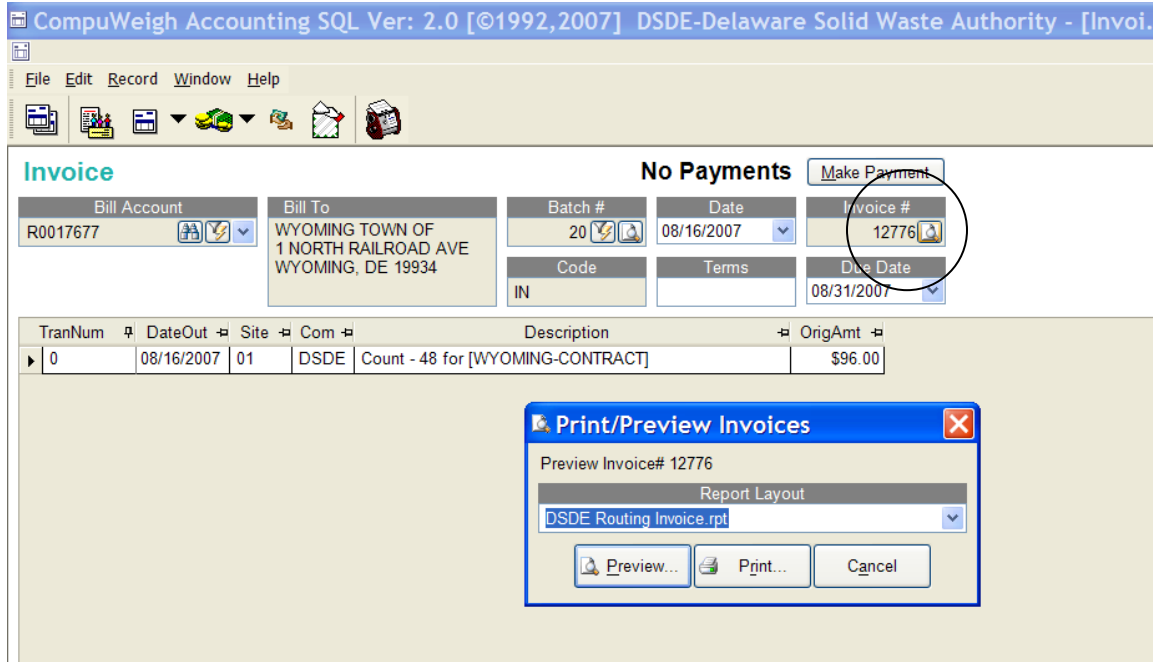


BatchNum	BatchDateTime	UserID	Description	Total	InvNumStart	InvNumEnd	CustCode	RptDate	DueDate	DateOutLow
20	08/16/2007	PSW	Routing	\$24,483.00	12766	12776		08/16/2007	08/31/2007	07/01/2007
19	08/02/2007	PSW	Routing	\$0.00	12755	12765		08/02/2007	08/31/2007	07/01/2007
18	07/31/2007	PSW	Routing	\$0.00	11489	12754		07/31/2007	07/31/2007	06/01/2007
17	07/26/2007	PSW	Routing	\$0.00	11477	11487		07/26/2007	07/31/2007	06/01/2007
16	07/20/2007	PSW	Routing	\$0.00	8051	8054		07/20/2007	07/31/2007	06/01/2007
15	07/20/2007	PSW	Routing	\$0.00	7934	8050		07/20/2007	07/31/2007	06/01/2007
14	07/20/2007	PSW	Routing	\$0.00	7784	7933		07/20/2007	07/31/2007	06/01/2007
13	07/20/2007	PSW	Routing	\$0.00	7634	7783		07/20/2007	07/31/2007	06/01/2007
12	07/20/2007	PSW	Routing	\$0.00	7634	0		07/20/2007	07/31/2007	06/01/2007
11	07/12/2007	PSW	Routing	\$0.00	6361	7632		07/12/2007	07/31/2007	06/01/2007
10	07/12/2007	PSW	Routing	\$0.00	6349	6360		07/12/2007	07/31/2007	06/01/2007
0	06/29/2007		Misc Batch		0	0	DSDE			

In addition to the columns displayed on the screen, there are additional “informational or identifying” columns that can be viewed by scrolling through the window.



On the Invoice Edit screen, the icons within certain fields will launch other system functions, i.e. the icon next to the Invoice Number will allow a user to print that invoice.

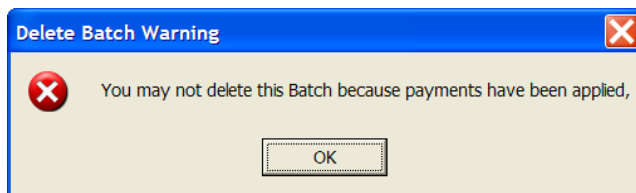


Delete a Batch

All batch history is stored on this screen. Deleted batches remain on the screen in red for an audit trail, while all active batches are displayed in white. Batches can only be deleted, if no payments have been applied to the invoices that make up that batch. Deleting a batch is very simple, enter the batch number to be deleted, and select the "Delete Batch" button.



If payments have been applied to the batch an error message will display with the following message.



The account activity screen lists all the activity for every account. It can display the overall activity on the accounts as a whole, or for an individual account. It shows every invoice and payment made to that account for the time period selected. It shows an account balance as well as an account summary at the bottom of the screen.

Account Activity

Account: [] Total Balance: **\$126,667.92**

Date Range: Last 6 Months | 06/01/2007 to 11/30/2007 | Refresh | Customer Balance: **\$0.00**

Drag a column header here to group by that column

Date	Number	Type	Bill Acct	Name	Customer Type	Due Date
07/31/2007	4	CM	R0004617	HUGH LAFFERTY	Routing	
07/31/2007	11488	DM	R0004617	HUGH LAFFERTY	Routing	08/30/2007
07/31/2007	11489	IN	R0000014	WILLIAM MORRIS	Routing	07/31/2007
07/31/2007	11490	IN	R0000025	SUZANNE WOLLENBERG	Routing	07/31/2007
07/31/2007	11491	IN	R0000033	BILL CLASS	Routing	07/31/2007
07/31/2007	11492	IN	R0000039	JUSTINE LARISON	Routing	07/31/2007
07/31/2007	11493	IN	R0000066	FRANCINE POEL	Routing	07/31/2007
07/31/2007	11494	IN	R0000074	E. MCCRAE HARRISON	Routing	07/31/2007
07/31/2007	11495	IN	R0000086	FELISE LUCHANSKY / JEFFRE	Routing	07/31/2007
07/31/2007	11496	IN	R0000139	MONALEE WEST	Routing	07/31/2007
07/31/2007	11497	IN	R0000145	GLENN GROSS	Routing	07/31/2007
07/31/2007	11498	IN	R0000147	RENEE VALLEE	Routing	07/31/2007
07/31/2007	11499	IN	R0000150	LYNNE KIELHORN	Routing	07/31/2007
07/31/2007	11500	IN	R0000154	JIM CURRAN	Routing	07/31/2007

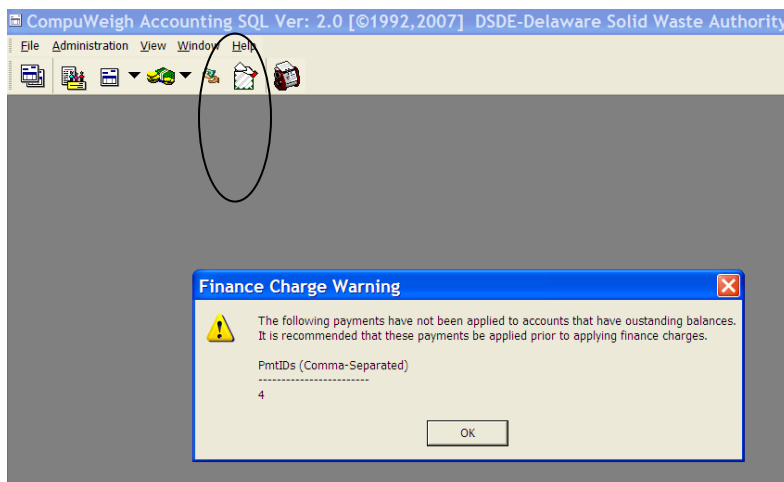
Aging Type: Current | 1 - 30 | 31 - 60 | 61 - 90 | > 90 | Total

30/90	\$1,457.07	\$0.00	\$24,446.00	\$962.95	\$99,891.90	\$126,757.92
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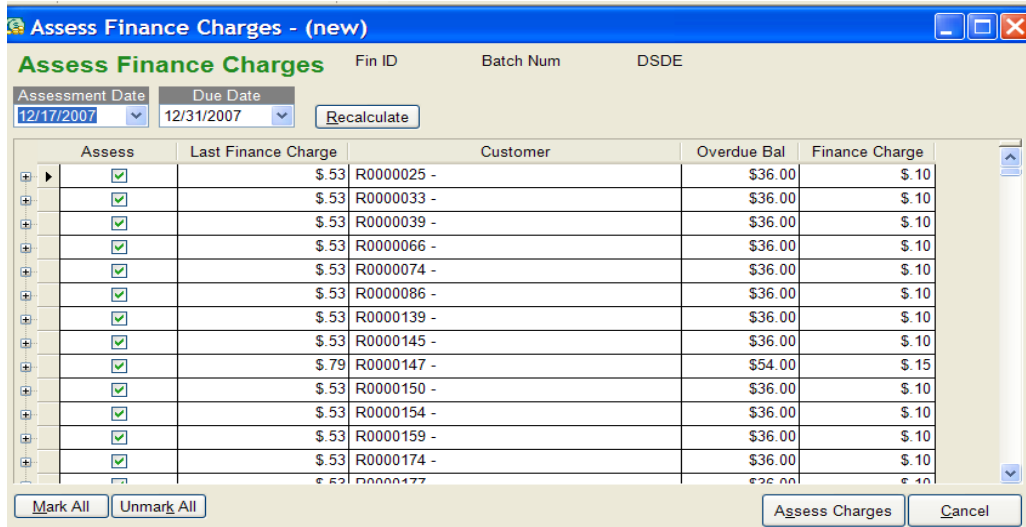
Balances can be isolated for individual accounts by either selecting the desired account from the drop-down box in the upper left-hand corner of the screen, or by clicking on the desired account on the grid and clicking **Refresh**.

Finance Charges

Finance Charges can easily be assessed within this system launching the FC icon. If the below screen appears, it notifies the user that there is an incomplete process when posting payments and that the payment must be applied to an open invoice to continue. At the time of installation, the payment terms will be defined and set up in the system to calculate at the correct finance charge rate.



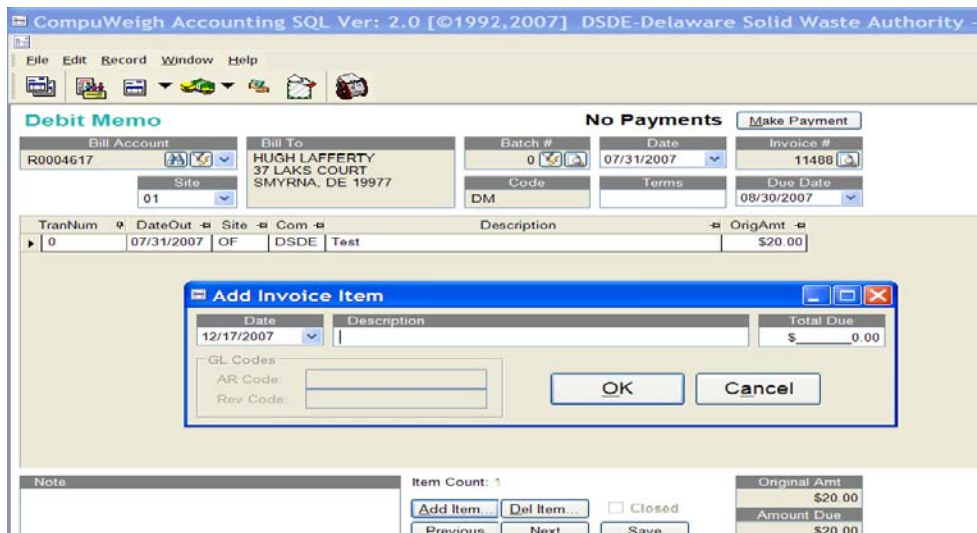
After completing the process and re-launching the Assess Finance Charges feature, the following screen will be displayed.



At this time, management has the discretion to determine which customers will be charged the displayed finance charge amounts. Simply un-checking the box will remove the customer from the finance charge process. The + sign at the beginning of the line, indicates there is information hidden. In this case, it would be the open invoices in which the finance charge calculations are being processed against.

Credit and Debit Memos (Adjustments)

The debit memo feature can be used to establish a beginning AR balance and any other situation where the account needs to be assigned additional charges. The debit memo screen is fairly plain which allows for the end user to define the invoice to include as much information needed to assist the customer in understanding the charge on their account.



The credit memo feature is used to remove a charge or make a payment type adjustment. Also, within this screen the end user can immediately apply the Credit Memo to an invoice without having to launch another window.

Credit Memo - 4

Credit Memo CM ID 4 **Credit Not Applied** [View Payments](#)

Bill Account: R0004617

Bill To: HUGH LAFFERTY
37 LAKS COURT
SMYRNA, DE 19977

Credit Information:

Date: 07/31/2007

Amount: \$ 10.10

Ref./Check No.: 10

User ID: PSW

Memo:

Site:

Closed

[Save & Close](#) [Save & New](#)

Payments

Payments are applied on a balance forward basis or on a per invoice basis.

CompuWeigh Accounting SQL Ver: 2.0 [©1992,2007] DSDE-Delaware Solid Waste Authority

File Edit Record Window Help

Invoice Edit - 11490

Invoice **No Payments** [Make Payment](#)

Bill Account: R0000025

Bill To: SUZANNE WOLLENBERG
205 WOODGREEN CT.
CLAYMONT, DE 19703

Batch #: 18

Date: 07/31/2007

Invoice #: 11490

Code: IN

Terms:

Due Date: 07/31/2007

TranNum	DateOut	Site	Com	Description	OrigAmt
0	07/31/2007	01	DSDE	Feb-Aug [BASIC \$36-SEMI-ANNUAL] - Service Days [Fr]	\$36.00

Receive Payments - (new)*

Customer Payment Pmt ID: Total Due: **\$36.00**

Received From (Acct): R0000025

Received From (Name): SUZANNE WOLLENBERG

Pmt. Method: Check

User ID: PSW

Memo:

Payment Information:

Date: 09/24/2007

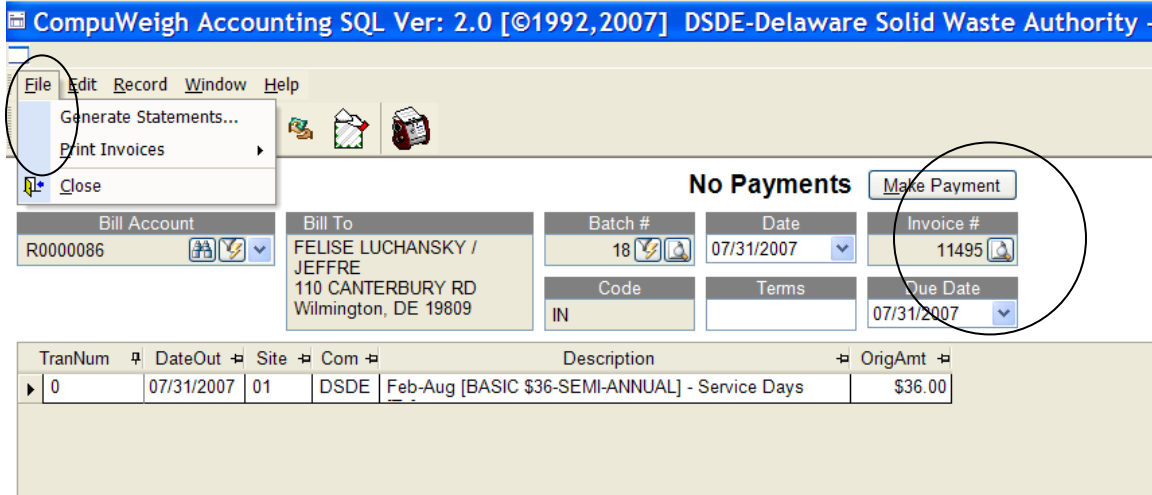
Amount: \$ 0.00

Ref./Check No.:

Applied	InvNum	DueDate	OrigAmt	AmtDue	AmtApplied
<input type="checkbox"/>	11490	07/31/2007	\$36.00	\$36.00	\$.00

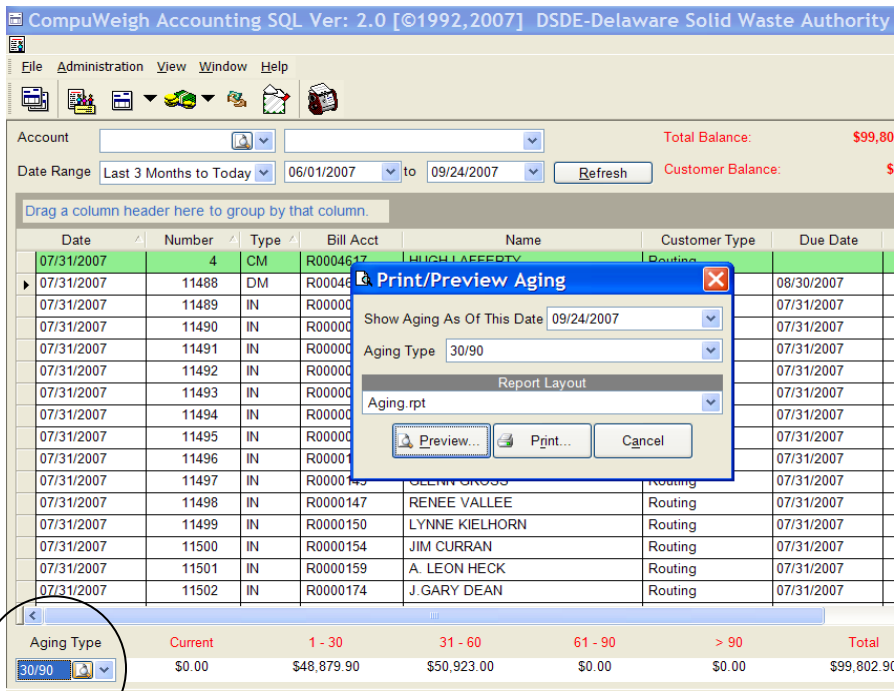
Reports

Within View Batches there are several ways to print an invoice or statement for the customer.



Aging Reports

On the accounting grid, the information that makes up the aging is found in the lower left corner of the window.



Accounting Reports

The following set of sample Accounting reports are provided for your review based on the requirements of the RFP. Again, these are 'sample' reports based on other customer's requirements. We have included some reporting time in our pricing to assist in the creation of these reports. Upon award, the Customer can provide PSLLC with the exact reports and PSLLC can provide a not to exceed number for the creation of those reports.

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Aging Summary Report



Seattle Public Utilities
Aging Report

Printed On: 03/26/2010
Aging As Of: 03/26/2010

	Current	1 - 30	31 - 60	61 - 90	> 90	Total
000016 - BURKHALTER WRECKING	0.00	0.00	250.31	0.00	0.00	250.31
000033 - SOUTHLAND WASTE SYSTEMS	266,469.19	912.70	258,436.86	0.00	0.00	525,818.75
000054 - GOODWILL INDUSTRIES	6,352.74	0.00	0.00	0.00	0.00	6,352.74
000062 - REFUSE SERVICES, INC.	148,118.09	111.71	145,604.81	0.00	0.00	293,834.61
000093 - REAVES ROOFING CO	107.83	0.00	141.88	0.00	0.00	249.71
000149 - JAX POLLUTION CONTROL	54.53	0.00	0.00	0.00	0.00	54.53
000151 - MOVSOVITZ & SONS DBA FRESH	627.71	0.00	567.03	0.00	0.00	1,194.74
000231 - PARKS & RECREATION	1,569.36	0.00	1,100.17	0.00	0.00	2,669.53
000240 - STREETS & DRAINAGE/PUBLIC W	11,057.97	0.00	2,014.04	0.00	0.00	13,072.01
000255 - ATLANTIC BEACH	0.00	-12,412.18	12,412.18	0.00	0.00	0.00
000279 - SALVATION ARMY	43.01	0.00	0.00	0.00	0.00	43.01
000303 - SOLID WASTE DISPOSAL DIV	1,616.67	0.00	690.03	0.00	0.00	2,306.70
000321 - CARR-TECH INDUSTRIES	0.00	0.00	23.30	0.00	0.00	23.30
000356 - SHAPELLS	6,538.17	0.00	6,010.91	25,727.81	0.00	38,276.89
000358 - ANIMAL CONTROL	388.28	0.00	0.00	0.00	0.00	388.28
000368 - REALCO RECYCLING COMPANY	390.40	0.00	668.50	0.00	0.00	1,058.90
000382 - MCCURDY-WALDEN, INC.	0.00	0.00	39.43	0.00	0.00	39.43
000400 - ADVANCED DISPOSAL SERVICE/I	0.00	-229.41	0.00	0.00	0.00	-229.41
000435 - SOUTHLAND JAX BCH/COMMERC	0.00	357.85	0.00	0.00	0.00	357.85
000439 - ADS/ATLANTIC BEACH	0.00	-766.68	0.00	0.00	0.00	-766.68
000610 - J. B. COXWELL CONTRACTING, II	209.99	0.00	42.71	0.00	0.00	252.70
003423 - K. C. PETROLEUM INC.	66.91	0.00	0.00	0.00	0.00	66.91
003543 - C. A. P. CONTRACTING, INC	87.52	0.00	0.00	0.00	0.00	87.52
004301 - BEST-TEC ASBESTOS ABATEMEI	129.93	0.00	0.00	1,811.62	0.00	1,941.55
004745 - J&D MAINTENANCE AND SERVIC	338.69	0.00	404.88	0.00	0.00	743.57
004872 - REPUBLIC SERVICES OF FLORID	24,890.87	0.00	23,055.50	0.00	0.00	47,946.37
005144 - WASTE WATCHERS OF JACKSON	1,841.48	0.00	2,389.10	4,159.46	0.00	8,390.04
005153 - ADVANCED DISPOSAL SERVICES	400,618.57	590.87	401,785.48	439,542.80	0.00	1,242,537.72
005195 - ARWOODS, INC.	16,513.16	41.22	15,617.38	0.00	0.00	32,171.76
005746 - WASTE PRO OF FLORIDA, INC.	59,748.28	-914.02	61,599.93	0.00	0.00	120,434.19
006486 - SUNSHINE RECYCLING, INC.	8,841.12	-111.71	8,670.01	0.00	0.00	17,399.42
006507 - ARROWHEAD MAINTENANCE, INC	0.00	0.00	0.00	0.00	15,683.48	15,683.48
006593 - AMASON'S PORTABLE TOILETS&	2,483.89	0.00	2,332.23	0.00	0.00	4,816.12
008075 - ROSS & LOGAN INDUSTRIES, INC	134.42	-250.31	250.31	390.40	0.00	524.82
009666 - ADKINS ELECTRIC, INC	31.06	0.00	0.00	0.00	0.00	31.06
012001 - STRATEGIC MATERIALS INC	578.28	0.00	510.78	0.00	0.00	1,089.06
012761 - SOUTHLAND WASTE SYSTEMS/ F	8,159.84	0.00	8,283.04	0.00	0.00	16,442.88
012925 - THOMPSON ELECTRIC, INC	31.36	0.00	0.00	0.00	0.00	31.36
013497 - BLADE BUSTER LLC	62.43	0.00	53.17	0.00	0.00	115.60

Payment Report



REGION 2000 SERVICES AUTHORITY

Payment List

Print Date: 3/26/2010
Print Time: 9:42:29AM
Criteria:

R000025

<u>ID</u>	<u>Date</u>	<u>Account</u>	<u>Amount</u>	<u>Ref/Check No.</u>	<u>Method</u>	<u>Memo</u>
34	3/26/10	R000025	\$72.00	12345	Check	
Account Total			\$72.00			

R000033

<u>ID</u>	<u>Date</u>	<u>Account</u>	<u>Amount</u>	<u>Ref/Check No.</u>	<u>Method</u>	<u>Memo</u>
35	3/26/10	R000033	\$36.00	546342	Check	
Account Total			\$36.00			

Grand Total **\$108.00**

Payment By Revenue Account Report



Miami County Sanitary Department
Revenue Listing

Print Date: 3/26/2010
 Print Time: 12:10:32PM
 Criteria: [Account] Between '0' and 'ZZZZ'

Payment Date	Revenue Acct	Revenue Acct Description	Amount
02/12/2009	437.3476	POLITICAL TRANSFER STATION	\$500.00
02/24/2009	437.3476	POLITICAL TRANSFER STATION	\$1,195.00
03/16/2009	437.3476	POLITICAL TRANSFER STATION	\$8,788.97
03/25/2009	437.3476	POLITICAL TRANSFER STATION	\$10.00
		Sub Total (437.3476)	\$10,493.97
02/12/2009	437.3495	TRANSFER STATION REVENUE	\$2,400.00
02/18/2009	437.3495	TRANSFER STATION REVENUE	\$2,616.35
03/16/2009	437.3495	TRANSFER STATION REVENUE	\$1,883.96
03/26/2009	437.3495	TRANSFER STATION REVENUE	\$0.59
06/16/2009	437.3495	TRANSFER STATION REVENUE	\$4,256.32
08/04/2009	437.3495	TRANSFER STATION REVENUE	\$117,534.92
08/31/2009	437.3495	TRANSFER STATION REVENUE	\$187.01
10/26/2009	437.3495	TRANSFER STATION REVENUE	\$6,000.00
		Sub Total (437.3495)	\$134,879.15
02/18/2009	437.3495.001	OEPA TIPPING FEE	\$383.65
03/16/2009	437.3495.001	OEPA TIPPING FEE	\$330.56
06/16/2009	437.3495.001	OEPA TIPPING FEE	\$777.41
08/04/2009	437.3495.001	OEPA TIPPING FEE	\$1,126.96
08/31/2009	437.3495.001	OEPA TIPPING FEE	\$23.00
		Sub Total (437.3495.001)	\$2,641.58
Grand Total			\$148,014.70

Account Activity Report



Solid Waste Management Services
Account Activity

3/26/10

Date	Number	Type	Bill Account	Name	Due Date	Orig Amt	Amt Paid	Amt Due	Days Past Due
12/31/09	133	IN	000016	Barlow Wrecking	1/15/10	\$156.82	\$156.82		
1/31/10	196	IN	000016	Barlow Wrecking	2/15/10	\$250.31		\$250.31	39
2/17/10	122	PMT	000016	Barlow Wrecking			\$163.99		
2/25/10	199	PMT	000016	Barlow Wrecking			\$156.82		
Totals ==>						\$407.13	\$320.81	\$250.31	

Type	Current	1 - 30	31 - 60	61 - 90	> 90	Total
30/90	\$0.00	\$0.00	\$250.31	\$0.00	\$0.00	\$250.31

Statements



INVOICE

CITY OF JACKSONVILLE, FLORIDA

GENERAL ACCOUNTING DIVISION

INVOICE NUMBER: ARDO10000171

BILL TO **SOLID WASTE DISPOSAL DIV**
PWSW441DO 04306
SOLID WASTE & RESOURCE MGT.
JAX, FL 32202

INVOICE NUMBER ARDO10000171

REFERENCE NUMBER 274

CLOSING DATE 02/28/2010

CUSTOMER NUMBER ARI000301 02

REQUESTS FOR TICKET CORRECTIONS MUST BE SUBMITTED WITHIN 30 DAYS OF INVOICE DATE

TAX COLLECTOR'S USE ONLY:
SOLID WASTE DISPOSAL
20100228

RETURN THIS PORTION OF INVOICE WITH PAYMENT
 FOLD ON THE LINE BELOW

AMOUNT ENCLOSED

Ticket / Check #	Type	Date	Description	Weight in Pounds	Amount
34289	IN	02/02/2010	7-Special Waste [7.23 TN]	14,460	\$296.43
35475	IN	02/05/2010	4-Commercial Waste City Agencies [8.69 TN]	17,380	\$259.57
35871	IN	02/08/2010	7-Special Waste [7.25 TN]	14,500	\$297.25
35917	IN	02/08/2010	7-Special Waste [4.49 TN]	8,973	\$183.95
36250	IN	02/09/2010	7-Special Waste [1.48 TN]	2,967	\$60.82
37391	IN	02/12/2010	7-Special Waste [6.28 TN]	12,560	\$257.48
41408	IN	02/26/2010	7-Special Waste [6.37 TN]	12,740	\$261.17
				83,580	\$1,616.67

CREDIT
GENERAL LEDGER ACCOUNT:
115000 115231

PLEASE PAY THIS AMOUNT \$1,616.67

REMITTANCE ADDRESS:

TAX COLLECTOR
 231 E. FORSYTH ST. ROOM 141
 JACKSONVILLE, FLORIDA 32202

FOR INFORMATION REGARDING THIS INVOICE CALL 904.387.8837



2525 NW 62nd Street
Miami, Florida 33147

Department of Solid Waste Management Invoice

Billing Address	Account #	202
LOPEZ FRAXEDAS CORP 2601 S.W. 69th Court Miami, FL 33155	Date	11/10/2008
	Invoice #	1538
	Due Date	Due Upon Receipt

Current Invoice Due	Total Amount Due
2,493.00	5,953.00

Account Summary	
Previous Balance	3,460.00
Total Credits and Adjustments	0.00
Total Payments Received	0.00
Total Current Charges	2,493.00
Total Amount Due	5,953.00
Total Past Due Amount	3,460.00

If full payment of the invoiced amount is not received within 30 days of invoice date, you will be charged a monthly late fee of 1.5% of the unpaid amount. For each returned check, a fee will be assessed on your next billing equal to the maximum amount permitted by applicable state law. For billing inquiries please call, (305) 514-6743

Current	1 - 30	31 - 60	61 - 90	> 90	Total
2,493.00	0.00	0.00	2,191.00	1,269.00	5,953.00



Payment Coupon

Please detach and enclose this portion with your payment - do not send cash.

	Account #	202
	Invoice #	1538
Date	10/15/2006	
Due Date	Total	Amount Paid
Upon Receipt	5,953.00	

LOPEZ FRAXEDAS CORP
2601 S.W. 69th Court
Miami, FL 33155

Please make
check
payable to:

Miami Dade County Solid Waste Management
Attn: Accounting Division
2525 NW 62nd Street
Miami, Florida 33147

Page: 1

Miami County Sanitary Department
 Transfer Station
 2200 N. County Rd. 25-A
 Troy, Ohio 45373
 (937) 440-3488



Date: 03/26/2010
 Page: 1

STATEMENT

For Dates 1/1/2007 to 1/31/2007

Customer ID: 004

Due Date: Please Pay By The 21st of March

MIAMI CTY ANIMAL SHELTER
 201 W MAIN ST
 TROY, OH 45373-

Previous Balance: \$194.75
 Current Charges: \$267.60
 Payments: \$0.00
 Adjustments: \$0.00
 Current Balance: \$462.35

Make Checks Payable To: Miami County Transfer Station
 To Insure Proper Credit, Please Include Account Number On Your Check

Date	Receipt #	Description	Tonnage	Amount
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/18/2007	545818	30-CSW - Commercial Solid Waste	.98	\$53.90
01/31/2007	547180	Ohio EPA Fee	.00	\$2.28
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02
01/31/2007	547180	Extra Fee 1	.00	\$2.28
01/31/2007	547180	Extra Fee 1	.00	\$2.28
01/31/2007	547180	30-CSW - Commercial Solid Waste	.65	\$33.02

Current Invoice 4.89 \$267.60

If Paid By The 15th \$454.53

If Paid By The 21st \$462.35

A 1.5% Service Charge Will Be Added Monthly To All Accounts After 21st Of The Month

Credit Memo List



Credit Memo List

Print Date: 3/26/2010
 Print Time: 12:17:28PM
 Criteria: [Account] Between '0' and 'ZZZZZZZZ'

000439 BARLOW WRECKING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
18	2/5/10	000439	\$412.91		Credit Memo	credit re 23239 bill to 5153 advanced
19	2/5/10	000439	\$353.77		Credit Memo	credit re 21703 bill to 5153 advanced
Account Total			\$766.68			

000400 WEGLEIN DISPOSAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
20	2/5/10	000400	\$229.41		Credit Memo	credit re 17197 400 ad. res bill 5153
Account Total			\$229.41			

005153 HIRSCH LANDSCAPING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
3	1/26/10	005153	\$228.80		Credit Memo	re 18665 belongs to acct. 33
4	1/26/10	005153	\$41.22		Credit Memo	credit re 20930 bill to 5195 arwoods
5	1/26/10	005153	\$139.79		Credit Memo	credit re 19196 bill to 33 southland
6	1/26/10	005153	\$65.71		Credit Memo	credit re 22425 bill to 33 southland
17	1/28/10	005153	\$162.49		Credit Memo	credit re 21488 bill to 33 southland
173	2/19/10	005153	\$531.09		Credit Memo	credit re 26053 1/1/10
174	2/19/10	005153	\$43.91		Credit Memo	credit re 27053 1/6/10
175	2/19/10	005153	\$219.54		Credit Memo	credit re 27203 1/6/10
176	2/19/10	005153	\$191.17		Credit Memo	credit re 27123 1/6/10
Account Total			\$1,623.72			

006593 HOLMES WASTE REMOVAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
200	2/26/10	006593	\$27.00		Credit Memo	credit re 99416 10/31/2009 per Fred appr
Account Total			\$27.00			

008075 CARMEN CONSTRUCTION

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
21	1/31/10	008075	\$250.31		Credit Memo	credit re 21983 \$1.79 on credit next invoice
Account Total			\$250.31			

000435 DOWNEY DISPOSAL

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
10	2/5/10	000435	\$153.23		Credit Memo	credit re 17743 bill to 33 southland
Account Total			\$153.23			

000033 FIEDLER WASTE HAULING

ID	Date	Account	Amount	Ref/Check No.	Method	Memo
1	1/26/10	000033	\$130.23		Credit Memo	re 18695
8	1/26/10	000033	\$132.62		Credit Memo	credit re 21034 bill to 435 sws bch
9	1/26/10	000033	\$159.51		Credit Memo	credit re 21667 bill to 435 sws bch
11	1/26/10	000033	\$218.95		Credit Memo	credit re 17888 bill to 435 sws bch

Debit Memo List



Debit Memo Listing

Print Date: 3/26/2010
 Print Time: 12:18:51PM
 Criteria:

005153 HIRSCH LANDSCAPING

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
180	1/26/10	re credit from 18695	\$130.23
190	1/26/10	debit re 18977	\$181.72
192	1/29/10	debit re 23239	\$412.91
193	1/29/10	debit acct. 5153	\$353.77
194	1/29/10	debit 5153	\$232.28
251	2/10/10	Debit RE:29915	\$197.74
252	2/10/10	debit re 27824	\$358.14
259	2/19/10	debit re 27824 1/8/10 wgt diff.	\$347.80
Totals For Acct: 005153			\$2,214.59

005195 TWIGG TREE REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
182	1/26/10	debit re 20930	\$41.22
Totals For Acct: 005195			\$41.22

017776 JOHNSON JUNK REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
250	1/31/10	debit re 21983	\$252.10
Totals For Acct: 017776			\$252.10

000062 HANSON REMOVAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
257	2/19/10	debit re 27748 1/8/10	\$111.71
Totals For Acct: 000062			\$111.71

000435 DOWNEY DISPOSAL

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
186	2/5/10	debit re 21034	\$132.62
187	2/5/10	debit re 21667	\$159.51
189	2/5/10	debit re 17888	\$218.95
Totals For Acct: 000435			\$511.08

000033 FIEDLER WASTE HAULING

<u>ID</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
253	2/19/10	debit re 26053 1/1/10	\$531.09
254	2/19/10	debit re 27053 1/6/10	\$43.91
255	2/19/10	debit re 27203 1/6/10	\$219.54
256	2/19/10	debit re 27123 1/6/10	\$191.17
183	1/26/10	debit re 19196	\$139.79
184	1/26/10	debit re 22425	\$65.71
188	1/26/10	debit re 17743	\$153.23
191	1/28/10	debit re 21488	\$162.49
181	1/26/10	debit for re 18665	\$228.80
Totals For Acct: 000033			\$1,735.73

Debit Memo Grand Total: \$4,866.43

Last Page of Account Balance Report

3/26/10 Fri
Ver 5.0.2067

Seattle Public Utilities

12:09 pm
Page 14

Actg Balance Report

File: SEWATRAN - DATASERVER\SQL2005

[ActgBalance] > 0

<u>Account</u>	<u>Company</u>	<u>Deposit</u>	<u>DepositDate</u>	<u>ActgBalance</u>	<u>ActgBalanceDate</u>
T43996	AMICO, TRACI SUSAN	\$0.00		\$18.00	06/30/09
T43997	JOSEPH, GARCIA	\$0.00		\$118.80	06/30/09
T43999	MARASSI, NICHOLAS P	\$0.00		\$75.60	06/30/09
T44000	MANOR, BARNETT LEWIS	\$0.00		\$29.70	06/30/09
T44001	SOECKE, MATTHEW TARAS	\$0.00		\$103.95	06/30/09
T44003	MECHANICAL ANIMALS	\$0.00		\$29.70	06/30/09
T44004	MARTIN, KARYN ELAINE	\$0.00		\$52.65	06/30/09
T80803	FONUVA, TIVI			\$171.87	06/30/09
T80867	ARTEAGA, ERIK			\$184.22	06/30/09
T80884	SAVAGE, JOHN*COL2005			\$179.07	06/30/09
T80888	ALDERSON, CHRISTOPHER*COL2005			\$141.06	06/30/09
T81095	SIGURDSON, KIRK			\$306.36	06/30/09
T81205	BELOV, VALENTIN Y			\$0.15	06/30/09
T81212	DELTA TECHNOLOGY CORPORATION			\$15.00	06/30/09
T81213	BARRIER CONSTRUCTION			\$81.17	06/30/09
T81220	UNKNOWN			\$25.00	06/30/09
T81221	VERTIEX HOMES			\$25.76	06/30/09
T81226	LE, TRUNG VAN			\$15.00	06/30/09
T81233	DEGRAZIA, CHRIS			\$15.30	06/30/09
T81236	CRUZ, RAUL	\$0.00		\$25.50	06/30/09
T81237	UNKNOWN	\$0.00		\$27.27	06/30/09
T81240	UNKNOWN	\$0.00		\$310.00	06/30/09
T81241	OVERA-SANTOS, ERASMO	\$0.00		\$18.18	06/30/09
T81242	UNKNOWN	\$0.00		\$8.00	06/30/09
T81243	LOHMAN FIGUEROA, FRENANDO	\$0.00		\$27.27	06/30/09
T81244	DICTADO, FRANCISCO	\$0.00		\$18.00	06/30/09
T81245	JEZERINIAC, SHOWN E	\$0.00		\$27.27	06/30/09
T81246	GRUNFELD, IAN	\$0.00		\$27.27	06/30/09
T81247	IFOPO, ILE	\$0.00		\$27.27	06/30/09
T81248	WALKER, RYAN E	\$0.00		\$39.39	06/30/09
T81249	JEFFERSON, TERRY L	\$0.00		\$18.00	06/30/09
T81250	MICHOLS, LISA B	\$0.00		\$27.00	06/30/09
T81251	IRONS, CONNIE ALICE	\$0.00		\$18.00	06/30/09
T81252	UNKNOWN	\$0.00		\$27.00	06/30/09
T81254	PODNAR, BRET	\$0.00		\$27.00	06/30/09

Records Read-> 775 of 775

Available reports include: AR Summary, AR Statement, AR Invoice, AR Invoice/Statement, AR Payment Posted, AR Finance Charges Assessed, Debit/Credit Memo Listing.

The report descriptions are as follows:

- **AR Summary** – Lists each account’s current outstanding balance, broken down between “Current”, “1 to 30”, “31 to 60”, “61 to 90”, “> 90” and “Total”. The aging window can be defined based on the customer’s billing terms.
- **AR Statement** – Displays an account’s previous balance, followed by in chronological order, a list of all account activity, including adjustments, payments and invoices, showing balance due as of the printing of the statement
- **AR Invoice** – Displays the detailed information on individual transactions that make up an invoice.
- **AR Invoice/Statement** – Prints the Invoices and Statements collated by account.
- **AR Payments Posted** – Displays payments that have been posted to accounts.
- **AR Finance Charges Assessed** - Displays finance charges that have been assessed.
- **Debit/Credit Memo Listing** – Displays a list of all debit or credit memos created for a specific period of time.

The report opens up in a Crystal Report® Viewer. From here you can print it, export it to another file type or simply view it on the screen. For easy viewing, you can scroll through the pages or click on an account on the left-hand panel and the viewer will go right to the page for the account.



The layout and information presented on the invoices and statements are customer specific. PSLLC staff will work with the customer to design a layout which is satisfactory to you and if necessary where the standard aging reports do not offer the information required for the District to manage their business, PSLLC will work with the district to design a report that will offer value.

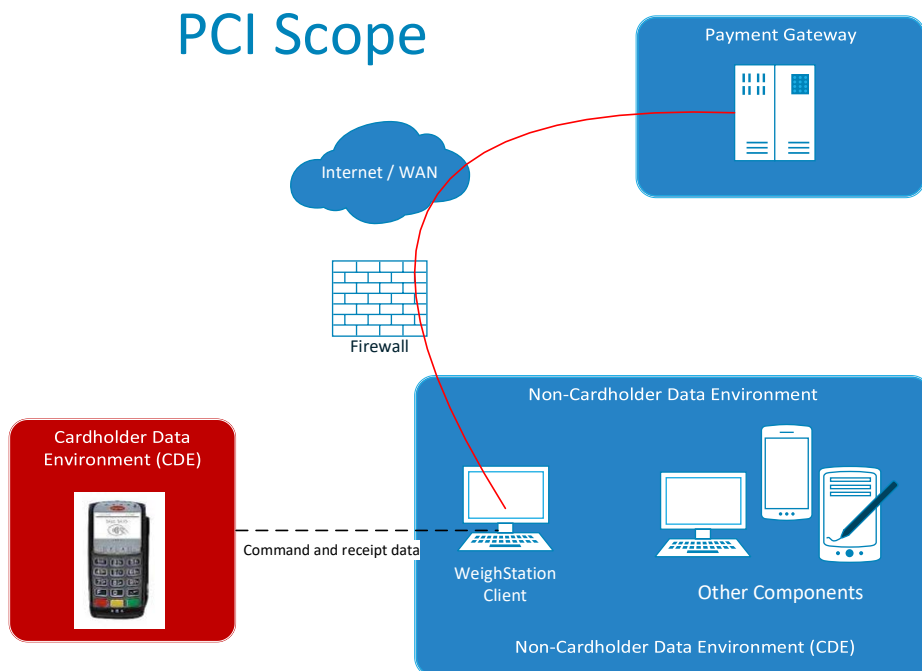
Integrated Accounting Features

8. Complete data management from start of transaction to receipt of payment.
9. Finance Charges.
10. Adjustments.
11. Payments.
12. Reporting.
13. Invoice Creation.
14. Statement Creation.

4.4.10.21 WeighPay (Credit Card) Module

The WeighPay (Credit Card) Module allows sites to accept credit cards at any facility and store information pertaining to the credit card transaction right within the scale transaction. The Module allows scale operator's to electronically process credit card transactions utilizing a number of third-party PCI Complaint applications. Currently our integrations are with Elavon, Card Connect, Axia, Point & Pay and Govolution.

The following diagram depicts the Cardholder Data Environment.

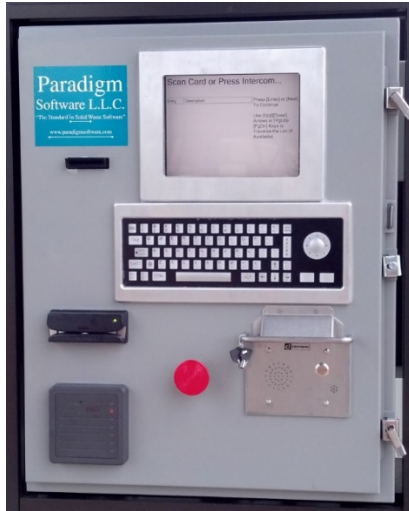


4.4.10.22 Signature Capture Module

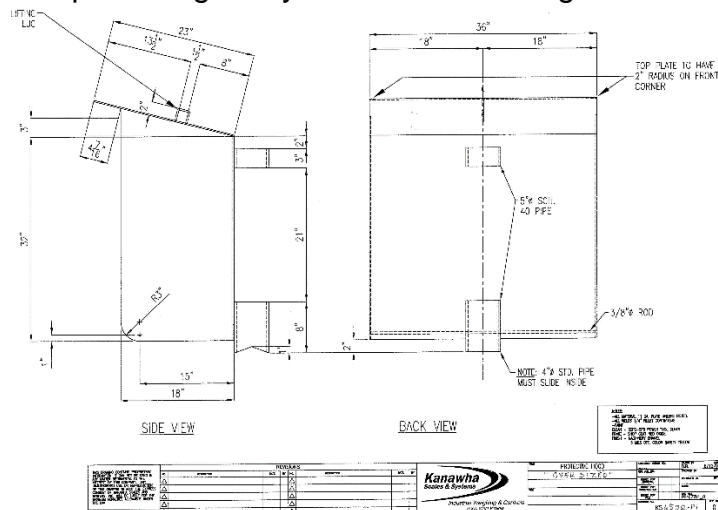
The Signature Capture Module within the application will allow the software to prompt the user to obtain a signature based on certain pre-determined rules configured in the application. This signature is stored with the transaction and is printed on the ticket (with capable printers). The signature can be viewed or printed at a later date, if necessary, right from within the application. We work with a number of signature capture pads and also have the ability to capture the signature on an approved touch screen device.

4.4.10.23 Unattended Operation Module

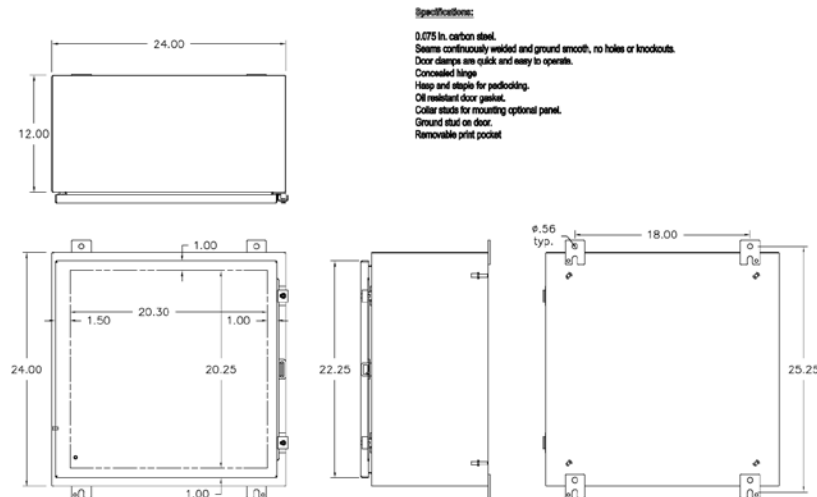
The system supports integration with a number of peripheral devices to automate your scale lane. A popular unattended terminal includes a thermal receipt printer; color LCD monitor (sunlight readable at 1550 nits), Keyboard/Keypad, Proximity Card Reader and intercom system. The driver will pull onto the scale and the LCD will state "Waiting for Scan". The driver will wave a proximity card in front of the proximity card reader and the system can prompt for additional information from the driver (if required). The questions can be presented in English and/or Spanish. The driver will make the entry on the keyboard based on a list on the LCD. Once all additional information has been entered, the system will capture the vehicle weight. If the vehicle has a stored tare weight, the system will complete the transaction and print the driver a ticket. If the transaction is not completed, the driver will be required to return to an outbound scale and complete the transaction either from an unattended terminal or by a scale operator. The system can integrate with RFID Readers, gates, loops, lights, photo eyes, and more. With our proven record throughout North America we believe we have the most integrated solution to meet your needs. The LCD and keyboard can be replaced with a touch screen computer. The RF Module within the application will allow the software to read RFID tags from RF Readers (for example Transcore, HID and other RFID readers and tags). By using RF technology, the Customer will improve processing time, reduce data entry errors and allow for the use of unattended and optional by-pass lane functionality. PSLLC has successfully installed these systems at a number of facilities. Each of our unattended enclosures are custom built to meet your business requirements. The picture below shows a customized enclosure that incorporates a color LCD, stainless steel keyboard, proximity card reader, magnetic ticket dispenser, credit card swipe, and thermal receipt printer with a 6" paper roll, intercom and a transaction start button. This below image is a sample enclosure. It shows the flexibility that PSLLC has in order to meet our customers' business needs. On each screen, the driver would have the ability to cancel the transaction. The system can be configured to treat that cancel function as a roll-through or simply cancelling the transaction.



Sample Swing Away Enclosure Drawing



Sample Unattended Enclosure



4.4.10.24 RF Module

The RF Module allows the system to integrate to Radio Frequency hardware that will identify the vehicle as it pulls onto the scale. This identification will retrieve the correct vehicle to start or complete a transaction depending on the direction. This will assist the County in ensuring the transaction is processed for the correct vehicle/bill account and removes human error. By using RF technology, the Customer will improve processing time, reduce data entry. PSLLC has successfully installed these systems at a number of facilities.

4.4.10.25 Video/Picture Module

This module allows for the WeighStation program to interface with a video recorder or IP Camera. PSLLC has the ability to integrate to a digital video recorder (DVR), PSLLC works with a vendor which stores the video digitally in a SQL database. PSLLC would then write from our SQL database directly to the video's SQL database which allows for any transaction information associated with the transaction to be searchable through the video. The DVR is custom built based on the needs and requirements for each Customer. By integrating to IP Camera's, we can store images of the vehicle within the database with the transaction.

4.4.10.26 Traffic Light Module

PSLLC has experience in the control of traffic lights. We have the ability to configure our software to turn lights on/off based on where the customer is during the transaction process. PSLLC can control traffic lights on the scale lane. The system can turn a light green or red based to initiate or complete a transaction. We have implemented this process in a couple different ways based on our customer's business requirements.

4.4.10.27 Traffic Gate Controls

PSLLC has experience in the control of traffic gates. We have interfaced with gates and loop detectors in order to know when to open a gate based on certain criteria. This information can be displayed in English or Spanish. For example, if a customer has a gate before and after the scale, the software interfaces with a loop detector prior to the entrance gate to identify that someone is or is not on the loop. When a vehicle is detected on the loop the system will check to see if there is a transaction in process or if the weight on the scale is below a certain threshold. If there is a transaction in process or the scale has a weight above a threshold the system will not open the gate until the scale weight has reached zero. Once the weight hits zero, the gate will open to allow the driver to pull onto the scale. The driver will complete their transaction (either in attended or unattended mode) and the system will then open the exit gate. Loop detectors after each gate will close the gate once it is safe to do so.

PSLLC has also controlled access gates to a site. Based on the driver's access times, the system will allow a driver to enter the facility after-hours. This will allow the customer

the ability to operate during non-business hours perhaps in an unattended mode utilizing our unattended enclosure.

4.4.10.28 Scale Monitoring Module

The Scale Monitoring Module is designed as an additional audit tool that can be utilized to ensure that all traffic that is going over the scale is being weighed and a ticket is being generated. The module will give you the ability to determine the Weight Threshold and the Weight Difference to track. If a vehicle goes over the scale and exceeds the Weight Threshold, the Scale Monitoring Module tracks that vehicle and makes sure a transaction is generated. If a transaction is not created, a message is written to the log and a record is created in a Scale Log table with the associated rule that was violated. PSLLC will show a diagram of the scale monitoring process that occurs within WeighStation in a demonstration. In CompuWeigh, users with Reporting rights will be able to review any activity that went over the scale without creating an actual WeighStation transaction.

4.4.10.29 WeighPass Module

The WeighPass Module within the application will allow the software to control entry to or exit from the facility by use of by-pass lanes. This application can allow access to certain vehicles during specified times of the day and also allow vehicles to exit through a lane to by-pass the scale (if all information had been captured to complete a transaction). We utilize RF or barcode technology to identify the vehicle and compare the captured information to rules within the application. These lanes are usually gated in order to prevent unauthorized entry or exit. This module can prevent skip-outs or unauthorized entry into your facility. We have customers who utilize this module to allow for after-hours access to a facility.

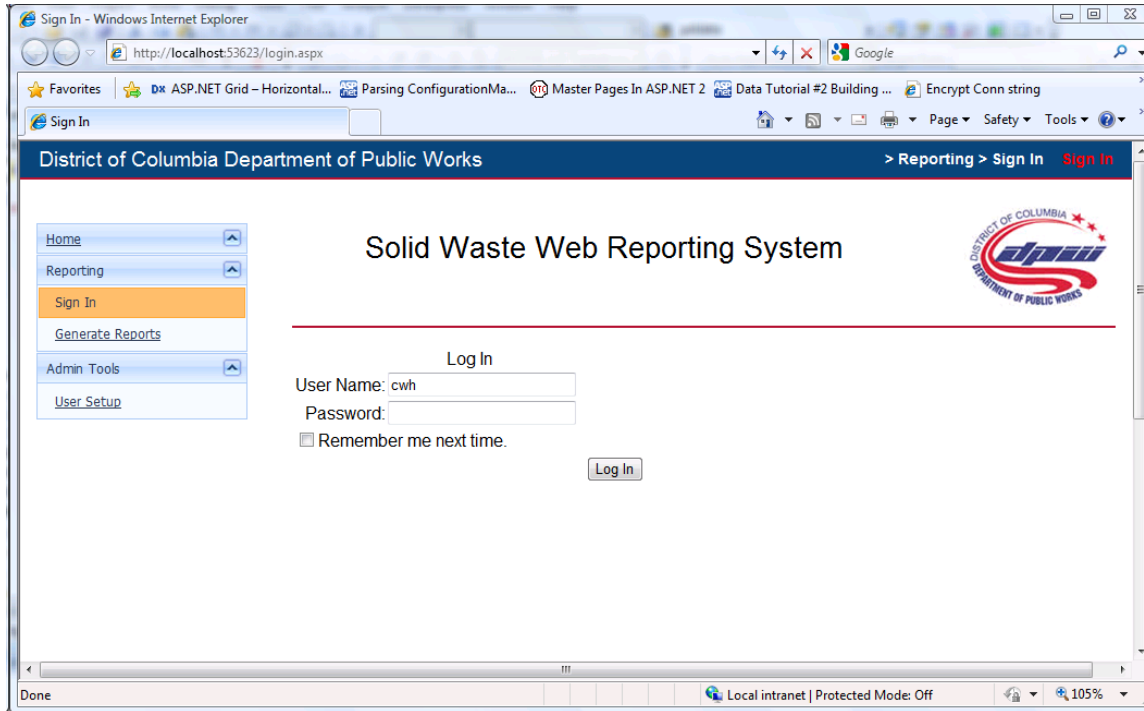
4.4.10.30 Jobs Module

This optional module allows the customer to setup specific jobs to track materials for agreed upon circumstances with accounts. For example, an agreement with an account could be to bring in a specified amount of waste, number of trips, etc. and the system would log this information with the transaction and control when to prevent additional transactions associated with this job.

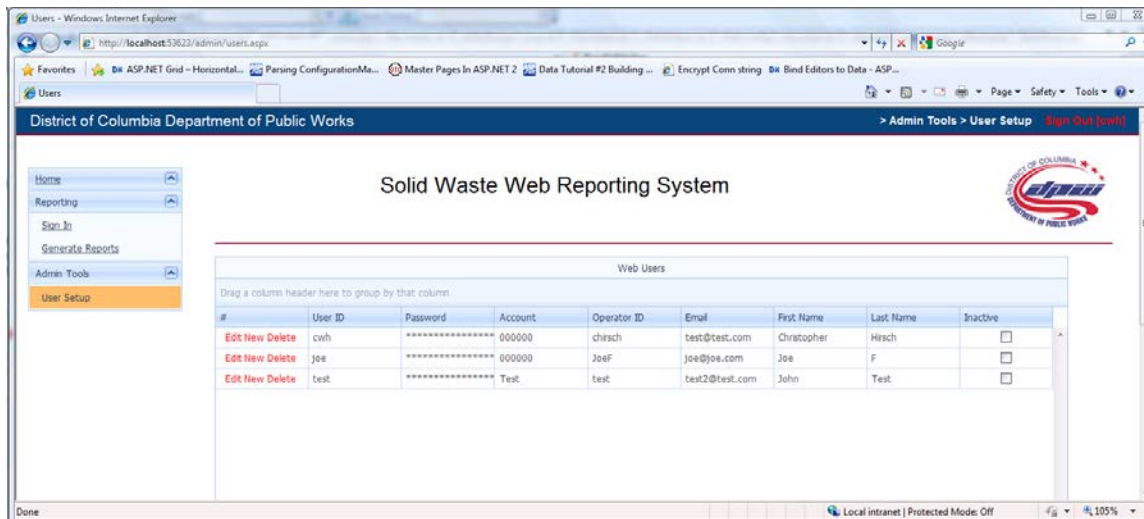
4.4.10.31 Web Reporting and Payment Module

This optional module allows for authorized customers of the facility to view read only transactional data via a Web Browser for their specific account. In addition, a new feature has just been added to allow the acceptance of Credit Card payments via this site. The customer is responsible for housing the site and obtaining the necessary SSL.

The following screen shows a typical customer login window.



This user screen displays all of the users for the customer. This screen allows an administrative user for the customer to add, modify, delete, make inactive, etc. the users for their own company.



The customer administrator has the ability to modify information about each of their users through the Edit Form.

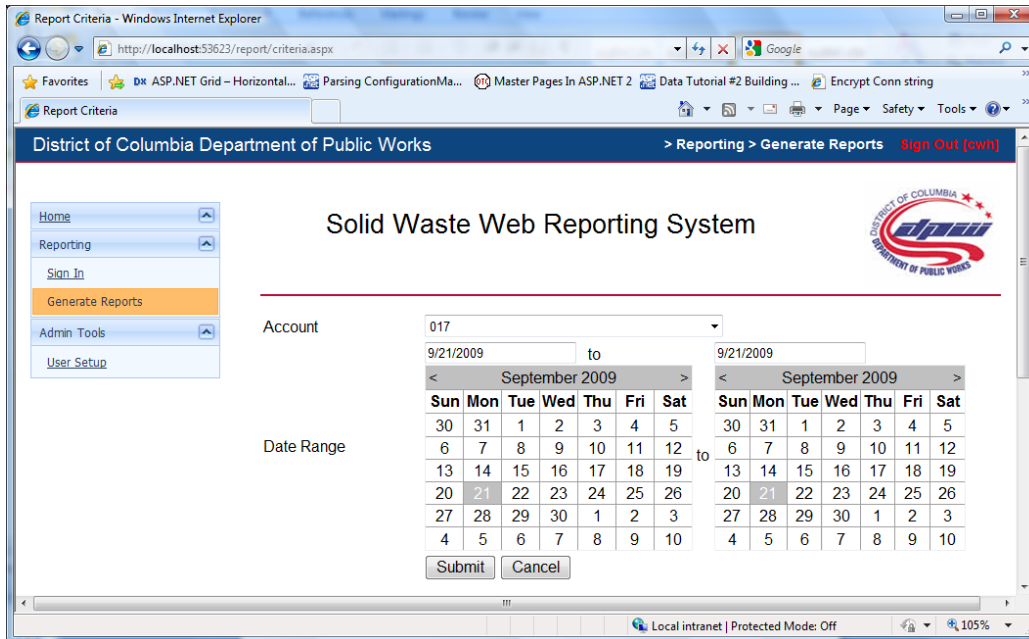
User ID: Password: Account:
 Operator ID: Email: First Name:
 Last Name: Inactive:

Update Cancel

Each user can be allowed access to only certain accounts within a customers account database.

Allow Access	Account	Company
<input checked="" type="checkbox"/>	017	CONCORD TOWNSHIP
<input checked="" type="checkbox"/>	021	UPPER VALLEY MEDICAL CENTER
<input checked="" type="checkbox"/>	023	DORIS DODD ENTERPRISES
<input checked="" type="checkbox"/>	114	CASH CUSTOMER
<input checked="" type="checkbox"/>	TEST	TEST COMPANY
<input type="checkbox"/>	0001	COMMERCIAL
<input type="checkbox"/>	004	MIAMI CTY ANIMAL SHELTER
<input type="checkbox"/>	005	Benning Construction
<input type="checkbox"/>	006	BETHEL TOWNSHIP
<input type="checkbox"/>	009	BRACKETT BUILDERS
<input type="checkbox"/>	014	TKA INC
<input type="checkbox"/>	019	COVINGTON VILLAGE

Once a user has successfully logged into the system, they are presented with the available accounts in addition to the date range of the view they would like to see.



Once the user clicks on submit the following view is returned.

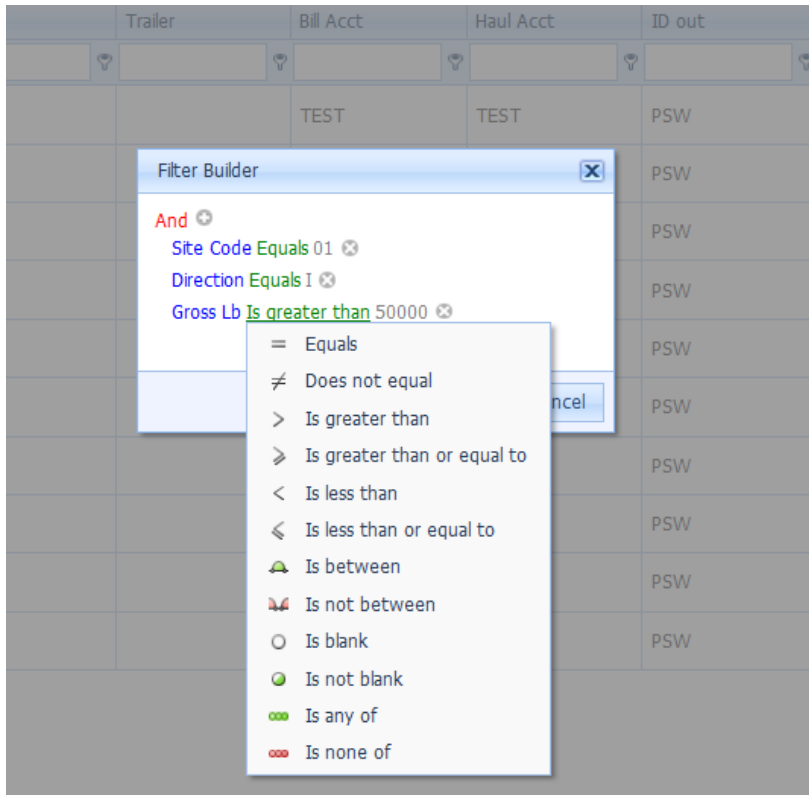
[Back to Criteria](#)

Criteria

Date: Between 9/21/2007 AND 9/21/2009
Account: TEST

Time In	Date Out	Time Out	Direction	TT Label	PT Label	VT Label	OT Label
18:16:22	5/29/2009	18:16:22	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
13:52:19	6/1/2009	13:52:19	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
13:54:08	6/1/2009	13:54:08	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
13:57:49	6/1/2009	13:57:49	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
13:58:00	6/1/2009	13:58:00	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
16:49:01	6/1/2009	16:49:01	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
17:04:32	6/1/2009	17:04:32	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
17:04:41	6/1/2009	17:04:41	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp
17:11:10	6/1/2009	17:11:10	I	10-Commercial Customer	1-Charge	10-Automobile	50-Tipp

The user utilizing our Filter Builder can narrow down the results into a sub-set of the received data.



The system has a powerful and intuitive user interface which will allow for grouping of data right on the site. This includes drag and drop data grouping.

Criteria

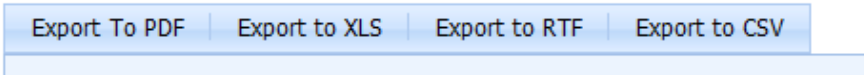
Date: Between 9/22/2007 AND 9/22/2009
Account: TEST

Export To PDF Export to XLS Export to RTF Export to CSV

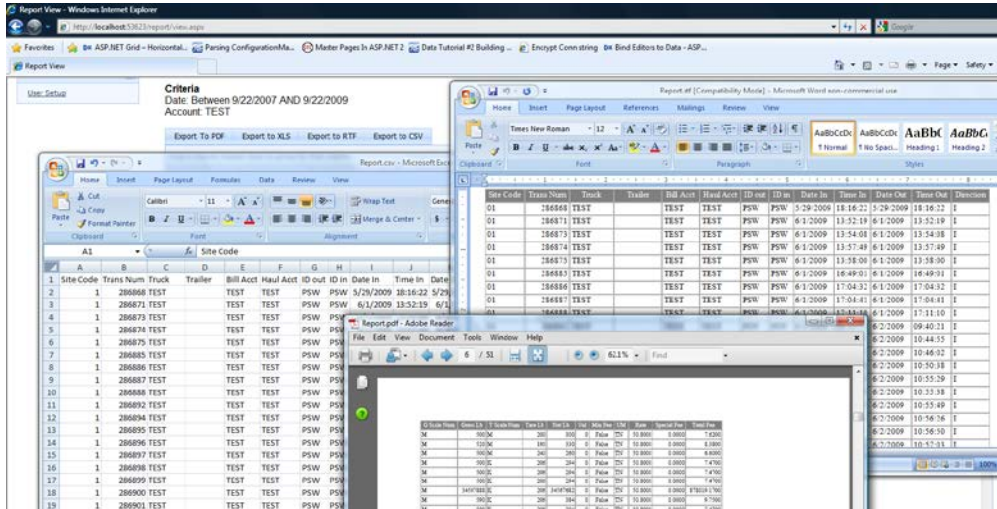
MT Label

Site Code	Trans Num	Truck	Trailer	Bill Acct	Haul Acct	ID out
<input checked="" type="checkbox"/> MT Label: 10-MSW - Municipal/Residential Solid Waste <input type="checkbox"/> MT Label: 20-ISW - Industrial Solid Waste (Continued on the next page)						
01	286868	TEST		TEST	TEST	PSW
01	286871	TEST		TEST	TEST	PSW
01	286873	TEST		TEST	TEST	PSW
01	286874	TEST		TEST	TEST	PSW
01	286875	TEST		TEST	TEST	PSW
01	286885	TEST		TEST	TEST	PSW
01	286886	TEST		TEST	TEST	PSW
01	286887	TEST		TEST	TEST	PSW

The system provides the ability to export data to a number of different formats right from the site.



The following shows data exported in different formats. You can view or save data by export to many popular file formats.



Optional: based on customer request, crystal reports could be selected from a drop-down list and then displayed to the user.

4.5 Network Connections

The proposed system uses standard Microsoft network connections in the performance of its daily processes. The proposed system is a client/server application and requires network connections to the machines that need to access the data. Hardware, such as remote unattended kiosk enclosures, scales and other peripherals may require network connections in order to integrate with the system. Based on the information provided in the RFP, PSLLC does not foresee any modifications to the Customer's network specifications.

4.6 File Structures

The following outlines the County supported software, hardware and networking requirements for the CompuWeigh™ System.

PSLLC utilizes the latest versions of .NET, C# and MVC (for certain Web related Modules) programming languages. The version of the proposed system is 6.x. Future updates to

the software can be implemented with ease and not affect current operating procedures. Updates can be applied to the current version outside of business hours to avoid daily processing interruptions.

The following are the minimum/recommended system requirements for a server.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4GHz
Memory	8 GB	16 GB RAM
Hard Drive	250 GB	500 GB SSD: Sequential Read/Write Performance Up to 550MB/s and 520MB/s respectively, and random Read/Write IOPS Performance: Up to 100K and 90K respectively
Operating System	Windows 2012 Server	Windows 2016 Server
SQL Server	SQL Server 2012	SQL Server 2016

The following are the minimum/recommended system requirements for a workstation.

Hardware/Software	Minimum	Recommended (or higher)
Speed	Dual-Core Processor 2.0 GHz	Quad-Core Processor 2.4 GHz
Memory	4 GB	8 GB RAM
Hard Drive	160 GB	250 GB
Operating System	Windows 7 Pro (x64)	Windows 10 Pro (x64)
SQL Server	SQL Express	SQL Express
Microsoft Office	Office 2010	Office 2016

NOTE: Minimum System Requirements are based on typical customer configurations and usage. Requirements will vary based on actual configuration and usage.

4.7 Data Conversion

Based on information provided by the County, PSLLC does not foresee any issues converting data from the County's current vendor. We have converted a number of competitors data in the past and are very comfortable with this process. PSLLC will need the County's expertise to ensure the proper mapping of the data from the current vendor to the CompuWeigh™ System. PSLLC does not typically convert historical accounting data, however, we convert aging data into our system in order to have proper reporting as of the cutover date. We have included in our Milestones and Agreements the option to migrate data as requested.

4.8 Customization

PSLLC welcomes input and ideas from our customers. We value your input and are open to discussing enhancements. PSLLC will work with you to identify your request and provide a scope of work to outline the enhancement. Depending on the enhancement a price quote may or may not be necessary. PSLLC will work with the customer to develop detailed business requirements for the customization. On the following page is a sample change management plan for the CompuWeigh™ System. This plan identifies and explains the description and reason for the requested change, and the impact of the change on the project (either financially, process or both). Since the change can be a configuration, customization or an additional module, PSLLC will identify and recommend to the Customer the appropriate implementation process. The change will be communicated between the project managers and implemented in the test environment to ensure the change is working properly prior to loading into the production environment. By implementing in the test environment, the day to day operation of the facilities will not be adversely affected if the change does not fully conform to the requirements of the Customer. With this process, any issues will be minimized and controlled within the test environment. All customizations to the application are placed into the core product and are placed in Escrow with the Agent. We have provided our Escrow Agreement within our sample Agreement located in Section 4.11.1.4 for the Customer's review.

Change Request No: _____ Date: _____

System: _____ Scale House
Other

Is requested change to address a governmental requirement?

Yes No

If yes, please indicate which local/state/federal requirement and attach a copy of the requirement.

*Go to Page 2 and complete the Change Description, Reason, and Impact.
Leave the Request Disposition blank. Once form has been completed, send to
Customer Project Manager for review.*

Request Disposition (to be completed by Customer Project Manager):

Change Request Denied/Deferred:

If denied/deferred, state reason:

Change Request Approved for Vendor Review:

Request Number: _____

Will the requested change affect the schedule?

Yes No Unknown

If yes, indicate how the schedule may be affected:

Approval Signatures:

Customer Project Manager: _____

Date: _____

Printed Name: _____

Title: _____

Contractor Project Manager: _____

Date: _____

Printed Name: _____

Title: _____

Description of Requested Change:

Reason for the request:

Impact to the operation or system:

Any changes to the original scope of work that may have an impact on project costs or contract term will require the approval of the Customer via an amendment to the contract prior to beginning any work.

4.9 Training

PSLLC has developed a comprehensive training plan and can modify it to meet the Customer's needs. This Section provides information on this training and we are open to discussing a final training plan.

4.9.1 Conceptual Training Plan

The following is a sample training plan for the CompuWeigh™ System. All training will be provided by PSLLC staff members. We will mutually develop a training plan based on the work schedules of each staff to be trained. For example, multiple WeighStation Training sessions will be required in order to allow the Authority's daily operations to be

uninterrupted. This training will go over a specified number of days as agreed upon in the final contract.

Time (estimated)	Task
8:00 AM – 11:30 AM	<p style="text-align: center;">WeighStation Training:</p> <ul style="list-style-type: none"> • Train Employees (Office Staff and Scale operators) on WeighStation Program • Enter Practice Tickets • Discuss Procedure for Running Parallel
12:30 PM – 3:30 PM	<p style="text-align: center;">CompuWeigh Training:</p> <ul style="list-style-type: none"> • Train Employees (Office Staff) on CompuWeigh Program; Account Maintenance; Truck Maintenance; Transactions; Posting; Reporting; Security/User Rights
3:30 PM – 4:30 PM	<p style="text-align: center;">Additional WeighStation, CompuWeigh, Admin, or IT Training (as needed):</p> <ul style="list-style-type: none"> • Provide additional training sessions, as needed • Review Game Plan For Go Live

PSLLC has developed a comprehensive training program to instruct the scale house operators in the use of WeighStation and users/management in the use of the CompuWeigh™ System. PSLLC’s policy of transitioning from the client’s current software and converting the truck and account data prior to the installation will allow the customer the opportunity to be trained using their own account information. This will provide the users with the ability to train on familiar data and relate the training to day-to-day operations at their location. We have found this to be a great benefit for the users in the operation of the software, as this will help generate questions on how to handle certain situations pertaining to their responsibilities. The training sessions will be conducted over a designated period during which employees will utilize the current version of our standard operator’s manual and perform hands on operation of the CompuWeigh™ System at each level of responsibility. A schedule for training the Customer’s personnel will be mutually agreed upon and every attempt will be made to coincide with current work schedules. PSLLC also has the capability of providing some initial training and/or demonstrations of the software via the internet. We utilize a Web Conferencing solution for this feature. The Customer would need access to a high-speed internet connection in order to utilize this option. Training guides and cheat sheets are provided within the training sessions. PSLLC believes training is critical to the overall success of the project. Training within the WeighStation program **generally** takes 3-4 hours of classroom and hands-on exposure. Training in CompuWeigh™ is based on the level of expected responsibility for the users and generally requires 2-3 hours’ classroom and hands-on exposure. For comprehensive reporting, an additional 2-3 hours would be required. Our documentation manuals contain detail and specific processing information. Some of the tasks that the WeighStation users will learn are begin the application, sign-on and initialize the WeighStation program for daily operation; Access the various screens of the

WeighStation program and execute the functions of each screen; Process user transactions by account, truck and/or residential user; Perform end-of-day processing. Some of the tasks that the CompuWeigh™ users will learn are begin the application, sign-on and initialize the CompuWeigh™ program for daily operations; Access the various screens of the CompuWeigh™ program and execute the functions of each screen; Set up new accounts or modify existing accounts; Perform administrative account maintenance; Print management reports and create new ad hoc reports; Perform posting to accounting; Transfer files to the customer's accounting application (if applicable); All accounts receivable and aging training (if applicable); Perform database maintenance and end-of-day procedures.

Some of the tasks that the WeighStation users will learn:

- Begin the application, sign-on and initialize the WeighStation program for daily operation,
- Access the various screens of the WeighStation program and execute the functions of each screen,
- Process user transactions by account, truck and/or residential user,
- Perform end-of-day processing.

Some of the tasks that the CompuWeigh™ users will learn:

- Begin the application, sign-on and initialize the CompuWeigh™ program for daily operations,
- Access the various screens of the CompuWeigh™ program and execute the functions of each screen,
- Set up new accounts or modify existing accounts,
- Perform administrative account maintenance,
- Print management reports and create new ad hoc reports,
- Perform posting to accounting,
- Transfer files to the customer's accounting application (if applicable),
- All accounts receivable and aging training (if applicable), and
- Perform database maintenance and end-of-day procedures.

Training Matrix

PSLLC can create a training matrix with the assistance of the Customer's Project Manager to identify each member that needs training and the type of training that is needed. This can identify when the training is scheduled for this individual and when the training has been accomplished. PSLLC also recommends having a sign-in sheet for the training classes to identify that the member has attended the training session. A sample matrix is provided below. PSLLC will work with the Customer to develop a final plan for training based on the availability of the staff. We may be able to remove or combine sessions.

Employee	Training Needed	Date of Class	Time of Class	Employee Attended	Employee Signature
Operator Group #1	WeighStation	XX/XX/19	8:00 am		
Operator Group #2	WeighStation	XX/XX/19	1:00 pm		
Operator Group #3	WeighStation	XX/XX/19	8:00 am		
Operator Group #4	WeighStation	XX/XX/19	1:00 pm		
Financial	CompuWeigh	XX/XX/19	8:00 am		
	WeighStation	XX/XX/19	1:00 pm		
Manager	CompuWeigh	XX/XX/19	8:00 am		
	WeighStation	XX/XX/19	1:00 pm		
IT	Administrator	XX/XX/19	3:00 pm		
Office/Clerical	CompuWeigh	XX/XX/19	8:00 am		
	WeighStation	XX/XX/19	1:00 pm		

4.10 Maintenance and Support

As per the requirements of the RFP, PSLLC has provided a detailed description of our support. PSLLC provides support in the daily use of the application, bug fixes and new releases of the application within version. PSLLC has also worked directly with customers to tailor a support and maintenance Agreement that is specific to the requirements for that customer. For example, we have a customer that modified their Agreement to include an on-site visit each month to provide additional training, run updates, provide maintenance on the software and on unattended enclosures. The customer and PSLLC work closely to develop an agenda for the site visit each month. In another instance, PSLLC provides a quarterly visit to the customer’s site to handle items similar to the monthly visit listed above. PSLLC has included a copy of our Standard Support Services Agreement in Section 4.11.1.4 – PSLLC’s Sample Agreements of our Response.

The Annual Support Cost for the Customer which includes the daily use of the application, bug fixes and new releases of the application within version. Additional Support options can be negotiated upon request as mentioned above.

After-hours’ emergency support is available 24/7.

PSLLC offers our customers a comprehensive support program through our Standard Support Services Agreement with a variety of methods of support (phone, email and website submittal). Our normal business hours are 7:00 am to 6:00 pm Eastern Time Monday through Friday excluding company holidays (which are currently New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day). After-hours’ support is available for emergencies at no additional charge. Support can be reached by dialing (410) 329-1300. After-hours, the message

will instruct our customers to the extension of our technician's cellular phone. PSLLC offers the same level of support to all of our customers and provide the same service and support attention to all customers alike. All customer of PSLLC are important and receive fair and equal treatment. We have included an example of our web support functionality in Section 4.10.6 where you can track the status of your open requests. All software and hardware provided by PSLLC are included in the support of the solution and in the Agreement. Enhancements, updates and fixes are delivered through our website or via the mail on DVD (if necessary). PSLLC is continually making improvements to our software and a new update is usually available on a weekly basis. Customers can obtain these updates at any time via any of the above means. Any and all issues for support of the software are to be reported to PSLLC via telephone (410) 329-1300, fax (443) 275-2509 with a follow up call to ensure receipt, email support@paradigmsoftware.com with a follow up call to ensure receipt and coming in the future the ability to submit technical support issues from our website. PSLLC is constantly improving our support call tracking workflow in order to continue to provide outstanding support and service to our customers. We have implemented our new and improved website which includes a knowledge base, ftp site for updates, etc. We have the ability to utilize Remote Desktop applications such as LogMeIn Rescue, TeamViewer, VPN, etc. to provide efficient remote access technical support for our customers. PSLLC support staff maintains every support issue in an internal support tracking system. This allows for reporting and timely resolution tracking on per technician and per customer basis. PSLLC typically does not have outstanding bug fix issues. If a bug is reported it is usually fixed on the same day it is identified. Most outstanding items are customer specific based on business rules for a specific site or a hardware/network failure.

PSLLC agrees to transfer the manufacturer's warranty for each peripheral purchased for the Customer. Most peripherals come with a one (1) year warranty.

A copy of our Service Level Agreement is located within our sample Agreement in Section 4.11.1.4.

4.10.1 Baseline Product / Bug Fixes

Updates to the software are available to all customers with an active support agreement. We send out quarterly newsletters that outline new features of the application. When a customer is interested in a new feature, PSLLC can provide the customer with the update to be applied to their test environment and assist with activating a certain enhancement. We provide the update to the customer either through our website or FTP site depending on the customer's access requirements.

PSLLC is continually updating the system. Updates are available weekly for a tested release and for customer specific modifications, daily changes are available. These updates are available on our website. An authorized user at the Customer's site can access these updates directly from our website.

PSLLC tracks all customer inquiries in our Support Database. Each inquiry is assigned an Incident ID that can be monitored by the customer from our website. Most inquiries are handled immediately by our support team, but we have an escalation procedure in place if additional assistance is needed. PSLLC staff meets regularly to identify programming tasks and set priorities based on customer input and business requirements.

4.10.2 Client Enhancements

PSLLC welcomes input and ideas from our customers. We value your input and are open to discussing enhancements. PSLLC will work with you to identify your request and provide a scope of work to outline the enhancement. Depending on the enhancement a price quote may or may not be necessary. Once the enhancement has been detailed, we will place this in our prioritization queue for implementation.

Depending on the enhancement, PSLLC may poll our other customers to see if this request would be beneficial to other users. Based on this response, PSLLC will determine if the enhancement should be included at no charge or a nominal fee would need to be charged in order to implement. In some cases, we have a couple customers who have the same business need and those customers have agreed to share in the implementation costs.

All PSLLC customers are valuable and important to us. We understand that the software is a critical part of your business operation and therefore have developed a product with unmatched reliability. PSLLC ranks inquiries as Emergency, High, Medium, Low and Wish List. Examples of emergency inquiries are that a system is down, hardware failure that affects all operations, or other outage scenario. High inquiries are items that affect the daily process of business but are not a show stopper, a work around may be available to assist the customer until the fix is in place. Medium inquiries are items that may or may not affect the daily process and a work around is available and the customer has identified this as important but not a show stopper. Low inquiries are usually configuration settings and are resolved on a call to our support department. Wish list items are ideas or input from our customers that would be considered for future updates or upgrades to the application.

4.10.3 Development Language

The CompuWeigh™ System is developed in the latest version of .NET, C# and MVC programming languages. We utilized SQL Server for the database and Visual Studio and TFS for the maintenance of the software development. Our product grows through an evolutionary process with the knowledge we obtain with our research and development and from customer's input. This practice will continue with the company and the software development.

4.10.4 Versions / Release Implementation / R & D

The initial version of the application was in production in April 1992. In 1996, CW3 was available for installation. CW5 was finalized and installed for the first customer in a production environment in June 2002. In October 2014, PSLLC released our latest version of the CompuWeigh™ System (CW6) and installed it for Manatee County, FL. PSLLC defines versions as either an “Update” or an “Upgrade”. An “Update” is any changes to the product that are made within the same version that the customer is currently licensed for (example – going from version 6.1 to 6.2). An “Upgrade” is a new installation of the product in which it has drastically changed from the prior version (example – going from version 6.x to 7.x). The update process is straight forward. PSLLC will provide the customer with an executable file which will be installed on the necessary server/machines to bring the system up to the latest build. PSLLC will assist with this update process in order to ensure no issue occur. We highly urge all customers to have a test environment in order to assist in the roll out of new updates.

Our product grows through an evolutionary process with the knowledge we obtain with our research and development and from customer’s input. This practice will continue with the company and the software development. With the release of our newest version, we are focused on upgrading our current customer base to this version. PSLLC sends out our company newsletter which highlights new features within the application, new customers, customer profiles (for those who want to participate), and upcoming events where PSLLC will be participating. PSLLC also holds an annual user conference typically in conjunction with WasteCon. PSLLC would be happy to discuss future enhancements we are considering in an on-site demonstration as this information is confidential and a competitive advantage to our future success.

PSLLC has consistently performed above and beyond our competitors in new innovations on a software, hardware and support level. PSLLC is second to none in providing a state-of-the-art solution and the knowledge and skill to back and support these technologies. Customers who want to protect their investments choose Paradigm Software, L.L.C. PSLLC was the first company in the industry to offer color sunlight readable LCD Display for more flexibility in unattended processing solutions. We were the first in the industry to offer near real time data transfer without the system running on the same network. We were the first in the industry to offer a complete PCI Compliant and Validated credit card processing solution. Many of our enhancements come from our knowledgeable staff and also from basic ideas of our customers.

PSLLC is continually investing in R&D for future enhancements. All future enhancements are for the betterment of the software and our customers. PSLLC would be happy to discuss future enhancements we are considering in an on-site demonstration as this information is confidential and a competitive advantage to our future success. PSLLC makes no claims that future enhancements to the product are not construed to be guaranteed or available within a specific time frame.

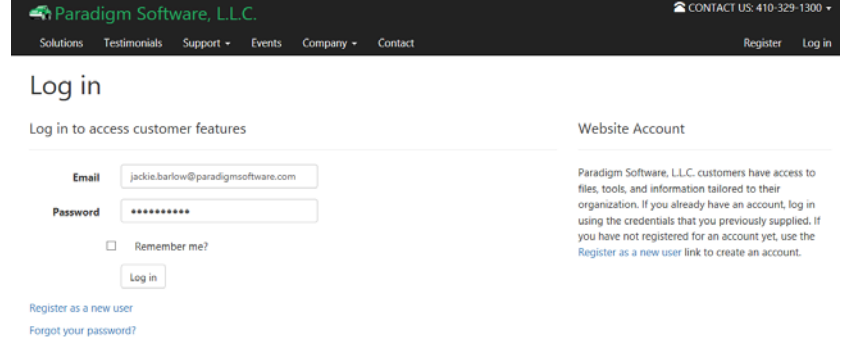
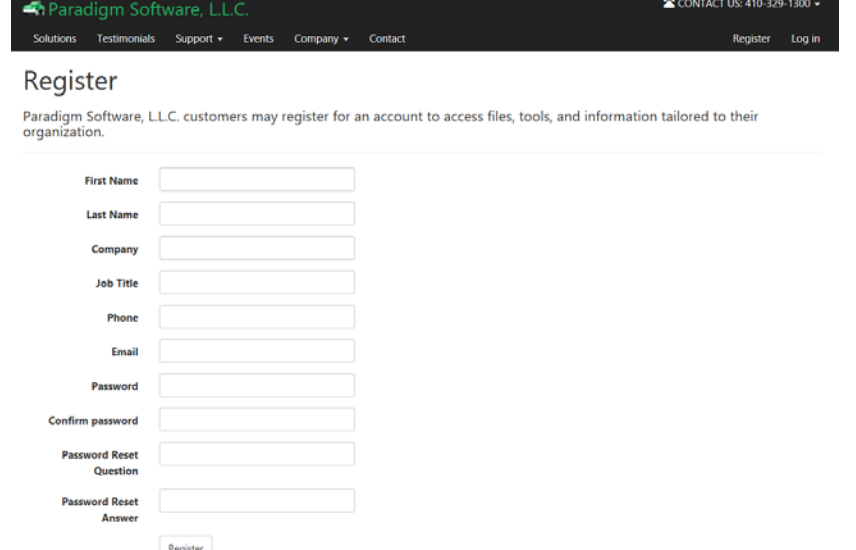
4.10.5 Remote Support

PSLLC works with our customers to provide remote support that meets the Customer's requirements. We have used VPN's, remote desktop, LogMeIn123Rescue and a variety of other options based on customer requirements. By having remote access to the system will allow a faster resolution to issues as we will be able to see the actual error or issue. This has proven to be a valuable asset for bug fixes and also for training staff.

4.10.6 Customer Web Portal

PSLLC has implemented our new website that offers our Customers the ability to track their open issues, access to our knowledgebase and other options right from our website.

PSLLC has implemented our new website that offers our Customers the ability to track their open issues and other options right from our website.

Customer Login Screen	
Self-Registration Screen	

4.11.1.1 User Groups

PSLLC holds Annual User Group meetings in order to keep our customers up to date on the software and its enhancements. We bring multiple employees to these meetings in order to have multiple contact points for the participants to ensure questions are answered. We have also started looking into regional user groups for our customers to participate in as well. PSLLC is happy to participate. In addition, we email quarterly newsletters with valuable information for our customers. We have these meetings on an annual basis as long as our customer base participation warrants.

4.11.1.2 Supporting Testimonials

PSLLC had the privilege of being interviewed for the following article written by Ed Ritchie which was recently published in the March/April 2014 edition of the MSW Magazine. The article titles "Resetting the Scales" discusses the latest developments in scale management systems. One of our many satisfied customers, Deb Bush at Pinellas County, FL was also interviewed for this article and provides insight in the system and how the software and PSLLC have benefited her operations. The article can also be viewed on MSW Management's website - <http://foresternetwork.com/daily/waste/resetting-the-scales/>.

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Resetting the Scales

Automatic systems mean accurate transactions, fast reporting, and smoother operation.

BY ED RITCHE

Are you up on the latest developments in scale management systems? When it comes to billing and reporting at landfills and transfer stations, this is a technology that speeds up transactions, cuts hours and days off of reporting tasks, boosts accuracy, and literally redefines the work environment in most every aspect. Does it sound too good to be true? Well, let's start with a look at how automation helped Deb Bush turn around her organization's operations at Pinellas County Solid Waste. Then we'll see some examples of the industry's best offerings. And we'll also provide a link to an RFP that you can use to get proposals to upgrade your operations.

Deb Bush took on a tough assignment when she became manager of The Pinellas County Solid Waste department. It's an integrated solid waste system that has a waste-to-energy (WTE) plant and two landfills. The scales handle more than 1,000 transactions per day, and operations depend on many reports and accurate accounting procedures, in part because of the sorting, and the fact that less than 15% of the waste received ends up in the landfill, while the remaining 85% is converted to energy in the WTE facility. With a capacity to burn 3,150 tons of garbage daily, the WTE facility requires plenty of record keeping, even down to the ash that's generated from the combustion of solid waste, which is transferred to a residue storage and processing building. There's also a landfill for mulch, and all these activities are handled by a variety of independent contractors.

The movement of materials for the WTE plant requires tracking, as does the landfill, and Bush wanted software that would track all scale activities, print tickets, and create video logs. "We needed a better tracking system all around, and it had to tie in to the contracts for operators and the movement of the material around the site," Bush recalls. "The software I inherited wasn't up to the job, and we were

eight months behind the end of our fiscal year and hadn't balanced things. Every time we pulled a report, there was a different number. We were over 1,000 transactions a day that accounted for \$130,000 worth of business, yet there was no way for us to make sure that we had good cash controls, because we couldn't track things. Also, I suspected that there was theft, and our inspector general office confirmed the problem, but we couldn't say how

from a certain date, and it will run that report and show them the data on those transactions. The data can be exported to EXCEL spreadsheet or an RTF file or PDF file."

The county also has the option to offer paperless statements to avoid printing and mailing costs. Customers can make payments by check through the mail or online with a credit card, and it's automatically updated upon approval. The process is fast enough to clear an



much because we didn't have video or logs tracking scale activation." Bush gathered her staff and department heads together, and created an RFP to find a supplier that could provide a solution. The search led her to Paradigm Software LLC, of Cockeysville, MD.

"They have six scale lanes, and they do everything from signature capture to drivers license scanning and video monitoring, and it's all tied into our application," says Jackie Barlow, II, vice president at Paradigm. "They allow their customers to have access to a secure website, and they can run reports on older data. So instead of having vendors asking Pinellas County for a reprint or data on a ticket, they can log into the system and see transactions

account for a truck that was turned away at the scales for lack of payment, so it can get back in line without leaving the site. "Paperless billing includes the ticket at the time that driver crosses a scale," Barlow adds. "So it can be an e-mail copy sent to a specified e-mail address every time the transaction is processed, and a batch at the end of the day or any other time. Now if the driver loses his ticket there's still a copy sent as an e-mail so the company doesn't have to call the county and take an employee's time with a request for another ticket."

The paperless system integrates well with Pinellas's video system, and helps with the site's unattended scales. "I don't have just a software package," Bush explains. "It's also tied into

video and everything communicates. So I have videos of trucks on the scale, the contents of the truck, the driver, the tags, and the scale operator. If somebody says they didn't make a trip across the scales and drop a load we can pull it up and identify the truck and the driver." The system reduces wait times for onsite contractors by automating a set of unattended double lanes that are designated for use by contractors moving material between the facilities.

"Those trucks have transponders," Bush adds, "and all the data is captured by the system, so we don't have to manually input the information and it removes the potential for errors and speeds up the daily reports for our contractors at the landfill and waste-to-energy operations. In the past sometimes it would take two to three days before the scale supervisor could figure out a problem with a transaction, so the reports were behind. Now the reports are distributed at 10 o'clock every morning, and they're accurate, so it's very rare that we have problems."

Timely reporting is critical for meeting state and local regulations at the city of Napa, CA, says Chris Shoop, management analyst (recycling coordinator) for the City of Napa Public Works Department. "The most com-

mon reports we use are tracking materials and transactions so we can determine how much of something came in or came went out for specific customers within certain periods of time," says Shoop. "The city of Napa has been using Soft-Pak for eight years in the scale house at our recycling and compost facility. We conduct and manage a variety of different scale transactions, capturing and tracking needed data and producing various informational reports. This system has the capability to run those easily, and we can do something as broad as facilitywide or we can drill down to the individual material type or an individual customer if we like."

One of the keys to accuracy in the production of instant updates is RFID/ Bar Code technology, according to Brian Porter, president of Soft-Pak in San Diego, CA. "The RFID/ Bar Code technology allows Napa Valley to instantly close work orders and make data available for reports and analysis," says Porter. "Too many waste haulers have different scale programs that either upload late in the day or only provide for manual data input. The Scale-Pak software was designed to instantly update Soft-Pak's main database with the driver's activities, work orders, and productivity. This real-time

information flow assists scale operators, back office personnel, and management's oversight of their different operating units."

The system also works with unattended scales for both intercompany and cash customers during normal operations or during off hours. This cost-saving feature allows for additional capacity and efficiencies without incurring overtime or employing additional resources. There's a variety of options for defining user qualifications and billing methods, Porter adds, "Some customers have taken this a step further, and allowed certain qualified customers to dump during off hours by provided either a scale ticket or a credit process for third-party haulers. Again, allowing the scale entity to collect revenues off hours while still maintaining controls of payments by knowing who is going in or out of the facility." Further verification is possible by capturing driver signatures at a scale station. The signature is automatically stored in the system to alleviate billing discrepancies when invoices are presented.

Shoop adds that automation has made a great impact in controlling long lines at the scales. "We brought in about 120,000 tons of material last year, and our business is growing. The transaction process at the scales

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happens very quickly. There's a few screens to go through and you can print out a ticket and receipt for the customer. If it's a cash customer they can pay by credit card, and if it's a billable customer we have accounts and the software allows us to add the transaction

and it's billed monthly. Actually, the software has more capabilities than we currently use but we expect things to evolve and have the software evolve with us."

With reporting requirements growing in complexity, scale operations and management

systems have to evolve to keep up with the breakneck pace for landfills, recycling, and transfer stations, according to Joe Everman, business manager for Mettler Toledo in Columbus, OH. "There's a tremendous amount of reporting required for the waste industry," says Everman, "It's driven by compliance regulations on the state and local levels, and these vary by governments. For example, operators in California have to adhere to all California state laws in regard to tonnage and usage of landfills and how much reduction is taking place in the green space of a landfill—and also how much is going to recycling and how you're tracking these recyclables."

To make compliance and reporting easier, Mettler Toledo is introducing DataBridge SS, the company's next-generation vehicle scale software, designed to replace the company's current software product OverDrive, a weight and data management product. "Data Bridge MS is our next-level product scale management system," says Santosh Nachu, product manager for vehicle scale software with Mettler Toledo "It manages entire systems, and at this level operations include unattended terminals, with lights and gates to manage. So rather than make it complicated, we have those instructions built in."

Quick setups and even quicker data capture are needed as the industry has evolved, says Everman. "Five years ago, 50% of our business was batched information and a 24-hour turnaround was adequate. But now it's down to less than 20%, and the other 80% needs real-time transmission to a central administration point for invoicing and billing and reporting. The second trend we're seeing is more and more unattended scale houses. They have to be driver friendly because this is a global product and it's available in all types of languages. For example, in California and Florida, where you have Spanish-speaking people, they can go to an unattended terminal and choose between English and Spanish or another language."

Data Bridge takes the process a step further for operators that want to limit driver input. By issuing a badge with a magnetic strip, all the driver has to do is swipe the badge and the system identifies the holder and the language. "You can add a video camera to take a picture of the driver and the contents of the drop," notes Nachu. "Then it can be used for auditing purposes to reconstruct a transaction or to review the approvals and the history of when the load came into the landfill or transfer station"

For reports, the software provides controls

Scale Automation Resources

Mettler Toledo

www.mt.com

Manufacturers of DataBridge SS, comprehensive vehicle scale software for automation of vehicle weighing operations. It includes features for organizing, transactions, record keeping, data analysis, and reporting.

Paradigm Software

www.paradigmsoftware.com

Complete scale operating systems for automation of scale weighing and associated record keeping, accounting, and reporting functions. Plus video integration and unattended system management.

Scale Automation Systems

www.comprosystems.com

Full-service scale and weight data management systems, including RFID and bar coding.

Soft-Pak Software Solutions

www.soft-pak.com

Solutions for both small and large hauling operations; handling all aspects of billing, routing, customer service and scale operations, including RFID and bar coding.

Carollna Software

www.wasteworksonline.com

Products designed to provide a comprehensive approach to waste management information. Features include weighing, billing, accounting, reporting,

Interface Logic Systems

www.interfacelogic.com

Applications to manage solid waste above and below ground at landfills and transfer stations.

Rice Lake Weighing Systems

www.ricelake.com

Manufacturer of weight-related products and process-control equipment.

Air-Weigh

www.air-weigh.com

Products include the LoadMaxx Truck Scale, combining hardware and software technology to accurately measure and display steer and drive axle group weights.

Cardinal Scale Manufacturing Co.

www.cardet.com

Software systems for communicating with weight indicators to collect accurate data.

Emory Winslow Scale Co.

www.emerywinslow.com

Hydrostatic truck scales for waste transfer facilities, landfills, and scrap and recycling facilities.

Fairbanks Scales

www.fairbanks.com

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Unitec Corp.

www.uniteccorp.com

Manufacturer of truck scales.

Vulcan On-Board Scales

www.vulcanscales.com

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Vishay Precision Group

www.vishaypg.com

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Weights and measures

By Lori Lovely

"Everyone has worked off load-cell-based weighing systems," says John Riley, business unit manager for SI Onboard, the world's largest load cell manufacturer. But now there's a new method of onboard weighing that measures the change in angle of a truck's leaf springs. "The industry needed a new method."

LoadGuard is a simple yet advanced monitoring system rather than a weighing system. Small sensors mounted to the leaf springs monitor changes in the angle as weight is added to the truck. Suitable for trucks of 8.3 tons and above, it adapts to all suspension types (air, mechanical, or combinations) and all truck types (rigid, tractor-trailer, or multiple trailer).

The system measures suspension loading on the axles, providing a display of gross vehicle weight and individual axle weights, with visual and audible alarms to alert when legal limits are exceeded. Reliable and accurate even in rugged environments, the system doesn't need frequent recalibration or repair typical of competitive systems. Neither does it add 600–700 pounds of weight like onboard scales do. It weighs 4 pounds and is easily installed in four hours.

Operating overloaded vehicles can result in heavy fines and damaged vehicles, states SI Onboard. Overloading can also increase safety and liability risk. However, not loading to the maximum legal payload results in lost profits and reduced efficiency. By accurately monitoring payload, fleets can increase safety for the

drivers and the public; extend the life of the transport vehicle; reduce costs for maintenance, repair, and tires; increase fuel efficiency while simultaneously reducing greenhouse gas emissions; and keep operators within legal weight limits, while still operating at maximum payload.

Riley says the system can pay for itself in as little as one day. The city of Tulsa's municipal water department fleet earned an overweight fine of \$6,000 when the wet soil excavated during the repair of a waterline break was overloaded onto a truck and hauled offsite. By switching to LoadGuard, the department was able to prevent a 15,000-pound overload from resulting in an additional fine, because the crew could easily see the need to make two loads instead of one, he says.

to drag and drop a column header for grouping or sorting. "You can manipulate this massive trove of data and filter down to exactly what you're looking for and export that into various files," says Nachu. "There's also the ability to visualize and populate a chart to see

data on customers and metrics, because when you're looking at a sheet of paper it's hard to visualize numbers, but if you can put them in some sort of graph and show a relationship between the entire span of data, that's something valuable to make a quick decision on.

The whole point of reports is to understand your business, and graphs are better than a whole bunch of numbers for visualizing the information."

We started in Florida, and branched out to software that's designed for worldwide

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usage, but let's circle back to Florida to see what it takes to keep the scales at the Solid Waste Authority of Palm Beach County running efficiently. The authority provides solid waste disposal and recycling services and programs to the county's 1.4 million residents and businesses. Solid waste and recycling collection services are also provided to the residents and businesses in unincorporated Palm Beach County through private haulers under exclusive franchise agreements. To keep track of the high volume of traffic and material processing, the SWA uses AutoPro X Data Collection software from Scale Automation Systems, Dunbar, WV.

"The SWA has collection transfer stations all over the county, where city and private trash haulers bring their trucks," explains Mike Shafer, sales manager for Scale Automation Systems. "The material has to be sorted for either a landfill or a waste-to-energy facility, and they use our system countywide to automate the weighing function with their trucks, and the private companies and local residents. Previously, there were problems with their original system, because the staff did things by hand and the terminals didn't even capture the weight off the scales."

With 700 to 800 vehicles a day, the sheer volume caused mistakes, such as long lines, and trucks ending up at the wrong tipping floor sections, which caused intermixing of materials that bogged down operation when personnel had to hand sort the mixed waste. "That was solved when we implemented the bar coding and classification of materials and tracking in real time," Shafer recalls. "Now if a truck goes to the wrong tipping floor, the system stops them with a display that's bilingual and flags the operations people to warn about a truck unloading in the wrong place, and they can use their radios to stop them."

Bar coding and directions for dumping of loads are critical to the SWA's operations, says Shafer. "The waste has to be tracked, and there can't be intermingling of different waste materials and categories, because the waste-to-energy plants have their own collection points for metals and plastics. The trucks have RFID tags and there's a scale specifically for the trucks leaving the landfill and sorting areas. The tags are scanned at terminals designed so drivers don't have to get out of their trucks. The terminal asks questions about the load and prints a receipt. It's all linked to the county's accounting system, and data is processed on a large

mainframe server for reporting in real time, so the information is available immediately."

For the future, the SWA is looking at unattended low-volume transfer stations specifically to handle the county's municipal trucks-only accounts. Those stations will benefit from the progress in RFID technology because RFID tags are no longer just passive carriers of data. Shafer notes that the new systems have reading and writing capabilities that can further boost efficiencies. "When a truck comes to facility, you can read the RFID tag and do the processing. And instead of printing the ticket, an electronic ticket is transferred back to the truck's tag, so the tag stores the data and it can be read and updated at every stop on its route. So there's a history of the vehicles activities, and by fully automating this process, you eliminate the human error factor, and that saves time and money."

Saving time and money seems to be the overriding theme when it comes to scale automation software. For transactions, billing, and reporting, automation has proven to be an ideal tool for accuracy and timely execution of these critical tasks. Moreover, the ability to eliminate costly errors, such

as intermingling waste and recyclables, can boost employee satisfaction and even reduce safety risks. Multiple-language capabilities can have the same benefits.

Now the final question is that of finding the right scale automation software for your organization (see sidebar for a list of automation resources). Again, it's time to look to Florida and the experience of Deb Bush at Pinellas County Solid Waste. "Since we're a government agency, we wrote this RFP so others could piggyback off it," Bush explains. "Rather than reinventing the wheel other cities and counties have used our contract because they know how much work we put into this. Our RFP is on the Florida SWANA website [<http://goo.gl/LJGPw8>], and this organization has a great scale and finance committee that helps our members." **MSW**

Ed Ritchie is a writer specializing in landfill and recycling technologies.

For related articles:
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Recommendation Letters / Comments



Immediate Release
Nov. 19, 2010

Contact: Marq Caughell
Public Information Specialist
(727) 464-5505

Solid Waste Operations billing goes electronic

New technology enhances customer service

It was a seamless transition for customers at Pinellas County's Solid Waste Operations. The facility now accepts Visa and MasterCard payments and instead of a clipboard with three copies of a ticket to sign, drivers are handed an electronic signature pad. At the end of the transaction, the receipt contains their signature, as well as information about the type and weight of the waste, plus its point of origin and total cost. Behind the scenes, cameras capture pictures of the load, the license plate, driver and vehicle. Driver's licenses are scanned electronically and the information and video are tied to the transaction number. The entire sequence takes a mere 25 seconds.

The enhanced customer service is the result of a new system installed at the scalehouse. Other benefits include two automated lanes that utilize a radio frequency reader device mounted to the vehicle, or a windshield sticker containing a small transmitter. Capturing pre-programmed customer information, a receipt is automatically generated. Customers are able to pull up their account information online and verify transactions, generate reports and pay their bill. To increase payment flexibility, automated check readers that immediately verify and hold funds are planned.

The improvements are the culmination of a multi-year project to design and implement these enhancements to speed transactions and reduce wait times for customers. The project was a success because of the teamwork between Pinellas County Utilities, Business Technology Services, the Clerk of the Circuit Court, Paradigm Software, L.L.C. and Veolia Environmental Services. Solid Waste Operations is located at 3095 114th Ave. N., St. Petersburg. Waste is accepted Monday through Friday, from 6 a.m. to 6 p.m., and Saturday from 7 a.m. to 5 p.m. The scalehouse is closed Sunday and designated holidays. For more information, please visit www.pinellascounty.org/utilities or call (727) 464-7500.

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November 15, 2018

Mr. Jackie W. Barlow, II
Paradigm Software, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030

Dear Mr. Barlow,

This is a follow up to our CompuWeigh v6 upgrade. This week has been a very busy one; but quite a labor of love. We want you to know that our go-live experience has been stellar and we could not have asked for better. We believe the efforts of everyone involved were the key to a successful implementation. All parties spent tireless hours of preparation with testing, programing, configuring, etc.

We found your staff to be exceptionally knowledgeable, and accommodating. Both Jesse and Jake were a dream to work with; we were sad to see them leave. They were very responsive to our needs, had great attention to detail and offered numerous suggestions to save time and effort. It's not often that we are able to interact with industry experts in weighing solutions. We've received several comments that this was the "best go-live ever". We are finding version 6 to be on the cutting edge of technology. We are enjoying it very much.

Your company's individualized support over the next 30 day period following go-live is appreciated. Thank you for the extra attention during this phase. As expected, there are a few items that require follow up but the list is rather short. As you know, the Solid Waste Department has a complex cash posting process and requires custom programming enhancements to the cash file export. If there is anything you can do to help expedite the process it would be greatly appreciated.

We look forward to a continued and mutually beneficial relationship with Paradigm.

Sincerely,

A handwritten signature in blue ink, appearing to read "Naomi Murray", is written over a horizontal line.

Naomi Murray
Public Works Supervisor



Public Services

128 North Second Street • Fourth Floor Courthouse • Yakima, Washington 98901
(509) 574-2300 • 1-800-572-7354 • FAX (509) 574-2301 • www.co.yakima.wa.us

VERN M. REDIFER, P.E. • Director

January 30, 2008

Mr. Philip Weglein, President
Paradigm Software, L.L.C
10944 Beaver Dam Road – Suite C
Hunt Valley, MD 21030

Dear Mr. Weglein:

Yakima County Public Services, Solid Waste Division, purchased the Paradigm Solid Waste Management Software System in 2006. Since implementation in November 2006, we have found the software to be very user friendly and the support staff have been wonderful to work with. The Paradigm staff are not only prompt in addressing issues that may occur but go out of their way to assist us as questions and issues arise.

The transition from our old canned software program went smoothly. The staff from Paradigm provided training for the administration staff and the scalehouse attendants, so our staff was at ease when the switchover took place. The reporting options are endless and the audit features are exceptional. It is very convenient to be able to review actual numbers flowing through from the scalehouses to the administration office.

Since switching to Paradigm software, we are able to process customers faster, provide more detailed reporting and have a more complete audit trail. Paradigm's ability to modify the software to meet our specific needs has been a tremendous asset to the Solid Waste Division.

We are pleased to recommend Paradigm Software as a positive addition to any solid waste facility.

Sincerely,

Wendy Mifflin
Solid Waste Manager



417 Century Court
P.O. Box 305
Franklin, Tennessee 37065

January 30, 2006

Mr. Jackie Barlow
Paradigm Software, LLC
1202 York Road
Lutherville, MD 21093

Dear Jackie:

Thank you so much for the work of Joe Fiedler last week on the installation at the City of Franklin, Tennessee. His service was outstanding and every challenge and road block we inadvertently put in front of him he handled with grace and professionalism.

We look forward to Joe coming back and completing the installation and finishing the training for our staff. I can only tell you at this point that if the software works half as well as Joe does, and we have no reason to believe it won't, we are going to be very happy customers.

Thank you again for your assistance in this project. We are looking forward to a very long and positive relationship as we go into the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Williams".

Joe Williams
Director of Solid Waste
City of Franklin

JW/sc

(615) 794-1516 - Office

www.franklin-gov.com

(615) 791-3289 - Fax

COUNTY OF CAMPBELL



SUPERVISORS

RICK BOYER
CALVIN P. CARTER
EDDIE GUNTER, JR.
JAMES R. MAYS
HUGH T. PENDLETON, JR.
J. D. PUCKETT
HUGH W. ROSSER

BOARD OF SUPERVISORS

POST OFFICE BOX 100, RUSTBURG, VIRGINIA 24588
www.co.campbell.va.us

COUNTY ADMINISTRATOR
R. DAVID LAURRELL

BROOKNEAL (434) 283-9525
LYNCHBURG (434) 592-9525
RUSTBURG (434) 332-9525
FAX NO. (434) 332-9617

December 2, 2004

Mr. Phil Weglein
President
Paradigm Software LLC
1202 York Road
Lutherville, Maryland 21093

Dear Mr. Weglein:

A big thank you is extended to you, Erica and Joe for the time and commitment during the installation/training process at our landfill. Your cooperation and those of your staff truly shows professionalism.

I had asked Erica to remind me to give her the second payment before she and Joe left, but guess what happened? We all forgot. Enclosed, please find your second payment.

May you and all of your staff have a New Year full of good health, laughter, prosperity, and wonderful memories.

Environmentally yours,

Diane Dodd
Landfill Office Manager
Professional Waste Management Facility
Operator

RESPECTING THE PAST, ATTENDING THE PRESENT, CONCENTRATING ON THE FUTURE

This customer is now part of Virginia's Region 2000 Partnership.

Arnold O. Chantland resource recovery system

110 Center Avenue, P.O. Box 811, Ames, IA 50010 Phone: 515-239-5137 Fax: 515-239-5490

Jackie W. Barlow II
Technical Support/Group Manager
10944 Beaver Dam Road, Suite C
Hunt Valley, MD 21030

Dear Jackie:

You've asked for a testimonial relating to our experiences with you as a company, support, promises kept, etc. And finally I think I have time to do just that! Let me know if there's anything else you need from us.

"Our Paradigm Software was installed in August of 1999. Paradigm sent Chris Holmes from their office to install our program and hardware, as well as to train all staff that would be involved in using it. The company was careful to accommodate our varying schedules to be sure everyone had a chance to use the new program and understand it before going 'live'. After the installation, Chris let us know that we could call any time to get help if we needed it. We also had emergency numbers to call in the event that we needed help during non-traditional office hours; this was very handy on a couple of Saturdays I can think of! Paradigm has been very responsive when we've needed to add things to our system; we tell them what we'd like the system to do for us, and they come up with just what we need. They've been able to fit their program to our rather unusual operation of our waste-to-energy system; we really appreciate the personal attention we've received from the company."

Sincerely,

Lorrie E. Hanson
Principal Clerk

Columbia County Solid Waste, FL

We began looking for a new Scale Software program because of the Y2K scare. We had the opportunity to upgrade our current DOS based scale software program that we had to a windows based program, which was the most inexpensive way for us to go. We called our then current scale software program company and asked for a demo of the new windows upgrade software program and a list of references of the counties currently using the software. We began calling those counties, some of which have had the software program on line for several years (1-to-3 years) and were still having problems with retrieving data and were unable to use the report program, even after going through training classes, after finding out that not one county was satisfied with the software we began looking for other options available. We called other counties to see what they were using and experiences that they have had. During this process we spoke with Alan Altman the Director for Clay County, they had the Paradigm CompuWeigh System installed and asked us to drive over and view the CompuWeigh System up and running. We did just that and were we surprised! To find that the system had so much flexibility and versatility to interface with an accounting software program and it was windows driven, considering we had to do all our reports and compile the data manually. Needless to say we were hooked. We immediately began the purchasing process. We got with Paradigm's Support team and they answered our questions, were very courteous and helpful during the purchasing process. Then came the installation of the CompuWeigh System and setting up the accounting program, and Training the staff. Paradigm sent us the finest as far as we were concerned, "Chris Holmes" he was so knowledgeable about the CompuWeigh System, he was patient with our staff during the training process, he made everything so simple for us, he went over and over everything to make sure we understood it. After the training and Chris left, we had some questions and some things we got stumped on and even though it was during the Thanksgiving holidays Chris gave us every phone number available for him to be reached even at his home, and he was glad to help with our situation. Thanks to Chris for all your help. We have had the CompuWeigh System now for about 1 1/2 years and are completely satisfied with it and are recommending it to other counties that call and ask what scale software program we are using. We still have to call and rely on the support team of Paradigm, Chris Holmes, Jackie Barlow, Jason Webster Chris Weglein and Phil Weglein from time-to-time and we have always gotten a quick response from them. Thanks to Paradigm for such a great Scale Software System.

Bill Lycan - Solid Waste Director
Pam Lashley - Office Manager
Winfield Solid Waste Facility - Columbia County, Florida

Delaware Solid Waste Authority

Since acquiring CompuWeigh and Weigh Stations software from Paradigm Software L.L.C., the Delaware Solid Waste Authority's reporting, auditing and communication abilities have been greatly improved. Paradigm's technical support assistance with the setup of Weigh Station has made our organization's database tracking and control easily manageable. Paradigm Software L.L.C. has developed their software to meet all the needs of their clients without the need for custom programming. With the interaction of Microsoft applications, CompuWeigh software provides unlimited methods of manipulating data for analyses.

Herbert F. Dulin
DSWA Business Analyst

Rodman County, NY

When our facility was looking for a new software package that would accommodate our needs, I put a lot of time and effort in to researching all the latest programs available. I was very impressed with what Paradigm Software, L.L.C. had to offer. Your program provided the flexibility and capability that our landfill was looking for, while being very user-friendly.

We have been using the CompuWeigh System since September 1999 and have been very pleased with the results. The support staff at Paradigm was very helpful in tailoring the program to meet our needs. Paradigm has provided a great deal of assistance with our accounting software program that we download our billing information to, even though it is not part of the CompuWeigh System.

I have found that I seldom have had to call Paradigm for technical assistance as the program has run so smoothly, but whenever I have placed a call, my questions have been answered expediently and explained in a manner that was comprehensible. The customer service at Paradigm Software is exceptional.

I have received calls from other landfills that are exploring new software options and I cannot say enough good things about the CompuWeigh System and the people at Paradigm.

Sincerely,

Jan M. Castro
Customer Service Specialist

4.11.1.3 Proposed Innovations

PSLLC has consistently performed above and beyond our competitors in new innovations on a software, hardware and support level. PSLLC is second to none in providing a state-of-the-art solution and the knowledge and skill to back and support these technologies. Customers who want to protect their investments choose Paradigm Software, L.L.C.

4.11.1.4 PSLLC's Sample Agreement

PSLLC is providing a copy of our standard agreement on the following pages for your review and agree that a mutually negotiated Agreement will be developed by both parties. This is only a **SAMPLE** Agreement and in no way, should be considered final or as an exception to any portion of the RFP. The Agreement covers Standard Support Services and Licensing, System Implementation, Scope of Work, Purchase Price, Payment Schedule, Service Levels, Escrow Agreement and Optional Credit Card Processing and Other required Agreement Addendums. Upon request, PSLLC will provide this Agreement in a Microsoft Word electronic format with track changes turned on for ease of negotiation.

PARADIGM SOFTWARE, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030
(410) 329-1300

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

PARADIGM SOFTWARE, L.L.C. ("PARADIGM"), by its acceptance of this Standard Support Services and Licensing Agreement including the following signature page, the Terms and Conditions and all applicable Addenda, Exhibits and Schedules identified herein below (collectively, this "Agreement") agrees to sell and provide, and the undersigned customer ("CUSTOMER") agrees to purchase and accept, a license in specific computer software and support services relating to that software licensed by PARADIGM to CUSTOMER in accordance with the terms and conditions of this Agreement.

PARADIGM agrees and to grant to the CUSTOMER a license to use the software, to deliver and install the Software, and to sell, deliver and install for CUSTOMER the hardware necessary to use the software in accordance with the terms and conditions of this Agreement.

This Agreement and the relationship between PARADIGM and CUSTOMER are governed by the Terms and Conditions and each of the Addenda and Exhibits indicated herein below, each of which is adopted and incorporated herein by reference.

- Terms and Conditions
- ADDENDUM A: System Implementation Addendum
 - Exhibit A: Scope of Work
 - Exhibit B: Purchase Price
 - Exhibit C: Payment Schedule
- ADDENDUM B: Service Levels
- ADDENDUM C: Escrow Agreement
- ADDENDUM D: Credit Card Processing
- ADDENDUM E: Other (if applicable)

READ, UNDERSTOOD AND EXECUTED on the date(s) indicated below.

Customer:

Accepted by:

CUSTOMER NAME:

PARADIGM SOFTWARE, L.L.C.:

Address

113 Old Padonia Road, Suite 200
Cockeysville, MD 21030

By: _____

By: _____

(Type or Print Name)

Jackie W. Barlow, II
Chief Operating Officer

(Title)

Date: _____

Date: _____

Approved as to form:

By: _____

(Type or Print Name)

(Title)

Date: _____

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

TERMS AND CONDITIONS

1. **CHARGES, FEES AND PAYMENT.** CUSTOMER shall pay the charges and annual fee for Standard Support Services as specified in Exhibit B to Addendum A (System Implementation). The annual fee is payable annually in advance prior to the first day of renewal term. For all charges and fees, CUSTOMER will pay a late charge of one and one-half percent (1 1/2%) of the amount not paid within thirty (30) days of the due date or date of invoice, whichever is later. At its sole discretion, PARADIGM may increase its annual license fee and its annual charges for maintenance and support once each year by giving CUSTOMER at least ninety (90) days' notice prior to the affected term. If PARADIGM provides services not expressly agreed to in this Agreement or in its Addenda, CUSTOMER will be charged and agrees to pay for them at PARADIGM's then-applicable rates. Prices and fees are exclusive of all current or future excise, sales, use, occupational, or like taxes, and CUSTOMER agrees to pay any such tax PARADIGM may be required to collect or pay (including interest and penalties imposed by any governmental authority) which are imposed upon the sale or delivery of goods, licensed software, or services rendered hereunder. Exemption from such taxes, if any, shall be the responsibility of CUSTOMER to pursue.
2. **CUSTOMER RESPONSIBILITIES.** CUSTOMER agrees to test, and if operable, accept and use updates, amendments and alterations to the Software furnished to CUSTOMER hereunder and to install and maintain for the duration of this Agreement, an adequate connection for remote support approved by PARADIGM. CUSTOMER shall allow PARADIGM access to the Software via this connection for the purpose of providing Standard Support Services and will pay all line use charges. CUSTOMER will provide PARADIGM with data dumps as requested, and with sufficient support and test time on CUSTOMER's computer system to duplicate any conditions or problems identified by CUSTOMER or PARADIGM.
3. **COVERAGE.** The Software eligible for Standard Support Services (as defined below) are CompuWeigh as updated with all current modules, applications, amendments, alterations, enhancements, improvements and updates furnished to CUSTOMER from time to time under warranty (the "Software"). Standard Support Services shall be rendered only to the CUSTOMER's currently supported version of Software running with the applicable operating system version supported by PARADIGM.
4. **STANDARD SUPPORT SERVICES.** During the term of this Agreement, PARADIGM will provide to CUSTOMER its Standard Support Services described in this paragraph (the "Standard Support Services"). Subject to the license granted to CUSTOMER in the Software, PARADIGM will provide technical services to design, code, check out and deliver amendments or alterations to the Software necessary to correct or solve any programming error attributable to PARADIGM

which caused the Software not to perform substantially as described in the current, standard editions of manuals delivered to CUSTOMER by PARADIGM describing the use of the Software (the "Documentation"). Such Standard Support Services will be promptly provided after CUSTOMER has identified and notified PARADIGM of any such error in accordance with PARADIGM's reasonable reporting procedures as in effect from time to time and in accordance with the Service Levels identified in Addendum B. Standard Support does not include the re-installation of the Software or the running of updates to the Software on the CUSTOMER's workstations, servers, or other hardware. The re-installation of the Software or running of updates to the Software on the CUSTOMER's workstations, servers or other hardware will be billed at PARADIGM's then-applicable rates, and in accordance with Addendum B. PARADIGM will also provide reasonable telephone consultation in the use and operation of the Software during the hours of 7:00 a.m. through 6:00 p.m. Eastern Time on weekdays, except PARADIGM holidays. Such consultation will be available only to one contact or alternate, designated by CUSTOMER in advance in writing from time to time. In addition, if PARADIGM elects to include them under its Standard Support Services program and does not market them separately to Standard Support Services customers generally, PARADIGM will deliver updates of the Software to CUSTOMER from time to time, without any charge other than as specified on Exhibit A to Addendum A attached hereto.

5. TERM AND RENEWAL. Provided payment has been made as required hereunder, PARADIGM shall provide CUSTOMER with Standard Support Services for a period of one (1) year. Thereafter, the term for Standard Support Services will automatically renew for successive one (1) year periods, unless either PARADIGM or CUSTOMER gives written notice to the other of an intention not to renew at least sixty (60) days prior to the commencement of any renewal term. The term and renewal of the license of the Software is governed by Addendum A hereto.
6. OTHER SERVICES. CUSTOMER agrees to pay PARADIGM's then applicable rates and charges for services not included in Standard Support Services, together with all costs incurred in connection therewith. Investigation and research for CUSTOMER identified conditions determined by PARADIGM not to be attributed to PARADIGM programming errors shall be billed to CUSTOMER as such other services.
7. PROPRIETARY RIGHTS. Any programs, works, manuals, changes, additions, alterations, amendments or enhancements in the form of new or partial programs, Software, Source Code or Documentation ("IP") as may be provided by PARADIGM under this Agreement, and all copies thereof, shall be and remain the sole and exclusive property of PARADIGM and shall be available for use by CUSTOMER under and subject to the license granted in this Agreement and Addendum A hereto. As between the parties, PARADIGM retains all right, title and interest in and to the IP, including, but not limited to, copyrights, trademarks,

service marks, patents and other proprietary rights, and no such rights are conveyed to CUSTOMER by virtue of any portion of this Agreement.

8. TERMINATION. PARADIGM may terminate this Agreement in the event of default by CUSTOMER, including failure to pay fees and charges, at any time after thirty (30) days' notice of such default and the default remaining uncured after the notice period. CUSTOMER may terminate its obligations under this agreement at any time, with or without cause, upon providing thirty (30) days' written notice to PARADIGM.
9. CONFIDENTIAL INFORMATION. "Confidential Information" shall mean this Agreement, all strategic and development plans, financial condition, business plans, data, business records, client lists, project records, employee lists and business manuals, policies and procedures, information relating to processes, technologies or theory and all other information which may be disclosed by either Party or to which they may be provided access in accordance with this Agreement. Except as otherwise provided herein, each Party agrees to treat confidentially and to not disclose to any person any Confidential Information about which it becomes aware. Each Party shall use all Confidential Information received by it solely in connection with this Agreement and for no other purpose whatsoever. Each Party shall strictly limit access to any Confidential Information to its employees, independent contractors, and agents who are under a contractual obligation to maintain the confidentiality of such information, and who have a need-to-know. Each shall safeguard all Confidential Information received by it using the same degree of care with which it protects the confidentiality of its own Confidential Information, but in no event less than a reasonable degree of care.
10. NO WARRANTIES. CUSTOMER ACKNOWLEDGES THAT NO EXPRESS WARRANTIES HAVE BEEN MADE BY PARADIGM WITH RESPECT TO STANDARD SUPPORT SERVICES OR SOFTWARE DELIVERED HEREUNDER. PARADIGM DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY, IF ANY, AVAILABLE FOR THE SOFTWARE IS AS SET FORTH IN THE SYSTEM IMPLEMENTATION AGREEMENT.
11. LIMITATION OF LIABILITY. PARADIGM SHALL MAINTAIN GENERAL LIABILITY INSURANCE. PARADIGM SHALL OTHERWISE NOT BE LIABLE TO CUSTOMER FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, PUNITIVE OR INDIRECT DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, REVENUE, BUSINESS OPPORTUNITY OR BUSINESS ADVANTAGE), WHETHER ARISING UNDER CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, BREACH OF STATUTORY DUTY, CONTRIBUTION, INDEMNITY OR ANY OTHER LEGAL THEORY OR CAUSE OF ACTION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING

ANYTHING TO THE CONTRARY CONTAINED HEREIN, PARADIGM'S MONETARY LIABILITY FOR (A) ANY CAUSE UNDER OR RELATING TO SUPPORT SERVICES SHALL IN NO EVENT EXCEED THE TOTAL OF ALL AMOUNTS PAID TO PARADIGM BY CUSTOMER FOR STANDARD SUPPORT SERVICES DURING THE ONE (1) YEAR PERIOD PRIOR TO THE DATE ON WHICH ANY CLAIM IS MADE AND (B) ANY CAUSE UNDER OR RELATING TO LICENSING AND SYSTEM IMPLEMENTATION SHALL IN NO EVENT EXCEED THE TOTAL OF ALL AMOUNTS PAID TO PARADIGM BY CUSTOMER FOR SOFTWARE LICENSE FEES.

12. **BENEFIT OF THE BARGAIN.** CUSTOMER UNDERSTANDS THAT THE FEES CHARGED BY PARADIGM IN THIS AGREEMENT REFLECT THE ALLOCATION OF RISKS EXPRESSED BY THE LIMITED WARRANTY, THE EXCLUSIVE REMEDY FOR BREACH OF THAT LIMITED WARRANTY, AND THE LIMITATIONS OF LIABILITY AND DAMAGES ALL OF WHICH ARE SET FORTH IN THESE TERMS AND CONDITIONS. BY SIGNING THIS AGREEMENT, CUSTOMER ACCEPTS THESE TERMS AND AFFIRMS ITS UNDERSTANDING THAT ANY CHANGE TO THESE ALLOCATIONS OF RISK WOULD AFFECT THE ECONOMIC BARGAIN EXPRESSED IN THIS CONTRACT.
13. **ASSIGNMENT.** This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and permitted assigns. CUSTOMER may not assign, sell or otherwise transfer this Agreement nor any of the rights hereunder without the prior, express written consent of PARADIGM.
14. **MISCELLANEOUS.**

Complete Understanding. This Agreement, including all of its Terms and Conditions and Addenda are the entire agreement and understanding between the parties with respect to the subject matter hereof. This Agreement supersedes all prior and contemporaneous agreements, negotiations, representations and proposals, written and oral, relating to the subject matter hereof. CUSTOMER expressly acknowledges, agrees and represents to PARADIGM that there are no understandings or agreements with respect to the subject matter hereof other than as expressly set forth in this Agreement. CUSTOMER agrees that no contrary terms and conditions of any subsequent CUSTOMER purchase order, no course of dealing, trade custom or usage of trade, and no warranty made during the course of performance, will apply, unless expressly agreed to by PARADIGM in writing. This Agreement cannot be modified except by writing signed by the duly authorized representatives of both parties.

Notice. Any notice or communication provided or permitted hereunder shall expressly describe its purpose and scope and shall be in writing and shall be deemed duly given or made if delivered in person or sent by U.S. certified mail, return receipt requested, postage prepaid, addressed to the party for which it is

intended at the address set forth in this Agreement or at any other address specified by a party in writing.

Invalidity. In the event any provision hereof shall be deemed invalid or unenforceable by any court or governmental agency, such provision shall be deemed severed from this Agreement and replaced by a valid provision which approximates as closely as possible the intent of the parties. All remaining provisions shall be afforded full force and effect.

Effective Date. This Agreement shall become effective and shall be binding only upon acceptance by PARADIGM at its offices in Cockeysville, Maryland. This Agreement shall be deemed to have been formed in the State of Maryland, U.S.A. and shall be governed by, subject to, and interpreted in accordance with, the laws of the Commonwealth of Virginia, BUT WITHOUT APPLICATION OF THE MARYLAND UNIFORM COMPUTER INFORMATION TRANSACTIONS ACT (Md. Code Ann., Comm. Law §§22-101 et seq.) or "MUCITA". The parties consent to venue in Harford County, Maryland.

Non-Solicitation. During the term of this Agreement and for twelve (12) months after its termination, neither PARADIGM nor CUSTOMER may employ or solicit to employ persons employed by the other.

Force Majeure. Except as expressly provided to the contrary in this Agreement, the dates and times by which CUSTOMER or PARADIGM are required to render delivery or performance (but not to make payment) under this Agreement shall be automatically postponed to the extent, and for the period of time, that CUSTOMER or PARADIGM, as the case may be, is prevented from meeting such dates and times by reason of causes beyond its reasonable control.

Inconsistency. Unless specified to the contrary in any addendum, exhibit, schedule, supplement or other attachment, in the event of any conflict or inconsistency between such items and the provisions of this Agreement, the provisions of this Agreement shall prevail and govern the interpretation thereof. No inference shall be drawn against, and no construction shall be adverse to, the party responsible for drafting or preparing this Agreement or any of its parts, or any addendum hereto, by virtue of such drafting or preparation.

Limitations. Any cause or action against PARADIGM arising out of or in connection with this Agreement or any schedule or other agreement executed in connection herewith shall be instituted and served upon PARADIGM not later than eighteen (18) months following the occurrence of or discovery of the first event giving rise thereto.

Independent Contractors. Nothing in this Agreement shall make PARADIGM and CUSTOMER partners, joint venturers or otherwise associated in or with the business of the other. Neither party shall be liable for any debts, accounts,

obligations or other liabilities of the other or their agents or employees. Neither is authorized to incur debts or obligations on the part of the other except as specifically authorized in writing.

Counterparts_ This Agreement may be executed in more than one counterparts, each of which shall be deemed an original and all of which shall constitute one in the same instrument. Copies of this Agreement shall have the same force and effect as an original, and each of the Parties hereto expressly waives any right to assert that such copies fail to comply with the "Best Evidence" rule or any equivalent rule of law or evidence of any jurisdiction

PARADIGM SOFTWARE, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030
(410) 329-1300

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

ADDENDUM A System Implementation

PARADIGM SOFTWARE, L.L.C. ("PARADIGM"), by its acceptance of the Standard Support Services and Licensing Agreement (the "Agreement"), agrees to sell, deliver and install, the hardware described in the Exhibits to this Addendum (the "Hardware") and to deliver and install the proprietary software described therein (the "Software"), and to grant to the CUSTOMER a license to use the Software as set forth herein below. CUSTOMER agrees to purchase the Hardware, accept the license for the Software, and accept services relating to installation, training, conversions, interfaces and other matters, all in accordance with the Exhibits to this Addendum and the Terms and Conditions to which it is attached.

1. **CUSTOMER RESPONSIBILITIES.** CUSTOMER shall be responsible for timely site preparation including, but not limited to, adequate electrical power for computer operation, high-speed internet connection and installation of all cabling. CUSTOMER shall make available qualified personnel to be trained by PARADIGM in the use, operation, and management of the Hardware and Software, and shall provide and adequately manage the resources necessary to implement and operate the Hardware and Software, including without limitation completion of PARADIGM start-up questionnaires, timely selection among options and parameters, and construction of data dictionaries. CUSTOMER shall comply with laws, use proper audit controls and operating methods, adequately back-up data and programs, and establish and maintain security and accuracy of data.
2. **TRAINING.** PARADIGM shall provide standard training in the use of the Hardware and Software according to Exhibit B and Exhibit C of this Addendum. Such training will be provided at a mutually agreeable location during installation. All travel, lodging and expenses related to the training shall be the responsibility of the CUSTOMER and shall be invoiced to CUSTOMER in accordance with the above provisions.
3. **DELIVERY.** Subject to the manufacturer's schedule or other agreement of the parties, shipment of Hardware shall be made on or about the date that CUSTOMER completes the above training. Exhibit B hereto shall specify who will install and set up the Hardware. PARADIGM will install the Software on the Hardware prior to delivering it. The terms and conditions of sale and the warranties, if any, applicable to the Hardware or any other products not manufactured by PARADIGM (including software) are as provided by the

applicable third-party manufacturers. Good and merchantable title and risk of loss in and to the Hardware shall pass to CUSTOMER upon delivery of each respective Hardware item to the carrier at the manufacturer's or PARADIGM's loading dock as appropriate. CUSTOMER shall pay or reimburse PARADIGM for all costs of Hardware, shipping, rigging, transportation and insurance which shall be invoiced to CUSTOMER in accordance with the above provisions.

4. SECURITY. PARADIGM reserves a security interest, for the amount of all outstanding payments due to PARADIGM hereunder, in each item of Hardware, and shall have all of the rights of a secured creditor under the Uniform Commercial Code with respect thereto. Such a security interest shall be retained and may be enforced by Software disablement until CUSTOMER's payment obligations for all Hardware and Software are fully discharged. CUSTOMER hereby appoints PARADIGM as its attorney-in-fact for the purpose of executing and filing financing statements to perfect its security interest, and PARADIGM shall, at the request of CUSTOMER, execute a termination statement evidencing the discharge of such obligations in the event a financing statement is filed.
5. GRANT OF LICENSE. Upon acceptance of the Agreement and the acceptance of this Addendum A, PARADIGM hereby grants to CUSTOMER, and CUSTOMER hereby accepts, a nonexclusive, nontransferable license to use, as herein provided, a single, executable copy an object code version of the Software and a single printed copy of PARADIGM's current, standard user manuals and training materials ("Documentation"). PARADIGM reserves all rights, privileges and interests not expressly granted to CUSTOMER, who shall acquire no right, title, interest or privilege with respect to the Software or the Documentation by implication.
6. TERM AND RENEWAL. The term of the license herein granted is ten (10) years commencing with the date of acceptance of this Agreement by PARADIGM, unless terminated earlier as provided herein (the "Term"). If CUSTOMER is not in default under this Agreement or any other agreement with PARADIGM, the Term of this license shall be automatically renewed upon the same terms and conditions, for one (1) additional ten (10) year term (the "Renewal Term"), unless CUSTOMER gives written notice of election not to renew the license at least ninety (90) days prior to the expiration of the initial Term. CUSTOMER shall pay a license renewal fee in an amount equal to fifty percent (50%) of the applicable license fee specified on Exhibit B hereto plus any cumulative adjustments for the Consumer Price Index published by the U.S. Department of Labor, Bureau of Labor Statistics [All Urban Consumers (CPI-U), U.S. City Average, All items, 1982-84=100] (the "CPI") (the "License Renewal Fee"), which License Renewal Fee shall be due and payable immediately upon commencement of the Renewal Term. If customer purchases a "Version Upgrade" at any time during the initial Term, then the Term shall automatically extend for one (1) additional ten (10) year term commencing with the date upon which the Version Upgrade is completed, provided that the Version Upgrade was purchased for an amount equal to at least 50% of the initial purchase

price (excluding installation charges) plus all installation charges, including but not limited to airfare, meals, expense, and per diem of PARADIGM's then current rate per day per person. PARADIGM defines modifications to the Software as either a "Version Update" or a "Version Upgrade". A "Version Update" is defined as any changes to the product that is made within the same version that the CUSTOMER is currently licensed for (example – going from version 6.1 to 6.2). A "Version Upgrade" is defined as a new installation of the product in which it has drastically changed from the prior version (example – going from version 6.x to 7.x).

7. SCOPE. A single, executable copy of the object code version of the Software may be used by CUSTOMER for testing purposes and for processing of data, but such data shall be strictly limited to data of CUSTOMER created or used in the connection with CUSTOMER. Neither the Software nor the Documentation may be used in any manner directly or indirectly related to or in connection with the operation or management of any other business including without limitation any timeshare, facilities management, data processing service or billing service. CUSTOMER shall not modify or sublicense the Software or the Documentation. The Software may not be used with more than the number of terminals agreed to in this Agreement. PARADIGM shall provide CUSTOMER with a single, back-up copy of the Software which CUSTOMER shall keep in a secure location reasonably approved by PARADIGM in advance. CUSTOMER shall place on all copies of the Software any notice, including, copyright notice, requested by PARADIGM.
8. TITLE AND OWNERSHIP. PARADIGM is and shall be the exclusive owner or sublicensor, as appropriate, of the Software, the Documentation and all associated materials provided to CUSTOMER, all modifications, additions, derivatives and enhancements thereof, all copies thereof, and all rights, therein. All additions, modifications, derivatives and enhancements to the Software shall be considered a part of the Software, and all additions, modifications, derivatives and enhancements to the Documentation shall be considered a part of the Documentation. Physical copies of Software and Documentation are provided by PARADIGM on loan during the term of the license granted pursuant to this Agreement. CUSTOMER shall keep the Software, the Documentation, and all copies thereof free and clear of all claims, liens and encumbrances, and any act of CUSTOMER purporting to create such a claim, lien or encumbrance shall be void and shall be a breach of this Agreement. CUSTOMER hereby assigns to PARADIGM all of its right, title and interest in and to any changes, additions, derivatives and enhancements made to the Software, the Documentation or other materials provided by PARADIGM, and shall execute all documents and instruments reasonably requested by PARADIGM to effectuate such assignment. CUSTOMER agrees that the Software, Documentation and related materials, techniques and procedures furnished by PARADIGM to CUSTOMER hereunder embody exceptionally valuable trade secrets, and they are, and shall remain, the sole property of PARADIGM or its supplier(s), as appropriate. CUSTOMER shall not create or attempt to create, by decompilation, disassembly, reverse engineering or otherwise, the source programs for the Software, from the object

programs or other information made available by PARADIGM. Unless PARADIGM agrees otherwise, CUSTOMER shall not disclose, divulge or communicate to any person (including contractors and consultants), except to CUSTOMER's employees (but then only to the extent necessary for operation of the Software) the Software or Documentation.

9. INDEMNITY. PARADIGM will, at its sole cost, defend against any claim that the Software infringes on a U.S. copyright, a U.S. patent issued as of the effective date of this Agreement, or a trade secret, provided that (i) CUSTOMER immediately notifies PARADIGM in writing of such claim or action; and (ii) PARADIGM will have sole control of the defense and settlement of such claim or action. In defending against such claim or action, PARADIGM may (i) consent, (ii) settle; (iii) procure for CUSTOMER the right to continue using the Software; or (iv) modify or replace the Software so that it no longer infringes as long as the modification or replacement does not materially change the operational characteristics of the Software and the same functions and performance provided by the Software remain following such modification or replacement. If PARADIGM concludes, in its sole judgment, that none of the foregoing options is reasonable, then (i) PARADIGM will refund or credit to CUSTOMER the license fee paid by CUSTOMER under this Agreement, less a pro rata credit for each full or partial month of the first sixty (60) months following the effective date of this Agreement; (ii) CUSTOMER will return the original and all whole or partial copies of the Software to PARADIGM; and (iii) the license granted hereunder will terminate. PARADIGM has no liability with respect to infringement arising out of the modifications of the Software or use of the Software in combination with other software or equipment not specified in the documentation accompanying the software or on a schedule hereto. This paragraph states the entire obligation of PARADIGM regarding infringement of intellectual property rights and will survive the termination of this Agreement. CUSTOMER shall indemnify, defend, and hold harmless PARADIGM from and against any and all claims, suits or causes brought by persons not a party hereto arising out of or in any way connected with the use of or inability to use the Hardware or the Software. As of the date hereof, PARADIGM represents and warrants that there are no legal or other proceedings pending or outstanding, or to the best knowledge of PARADIGM, threatened against or involving PARADIGM or the Software.
10. LIMITED WARRANTY. PARADIGM does not warrant that the Software or the Documentation is free of errors or defects or that it meets CUSTOMER's requirements. PARADIGM warrants only that the Software will perform all functions substantially as described in the current edition of the Documentation for a warranty period of sixty (60) days from the date of Software delivery to CUSTOMER's site, when operated as recommended. PARADIGM will design and deliver promptly amendments or alterations to Software reasonably necessary to remedy or avoid any programming error present at the time of Software delivery. CUSTOMER shall allow Software access to PARADIGM through dedicated remote communications for this purpose. The foregoing is CUSTOMER's sole and

exclusive remedy, and PARADIGM's sole and exclusive obligation, for breach of this limited warranty. This limited warranty is contingent upon CUSTOMER's written notice in compliance with PARADIGM's written reporting procedures, received not later than five (5) days after the end of the sixty (60) day warranty period, setting forth with particularity the nature and circumstances of any alleged breach of warranty. PARADIGM makes no warranty as to the Hardware or any products (including software) not manufactured by PARADIGM.

CUSTOMER ACKNOWLEDGES THAT NO EXPRESS WARRANTIES HAVE BEEN MADE BY PARADIGM EXCEPT FOR THE LIMITED WARRANTY MADE IN THE PRECEDING PARAGRAPH. THIS LIMITED WARRANTY AND THE ASSOCIATED LIMITED REMEDY ARE PROVIDED IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. PARADIGM DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTEGRATION, MERCHANTABILITY OF A COMPUTER PROGRAM, INFORMATIONAL CONTENT AND CUSTOMER'S PURPOSE AND SYSTEM INTEGRATION. PARADIGM MAKES NO WARRANTY THAT THE SOFTWARE WILL BE ERROR-FREE.

11. TERMINATION. The obligations of PARADIGM under this Agreement shall terminate at the option of PARADIGM upon the failure of CUSTOMER to perform or observe any covenant or obligation set forth herein, provided PARADIGM has given CUSTOMER thirty (30) days prior written notice of the failure, and CUSTOMER has failed to cure such failure within such time. Upon termination, CUSTOMER shall cease using the Software and shall return to PARADIGM, or, at PARADIGM's option, destroy, the original and all copies of the Software, the Documentation and any other materials provided by PARADIGM. Upon termination, the obligations of CUSTOMER set forth in the paragraphs entitled "Scope," "Title and Ownership" and "Confidentiality" shall survive termination. PARADIGM's rights of repossession may be enforced by Software disablement.

PARADIGM SOFTWARE, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030
(410) 329-1300

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

EXHIBIT A Scope of Work (Implementation Milestones)

General

This Exhibit A – Implementation Milestones (the “Milestones”) forms part of the Agreement between the Parties dated as of the Effective Date of the Agreement for the provision of Services, Software and Support. Any capitalized term not defined herein shall have the definition provided for in the Agreement. The provisions set out in the Agreement shall apply in the event of any inconsistency or conflict between the terms of these Milestones and any other part of the Agreement.

The parties each agree to designate a Project Manager from their respective organizations with adequate authority and full technical competence to deal with matters relating to the Products and Services to be provided under the Agreement in relation to hardware, software, and services for the delivery of the CompuWeigh™ Version 6 (the “Scale House Software Solution”). The Project Managers will, on behalf of their respective parties and in accordance with the spirit of this Agreement, use all reasonable efforts to co-ordinate the timely supply, delivery, and performance of Software and Services as specified in the Agreement. The Project Manager for the CUSTOMER and PARADIGM will be set during the kickoff meeting. All Project Managers are authorized to deal with the day-to-day matters related to the delivery of the Software and Services directly related to their designated authority.

PARADIGM's Project Team under the direction of the Project Manager will be responsible for providing the Software and Services consistent with the Agreement including the Implementation Plan, with specific timelines, the Milestones and all PARADIGM's resource assignments for the Project. This Implementation Plan will be reviewed, modified and accepted by both parties.

PARADIGM's Project Manager will be responsible for:

- (a) Submitting the detailed Implementation Plan to the CUSTOMER by an agreed upon date after the execution of the Agreement.
- (b) Ensuring CompuWeigh™ interfaces with scale regardless of make or model, provided scale has appropriate interface.
- (c) One-time import of accounts, trucks and rates from current system to CompuWeigh™ and historical transactional data if agreed to within the Agreement.

- (d) Providing regular progress reports as the situation warrants and/or as the CUSTOMER reasonably requests, including meeting/interviewing with CUSTOMER Personnel throughout the Project as required.
- (e) Meeting/Interviewing CUSTOMER Personnel during the course of the Project as required; and providing overall direction, management and leadership for the Project.
- (f) Attending status meetings either in person or via a designate (as determined by PARADIGM) or through conference calls or such other means as may be mutually agreed upon.
- (g) Working with the CUSTOMER's Project Manager to create as part of the Implementation Plan an issues management process to resolve any issues.
- (h) Making required modifications to the Milestones in order to obtain necessary approval(s).
- (i) Serving as PARADIGM's key contact for the CUSTOMER.

The CUSTOMER's Project Manager will be responsible for:

- (a) Ensuring the mutually agreed project management communication methodology is followed.
- (b) Serving as the key contact for PARADIGM; coordinating status meetings either in person or via a designate (as determined by the CUSTOMER) or through conference calls or such other means as may be mutually agreed upon; working with the PARADIGM Project Manager to resolve any issues.
- (c) Approving or disapproving the PARADIGM Milestones hereunder in a timely manner. (Note: excluding the performance of the Acceptance Testing and unless otherwise specified, any CUSTOMER comments, rejection or approval will be given to PARADIGM no later than ten (10) business days (or as otherwise agreed) after submission of a Milestone to the CUSTOMER by PARADIGM.
- (d) Providing clarification and applicable instructions as requested by PARADIGM throughout the Project.
- (e) Monitoring PARADIGM work progress and Milestones; and providing overall direction, management and leadership for the CUSTOMER Project team.
- (f) Obtaining and providing information, data and decisions necessary for the Project, in accordance with the Implementation Plan or within ten (10) business days of PARADIGM's request (whichever is greater), unless the Project Managers from PARADIGM and the CUSTOMER mutually agree to an extended response time.
- (g) Obtaining approval and/or authorizing any agreed-to changes to the scope of the Project, Milestones and/or timelines in the Implementation Plan.
- (h) Using his/her best efforts to obtain signoff and approval from the CUSTOMER, within ten (10) business days, or as mutually agreed to by the parties acting reasonably, for each Deliverable.
- (i) Forwarding any required Notice of Acceptance to the PARADIGM Project Manager, as appropriate.

The Services will be performed at PARADIGM's/CUSTOMER's facilities as needed during the Project provided that should PARADIGM request resources from the CUSTOMER, such request must be reviewed and approved by the CUSTOMER Project Manager. The CUSTOMER will determine if facilities and appropriate resources will be made available as may be requested from time to time by PARADIGM.

The CUSTOMER will make every effort to provide a site suitable to support the necessary PARADIGM Personnel for the duration of the Project with telephone and network access.

The CUSTOMER will make available to PARADIGM the necessary CUSTOMER Personnel as required from time to time during the Project and as identified in the approved Implementation Plan.

Functional Areas of Responsibility

The functional areas of responsibility for the Project organization are as follows:

- (a) CUSTOMER's Project Manager: The CUSTOMER's Project Manager(s) will be the focal point of decision-making and communications between PARADIGM and the CUSTOMER.
- (b) CUSTOMER's Project Team: Under the direction of the CUSTOMER Project Manager, will perform the tasks described in these Implementation Milestones and the Agreement.
- (c) PARADIGM's Project Manager: The PARADIGM's Project Manager is responsible for the Milestones and will ensure overall CUSTOMER satisfaction for the Project.
- (d) PARADIGM Consultant(s)/Architect(s)/Specialist(s): Under the direction of the PARADIGM Project Manager, will perform the tasks described in these Implementation Milestones and the Agreement.

Project Team Members

The CUSTOMER and PARADIGM will provide the necessary Personnel or designate as may be required from time to time to complete the Project.

Objectives

- (1) The Objectives for the Project are for PARADIGM to implement a fully integrated Scale House Software Solution. This includes the conversion and migration of existing account data from current vendor and truck weighing data from scale, installation and configuration of the new solution, as well as testing and training to ensure that the new integrated solution, meets the requirements as may be further defined in the Agreement and these Implementation Milestones.
- (2) The Scale House Software Solution must include the ability to do the following:
 - (a) Must integrate with a Payment Card Industry (PCI) complaint solution for credit card processing.
 - (b) Collect the required information on all loads entering and leaving the CUSTOMER's facility.
 - (c) Collect and maintain the required customer/hauler information needed for billing including detailed truck information as needed for tracking.

- (d) Track all material and tonnages disposed of by paying customers, residents, contractors and charities.
- (e) Collect and manage information on loads, tonnages and balances by material type.
- (f) Calculate the appropriate charges for loads entering and leaving the sites.
- (g) Provide fraud controls and audit functions.
- (h) Track account balances for customers (if using the Accounts Receivable and Aging Module).
- (i) Collect account information to support the following accounts types and activities:
 - i. Cash
 - ii. Charge accounts
 - iii. Check
 - iv. Invoicing
 - v. Process payments
 - vi. Credit Cards (if WeighPay has been purchased)
- (j) Provide Reporting capabilities including:
 - i. Operational reporting
 - ii. Management reporting
- (k) Retrieve information to plan new programs and improve productivity in facility operations.
- (l) Implement the requirements identified in the Agreements.
- (m) Ad-hoc reporting.
- (n) Other functional requirements as specified in the Agreement.

1. Milestone 1 – Knowledge Transfer from Business Development (BD) to Install Team

- Meeting with BD to obtain information during the sales/agreement phase.
- Review the Agreement and set the following in CUSTOMER record:
 - Set Version Number
 - Set Site, Licensing and Module information
 - Set WeighPay information
- Add any Milestone entries for specific modules, customizations or interfaces which need to be documented and installed during the implementation.

2. Milestone 2 – Project Management Meeting (Kickoff/Status/Updates/Etc.)

- Schedule and perform kickoff meeting.
- Provide CUSTOMER with incident spreadsheet outlining these Milestones.
- Provide blank Facility Survey for CUSTOMER to complete.
- Introduce CUSTOMER to our website to track incidents.
- Provide CUSTOMER with current hardware/software requirements PDF.
- Discuss and confirm hardware to be provided by PARADIGM to CUSTOMER.

PARADIGM will be responsible to:

- (1) Initiate a kick-off meeting which will include a site survey with the CUSTOMER Project Team to review and confirm the CUSTOMER

requirements. This will include confirmation and verification of the hardware the CUSTOMER will need to acquire (if any) to deploy the Software within the CUSTOMER's environment.

- (2) Leverage the existing CUSTOMER infrastructure in place and be able to integrate with the existing environment as described. This includes providing the CUSTOMER with general requirements for electrical and communication connections for each equipment location included in the project.
- (3) Provide a Testing Plan for the testing of the Scale House Software Solution in the CUSTOMER's environment, including a list of CUSTOMER staff positions that should be involved in the testing which will also be provided to the CUSTOMER Project Manager for acceptance; however, notwithstanding, the CUSTOMER shall determine the final Test Plan and Acceptance criteria to be used for Acceptance Testing
- (4) Determine the dates for which the requirements identified as "Customizations" and which were priced in the Agreement will be available based upon mutual agreement.
- (5) Establish the work efforts and the resources necessary for the Project.
- (6) Develop a detailed Implementation Plan subsequent to assessing the technical requirements and describe all activities and Milestones over the duration of the Project and include specific activities, schedules, resources, and Milestones for the implementation (the "Implementation Plan"). This Implementation Plan will be delivered within ten (10) business days of the execution of the Agreement.
- (7) Provide a detailed role-based Training Plan for the CUSTOMER's users of the Scale House Software Solution and CUSTOMER's staff assigned to support the application; the Training Plan will be delivered to the CUSTOMER Project Manager for acceptance.
- (8) Purchase, configure and install all hardware provided by PARADIGM as listed on Exhibit B in this Agreement.

CUSTOMER will be responsible to:

- (1) Provide PARADIGM with a copy of the database from the current system for conversion requirements (if applicable).
- (2) Provide PARADIGM with the appropriate technical resources and information to be used to create the CUSTOMER's database.
- (3) Review, comment and if acceptable, approve the hardware specifications.
- (4) Ensure that PARADIGM has access to the minimum starting configuration of software and hardware as agreed upon and confirmed by the CUSTOMER for installing and configuring the Scale House Software Solution.
- (5) Review, comment on and if acceptable, approve the Training Plan. Develop a detailed Testing Plan that will be used for Acceptance Testing.
- (6) Provide Notice of Acceptance with respect to the approved Milestones.

3. Milestone 3 – Order Hardware

- CUSTOMER to order any hardware as necessary to support the Scale House Software Solution. PARADIGM to provide Minimum/Recommended System Requirements.
 - Create checklist to ensure all hardware, cables, adapters, etc. are ordered/included.
- 4. Milestone 4 – Programmer to Search for CustCode Specific Customizations (Upgrades Only)**
- Paradigm task to assign programmer to search CW5 code for customer specific programming/comments.
 - Create additional incidents if customizations are necessary.
- 5. Milestone 5 – Facility Survey Review**
- PARADIGM and CUSTOMER to review completed survey.
- 6. Milestone 6 – Vision Diagram/Documentation**
- CUSTOMER to provide images/pictures of facility(ies).
 - Scale house
 - Scale lanes
 - Site
 - PARADIGM will create Visio diagram of the following:
 - Title page
 - Device legend
 - Overhead satellite view
 - Building layout
 - Hardware diagram
 - System architecture
 - Birds-eye view
 - MSMQ
 - Unattended
- 7. Milestone 7 – Collect Data**
- For new customers, CUSTOMER to provide database/data/reports (Database Backups from prior system if SQL. Otherwise, if old system can dump data out into Excel files or CSV files for analysis and import. Gather Reports, information on hardware, etc.).
 - For upgrade customers, CUSTOMER to provide current CW5 database and INI files from Office and all remote sites.
 - OF2 files will help determine office settings.
 - WS2 files will help determine scale settings.
 - Dev files will help determine existing hardware in use.
- 8. Milestone 8 – Create Version 6 Database and Folder Structure**
- PARADIGM will use DBUpdate6 to create CW6 Database and Folder Structure.
 - CUSTOMER to inform PARADIGM on which version of SQL will be used.

9. Milestone 9 – Review Conversion INI Tool and INI Files (Upgrade Only)

- PARADIGM will run the tool to copy office INI files to C:\PD30\INI, run tool, save as excel file, and then run tool again for each additional site's INI files.
- PARADIGM to review any device INI files to search for existing hardware.
- PARADIGM to run record count script to review tables to make sure there are no custom/odd/less frequently used tables being used.
- PARADIGM installation tech will closely examine the table limiting by site settings.
- PARADIGM to review the [SiteCode] column in the rates table in conjunction with these settings.
- PARADIGM will make sure CW6 is configured properly to match the actual behavior of CW5.
- Relevant CW5 INI settings:
 - WS2
 - [Main]
 - PTRange
 - VTRange
 - OTRange
 - MaterialRange
 - DTRange
 - ET1Range
 - ET2Range
 - ET3Range

10. Milestone 10 – Initial Data Load of Setup Tables – Partial Historical Data Conversion

- For upgrade customers, PARADIGM to use DBUpdate6 to convert all setup tables and approximately 1 year (most recent) of historical transactions.
 - Prior to running conversion program, use DBUpdate6 to update the new blank database to the latest CW6 structure and run DBUpdate in CW5 to upgrade the old database to the most recent CW5 structure.
- For new customers, PARADIGM will analyze current data and create specification for programmers to convert the critical setup tables and, if in contract, historical transactions.
- Discuss with CUSTOMER the plan if setup data will be loaded again in the future. At some point, customer will likely have to add accounts/setup information in current and CW6 prior to Go-Live if substantial configuration within CW6 has taken place that we can't overwrite.

PARADIGM will be responsible to:

- (a) Provide the full system Implementation Plan with timelines and Milestones.
- (b) Create conversion scripts or routines from sample data provided by the CUSTOMER.
- (c) Review with the CUSTOMER and rectify sample data script conversion errors until CUSTOMER Acceptance of the converted data.
- (d) Perform data conversion(s) as needed and load onto the target platform.

- (e) Install the Scale House Software Solution at the CUSTOMER facility in accordance with the full system Implementation Plan.
- (f) Install and configure the hardware on the required lanes.

CUSTOMER will be responsible to:

- (a) Provide sample data as required.
- (b) Review the data mapping document, if such document is necessary.
- (c) After the data conversion, review and assist in determining cause of data errors after the scripts are run and assist PARADIGM in correcting the errors.
- (d) Agree to a data freeze in accordance with the mutually agreed upon Cutover Plan and subsequent to that freeze enter data into the system using the PARADIGM application once the Scale House Software Solution is accepted.
- (e) Make sure CUSTOMER Personnel, space and other resources are available for Scale House Software Solution deployment to all CUSTOMER Sites.
- (f) Make sure all wiring, electrical, cabling, conduit, bollards, etc. are in place for installation of the hardware.
- (g) Review Scale House Software Solution Documentation.

11. Milestone 11 – Test Environment Milestone

- PARADIGM and CUSTOMER will create a Test Environment for Pre and Post Go-Live Support, Training and Testing.
- Benefits of Having A Test Environment:
 - Allows the CUSTOMER to test any update provided by PARADIGM resulting from a new program feature, enhancement, and/or bug fix in a controlled, isolated environment without jeopardizing the production environment. The CUSTOMER can use the Transaction Scenario Guide as a test script to review their various scenarios at their own pace to ensure the software is operating as expected.
 - Allows CUSTOMER's new employees to practice with the software during any orientation phase of their employment to provide the ability to learn how to use the system in a controlled environment.
 - Allows CUSTOMER's existing employees to test any of the thousands of software setting switches within the system to see desired behavior from the point of initial data capture, through reporting, and eventually posting to a test financial system. These processes can be tested as often as required to ensure all is working as expected.

PARADIGM will be responsible to:

Prior to performing the Final Acceptance Testing of the whole Scale House Software Solution, preliminary acceptance testing in the CUSTOMER Test Environment, will be completed by the CUSTOMER (with assistance provided by PARADIGM) as a proof of concept. The acceptance of the Test Environment will be based on the following criteria:

- (a) Deliver and install software and hardware for the CUSTOMER.
- (b) Successful acceptance test of all required and proposed functions.

- (c) Successful demonstration that the Solution's performance and capacity meets the CUSTOMER's requirements; and in accordance with PARADIGM's documentation.
- (d) Preliminary training of users. The testing period will include:
 - (a) Collect the required information on all loads entering and leaving the CUSTOMER's facility.
 - i. Correction of all errors or failures in hardware, software, configuration, customization, interfaces, or conversion.
 - ii. Modifications to required Documentation.

CUSTOMER will be responsible to:

- (a) Review and approve the draft acceptance test proof of concept document.
- (b) Execute, review and approve acceptance test results.
- (c) Provide a Notice of Acceptance with respect to the approved Milestones.

12. Milestone 12 – Production Environment Milestone

- PARADIGM and CUSTOMER will create a Production Environment for both the office and various site servers/workstations that will be using the software.

13. Milestone 13 – Transaction Scenario Guide and Documentation

- PARADIGM and CUSTOMER will create and supply a Transaction Scenario Guide with detailed scenarios for testing and training.
- For Upgrade Customer only, PARADIGM will create reports from CW5 database to analyze most common transactions for past 12 – 18 months.
- The guide is critical for CUSTOMER user acceptance testing, training for Go-Live, training for future employees, and test script for future updates.
- PARADIGM will supply CUSTOMER with electronic CW and WS Training guides and manuals.

PARADIGM will be responsible to:

- (a) Review and identify out of the box and customizable functionalities.
- (b) Document integration point(s) and interface(s) requirements.
- (c) Review the sample data provided by the CUSTOMER and develop data conversion plan for data migration.
- (d) Prepare a draft acceptance test plan for the CUSTOMER's review and consideration.
- (e) Install the Scale House Software Solution on the CUSTOMER's Test Environment.
- (f) Configure and customize the Scale House Software Solution to meet the requirements of the Agreement.
- (g) Test the Scale House Software Solution on the CUSTOMER's Test Environment.
- (h) Assist the CUSTOMER in conducting its preliminary acceptance test.
- (i) Make any corrections as identified during the preliminary acceptance test until all errors are fixed.

CUSTOMER will be responsible to:

- (a) Provide PARADIGM with details surrounding any customizable functionalities.
- (b) Review of the PARADIGM recommended preliminary acceptance test plan and development of the CUSTOMER's preliminary acceptance test plan.
- (c) Review and approve the data migration plan.
- (d) Provide a Notice of Acceptance with respect to the approved Milestones.

14. Milestone 14 – Programmer Liaison Meeting

- PARADIGM to assign Programmer Liaison if necessary.
 - Install technician will do a short presentation to the programmer to discuss any open programming issues or concerns and in conjunction with the install manager.

15. Milestone 15 – Remote Training

- PARADIGM to provide CUSTOMER with any remote training as identified in the Agreement.
 - Train on adhoc reporting and to recreate customer reports prior to going onsite.
 - Run through WeighStation and CompuWeigh Training with Key personnel to ensure on-site training goes smoothly and all scenarios are covered.

16. Milestone 16 – Configure Hardware

- PARADIGM and CUSTOMER to test and configuration of hardware provided in the Agreement.
- PARADIGM and CUSTOMER to test and configuration of hardware (such as printers, scales, etc.).

17. Milestone 17 – MSMQ Configuration (if purchased)

- PARADIGM to successfully install and test MSMQ prior to on-site arrival.

18. Milestone 18 – Ticket Setup and Review

- CUSTOMER to provide PARADIGM with desired ticket layouts.
- PARADIGM to create desired ticket layouts.
- CUSTOMER to confirm/approve ticket layouts.

19. Milestone 19 – Email Configuration

- CUSTOMER to provide PARADIGM with Email credentials.
- PARADIGM will configure Email within the software.
- CUSTOMER will test Email configuration.

20. Milestone 20 – WeighPay Configuration (if purchased)

- PARADIGM and CUSTOMER to discuss and review processes to determine how they process currently and how they want to process in the future based on the Agreement.

- Hardware – PARADIGM and CUSTOMER to confirm any hardware that is to be provided by bank/middleware and verify cabling requirements.
 - If the devices are network devices, ensure site has enough ports on switch and wall jacks/cabling requirements as necessary.
- PARADIGM to document Middleware/Gateway, and Processor.
- CUSTOMER to provide responses to the following questions (additional questions may be necessary):
 - Does CUSTOMER do pre-authorizations?
 - Does CUSTOMER use Store and Forward?
 - Does CUSTOMER require signatures?
 - Does CUSTOMER let operators perform voids/refunds?

21. Milestone 21 – Custom Report Review

- CUSTOMER to provide reports that are to be created within CW6.
- PARADIGM to determine if reports can be created in Ad-hoc or if Custom Reports must be created (Custom Reports may incur an additional cost if not included in the Agreement).
- PARADIGM and CUSTOMER will discuss any custom reports needed either from upgrade from CW5 or if they were specified and agreed to in new Agreement.
- PARADIGM to ensure canned crystal reports are copied over in the interim until latest reports are included with install.

22. Milestone 22 – Ad-hoc Report Conversion/Creation

- CUSTOMER to provide reports that are to be created within CW6.
- PARADIGM to train CUSTOMER on the creation of Ad-hoc Reports.

23. Milestone 23 – Batch Report Creation

- CUSTOMER to provide PARADIGM reports that are to be included in Batch (Scheduled) Reports.

24. Milestone 24 – AR and Aging/Posting

- If Posting to a third-party accounting package:
 - CUSTOMER will provide export file requirements.
 - PARADIGM will develop custom export to third-party accounting package per requirements.
- If using PARADIGM's AR and Aging:
 - CUSTOMER will provide Invoice and Statement layouts.
 - CUSTOMER will provide any reports (credit memo, debit memo, payment, aging, etc.).

25. Milestone 25 – Book Travel

- PARADIGM Tech to meet with Install Manager to verify and confirm substantial completion of required Milestones.
- Transaction Scenario Document must be completed and reviewed thoroughly with CUSTOMER and a majority of the Milestones should be fully completed.
- Schedule and confirm on-site installation dates with CUSTOMER.

- PARADIGM to book travel arrangements at minimum two (2) weeks prior to on-site days.

26. Milestone 26 – Installation Work Plan

- PARADIGM to present CUSTOMER with the specific schedule of the events that will occur while on-site.
- CUSTOMER to approve installation work plan.

27. Milestone 27 – Database Maintenance Task

- PARADIGM to configure and setup the Universal Service and scheduling PTask6 to perform routinely scheduled maintenance and backups of the database.
- If CUSTOMER's DBA schedules their own backups, PARADIGM will work with DBA to ensure proper files are included.

28. Milestone 28 – Go-Live Prep – Purge Test Data and Final Steps Prior to Go-Live

- PARADIGM will review various tables and schemas that may need to be purged before Go-Live, as well as final steps/procedures to prepare for Go-Live.
- PARADIGM to perform file backup.
- Depending on the CUSTOMER's configuration, data may need to be reloaded after final test data purge.
- Examples of potential Tables that certain months or all data would need to be purged prior to Go-Live:
 - InsFunds tables (Purge and Reload if Upgrade)
 - Z Out (Purge and Reload)
 - Trans table for the testing period
 - Hold Table (Hold.Trans)
 - Actg Batch table (If Using AR and Aging)
 - A2_Payment table (If using AR and Aging)
 - Offense Table (if using offenses)
 - CustomFreeUnits Trans (If Using Custom Free Units)
 - Purge History Schema (Use DBUpdate)
 - Purge Audit Logs (Use DBUpdate)
 - Reset Sequence Numbers
 - To prevent issues of the office editing recent tickets after Go-Live that may not exist at a site's database, it is recommended to load 3 months of transactions prior to Go-Live. (Please note that if there are multiple sites/instances of the software/database, these steps will need to occur for each instance.)

29. Milestone 29 – Go-Live

- PARADIGM and CUSTOMER will participate in this Milestone to cutover from the current solution to CW6.

30. Milestone 30 – Final Historical Transaction Data Conversion

- PARADIGM may need to reload most recent transactions up to Go-Live.

- PARADIGM will convert any additional historical transaction data as required per the Agreement.
- Setup tables should not be reloaded after Go-Live.

31. Milestone 31 – Post Installation Checklist

- PARADIGM will review Post Installation Checklist to ensure all items have been completed.
- PARADIGM will provide the Final Installation Note document to the CUSTOMER to assist with understanding the transition from the installation team to the support team.

32. Milestone 32 – Knowledge Transfer from Install to Support

After a full billing has occurred, the installation technician will present the details of the project to the Support team.

- Present the installation to the Support Team. Show Visio, Transaction Scenario Guide, Photos, etc. and discuss overview of the installation.
- Review any special modules or customizations that were needed, as well as WeighPay and Posting Details.
- Discuss VPN tab to ensure techs know how to connect for support.
- Also discuss any open incidents (if applicable).
- All prerequisite Milestones must be closed prior to requesting the transfer.

33. Milestone 33 – Install Manager Post Go-Live Follow-Up

- PARADIGM's Install Manager will schedule a call with the CUSTOMER's primary contact to discuss the implementation. The purpose of this call is to provide a Quality Assurance check on how the implementation proceeded from start to finish. We will be ensuring our staff has meet the expectations of the CUSTOMER and if there are any open items that need to be address.

34. Milestone 34 – Introduction to the Support Department Manager

- Schedule call with Support Manager, Lead Install Tech and CUSTOMER's Primary Contact to introduce the Support Manager and detail the support process to the CUSTOMER to ensure CUSTOMER is contacting support for support related issues going forward.

35. Milestone 35 – Business Development Follow-Up

- Task for Business Development to contact CUSTOMER's Primary Contact to perform a Quality Assurance assessment of the entire process from Start to Finish.

PARADIGM SOFTWARE, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030
(410) 329-1300

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

EXHIBIT B
Purchase Price Schedule

Qty	UM	Description	Unit Price	Extended Price
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Licensing, Customization and Implementation Total: **\$0.00**

Annual Support Services Total: **\$0.00**

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STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

EXHIBIT C

Licensing, Customization and Implementation Payment Schedule

Percentage Due:	Amount Due:
100% - Hardware Due Upon Acceptance Prior to Installation	\$0.00
40% - Due Upon Contract Execution	\$0.00
25% - Due Upon Receipt of Software	\$0.00
25% - Due Upon Go-Live	\$0.00
10% - Due 30 Days After Go-Live	<u>\$0.00</u>
	<u>\$0.00</u>

Annual Support Services Payment Schedule

Percentage Due:	Amount Due:
100% - Due 90 Days After Go-Live	<u>\$0.00</u>

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STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

ADDENDUM B Service Levels

1. Definitions

In this Addendum B, the words set out below will have the following meanings:

- **“Business Day”** shall refer to 7:00 a.m.to 6:00 p.m. (Eastern Time) Monday, Tuesday, Wednesday, Thursday and Friday, except for statutory holidays
- **“Custom Hardware”** means all hardware assembled or manufactured to meet CUSTOMER specifications and supplied to the CUSTOMER by PARADIGM pursuant to the Agreement to which this Addendum B is attached
- **“Incident”** means any CUSTOMER query, defect, problem or error regarding the Software, Hardware, or Custom Hardware that the CUSTOMER purchased or leased from PARADIGM.
- **“Hardware”** means all hardware supplied to the CUSTOMER by PARADIGM pursuant to the Agreement to which this Addendum B is attached
- **“Software”** means all software supplied to the CUSTOMER by PARADIGM pursuant to the Agreement to which this Addendum B is attached
- **“Statutory Holidays”** – the following days are the statutory holidays that PARADIGM's Offices are closed. If any changes, PARADIGM will provide a holiday schedule for the upcoming calendar year by November 30th of the preceding year each year during the Term:
 - **New Year’s Day** – January 1st if it falls on a weekday, else the Monday following
 - **Good Friday** – Friday before Easter Sunday
 - **Memorial Day** – The first Monday following May 22nd
 - **Independence Day** – July 4th if it falls on a weekday, else the Monday following
 - **Labor Day** – 1st Monday in September
 - **Thanksgiving** – 4th Thursday in November
 - **Christmas Day** – December 25th if it falls on a weekday, else the Monday following Christmas Day

2. Statement of Intent

The aim of the Service Level Requirements is to provide a basis for close co-operation between PARADIGM and the CUSTOMER for support services to be provided by PARADIGM to the CUSTOMER, thereby ensuring a timely and efficient resolution to any Incidents encountered by the CUSTOMER in the use of Software.

3. Objectives of Service Level Requirements

The CUSTOMER and PARADIGM acknowledge and agree that the purpose of this Addendum B is:

- To create an environment of co-operative relationship between PARADIGM and the CUSTOMER to ensure effective support for the CUSTOMER's end users.
- To document the responsibilities of the CUSTOMER and PARADIGM with respect to the Service Level Requirements.
- To ensure that the CUSTOMER achieves the provision of high quality of service for its end users with the full support of PARADIGM.
- To define the services to be provided by PARADIGM and the level of service, which can be expected by the CUSTOMER.
- To detail the information PARADIGM requires from the CUSTOMER in order for PARADIGM to begin its investigations of an Incident.
- To provide a common understanding of service requirements/capabilities.

4. Service Types

The success of the Service Level Requirements depends fundamentally on the ability of the CUSTOMER and PARADIGM to communicate credible and reliable information.

First, the CUSTOMER and PARADIGM acknowledge and agree that it is important that there be a clear chain of communication between PARADIGM and the CUSTOMER. The contact information for the key personnel of each of the CUSTOMER and PARADIGM are listed in Annex "A" and Annex "B" to this Addendum B to the Agreement.

Second, the CUSTOMER and PARADIGM acknowledge and agree that it is important that there be a clear matrix of responsibility between the Parties. The various service types are listed and described in this Section 4. The service types "Type 5" and "Type 6" are exclusive to PARADIGM; in some instances, CUSTOMERs/Partners may support Types 1-4 in part or in whole. See Annex "B".

During the provision of Standard Support Services, PARADIGM is required to comply with the CUSTOMER's protocols for remote access and software change control.

4.1 Type 1 – Help Desk and Basic Configuration Support

- Respond to phone / mail / electronic communications
- Provide end users with how-to guidance
- Provide Administrative users with help on basic configuration
- Account setup configuration for Haulers and Jobs
- Inform customer of closure of Type 1 ticket
- Escalation / dispatch to Type 2 or Type 3

4.2 Type 2 – Hardware Support

- Initial Hardware configuration
- Initial Server Environment set-up

- Diagnostic assistance
- Troubleshooting devices and network
- Repair and supply of custom hardware (provided by PARADIGM per manufacturer's warranty)
- Inform customer of closure of Type 2 ticket
- Escalation / dispatch to Type 2 or Type 3

4.3 Type 3 – Advanced Support

- Advanced configuration settings
- Diagnostics of Incidents
- Problem replication
- Third-Party software integrations (provided by PARADIGM)
- Inform customer of closure of Type 3 ticket
- Escalation / dispatch to Type 5

4.4 Type 4 – Updates and Installations

- Provide Updates to CUSTOMER for installation in Test Environment
- Provide Updates to CUSTOMER for installation in Production Environment

4.5 Type 5 – Product Development

- New features within Version or fixes requiring code changes
- Interfaces to other systems
- Customizations

4.6 Type 6 – Review and Refresh (Billable)

- Multi-day session on topics to be agreed with CUSTOMER; may be on-site or remote
- Review application configuration and hardware deployment
- Demonstration of new features or options
- Deliver training sessions as requested by CUSTOMER
- Advise on Best Practices

5. Service Level Requirements

5.1. Incident Severity Ranking

Severities for all Incidents in which the Software is not operating as described in the Agreement, will be jointly classified by the CUSTOMER and PARADIGM under one of the following three classifications and according to their “severity ranking” impact on core areas of the Software function listed in the table below:

- (1) Displaying information to Operators
- (2) Capturing information from site peripherals
- (3) Acquiring / Storing information from the Software

Severity Ranking	Identification	Description
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1	Emergency	Complete stop or major breach of the Software or Hardware ceases CUSTOMER operations for one or more users at a critical period. (Example: unable to process transactions, major failure, server shutdown, unable to start the application on multiple computers, a hardware failure that affects all operations, etc.).
2	High	Major problem that disrupts operations during working hours. A work around may be available to assist the customer until the problem is resolved. Note: Issuing transaction tickets manually is not an acceptable work around; such a situation would be considered an incident with a severity ranking of "Emergency". (Example: Application problem affecting multiple staff or core work processes, such as transaction processing, collecting charges for account customers or rate calculations).
3	Medium	Problem that impacts operations and requires resolution and has an acceptable workaround for the short term. (Example: A limited problem affecting only a few staff or minor work process but where a work around exists, such as rate settings for statutory holidays or administrative reporting).
4	Low	Minor problem or request for information from users. (Example: Configuration settings, requests for information purposes only, etc.).
5	Wish List	Suggestions for improvement, ideas or input from customers that would be considered for future updates or upgrades to the application.

5.2. Response and Resolution Times

Severity Ranking	Response time	Corrective Plan	Required Outcome
1 Emergency	Respond immediately to the CUSTOMER or contact in the immediate hour of receiving the	Diagnose problem and establish plan to correct failure within two (2) hours	Return to operation within four hours

	incident notification		
2 High	Respond immediately to the CUSTOMER or contact within one hour of receiving the incident notification	Diagnose problem and establish plan to correct failure within two (2) hours	Return to operation within one (1) business day, or as agreed to by the Contractor and CUSTOMER representative
3 Medium	Respond immediately to the CUSTOMER or contact within two business hours of receiving the incident notification	Establish plan to correct failure within twenty-four (24) hours	Return to normal operation within two (2) business days including weekends or as agreed to by the Contractor and CUSTOMER representative
4 Low	Respond immediately to the CUSTOMER or contact within one business day of receiving the incident notification	Establish plan to correct failure within forty-eight (48) hours	Return to normal operation within five (5) business days or as agreed to by the Contractor and CUSTOMER representative

5.3. Response Times Not Met – Required Actions

To the extent of the above-mentioned table, if an Incident is not fixed within the time periods specified in the “Required Outcomes” column of the table in Section 5.2 of this Addendum B and/or would have a noticeable and negative effect on the CUSTOMER’s operations, the CUSTOMER can escalate (Annex A) and address the problematic situation with the management team of PARADIGM to agree on a plan of corrective actions. As part of PARADIGM’s Service Level Monitoring, all incidents with a Severity Ranking of 1, 2, or 3 will automatically be escalated by PARADIGM to the designated PARADIGM and CUSTOMER management contacts listed in Annex A to this Addendum B.

Response Time Exceeded	CUSTOMER will contact Support Manager to expedite response
Corrective Plan Time Exceeded	CUSTOMER will request Support Manager to support problem diagnosis

6. PARADIGM Support Hours of Service

Emergency Severity Incidents

PARADIGM offers telephone coverage 24x7x265 for **incidents with critical impact on operations, i.e. those with “Emergency” severity ranking as defined by the table in Section 5.1 of the Addendum B**, with response time for Emergency Incidents **within one hour**.

Other Incidents are worked per the following rules:

- **Regular Business Days – During Office Hours – Monday to Friday 7:00 a.m. to 6:00 p.m. (Eastern Time)**
 - Email / Web Ticket – Monitored and responded to within two (2) business days
 - Telephone – Normally answered when called. Voice messages are monitored and responded to within one (1) hour throughout the day
- **Regular Business Days – Outside Office Hours – Monday to Friday 6:00 p.m. to 7:00 a.m. (Eastern Time)**
 - Email / Web Ticket – Monitored and responded to within two (2) business days
 - Telephone – Normally answered when called. Voice messages are monitored and responded to within one (1) hour the next business day
- **Weekends – Friday to Monday 6:00 p.m. to 7:00 a.m. (Eastern Time)**
 - Email / Web Ticket – Monitored and responded to within two (2) business days
 - Telephone – Normally answered when called. Voice messages are monitored and responded to within one (1) hour the next business day
- **Statutory Holidays – From 6:00 p.m. on the eve of the Statutory Holiday until 7:00 a.m. the morning following the Statutory Holiday (Eastern Time)**
 - Email / Web Ticket – Monitored and responded to within two (2) business days
 - Telephone – Normally answered when called. Voice messages are monitored and responded to within one (1) hour the next business day

7. PARADIGM Primary Reporting Responsibilities

PARADIGM proposes to review, on an annual basis, the performance of the support team in the delivery of services and to implement the necessary measures in the event where improvements are needed.

Included in the review process shall be mutually-agreed upon key performance indicators (KPIs). At a minimum, these KPIs will include:

- A list of all incidents logged with PARADIGM in the reporting period including time, date, and details.
- An indicator if the Service Level was met for each Incident.

8. CUSTOMER Primary Reporting Responsibilities

CUSTOMER will provide a prime and secondary Contact(s) through which all reported problems encountered by the CUSTOMER would be funneled for subsequent notification to PARADIGM. These individuals must have a working knowledge of the software and equipment and will be responsible for managing user access, and for recording and reporting of problems.

The CUSTOMER is responsible for providing services for the recording, referral and resolution of all faults encountered by end users throughout the CUSTOMER's operation. The CUSTOMER will refer all problems to PARADIGM in a timely manner using the outline below to describe the problems:

- Date / Time Reported:
- Reported by:
- Software affected:
- Equipment affected:
- Problem Description - examples / pictures / screen shots, as available
- Serial Number of Equipment on which Problem was detected:
- Statement of Impact on CUSTOMER Operations:
- Other pertinent information (as appropriate):
- The CUSTOMER will supply PARADIGM with reasonable remote electronic access to the Equipment, Software, or any computer hardware where the software and data files may reside in order that PARADIGM can investigate reported problems.
- In order to maintain ongoing Standard Support Services, the CUSTOMER is responsible to ensure all Support payments to PARADIGM are current.

9. Complaints

All complaints relating to the operation of the support service by either party will be forwarded in writing and distributed concurrently to the signatories of this document. The intent is to ensure thorough, timely and open resolution of all such problems. Such complaints may relate to the following aspects:

- Expected level of support
- Actual support offered and delivered
- Personnel responsible for providing or administering support
- Any other issue relating to this document or the relationship between the CUSTOMER and PARADIGM.

10. Other Service Level Requirements Exclusions

Services provided do not include support for system environment changes necessitated by the CUSTOMER or outside of the control of PARADIGM. Examples of exclusions include, but are not limited to:

- CUSTOMER infrastructure equipment upgrades or re-installations (e.g. Servers, DBMS Upgrades, Network Changes, File migrations, Middleware Upgrades, etc.)
- Third-Party Vendor software changes (e.g. New Versions, Interfaces, File Imports / Exports, Anti-Virus, etc.)

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STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

ADDENDUM C
Escrow Agreement

THIS ESCROW AGREEMENT (this "Agreement") is made by and among Paradigm Software, L.L.C., a Maryland limited liability company ("PARADIGM"), Shaffer, McLauchlin and Stover, LLC, a Maryland Limited Liability Company (the "ESCROW AGENT") and the undersigned Customer ("CUSTOMER").

PARADIGM and the CUSTOMER have entered in to a certain Standard Support Services and Licensing Agreement. This Addendum to that Agreement governs the custody and release of source code to be held by ESCROW AGENT for certain computer software licensed to the CUSTOMER by PARADIGM. It includes and is subject to all of the Terms and Conditions and Addenda attached to the Agreement itself, all of which are incorporated herein.

READ, UNDERSTOOD AND EXECUTED on the date(s) indicated below.

PARADIGM SOFTWARE, L.L.C.:

113 Old Padonia Road, Suite 200
Cockeysville, MD 21030

By: _____
Jackie W. Barlow, II
Chief Operating Officer

Date: _____

**SHAFFER, MCLAUCHLIN AND STOVER,
LLC:**

836 South Main Street, Suite 102
Bel Air, MD 21014

By: _____
Eric E. McLauchlin
Partner/Member

Date: _____

CUSTOMER NAME:

Customer Address

By: _____

(Type or Print Name)

(Title)

Date: _____

TERMS AND CONDITIONS

1. Deposits

ESCROW AGENT has accepted and currently holds on deposit a single copy of the source code for certain computer programs ("Source Code") that have been licensed to CUSTOMER pursuant to a written license agreement (the "License Agreement"). PARADIGM shall deposit an updated copy of the Source Code upon each general release of such updates, and each updated copy shall upon deposit be deemed the Source Code under this Agreement. The copy of the Source Code held by ESCROW AGENT shall be and remain the exclusive property of PARADIGM, and ESCROW AGENT will hold the Source Code as specifically provided in this Agreement. ESCROW AGENT will hold the copy of the Source Code in safekeeping at its offices and may deliver a copy of the Source Code to CUSTOMER, but only under the conditions specified below. Upon reasonable request, and at CUSTOMER's cost, CUSTOMER may examine the copy of the Source Code to verify compliance with the terms hereof. Such examination shall be conducted on a computer to be made available by PARADIGM at its premises in Cockeysville, Maryland.

2. Conditions for Release

CUSTOMER shall be entitled to receive from ESCROW AGENT and to make limited use as herein provided of a single copy of the Source Code, if (i) PARADIGM releases the Source Code to other licensees as a matter of general policy; (ii) PARADIGM refuses to offer CUSTOMER error correction services or changes required to comply with federal regulations at PARADIGM's standard rates and on its standard terms and conditions; (iii) PARADIGM becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets, or has voluntarily wound up or liquidated its business (or that segment of its business pertinent to the License Agreement); or (iv) PARADIGM as a debtor-in possession or a trustee-in-bankruptcy in a case under the United States Bankruptcy Code rejects the License Agreement. Any of the foregoing events is referred to below as a "Release Condition."

Upon the happening of any Release Condition, CUSTOMER may at its option give ESCROW AGENT written notice (the "Notice") requesting a copy of the Source Code. The Notice shall (i) be labeled "Notice Under Escrow Agreement Dated _____," (ii) specify the Release Condition with reference to the applicable section of this Agreement; (iii) identify (by application name, version number and release date, and any other pertinent information) the computer programs for which Source Code is on deposit and which CUSTOMER desires to have released; and (iv) be given within sixty (60) days of CUSTOMER's knowledge of the happening of the applicable Release Condition.

Upon receipt of the Notice, ESCROW AGENT shall send a copy to PARADIGM by commercial form guaranteed delivery, including encrypted retrieval ("Secure Delivery"). If PARADIGM denies or disputes an alleged Release Condition, PARADIGM shall, within

fifteen (15) days after the receipt of the copy of the Notice from ESCROW AGENT, deliver to the ESCROW AGENT a statement (the "Statement") identifying its dispute. ESCROW AGENT shall send a copy of the Statement to CUSTOMER by Secure Delivery, and ESCROW AGENT shall continue to hold the Source Code in accordance with this Escrow Agreement. If ESCROW AGENT does not receive the Statement within the applicable time period, or if ESCROW AGENT is informed in the Statement that PARADIGM's denial of statements in CUSTOMER's Notice does not apply to certain applications or modules, ESCROW AGENT is authorized and directed to deliver a copy of the applicable Source Code to CUSTOMER. Upon delivery to CUSTOMER under any circumstances, the Source Code shall become a part of the licensed software and shall be subject to all of the license and confidentiality provisions and obligations set forth in the Agreement.

In the event that PARADIGM delivers the Statement to ESCROW AGENT in the manner and within the time period set forth above, ESCROW AGENT shall not release a copy of the Source Code or any part thereof, to CUSTOMER unless (i) required to do so by order of a court of competent jurisdiction, or (ii) ESCROW AGENT has received written instructions with authorized signatures of both PARADIGM and CUSTOMER requesting release to CUSTOMER. The ESCROW AGENT may withhold release of the Source Code to the CUSTOMER if fees or costs owed by the CUSTOMER to the ESCROW AGENT are unpaid.

3. Payments and Fees

CUSTOMER shall pay to PARADIGM \$200.00 upon the execution of this Agreement for the establishment of an account plus \$100.00 for the initial deposit. Thereafter, CUSTOMER shall pay to PARADIGM \$100.00 per calendar year for maintenance of the account.

CUSTOMER shall pay to PARADIGM and PARADIGM shall pay the ESCROW AGENT \$300.00 as an Acceptance Fee for the establishment of the account plus \$100.00 for the initial deposit. Thereafter, CUSTOMER shall pay to PARADIGM and PARADIGM shall pay the ESCROW AGENT an annual fee for maintenance of the account according to the ESCROW AGENT's Schedule of Fees in effect from time to time, which amount is currently \$100.00 per calendar year. CUSTOMER shall pay the Acceptance Fee at the time the ESCROW AGENT signs the Escrow Agreement. CUSTOMER shall further reimburse ESCROW AGENT for all out of pocket costs in connection with its performance of services hereunder, including without limitation the cost of media, copies, delivery charges, long distance charges, postage, shipping, handling and insurance.

4. Termination and Cancellation

It is the responsibility of the CUSTOMER to forward the annual Escrow Fee to PARADIGM. Failure of CUSTOMER to pay PARADIGM the applicable fees, within thirty (30) days written notice of payment due, shall result in the cancellation of the Escrow Agreement and the termination of ESCROW AGENT's obligations under the terms

thereof, in which case ESCROW AGENT shall return the Source Code to PARADIGM and shall have no further obligation hereunder.

This Agreement shall also terminate upon delivery of a copy of the Source Code to CUSTOMER in accordance with the terms of this Agreement or the termination of the License Agreement, whichever occurs first. The delivery of a copy of the Source Code to CUSTOMER hereunder shall act as a termination of all of PARADIGM's responsibilities, all of PARADIGM's warranties, and all of PARADIGM's software maintenance obligations under the License Agreement and all other agreements.

5. Limitation on ESCROW AGENT's Responsibility and Liability

As a fiduciary, conservator, receiver or guardian of the Source Code that it receives, ESCROW AGENT's obligation is solely one of safekeeping. ESCROW AGENT shall not be obligated or required to examine or inspect the Source Code. The ESCROW AGENT cannot and does not warrant the content of the Source Code that it receives from PARADIGM, regardless of the media used to transmit it. ESCROW AGENT's obligation for safekeeping shall be limited to providing the same degree of care for the Source Code as it maintains for its valuable documents and those of its CUSTOMERS at the same location. However, ESCROW AGENT shall not be responsible for any loss or damage to the Source Code due to changes in atmospheric conditions (including, but not limited to, failure of the air conditioning system), unless such changes are proximately caused by the gross negligence or malfeasance of ESCROW AGENT. ESCROW AGENT shall be protected in acting upon any written notice, request, waiver, consent, receipt or other paper or document furnished to it, not only in assuming its due execution and the validity and effectiveness of its provisions but also as to the truth and acceptability of any information therein contained, which it in good faith believes to be genuine and what it purports to be.

In no event shall ESCROW AGENT be liable for any act or failure to act under the provisions of this Escrow Agreement except where its acts are the result of its gross negligence or malfeasance. ESCROW AGENT shall not have duties except those which are expressly set forth herein, and it shall not be bound by any notice of a claim, or demand with respect thereto, or any waiver, modification, amendment, termination or rescission of this Escrow Agreement, unless such notice is in writing and actually received, and, if its duties herein are affected, unless it shall have given its prior written consent thereto.

PARADIGM and CUSTOMER shall jointly and severally indemnify ESCROW AGENT against any loss, liability, or damage (other than any caused by the gross negligence or malfeasance of ESCROW AGENT), including reasonable costs of litigation and counsel fees, arising from and in connection with the performance of its duties under this Agreement.

PARADIGM and CUSTOMER acknowledge that ESCROW AGENT has previously represented and represents PARADIGM regarding other transactions, but nonetheless

enter into this agreement, consent to the representation by ESCROW AGENT of PARADIGM, and waive any conflict created hereby, whether actual or potential, real or perceived. Each party has been advised to seek legal representation prior to executing this agreement. PARADIGM and CUSTOMER acknowledge that neither this Agreement nor their waiver of any potential conflict created hereby will materially limit the ability of the ESCROW AGENT to perform hereunder or to represent PARADIGM as to matters unrelated hereto.

6. Intellectual Property

The release of the Escrow Material to a Licensee will not act as an assignment of any Intellectual Property Rights that the Licensor or any third party possesses in the Escrow Material. Without prejudice to Section 6, the Escrow Material shall remain at all times the confidential and intellectual property of its owner. In the event that Escrow Agent releases the Escrow Material to the Licensee, the Licensee shall be permitted to use the Escrow Material only for the Release Purposes.

7. Bankruptcy

PARADIGM acknowledges that this Escrow Agreement is an "agreement supplementary" to the License Agreement as provided in Section 365(n) of Title 11, United States Bankruptcy Code (the "Code"). PARADIGM acknowledges that if a Trustee in a case under the Code rejects the License Agreement or this Escrow Agreement, CUSTOMER may elect to retain its rights under the License Agreement and this Escrow Agreement as provided in Section 365(n) of the Code. After the commencement of a case under the Code by or against PARADIGM, and unless and until the License Agreement is rejected upon written request of CUSTOMER to the Trustee, Trustee (a) shall not interfere with the rights of CUSTOMER as provided in the License Agreement and this Escrow Agreement, including the right to obtain the Source Code from the ESCROW AGENT. If the Trustee rejects the License Agreement or this Escrow Agreement and CUSTOMER elects to retain its rights hereunder and upon written request of CUSTOMER to the Trustee, the Trustee shall provide the Source Code to the CUSTOMER.

8. Resignation

The ESCROW AGENT may resign by delivery of a thirty (30) day written notice to both PARADIGM and the CUSTOMER. The ESCROW AGENT will deliver the Source Code upon the joint written direction of PARADIGM and the CUSTOMER received within thirty (30) days of the date on the ESCROW AGENT's notice of resignation. If no joint direction is received within the time period outlined, the Source Code will be delivered to Thomas M. Wagner & Associates, 323 Williams Street, Bel Air, MD 21014 to serve as acting trustee, until the parties mutually agree on a successor escrow agent.

9. Miscellaneous

Complete Understanding. This Escrow Agreement is the entire agreement and understanding between the parties with respect to the subject matter, and as such this Escrow Agreement supersedes all prior and contemporaneous agreements, negotiations, representations and proposals, written and oral, relating to the subject matter. CUSTOMER expressly acknowledges, agrees and represents to PARADIGM that there are no understandings or agreements with respect to the subject matter other than as expressly set forth in this Escrow Agreement. CUSTOMER agrees that no contrary terms and conditions of any subsequent CUSTOMER purchase order, no course of dealing, trade custom or usage of trade, and no warranty made during the course of performance, will apply, unless expressly agreed to by PARADIGM in writing.

Notice. Any notice or communication provided or permitted hereunder shall expressly describe its purpose and scope, shall be in writing and shall be deemed duly given or made if delivered in person or sent by U.S. certified mail, return receipt requested, postage prepaid, addressed to the party for which it is intended at the address set forth in this Agreement or at any other address specified by a party in writing.

Invalidity. In the event any provision hereof shall be deemed invalid or unenforceable by any court or governmental agency, such provision shall be deemed severed from this Escrow Agreement and replaced by a valid provision which approximates as closely as possible the intent of the parties. All remaining provisions shall be afforded full force and effect.

Effective Date. This Agreement shall become effective and shall be binding only upon acceptance by PARADIGM at its offices in Cockeysville, Maryland

Governing Law. This Agreement shall be deemed to have been entered into in Maryland and shall be governed by, subject to, and interpreted in accordance with, the laws of the State of Maryland.

PARADIGM SOFTWARE, L.L.C.
113 Old Padonia Road, Suite 200
Cockeysville, MD 21030
(410) 329-1300

STANDARD SUPPORT SERVICES AND LICENSING AGREEMENT

ADDENDUM D
Credit Card Gateway Processing

PARADIGM SOFTWARE, L.L.C. ("PARADIGM"), by its acceptance of the Standard Support Services and Licensing Agreement (the "Agreement"), agrees to provide Credit Card Services as defined in and in accordance terms and conditions set forth in Schedule A and Schedule B hereto ("Credit Card Services"). The Terms and Conditions of this Addendum and Schedule A and Schedule B shall relate only to the CardConnect Services.

THIS ADDENDUM, INCLUDING ALL OF ITS TERMS AND CONDITIONS, IS THE ENTIRE AGREEMENT BETWEEN THE PARTIES RELATING TO CREDIT CARD SERVICES AND CANNOT BE MODIFIED EXCEPT BY WRITING SIGNED BY THE DULY AUTHORIZED REPRESENTATIVES OF BOTH PARTIES. EXCEPT FOR THE TERMS OF THIS ADDENDUM AND ITS SCHEDULE A AND SCHEDULE B, THE ORIGINAL AGREEMENT SHALL OTHERWISE REMAIN IN FULL FORCE AND EFFECT. CUSTOMER UNDERSTANDS THAT THE FEES CHARGED BY PARADIGM IN THIS ADDENDUM REFLECT THE ALLOCATION OF RISKS EXPRESSED BY THE LIMITED WARRANTY, THE EXCLUSIVE REMEDY FOR BREACH OF THAT LIMITED WARRANTY, AND THE LIMITATIONS OF LIABILITY AND DAMAGES WHICH ARE SET FORTH ON THE REVERSE SIDE OF THIS PAGE. BY SIGNING WHERE INDICATED BELOW, CUSTOMER ACCEPTS THESE TERMS AND AFFIRMS THAT IT UNDERSTANDS THAT TO CHANGE THEM WOULD AFFECT THE ECONOMIC BARGAIN EXPRESSED IN THIS CONTRACT.

TERMS & CONDITIONS

TO CREDIT CARD PROCESSING GATEWAY SERVICE

These Terms and Conditions, as well as the terms set forth in the terms of the Agreement to which they are attached, constitute the Addendum (“Addendum”) between Paradigm Software, L.L.C. (“PARADIGM”) and the contractual party utilizing the Products and Services hereunder (“CUSTOMER”). The terms herein shall relate only to the use and provision of the Products and Services defined herein. For adequate consideration, the receipt of which is hereby acknowledged, PARADIGM and CUSTOMER, intending to be legally bound, mutually agree to the following terms and conditions:

1. **Definitions.** Certain capitalized terms shall have the meanings set forth below:

1.1. “**Authorized Users**” means persons or entities that are authorized by CUSTOMER to access and use the Services.

1.2. “**Documentation**” means the written materials provided to CUSTOMER, including terms and conditions, training manuals, support policies, API and related documentation, integration tools and manuals and other related documentation to assist or describe the Services and/or the Products provided through PARADIGM.

1.3. “**Engagement Hardware**” means the applicable hardware provided through PARADIGM to the CUSTOMER and certified for use with the Services and used by CUSTOMER to enable the use of certain of the Services.

1.4. “**Gateway Services**” means the transaction processing services provided to CUSTOMER through PARADIGM’s Vendor, including the transmission, acceptance and authorization of credit, debit ACH and other transactions on behalf of CUSTOMER to a payment processing network.

1.5. “**Credit Card Platform**” means the cloud-based payment solution owned and maintained by PARADIGM’s Vendor including the hardware and software utilized for processing credit, debit and other transactions as well as transmitting other data between a CUSTOMER, a software solution utilized by a CUSTOMER, as well as the consumers of the goods and/or services provided by the CUSTOMER.

1.6. “**Product(s)**” means all equipment, Engagement Hardware, firmware, Software, and other applications, including all updates, modifications, enhancements, replacements, provided to CUSTOMER through PARADIGM under this Addendum.

1.7. “**Services**” means the services provided by PARADIGM to allow CUSTOMER to access the select Gateway Services provided by Vendor and its Credit Card Platform.

1.8. “**Software**” means the software programs, including without limitation the software related to the Gateway Services and Credit Card Platform as well as related software & all pass-thru software licenses from third-party software providers whose software is part of the offering under this Addendum.

1.9. “**Vendor**” shall mean the owner and operator of the Processing and/or Gateway Platform. For the purposes of this Addendum, CUSTOMER has selected:

- Axia
- CardConnect

2. Use of Services and Products. Subject to and conditioned on CUSTOMER's and its Authorized Users' compliance with the terms and conditions of this Addendum, during the Term, CUSTOMER and its Authorized Users may access and use the Services and the Products. PARADIGM shall use commercially reasonable efforts to provide the Services to CUSTOMER and its Authorized Users. Any terms for the purchase of Engagement Hardware shall be set forth in the applicable Schedule. PARADIGM may, in its discretion from time to time, without liability to CUSTOMER, revise, modify, update, limit or replace any Products or Services in whole or in part, provided the Products and Services are not adversely affected in any material manner and PARADIGM provides reasonable notice to CUSTOMER prior to the occurrence of any such event.

3. Documentation. PARADIGM shall provide CUSTOMER access to electronic versions of any applicable Documentation that PARADIGM makes generally available to its customers of the same Services and Products. CUSTOMER may print and reproduce the Documentation provided that: (i) the number of such copies is limited to those reasonably required for use by CUSTOMER, including, without limitation, training and archival purposes; and (ii) proprietary notices contained in the original copies of the Documentation are reproduced and included in all copies, whether such copies are made in whole or in part.

4. CUSTOMER Responsibilities. PARADIGM shall provide CUSTOMER access to electronic versions of any applicable Documentation that PARADIGM makes generally available to its customers of the same Services and Products. CUSTOMER may print and reproduce the Documentation provided that: (i) the number of such copies is limited to those reasonably required for use by CUSTOMER, including, without limitation, training and archival purposes; and (ii) proprietary notices contained in the original copies of the Documentation are reproduced and included in all copies, whether such copies are made in whole or in part.

4.1 CUSTOMER agrees to use the Products and Services in accordance with applicable laws and the Documentation provided by or through PARADIGM.

4.2 CUSTOMER is responsible for assuring the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all data as it is entered or uploaded. PARADIGM is not responsible for any inability to perform Services due to CUSTOMER's use of improperly formatted or corrupt files, viruses on media provided, or incompatible backup media or software.

4.3 CUSTOMER shall not transmit or store data that is subject to the rights of any third parties without first obtaining all required authorizations, consents, and/or rights in writing from such third parties. CUSTOMER shall ensure that its use of the Product complies with all laws directly or indirectly applicable to CUSTOMER and its Authorized Users. CUSTOMER agrees to execute any and all documents and comply with any and all applicable procedures, rules and regulations which PARADIGM, its Vendor or applicable law may require in connection with the Products and Services, including without limitation, procedures, regulations, and rules, as may be amended from time to time, promulgated by American Express, MasterCard, VISA, Discover, various other

payment networks, NACHA, the settlement bank, and insurance carriers (collectively "Association Rules"). CUSTOMER also agrees to adhere to such rules and regulations as are required by governmental agencies having jurisdiction over the transactions contemplated herein. CUSTOMER agrees to not directly and knowingly use the Products or Services to engage in any activities in violation of federal or state anti-kickback laws. PARADIGM IS NOT LIABLE OR RESPONSIBLE FOR ANY ACTS OR OMISSIONS IN RELATION TO CUSTOMER'S OR ITS AUTHORIZED USERS' USE OF THE SERVICES OR PRODUCTS, INCLUDING WITHOUT LIMITATION USE OF THE SERVICES AND PRODUCTS IN WAYS THAT ARE NOT IN COMPLIANCE WITH LAWS.

4.4 CUSTOMER understands that CUSTOMER may not process transactions on behalf of any other entity or individual and that the use of the Products and Services is provided herein as a service for a single merchant account. Any attempt to use the Products and Services herein for more than one Merchant account without additional agreements and fees for each merchant may result in additional fees and charges, the revocation of rights to the Products and/or Services and termination of this Addendum.

4.5 This Addendum may not be sold, traded, assumed or otherwise transferred to another individual or entity without the express written consent of PARADIGM.

5. Authorized Users. CUSTOMER shall be responsible for ensuring Authorized Users' compliance with the terms set forth herein, the applicable laws or other agreements, all acts or omissions by Authorized Users, and for any damages incurred as a result thereof. CUSTOMER shall have sole responsibility for terminating the access previously granted to any Authorized User, whether for termination of employment, reassignment, or any other cause. PARADIGM may disable an Authorized User's access to the Services at any time in its sole discretion if PARADIGM has reason to believe that such Authorized User poses a security risk or has violated the terms of this Addendum. CUSTOMER is responsible for designating user IDs and passwords for any and all Authorized Users. CUSTOMER agrees to hold all passwords, user IDs or other system access credentials and information under close control and shall notify PARADIGM immediately if access to such information is, or is thought to have been, released to any unauthorized party. CUSTOMER agrees not to allow multiple users to access the Software using a common account or user credentials. Security and control of assigned user ID's and passwords are the sole responsibility of CUSTOMER and PARADIGM shall not be held responsible in any way for any breach in system security as a result of CUSTOMER's actions or inactions relating thereto.

6. User IDs. CUSTOMER is solely responsible and liable for all activity occurring under the user IDs and passwords issued in connection with this Addendum whether or not such activities have been authorized by CUSTOMER. CUSTOMER shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with its use of the Products and Services as contemplated by this Addendum, including those related to data privacy, international communications and the transmission of technical or personal data. CUSTOMER shall: (i) notify PARADIGM immediately in writing of any unauthorized use of any password or user ID or any other suspected or known breach of security, including the loss or theft of any password or user ID or

computer or device containing such information; (ii) take all steps reasonably necessary to prevent access and use of the Services by unauthorized users; and (iii) not provide false identity information to gain access to or use of the Services or the Software.

7. Payment Terms. CUSTOMER shall pay the fees for the Products and Services as set forth in the Sales Agreement. The fees and charges shall be debited or billed in accordance with the terms of the Original Agreement.

8. Products. At no time shall CUSTOMER utilize the Products or Services in any manner not consistent with the Documentation or the terms herein and shall not attempt to open any Engagement Hardware in any way. CUSTOMER shall follow any and all instructions in relation to the operation of the Products. To utilize the Services, CUSTOMER will be required to purchase Engagement Hardware and keep such Engagement Hardware in good working order. PARADIGM shall not be responsible for any misuse, neglect or abuse of, tampering with or any external forces affecting the Engagement Hardware. CUSTOMER shall be responsible for the purchase, installation and maintenance of any and all Engagement Hardware necessary for the provision of Services and to access the Software. The Engagement Hardware shall be subject to a manufacturer's warranty as between CUSTOMER and the device manufacturer as administered by the manufacturer. PARADIGM does not provide any warranties of any kind for the Engagement Hardware. Title and risk of loss of the Engagement Hardware shall pass to CUSTOMER upon shipment. CUSTOMER shall be responsible for all costs of insurance, taxes, storage, and transportation of the Engagement Hardware. PARADIGM assigns to CUSTOMER any third-party warranties and indemnities for the Engagement Hardware. CUSTOMER's sole and exclusive remedy for the breach of any such third-party obligations shall be against the applicable third-party manufacturer or Vendor, and not against PARADIGM.

9. Telecommunications; Internet access. For the avoidance of doubt, PARADIGM does not provide telecommunication or other wireless or internet services. CUSTOMER is responsible for obtaining access to the Internet using appropriate equipment and for ensuring proper security of CUSTOMER's systems and access to the Services. CUSTOMER agrees to process data using third party programs, including specifically internet "browser" programs that support appropriate data security protocols compliant with applicable laws. PARADIGM makes no warranties of any kind and expressly disclaims in regard to the security and/or the services provided by any third-party telecommunication or any wireless or internet provider. PARADIGM shall not be responsible or liable for any failure, delay or deficiency in communications or transmission facilities, integration into third party software, infrastructure or Services.

10. Improper Use. Failure to comply with the terms of this Addendum or the Documentation may result in damage to the Products. PARADIGM shall have no liability for damage or any losses to the extent that it resulted from CUSTOMER's negligence, willful misconduct or failure to comply with the terms of this Addendum, the Documentation, or any other written instructions provided by PARADIGM or the Vendor to CUSTOMER.

11. Ownership. Except as otherwise provided for herein, this Addendum shall not be deemed to grant to CUSTOMER or any Authorized User any ownership interest in the Products, Documentation, or Services. All Products, Documentation, Services and any derivative works based thereon, including any improvements, enhancements, modifications, updates, versions and releases, whether or not patentable or registered, will remain the exclusive property of PARADIGM (collectively, the “**PARADIGM Materials**”) or the Vendor. PARADIGM expressly reserves all rights to PARADIGM Materials not specifically granted herein. CUSTOMER shall not: (i) attempt to assign the right to access or use the Products or Services to any third party; (ii) allow or authorize access to or use of the Products or Services to any persons other than Authorized Users; (iii) use the Products or Services for any purpose other than CUSTOMER’s own internal business purposes; (iv) reverse engineer, disassemble or decompile the Products or Services or attempt in any fashion to obtain the source code to the Software or the Credit Card Platform; (v) knowingly use the Products or Services to send or store infringing or unlawful material or information; (vi) knowingly use the Products or Services to send or store material containing harmful computer codes, viruses, files, scripts, agents, or programs; (vii) interfere with or disrupt the integrity of the Products or the Software contained therein or Services or the data contained therein, or (viii) attempt to gain unauthorized access to the Software or Services or related systems or networks.

12. Confidential Data. The Products and Services enable CUSTOMER to transmit, store, and receive certain information relating to financial transactions for CUSTOMER and its Authorized Users (the “Services Data”). The Services Data will include confidential information of CUSTOMER’s Authorized Users. State and federal laws, as well as ethical and licensure requirements, may impose obligations with respect to confidentiality and other obligations that may limit the right of CUSTOMER and persons acting on its behalf to make use of the Services or to transmit certain information to third parties. CUSTOMER represents and warrants that it will, at all times during the term of this Addendum and thereafter, comply with all laws that are directly or indirectly applicable to, or that may now or hereafter govern, the gathering, use, transmission, processing, receipt, reporting, disclosure, maintenance, and storage of the Services Data. It shall be CUSTOMER’s responsibility to cause all persons or entities under its direction or control, including Authorized Users, to comply with any such applicable laws. CUSTOMER, at all times during the term of this Addendum and thereafter, shall be solely responsible for obtaining and maintaining all legally necessary consents or permissions required or advisable to disclose, process, retrieve, transmit, and view the Services Data transmitted, stored, or received in connection with the Services. CUSTOMER ACKNOWLEDGES THAT PARADIGM WILL NOT ACCESS, RETRIEVE, STORE OR USE SERVICES DATA IN CONNECTION WITH CUSTOMER’S USE AND OPERATION OF THE SERVICES. PARADIGM DISCLAIMS ANY OBLIGATIONS RELATED TO SERVICES DATA. PARADIGM IS NOT LIABLE OR RESPONSIBLE FOR ANY CUSTOMER ACTS OR OMISSIONS IN USING THE SERVICES IN WAYS THAT ARE NOT IN COMPLIANCE WITH ANY APPLICABLE LAWS OR OTHER REQUIREMENTS OR CUSTOMER’S USE OR MISUSE OF DATA TRANSMITTED, MONITORED, STORED, OR RECEIVED BY IT.

13. Equitable Relief. The parties acknowledge that monetary remedies may be inadequate to protect rights in Confidential Information and that, in addition to legal remedies otherwise available, injunctive relief is an appropriate judicial remedy to protect such rights.

14. Warranties and Disclaimers. Subject to the limitations of this section and subject to such limitations as are expressly provided elsewhere in this Addendum, PARADIGM represents and warrants that PARADIGM has the legal right to perform the Services and provide Products to CUSTOMER and its Authorized Users, either itself or through third parties. The Services provided by it hereunder shall be performed, in all material respects, in a professional, timely, and workmanlike manner. In the event CUSTOMER believes PARADIGM has breached the warranty in the foregoing sentence, CUSTOMER shall promptly notify PARADIGM thereof including information necessary to allow PARADIGM to examine the issue and to re-perform any Services containing reproducible errors. THE SERVICES AND PRODUCTS ARE PROVIDED TO CUSTOMER ON AN "AS IS," WITH ALL FAULTS BASIS. PARADIGM MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR WARRANTIES ARISING BY COURSE OF DEALING OR CUSTOM OF TRADE EXCEPT FOR THE EXPRESS WARRANTIES AND COVENANTS HEREIN. PARADIGM MAKES NO REPRESENTATION OR WARRANTY THAT THE SERVICES DATA OR THE SOFTWARE IS ACCURATE, COMPLETE, OR RELIABLE. PARADIGM FURTHER MAKES NO REPRESENTATIONS OR WARRANTIES THAT CUSTOMER'S ACCESS TO AND USE OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE; FREE OF VIRUSES, UNAUTHORIZED CODE, OR POTENTIALLY HARMFUL COMPONENTS; WITHOUT DELAY; OR SECURE. For the avoidance of doubt, PARADIGM makes no warranties of any kind in regard to the services provided by any telephone company or other telecommunications provider. PARADIGM shall not be responsible for any failure of any telecommunications provider however constituted or described. Some jurisdictions do not permit the exclusion or limitation of implied warranties. Therefore, only if required by applicable law, some or all of the exclusions or limitations above may not apply.

15. Exclusion of Damages. IN NO EVENT SHALL PARADIGM BE LIABLE TO CUSTOMER FOR ANY INDIRECT, NON-COMPENSATORY, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS OR REVENUE, LOST SAVINGS, LOSS OF DATA OR BUSINESS OPPORTUNITY, ANY GOVERNMENTAL, AGENCY, AND/OR REGULATORY FINES OR COSTS, OR OTHER DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THE SERVICES OR ENGAGEMENT HARDWARE, OR ERRORS, INACCURACIES, OMISSIONS, DEFECTS, UNTIMELINESS, SECURITY BREACHES, OR ANY OTHER FAILURE TO PERFORM BY PARADIGM OR ANY THIRD PARTY SOFTWARE PROVIDERS. THE FOREGOING EXCLUSION SHALL APPLY WHETHER OR NOT

SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A LIMITED REMEDY SET FORTH IN THE AGREEMENT FAILS OF ITS ESSENTIAL PURPOSE. Some jurisdictions do not permit the exclusion of certain types of damages. Therefore, only if required by applicable law, some or all of the exclusions above may not apply.

16. Limitation of Liability. EXCEPT FOR THE EXPRESS WARRANTIES AND COVENANTS HEREIN, CUSTOMER EXPRESSLY WAIVES AND SHALL NOT MAKE ANY CLAIM OF ANY KIND AGAINST PARADIGM ARISING OUT OF THE FAILURE OF PERFORMANCE OF THE PRODUCT, THE SERVICES OR THE CREDIT CARD PLATFORM, PAYMENT TERMINALS OR THE GATEWAY OR ARISING OUT OF THE BREACH OF ANY WARRANTY PROVIDED BY PARADIGM, OR THE MANUFACTURER OF EQUIPMENT. IF, DESPITE THE OTHER TERMS OF THIS AGREEMENT, PARADIGM HAS ANY LIABILITY TO CUSTOMER FOR ANY LOSS, HARM OR DAMAGE, THE PARTIES AGREE THAT PARADIGM'S LIABILITY TO CUSTOMER OR ANY OTHER PERSON UNDER OR RELATED TO ANY AND ALL SUCH LOSSES, HARMS, OR DAMAGES SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER AND RECEIVED BY PARADIGM SPECIFICALLY FOR THE SERVICES (EXCLUDING THIRD PARTY PASS-THROUGH FEES OR EXPENSES) PROVIDED PURSUANT TO THIS AGREEMENT IN THE THREE (3) MONTHS PRIOR TO THE FIRST OCCURRENCE GIVING RISE TO THE CLAIM FOR LIABILITY. THE FOREGOING LIMITATION OF LIABILITY REPRESENTS THE ALLOCATION OF RISK OF FAILURE BETWEEN THE PARTIES AS REFLECTED IN THE PRICING HEREIN. CUSTOMER ACKNOWLEDGES THAT, ABSENT ITS AGREEMENT TO THIS LIMITATION OF LIABILITY, PARADIGM WOULD NOT PROVIDE THE SERVICES TO CUSTOMER.

17. Indemnification. PARADIGM shall defend and hold harmless CUSTOMER and its Affiliates, officers, directors and employees from any claim that the use of the Services violates or infringes any third party's patent, copyright, trade secret or any other intellectual property rights. CUSTOMER shall give PARADIGM prompt notice of any such claim, shall cooperate fully with PARADIGM in its defense of the claim, and PARADIGM shall have sole control of the defense and settlement of any such claim. Should the Services hereunder be made the subject of any claim alleging misappropriation or infringement of any patent, copyright, trade secret, trademark or other intellectual property rights of any third person, PARADIGM's sole liability shall be, at its option, to procure the right to use Services free of such liability or to replace or modify the Services to be non-infringing. In the event that neither of the foregoing options is commercially reasonable in PARADIGM's sole discretion, PARADIGM shall have the right to terminate this Addendum without further obligation and shall return to CUSTOMER any prepaid fees for Services not yet rendered. PARADIGM shall have no obligation to defend or indemnify CUSTOMER for any claim arising from CUSTOMER's use of the Services inconsistent with its Documentation or in combination with any software not provided or approved by PARADIGM.

18. **Term.** This Addendum shall be effective on the date hereof and shall continue for the length of the term of the Original Addendum (the “**Initial Term**”) and shall continue thereafter for successive additional one-year terms (each a “**Renewal Period**” and together with the Initial Term, the “**Term**”) unless either party hereto provide written notice to the other of its intent not to renew at least sixty (60) days prior to the end of the then-current Term.

19. **Intended Third Party Beneficiary.** Vendor shall be designated as an intended third-party beneficiary of the contractual rights of PARADIGM herein and under the Original Agreement with respect to the Products and Services that are the subject of this Addendum.

SCHEDULE A

Qty	UM	Description	Unit Price	Extended Price
		Setup Fees (One-Time)		
	EA	Gateway Account Setup Fee	\$0.00	\$0.00
	EA	Terminal Setup Fee	\$0.00	\$0.00
	EA	Equipment – Ingenico iSC250	\$0.00	\$0.00
Project Total:				<u>\$0.00</u>

BUSINESS CONTACT INFORMATION

Corporate Name:

DBA:

Contact Name:

Address:

Phone:

Email:

SHIPPING INFORMATION

Corporate Name:

DBA:

Contact Name:

Address:

Phone:

Email:

Shipping Type*:

**Shipping Options: Express Saver, 2 Day, Standard Overnight, or Priority Overnight*

SCHEDULE B

Qty	UM	Description	Unit Price	Extended Price	Annual Service Charge
0	MO	Gateway Account Monthly Fee (1 terminal per month – recurring fee – will be added pro-rata based on Go-Live compared to renewal term)	\$0.00	\$0.00	\$0.00
0	MO	Gateway Terminal Monthly Fee (1 terminal per month – recurring fee – will be added pro-rata based on Go-Live compared to renewal term)	\$0.00	\$0.00	\$0.00
0	MO	Gateway Per Transaction Tier (>3,000 and up to 5,000 transactions per month) *	\$0.00	\$0.00	\$0.00
<u>Annual Service Charge:</u>					<u>\$0.00 / Year</u>

* Gateway Per Transaction Tier: The Gateway Per Transaction Tier fee is calculated based on 36,000 estimated annual credit card transactions. If the customer's average exceeds 5,000 transactions per month for the term, the customer will be moved to the next higher tier as shown in the table below for the following renewal term. A reconciliation will be performed on or around December 1, 2018 and annually each December thereafter during the term to determine the tier for the following renewal term.

Current Gateway Services Fee Tiers**

Description	Monthly Fees	Annual Fees
Gateway Per Transaction Tier (<1,000 transactions per month)	\$153.00	\$1,836.00
Gateway Per Transaction Tier (>1,000 and up to 3,000 transactions per month)	\$405.00	\$4,860.00
Gateway Per Transaction Tier (>3,000 and up to 5,000 transactions per month)	\$630.00	\$7,560.00
Gateway Per Transaction Tier (>5,000 and up to 10,000 transactions per month)	\$900.00	\$10,800.00
Gateway Per Transaction Tier (>10,000 and up to 12,500 transactions per month)	\$1,350.00	\$16,200.00
Gateway Per Transaction Tier (>12,500 and up to 15,000 transactions per month)	\$1,800.00	\$21,600.00

**Fees are subject to change annually. PARADIGM will provide CUSTOMER with at least sixty (60) days' notice prior to the renewal term of any changes to the fees listed in the Current Gateway Services Fee Tiers table.

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5. Authority Responsibilities

PSLLC understands the requirements of the RFP for the Customer's facilities. During the contract finalization and software development phase of the project, the following participation is requested from the Customer:

- Purchasing and legal staff for contract negotiation.
- A designated project manager(s) for assistance with facility survey and software specification finalization.
- A network administrator for configuring the communication network.
- The scheduling of system users for training.
- System acceptance tester to verify the readiness of the system.
- Work area for PSLLC personnel to work when on-site.
- A designated contact for mapping of data from current system to CompuWeigh™.

While on-site the Customer participation necessary would be as follows:

- A designated project manager(s) for assistance with staff coordination and Customer contacts.
- A network administrator for configuration, troubleshooting, modifying the communication network.
- End Users for class room and hands on training.
- System acceptance tester to verify the readiness of the system.
- Work area for PSLLC personnel to work when on-site.

Testing / Development

Test / Development Environments

PSLLC highly recommends that the Customer setup a test environment that closely matches the production environment as much as possible. A test application/SQL server would be setup and as many client machines as necessary would be configured with the software to be used for the following functions:

Prior to Go Live, the Test Environment would be used for:

- Testing of initial product delivered
- Training for the various programs and modules used by the Customer, as well as end user, administrative and IT training
- Testing of any updates installed prior to Go Live involving bug fixes, program enhancements, or program upgrades

Once the Customer is Live, the Test Environment would be used for:

- Training for any new users
- Refresher training for existing users
- Testing of any new updates prior to installing into production environment

System Testing

PSLLC's approach to system testing involves thoroughly reviewing the facility survey and working with Customer staff to ensure every transaction scenario that crosses the scale is setup and handled properly in the system prior to training.

During training, PSLLC trainers will go over each unique scenario and ask the scale house operators to practice processing each of those scenarios. When possible, using a stack of tickets from the non-PSLLC system to enter into WeighStation helps operators to relate the process to the new system and helps test the new system to ensure information is storing and displaying properly and that fees are calculating correctly. During initial training though, we are more concerned with getting users familiarized with the process.

PSLLC recommends a parallel configuration to perform full system testing and can work with the Customer to determine the location and duration of the parallel testing. At a minimum, Paradigm typically recommends doing one or more days of full parallel testing, including processing all transactions for the day and running as many reports as possible on that day to be able to compare tonnages and fees within all aspects of the system. If reports do not match and one or more specific tickets did not duplicate correctly from prior system, either due to user error or a program bug/configuration issue, we can void the incorrect tickets, re-enter those tickets, and re-run the reports to ensure tonnages and dollar values match. At that point, testing can be accepted, but the Customer and PSLLC can always discuss if additional parallel testing is needed to ensure Customer and PSLLC are confident with the solution.

Test Planning

The testing strategy is to train each user how to perform all of their daily processes, whether that be transaction processing for a scale house operator, truck or account management in the office, or debit memos/credit memos for an accountant. The test plan will involve various unit and parallel testing measures to ensure all processes can be successfully and accurately performed in the new system. PSLLC and the Customer will unit test each module purchased by the Customer, further broken down by specific processes within certain modules or applications, again to ensure that each end user can perform all existing and new functionality that is required. Unit testing areas include:

- WeighStation
 - Processing Transactions
 - Reports
 - Z-Out and End of Day Processes
 - Administrative Duties
- CompuWeigh
 - Account Edit
 - Truck Edit
 - Transaction Edit
 - Reporting
 - Posting

- Modules
 - A/R and Aging Module
 - Posting
 - Invoices
 - Debit Memos
 - Credit Memos
 - Finance Charges
 - Payments
 - Aging
 - Administrative Duties
 - Unattended Module
 - Message Queuing Module

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6. Optional Additional Capabilities

The following Modules are available for an additional fee that the Customer may be interested in to enhance functionality of the systems.

6.1.1.1 Custom Free Units Module

This optional module allows the system the ability to permit certain customers to bring in materials at no or a reduced charge up to a certain allowed amount/limit. Once that amount/limit has been reached, the customer would then be charged the specified amount/limit for that material.

6.1.1.2 Disposal Authorization Slips Module

This module allows the Customer to issue a specified number of slips to an account for the disposal of material. Once the number of slips issued has been reached, the account is no longer allowed to dispose under this arrangement.

- Authorization can be limited to
 - A total trip limit (number of times the authorized account can dump)
 - A daily trip limit (number of times the authorized account can dump in a given day)
 - A total permitted net weight
 - One or many haulers
 - Any number of
 - Transaction Types
 - Materials
 - Destinations
 - Origins
 - Vehicle Types
 - Extra table fields (Customer Defined Fields)
 - A date range that the permit is allowed

The number of unique authorization slips to generate can be defined. More authorization slips can be generated by an administrator if additional slips are required in the future.

A list of unique authorizations slips and their status can be reviewed.

The following page shows an example of a DAS with a barcode.



District of Columbia
Department of Public Works
Dump Authorization Slip



Slip #: 00002-03223

Authorization Number: 001-727-629

Slip No.: 00002-03223

Bill Acct/Name: Acct. 997 - Office of Contracting and Procurement

Start Date: November 1, 2014

End Date: November 30, 2014

Hauler Acct/Name 1: Collins Brothers

Load Restrictions: 1

Hauler Acct/Name 2:

Maximum Daily Loads: 0

Hauler Acct/Name 3:

Maximum Weight Allowed: 0

Material Code/Desc 1: Bulk

Allowed Sites: Fort Totten Solid Waste T.S.

Material Code/Desc 2:

4900 Bates Road NE

Material Code/Desc 3:

Washington, DC 20011

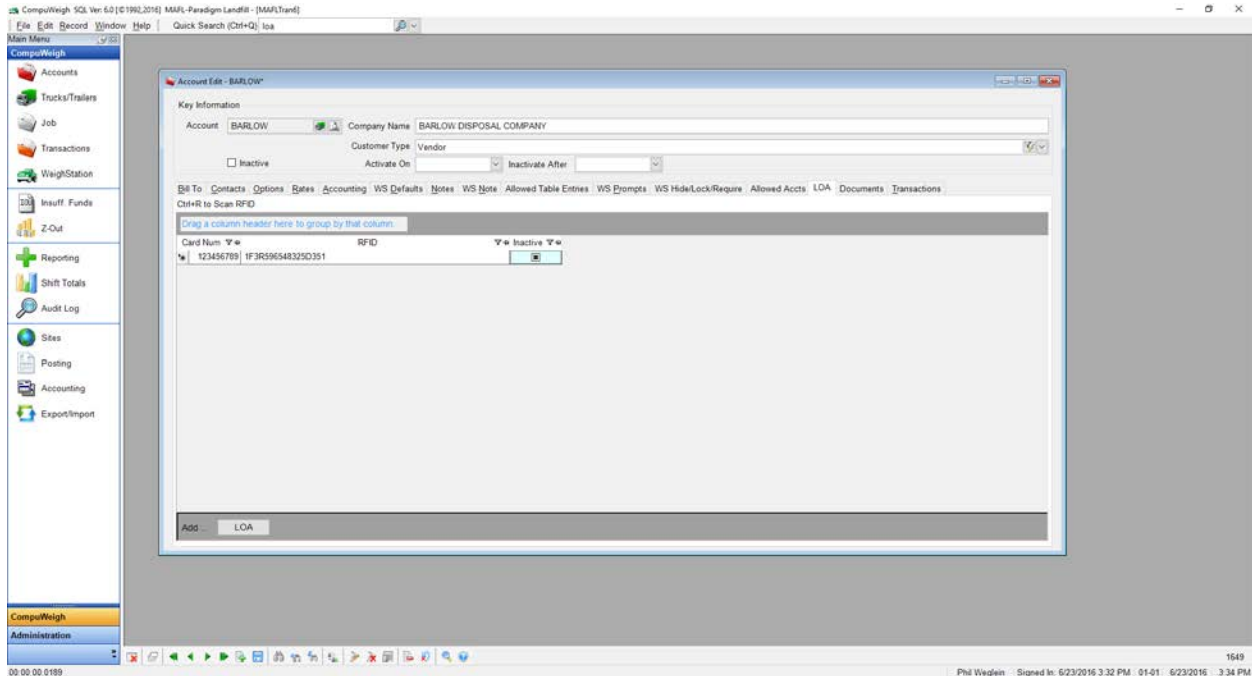
Comments:

Slip #: 00002-03223



6.1.1.3 Letter of Authorization Module

This optional module allows the Customer to provide a vehicle with a proximity card that permits them to dispose of material for a specific account.



LOA Restrictions screen. Authorizations are by the card only and no other restrictions can be placed. If the customer has the proximity card, they can bill to the approving account for any material.

6.1.1.4 Inventory Module

The Inventory Module allows the customer to track the quantity of commodities at various locations. Inventory locations can be setup for an entire site or for a particular site section such as the SSRM Stockpile. Inventory commodities can contain any number of materials. The inventory reports can display the summarized commodity quantities assigned to each location for both current and past days. They can also display a detailed breakdown of the commodities brought in since a particular day.

6.1.1.5 Offenses Module

This optional module allows the user to track offenses that are reportable for your customer's. These offenses can be captured at the time of the transaction and then can be identified when this customer enters the facility in the future. The Offenses Module allows you to track when a specific account, or more commonly, when a specific vehicle, performs an offense/violation. Offenses do not have to tie to a transaction; however, most commonly, they are documented during the transaction process.

6.1.1.6 Radiation Module

This module allows the integration (if customer's radiation detectors are able) of the radiation detector and the WeighStation application. If an event is triggered from the radiation detector, the WeighStation application can stop the transaction from being processed and the events can be logged in the database. Additional features can be added to email certain individuals upon the event (Alerts Module) and requiring supervisor approval to override the event.

6.1.1.7 Driver's License Scanning Module

The optional Driver's License Scanning Module provides the customer with an easy way to capture a person's information. This can be handled through a barcode scanner, magnetic swipe card reader or optical character recognition (OCR) based on the Customer's desires and the format of the driver's license. This information is captured by the application and stored with the transaction as desired by the Customer.

6.1.1.8 Folio Tracking Module

This optional module will be utilized to track customer visits to the Customer's facilities. The main screen of the app will present the user with sign in fields to access the system. The user will also be able to select which site they are processing transactions for if the device is used for multiple facilities. After the user has accessed the system, they will see the main transaction processing screen. The screen will also allow the user to select the size of the load and if necessary, the number of tires they are disposing of at the facility. Based on the Customer's specifications, the size of the load is matched to a point system. The user will have the ability, if desired, to take a picture of the load for documentation purposes on the contents of the transaction. The application has the ability, if desired, to capture the signature by the customer signing the phone with their finger. Once the transaction is complete, if desired, the system can print a receipt on a Bluetooth or USB connected thermal receipt printer.

6.2 *Wireless Solution*

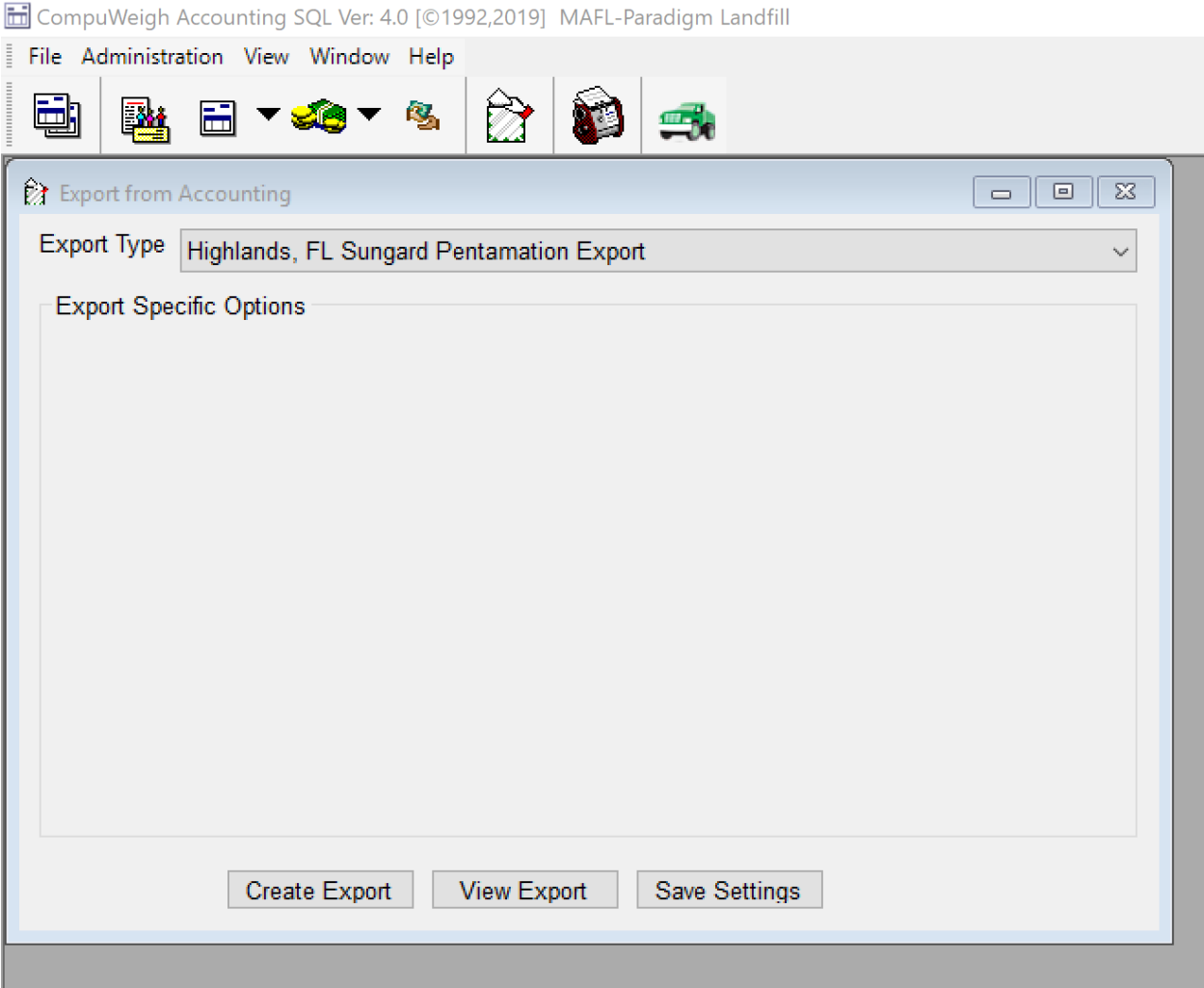
PSLLC has installed our unattended enclosures (UVSS) for customers where the placement of the unit allows the driver to remain in their vehicle. PSLLC can show movies of these facilities and have provided the following image of a driver retrieving his ticket from the UVSS. While this is not wireless, as the devices are wired, it does all the driver to remain in their vehicle for transaction processing.



6.3 Interface with eFinancePlus Software

PSLLC has developed interfaces and exports from our Accounts Receivable and Aging Module to municipalities third-party financial systems. Historically, PSLLC has developed an export file in the format required to be imported to the financial system. We have exported to SunGard in the past as well as numerous other accounting packages such as SAP, Sage, AS400, MAS, Great Plains and many more.

Within the Accounts Receivable and Aging Module, a posting/export routine is developed for the user to simply click a button to create the exact file to be transferred to the financial system. The file can be placed in a designated folder for the financial system to obtain and import.



6.4 Sales Order System

The AUTHORITY is interested in a Sales Order system that would create sales contracts with commodity brokers to purchase the AUTHORITY's recycling materials from the Recycled Materials Recovery Facility (RMPF). It is envisioned that this system would interface with the new scale system. When the trucker arrives at the incoming scale house, the system uses the Sales Order number to create a "Pick Ticket" which authorizes the RMRF to load that particular truck. The transaction data will integrate to the Accounts Receivable system to create daily invoices and monthly statements. PROPOSER is invited to submit a Proposal that satisfies this need through either a fully integrated module, a third party product that is compatible with the SSMS or through the ability to pass data from the SSMS to the Sales Order system. For more information on the AUTHORITY's requirements for the Sales Order System, see EXHBIT E.

PSLLC believes our Jobs Module can handle most of the requirements of this system. As outlined in Section 4.4.2 of the RFP, we have provided responses to the bullet points listed by the Authority.

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7. Small/Minority/Women Business Enterprise (S/M/WBE) Participation

PSLLC understands this requirement and has completed the required Forms in Section 1. We are partnering with Greywood Consulting Corp. in West Palm Beach, FL to assist PSLLC with the Project Management for this implementation.

7.1 Small Business Enterprise (SBE)

PSLLC understands this requirement and has completed the required Forms in Section 1. We are partnering with Greywood Consulting Corp. in West Palm Beach, FL to assist PSLLC with the Project Management for this implementation.

7.2 S/M/WBE Firm's Principal Office

PSLLC understands this requirement and we are partnering with Greywood Consulting Corp. in West Palm Beach, FL to assist PSLLC with the Project Management for this implementation.

7.3 Sub-Consultant/Supplier Utilization Plan

PSLLC understands this requirement and has completed Forms 5 in Section 1.5 and Form 6 in Section 1.6 of this response in accordance with this requirement. We are partnering with Greywood Consulting Corp. in West Palm Beach, FL to assist PSLLC with the Project Management for this implementation and Kanawha Scales and Systems to handle the installation of the UVSS devices.

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8. Local Preference Qualification and Application

PSLLC understands this requirement and has completed Form 8 in Section 1.8 of this response in accordance with this requirement. We are partnering with Greywood Consulting Corp. in West Palm Beach, FL to assist PSLLC with the Project Management for this implementation.

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9. Proposer's Qualification Statement

PSLLC has completed Form 9 in Section 1.9 of this response in accordance with this requirement.

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10. Scrutinized List Certification

PSLLC has completed Form 10 in Section 1.10 of this response in accordance with this requirement.

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11. Other

- A. PSLLC has provided evidence of current levels of insurance on the following page in areas of General Liability, Automobile Liability, Workers' Compensation, and Professional Liability in accordance with this requirement.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/19/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Riggs, Counselman, Michaels & Downes, Inc. 555 Fairmount Avenue Towson MD 21286	CONTACT NAME: Jacquie Atkinson PHONE (A/C, No, Ext): 410-427-8420 FAX (A/C, No): 410-339-7234 E-MAIL ADDRESS: jatkinson@rcmd.com	
	INSURER(S) AFFORDING COVERAGE	
INSURED PARASO-F01 Paradigm Software, LLC. 113 Old Padonia Road Suite 200 Cookeysville MD 21030	INSURER A: Sentinel Insurance Company Limited NAIC # 11000	
	INSURER B: Hartford Accident and Indemnity Company 22357	
	INSURER C: Trumbull Insurance Company 27120	
	INSURER D: ACE American Insurance Company (CHUBB) 22667	
	INSURER E:	
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 946374898 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> No Ded or SIR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	30SBABY2372	1/1/2019	1/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POF AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	30UECZM2799	1/1/2019	1/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			30SBABY2372	1/1/2019	1/1/2020	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	30WECCU9166	1/1/2019	1/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Errors & Omissions			F14621830001	1/1/2019	1/1/2020	Each Claim Aggregate \$3,000,000 Each Claim Retention \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: 18-8470 - Contract Renewal - Software Maintenance & Support - Paradigm Software
The City of Grand Prairie is included as an Additional Insured with respects to General Liability and Automobile Liability on a primary and non-contributory basis and a Blanket Waiver of Subrogation is included on the General Liability, Automobile Liability and Workers' Compensation policies if required by written contract with the Named Insured. Above General Liability, Automobile Liability and Workers' Compensation policies will provide 30 days' written notice of cancellation (10 days' written notice of non-payment of premium) to the Certificate Holder. Above Errors & Omissions policy includes Cyber Coverage. Commercial Package Policy #30SBABY2372 written with Sentinel Insurance Company Limited effective 01/01/2019 to 01/01/2020 includes Crime/Employee Dishonesty Coverage with limits of \$25,000.

CERTIFICATE HOLDER	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

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- B. Provide a statement of PROPOSER'S financial security, strength, resources and capabilities to include financial reports and current or prior bankruptcy proceedings, if applicable.

PSLLC has been a solvent company since our inception in 1991. We strive to keep overhead to a minimum and provide quality service and product to our customers. We are the leader in the solid waste and recycling industry for municipalities who understand the value of the proposed system. We have never filed for bankruptcy and continuously operated the company with positive financial security, strength and resources. PSLLC would be happy to discuss financial reports in an on-site setting as we consider this information to be confidential.

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