

MEETING DATE: 05/29/07

AGENDA ITEM: Authorization to Purchase Refuse Billing and Tracking Software from Core Computing to Support and Enhance the City's Waste Management Operations.

ATTACHMENTS

	<u>Pages</u>
1. Response from Vendors – System Requirements List	1 – 18
Core Computing (Pgs 1-7)	
Paradigm (Pgs 8-13)	
PSI (Pgs 14-18)	
2. Matrix of Responses from Vendors	19
3. Client Reference Interviews	20 - 25
4. Quote from Core Computing	26 - 27

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
1.00	System Platform and Architecture		
1.01	Microsoft SQL Server or Web-based	1	
1.02	Crystal Reports	1	
1.03	Import capability from WeighMaster (truck scale) software or provide an integrated scale software.	2	Will need required format (ie fields necessary for Import). We also provide an integrated scale software.
1.04	Export capability of receivable information to cash receipting system	2	Will need required format (ie fields necessary for Export)
1.05	Import capability from cash receipts system for cash payment information	2	Will need required format (ie fields necessary for Import)
2.00	Database Information		
2.01	Customer history by name. Can see all addresses the customer currently has and all the addresses the customer has had, with billing, equipment and payment information.	1	
2.02	Customer history by address. Can see all customers for a single address, with billing, equipment and payment information.	1	
2.03	Allow billing address different than site address	1	
2.04	Allow notes	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
2.05	Allow documents to be attached to each customer address. For example a scanned, signed contract.	1	
2.06	Conversion of historical records from current system, RAMS	1	
2.07	Ability to assign work orders to Drivers	1	
2.08	Ability to assign Driver's Supervisors to work orders	2	User defined field (each customer has 8 user defined fields)
2.09	Ability to assign Dispatchers to work orders	2	User defined field (each customer has 8 user defined fields)
2.10	Ability to assign Customer Service Reps to work orders	1	
2.11	Ability to print all work orders for a day by driver, route, supervisor or dispatcher	1	
2.12	Ability to track requested deliver/pickup dates	1	
2.13	Ability to track actual delivery/pickup dates	1	
2.14	Ability to report the variance between requested dates and actual dates	1	
3.00	Routing/Work Orders		
3.01	Ability to prepare efficient routes for delivery/pickup	1	
3.02	Ability to use GPS locators	2	NEMA compliant devices only

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
3.03	Ability to automate the generation of work orders by day	1	
3.04	Dispatching review and update screen to see daily work orders by driver, equipment id, route number, etc.	1	
3.05	Ability to identify open work orders	1	
3.06	Ability to have a customer request by web that automatically generates a work order for the next day.	2	We would provide data dictionary and API.
4.00	Equipment Inventory/Tracking		
4.01	Convert current inventory by type of equipment	1	
4.02	Ability to track special pickups by address because after 2 special pickups in a year, there is a charge.	1	
4.03	Ability to start and stop pickup at customer's request. For example, they may be closed over the holidays in Dec and not want to have a pickup.	1	
4.04	Ability to report equipment inventory by customer or address.	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
4.05	Ability to report utilization of each piece of equipment. That is, how many days is it at a customer site vs how many days is it idle.	1	
5.00	Billing and Accounts Receivable		
5.01	Ability to have rates for delivery and for pickup frequency	1	
5.02	Ability to have rates by variable weights. For example, if weight is less than 11 tons there is one rate. If weight is over 11 tons the rate is another. These rates would be multiplied by the weight to get the billing amount.	1	
5.03	Ability to have multiple rate structures by client.	1	
5.04	Ability to trigger a billing after 2 free special pickups	1	
5.05	Ability to have override rates for special situations	1	
5.06	Ability to prorate billings for portions of a billing period	1	
5.07	Ability to create credit memos	1	
5.08	Ability to apply penalty algorithms	1	
5.09	Ability to apply compounded interest	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
5.10	Ability to print invoices by batch	1	
5.11	Ability to print invoice register by day	1	
5.12	Ability to reprint invoice register	1	
5.13	Ability to print an A/R aging report by customer showing amounts outstanding in user-definable aging buckets.	1	
5.14	Ability to reprint the A/R aging report as of a certain point in time with the aging buckets containing the owed amounts at that point in time.	1	
5.15	Ability to print past due notices	1	
5.16	Batch process to put accounts into several status', such as held, suspended, collections based upon aging days. Needs to be a manual override function to this status.	1	
5.17	Ability to bar code invoices for ease of cash receipts application	1	
5.18	Provide a user friendly, standardized invoice	1	
4.00	Management Reporting		

CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS

Vendor: Core Computing

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
4.01	Provide report that identifies all billings in a certain time period compared to all service provided during the same time period.	1	

CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
1.00	System Platform and Architecture		
1.01	Microsoft SQL Server or Web-based	1	SQL Server
1.02	Crystal Reports	1	
1.03	Import capability from WeighMaster (truck scale) software or provide an integrated scale software.	3	We would need to do a one time script to import your historical transaction data. If you only want Truck and Account information pulled over we will do that for no charge.
1.04	Export capability of receivable information to cash receipting system	3	We would need to do a one time script to export the required information to your cash receipting system.
1.05	Import capability from cash receipts system for cash payment information	3	We would need to do a one time script to import the required information to your cash receipting system.
2.00	Database Information		
2.01	Customer history by name. Can see all addresses the customer currently has and all the addresses the customer has had, with billing, equipment and payment information.	3	
2.02	Customer history by address. Can see all customers for a single address, with billing, equipment and payment information.	3	
2.03	Allow billing address different than site address	1	
2.04	Allow notes	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
2.05	Allow documents to be attached to each customer address. For example a scanned, signed contract.	3	
2.06	Conversion of historical records from current system, RAMS	3	We would need to do a one time script to import your historical transaction data.
2.07	Ability to assign work orders to Drivers	1	
2.08	Ability to assign Driver's Supervisors to work orders	3	
2.09	Ability to assign Dispatchers to work orders	1	
2.10	Ability to assign Customer Service Reps to work orders	3	
2.11	Ability to print all work orders for a day by driver, route, supervisor or dispatcher	3	
2.12	Ability to track requested deliver/pickup dates	3	
2.13	Ability to track actual delivery/pickup dates	3	
2.14	Ability to report the variance between requested dates and actual dates	3	
3.00	Routing/Work Orders		
3.01	Ability to prepare efficient routes for delivery/pickup	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
3.02	Ability to use GPS locators	3	We are working with a vendor now to incorporate this into our product. However, we would be willing to discuss this with a vendor you currently use as well.
3.03	Ability to automate the generation of work orders by day	3	
3.04	Dispatching review and update screen to see daily work orders by driver, equipment id, route number, etc.	3	
3.05	Ability to identify open work orders	1	
3.06	Ability to have a customer request by web that automatically generates a work order for the next day.	3	
4.00	Equipment Inventory/Tracking		
4.01	Convert current inventory by type of equipment	3	We would need to do a one time script to import your historical transaction data.
4.02	Ability to track special pickups by address because after 2 special pickups in a year, there is a charge.	3	
4.03	Ability to start and stop pickup at customer's request. For example, they may be closed over the holidays in Dec and not want to have a pickup.	1	
4.04	Ability to report equipment inventory by customer or address.	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
4.05	Ability to report utilization of each piece of equipment. That is, how many days is it at a customer site vs how many days is it idle.	3	
5.00	Billing and Accounts Receivable		
5.01	Ability to have rates for delivery and for pickup frequency	3	
5.02	Ability to have rates by variable weights. For example, if weight is less than 11 tons there is one rate. If weight is over 11 tons the rate is another. These rates would be multiplied by the weight to get the billing amount.	1	
5.03	Ability to have multiple rate structures by client.	1	
5.04	Ability to trigger a billing after 2 free special pickups	3	
5.05	Ability to have override rates for special situations	1	
5.06	Ability to prorate billings for portions of a billing period	3	
5.07	Ability to create credit memos	1	
5.08	Ability to apply penalty algorithms	1	
5.09	Ability to apply compounded interest	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
5.10	Ability to print invoices by batch	1	
5.11	Ability to print invoice register by day	1	
5.12	Ability to reprint invoice register	1	
5.13	Ability to print an A/R aging report by customer showing amounts outstanding in user-definable aging buckets,	1	Current aging buckets are 30/60/90 and 15/30/45.
5.14	Ability to reprint the A/R aging report as of a certain point in time with the aging buckets containing the owed amounts at that point in time.	1	
5.15	Ability to print past due notices	1	
5.16	Batch process to put accounts into several status', such as held, suspended, collections based upon aging days. Needs to be a manual override function to this status.	3	
5.17	Ability to bar code invoices for ease of cash receipts application	3	
5.18	Provide a user friendly, standardized invoice	1	We create the invoice using Crystal Reports and it will be as you desire.
4.00	Management Reporting		

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Paradigm Software

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
4.01	Provide report that identifies all billings in a certain time period compared to all service provided during the same time period.	3	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
1.00	System Platform and Architecture		
1.01	Microsoft SQL Server or Web-based	1	
1.02	Crystal Reports	1	
1.03	Import capability from WeighMaster (truck scale) software or provide integrated scale software.	3	Import format required
1.04	Export capability of receivable information to cash receipting system	1	
1.05	Import capability from cash receipts system for cash payment information	1	
2.00	Database Information		
2.01	Customer history by name. Can see all addresses the customer currently has and all the addresses the customer has had, with billing, equipment and payment information.	1	
2.02	Customer history by address. Can see all customers for a single address, with billing, equipment and payment information.	1	
2.03	Allow billing address different than site address	1	
2.04	Allow notes	1	

CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
2.05	Allow documents to be attached to each customer address. For example a scanned, signed contract.	1	
2.06	Conversion of historical records from current system, RAMS	1	
2.07	Ability to assign work orders to Drivers	1	
2.08	Ability to assign Driver's Supervisors to work orders	3	Work Order Project
2.09	Ability to assign Dispatchers to work orders	3	Work Order Project
2.10	Ability to assign Customer Service Reps to work orders	1	
2.11	Ability to print all work orders for a day by driver, route, supervisor or dispatcher	1	
	Ability to track requested deliver/pickup dates	1	
	Ability to track actual delivery/pickup dates	3	Work Order Project/PocketPC
	Ability to report the variance between requested dates and actual dates	3	Work Order Project/PocketPC
3.00	Routing/Work Orders		
3.01	Ability to prepare efficient routes for delivery/pickup	1	
3.02	Ability to use GPS locators	3	Coordinates Interface

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
3.03	Ability to automate the generation of work orders by day	1	
3.04	Dispatching review and update screen to see daily work orders by driver, equipment id, route number, etc.	1	Work Order Project
3.05	Ability to identify open work orders	1	
3.06	Ability to have a customer request by web that automatically generates a work order for the next day.	2	Internet Work Orders are an Option
4.00	Equipment Inventory/Tracking		
4.01	Convert current inventory by type of equipment	1	
4.02	Ability to track special pickups by address because after 2 special pickups in a year, there is a charge.	3	Special Pickup Numbering/Charges would be a modification
4.03	Ability to start and stop pickup at customer's request. For example, they may be closed over the holidays in Dec and not want to have a pickup.	3	
4.04	Ability to report equipment inventory by customer or address.	1	Any service may be stopped or started at any given time. Auto-restarting would require a modification

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
4.05	Ability to report utilization of each piece of equipment. That is, how many days is it at a customer site vs how many days is it idle.	3	Customization (Barcodes?)
5.00	Billing and Accounts Receivable		
5.01	Ability to have rates for delivery and for pickup frequency	1	
5.02	Ability to have rates by variable weights. For example, if weight is less than 11 tons there is one rate. If weight is over 11 tons the rate is another. These rates would be multiplied by the weight to get the billing amount.	1	
5.03	Ability to have multiple rate structures by client.	1	
5.04	Ability to trigger a billing after 2 free special pickups	1	
5.05	Ability to have override rates for special situations	1	
5.06	Ability to prorate billings for portions of a billing period	1	
5.07	Ability to create credit memos	1	
5.08	Ability to apply penalty algorithms	1	
5.09	Ability to apply compounded interest	1	

**CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS**

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
5.10	Ability to print invoices by batch	1	
5.11	Ability to print invoice register by day	1	
5.12	Ability to reprint invoice register	1	
5.13	Ability to print an A/R aging report by customer showing amounts outstanding in user-definable aging buckets,	1	
5.14	Ability to reprint the A/R aging report as of a certain point in time with the aging buckets containing the owed amounts at that point in time.	3	Currently A/R results represent the time of report generation; We intend to offer this functionality in a future release.
5.15	Ability to print past due notices	1	
5.16	Batch process to put accounts into several status', such as held, suspended, collections based upon aging days. Needs to be a manual override function to this status.	1	
5.17	Ability to bar code invoices for ease of cash receipts application	1	
5.18	Provide a user friendly, standardized invoice	1	
6.00	Management Reporting		

CULVER CITY
SANITATION REPLACEMENT - SYSTEM REQUIREMENTS

Vendor: Progressive Solutions Inc

<i>Software Capability</i>
1 Functionality Exists
2 Configurable with provided tools
3 Modification Necessary

Item Number	Description	Software Capability	Vendor Notes
6.01	Provide report that identifies all billings in a certain time period compared to all service provided during the same time period.	1	

**Sanitation Billing and Tracking System
Vendor Comparison**

VENDOR / SOFTWARE	% of System Req Met	% of System Req configurable w/ tools	% of System Req require modifications	# Users	Software & Licensing Costs	Annual Maintenance	Implementation & Interface Development & Training	Total
Core Computing <i>En Core</i>	86%	14%	0%	10	\$23,225	Included 1st Year \$4,500/yr \$0	\$21,050	\$44,275
Paradigm CompuRoute/Weigh	46%	0%	53%	10	\$22,180	\$4,200	\$22,500	\$48,880
Progressive Solutions Inc Utility Explorer	77%	3%	20%	5	\$41,990	\$8,500	\$6,750	\$57,240

Company Name: Econ Refuse Services

Company Location: Kirkwood, PA

Primary Business Activity: Residential Rubbish, Roll-Off services

Contact: Debbie Proffit

Contact Title: Owner

Contact Phone: (717) 529-1292

- 1. *How long have you been using EnCore? 1-2 years.*** Had QuickTrash before and it was too rigid for her company's needs. She looked into WAM and other larger waste software companies, but they were too expensive and did not provide that warm, customer service attitude – seemed to be more marketing than substance.
- 2. *How many users do you have? 3 users.*** They are a company that is only 3+ years old and growing.
- 3. *What functionality of EnCore do you use?*** All but scale application.
- 4. *What were the deciding factors in selecting EnCORE?*** The robustness of the system, the price of the software and the feeling that they felt she mattered as a customer.
- 5. *How many active customers do you have?*** About 3,000 and growing.
- 6. *Approximately how many invoices do you produce each month?*** They bill on a quarterly cycle. The first cycle has about 500, the second cycle has about 2,000 and the third cycle has about 500.
- 7. *What do your customers think about the invoices? Are they understandable?*** The customers love the invoices. The prior system, QuickTrash, used a postcard invoice and customers were always claiming to have lost the invoice. With EnCore customers are consistently paying the invoices on time.
- 8. *What did your implementation involve? Was it completed within budget and on time?*** The implementation was time consuming and tedious. This was a result of the old system having inaccurate data and tables that were not efficiently designed. It was not a result of the CORE implementation team. It was decided that a lot of the customer information would be manually converted.

9. Overall, what do you think about the EnCore product? It's the best system she has ever used. Although her company is a new company, she has been in the industry for years and this is the best software she has seen. There have been some minor tweaks that she has needed, but CORE has always been very responsive and have not tried to nickel and dime her as her last company did. She is really happy with Crystal reports because she can modify and create reports that meet her needs without having to rely on the vendor to make the changes at their pace.

10. How do you feel about support provided by the CORE staff? Could there be improvements? Awesome. If she has to leave a message, they have always returned her call within 5 minutes. She loves the newly implemented on-line support center too.

11. Is there any functionality you would like to see changed within the software? If so, what is the operational benefit? There is nothing major that she would change. As mentioned earlier, a few minor things were immediately addressed by CORE.

12. Given all you know about CORE would you select them again? No question about it – Yes!!

Additional Comments: With the price increase in stamps, she has met with the post office regarding less expensive rates. One option the post office suggested is to bar code the envelopes. When she talked with CORE, they said they already have this functionality and would help her with implementation when she was ready.

Company Name: North Slope Borough

Company Location: Prudhoe Bay, Alaska

Primary Business Activity: Rolloff and Waste Disposal services for the Oil Companies

Contact: Mary Dougle

Contact Title: Administrative Manager

Contact Phone: (907) 659-0155

- 1. How long have you been using EnCore?*** 2-3 years. Prior system was Desert-Micro. Not a good system and customer support was awful!
- 2. How many users do you have?*** 3
- 3. What functionality of EnCore do you use?*** Customer, Invoicing, Reporting
- 4. What were the deciding factors in selecting EnCORE?*** Comfortable feeling about CORE's staff knowledge and personalities. Price value.
- 5. How many active customers do you have?*** About 70 oil companies, including BP, Conoco-Phillips etc.
- 6. Approximately how many invoices do you produce each month?*** 70, but they are multiple pages with cost codes and several other specific oil company requirements.
- 7. What do your customers think about the invoices? Are they understandable?*** The customers were involved in the design of the new invoices.
- 8. What did your implementation involve? Was it completed within budget and on time?*** The implementation was pretty straight forward. They brought over customer balances without detail. They provided CORE with samples of every report they needed and CORE developed each one of them without issue. The implementation was completed within budget and on time.
- 9. Overall, what do you think about the EnCore product?*** It is a great product with a great support staff.
- 10. How do you feel about support provided by the CORE staff? Could there be improvements?*** No improvements. They are the best. She said she called on a Sunday when she had messed something up that was not system related. They not only responded to her call, but they fixed the problem. They did not charge – they said it was included in the maintenance price.

11. Is there any functionality you would like to see changed within the software? If so, what is the operational benefit? No, they do not need any functionality changed.

12. Given all you know about CORE would you select them again? It is an amazing product with outstanding support. Yes, she would still select them and highly recommends them.

Additional Notes: Desert-Micro was an awful system with an awful support staff. Very polished on the marketing side, but just opposite once the product was purchased.

Company Name: Sunset waste Paper
Company Location: Visalia, CA
Primary Business Activity: Garbage, Commercial Roll-offs, Transfer Station
Contact: Brenda Kaufmann
Contact Title: Accountant
Contact Phone: (559) 499-1595

1. **How long have you been using EnCore?** 2 years
2. **How many users do you have?** 8
3. **What functionality of EnCore do you use?** Routing, Billing, Reporting. They do not use Scale functionality. They are implementing Mettler-Toledo Scale software with bar coding.
4. **What were the deciding factors in selecting EnCORE?** The entire staff was not involved in the selection process. People who were involved have left the company.
5. **How many active customers do you have?** >5,000
6. **Approximately how many invoices do you produce each month?** >5,000
7. **What do your customers think about the invoices? Are they understandable?**
Customers have not complained about the invoice formats. Brenda would like to see a statement that shows payments applied to the account. The invoice they are using is strictly a billing for current charges. She's not sure if there is an available statement. Her management does not want to use a statement.
8. **What did your implementation involve? Was it completed within budget and on time?** She was not part of the implementation team. They have all new people using the system.
9. **Overall, what do you think about the EnCore product?** It's a fine software, but is pretty standard in that it takes thought during the configuration phase of implementation. She is not happy with how some of the setup was done and because of the number of customers, it would be too big of an effort to change it now.
10. **How do you feel about support provided by the CORE staff? Could there be improvements?** The support was excellent up until recently. Her key contact left CORE and she was calling his cell phone, not knowing that he had left CORE. It is back on track now. As a matter of fact, they have implemented an on-line call tracking system that allows you to see the progress of your ticket.
11. **Is there any functionality you would like to see changed within the software? If so, what is the operational benefit?** Functionality of the software is good. However, she

would have changed some of the implementation decisions: She would have changed the initial configuration, would have opted to send statements along with monthly billings, and would have had more reports to identify unbilled activity. They have since been provided reports for the unbilled activity – she says she doesn't know Crystal reports so she had to have CORE develop the reports for her.

12. Given all you know about CORE would you select them again? Yes. They are still the best value for the money. The system meets her needs.

Additional Notes: Interestingly, she said she had heard that the software is very similar to Desert-Micro software. In fact, she had heard that one of the founders of CORE had worked for Desert-Micro.



City of Culver City | Culver City, California

Technology Investment Proposal - Client / Server Solution

Optional

Required

Licensing:

EnCORE™ Software System - 1st User: All inclusive & ultra high performance 100% Microsoft Windows based turn-key financial & operational software system designed specifically for the waste management and recycling industry. Key features include: Accounting, Routing, Dispatching, Equipment Tracking, Mapping, Scale, Service / Work Order, Fleet Management, and Route Optimization.

\$9,500

EnCORE™ Additional User License (\$1,525 / each)

(x9)

\$ 13,725.00

Support:

Includes unlimited toll free phone support and upgrades for the 1st year of operation. All technical support calls are routed through our toll free EnCORE™ Service Center and handled by the next available technician. Hours of operation are from 8AM - 8:30PM EST, Emergency support is available 24 hours per day. ASP Hosting at our Tier 1 facility in Jacksonville, Florida including all maintenance (backup, anti-virus, upgrades, etc.) - Valued at \$4,500

Included

TOTAL SOFTWARE & LICENSING

\$23,225

Implementation & Training

Dedicated Onsite/Offsite Installation, Training and Configuration

\$850 / day*

Data Conversion / Report Customizations

\$75 / hour

* All travel expenses to be paid by client

Terms:

50% down to reserve installation dates and begin preliminary implementation

50% of total due upon installation

CORE
Signature:

Client

Signature:

CORE COMPUTING

SOFTWARE SERVICES QUOTE

Description	Quantity	Rate	Total
Software - 10 Licenses			
1st user	1.00	\$9,500.00	\$9,500.00
Additional users	9.00	\$1,525.00	\$13,725.00
<i>Total Software & Licensing</i>			<i>\$23,225.00</i>
Training and Travel			
5 days training	5.00	\$850.00	\$4,250.00
Travel Expenses	1.00	\$3,300.00	\$3,300.00
<i>Total Training and Travel</i>			<i>\$7,550.00</i>
Professional Services (Implementation and Interface Services)			
9 days installation and configuration	9.00	\$850.00	\$7,650.00
78 hrs data conversion and report modifications	78.00	\$75.00	\$5,850.00
<i>Total Professional Services</i>			<i>\$13,500.00</i>
TOTAL Not To Exceed			\$44,275.00
=====			
10 users - Annual Maintenance (FY08-09) 1st year included	10.00	\$450.00	\$4,500.00