

REQUEST FOR QUALIFICATIONS

RFQ/PS/DPW/2511-1260083 Solid Waste Billing & Management System



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1 Requirements

**Response is required*

0.1 Section 1. Solicitation Requirements

1.

1. PURPOSE OF PROCUREMENT

The City of Atlanta ("City") is issuing this Request for Qualifications ("RFQ") to identify qualified, experienced firms capable of providing professional services for the design, implementation, integration, and support of a comprehensive, cloud-based solid waste billing and management system. Firms demonstrating the required technical expertise, municipal billing experience, and capacity to support enterprise-wide integration—including Oracle ERP, Esri ArcGIS, and multicounty billing coordination with Fulton and DeKalb Counties—will be shortlisted and invited to participate in a subsequent Invitation for Bid (IFB) for pricing. The resulting procurement will support the City's need for a secure, scalable, and reliable billing platform that enhances parcel-level billing accuracy, customer service, data reconciliation, reporting, and operational efficiency.

This procurement is being conducted in accordance with applicable provisions of the Constitution of the State of Georgia and the Procurement and Real Estate Code of the City of Atlanta Code of Ordinances ("City Code"), which are incorporated into this RFQ by reference. In particular, the method of source selection for the Services sought will be conducted in accordance with Code Section 2-1199, "Prequalification of Offerors." By submitting a statement of qualifications ("SOQ") in response to this procurement, Respondent acknowledges that it is familiar with all applicable laws and ordinances.

All statements submitted pursuant to this procurement will be received, reviewed, and evaluated in accordance with the requirements of the City of Atlanta Procurement and Real Estate Code. Submissions will first be examined for completeness and responsiveness, followed by a qualifications-based evaluation. Firms that demonstrate the technical experience, capacity, and qualifications necessary to meet the City's needs will be shortlisted and advanced to the subsequent stage(s) of the Invitation for Bid ("IFB") process, at which time pricing will be requested. Only those firms deemed qualified through this RFQ process will be permitted to participate in the IFB.

A. Standard Definitions

The following terms may be used in this procurement:

Award means when legislation authorizing the award of the Contract has been adopted by the council and approved by the Mayor, provided, however, that the Contract will not become binding upon the city and the city will incur no liability under it until it has been duly executed by the Contractor, returned to the city with all required submittals, including insurance and bonding, if applicable, executed by the Mayor, attested to by the municipal clerk, approved by the city attorney as to form and delivered to the Contractor.

Bid Security shall be a bond provided by a surety company authorized to do business in the state by the Georgia Insurance Commissioner or the equivalent in cash, cashier's check or certified check.

Contract means any Contract entered into for a period of one year or multiple one-year periods (including options to renew for additional one-year periods), with a Contractor, to provide the city upon request with a specified product or service at a predetermined rate or price.

Contractor means any person having a contract with the city

Offeror means any firm that has submitted a bid or proposal in response to the solicitation in question. Individual joint venturers, subcontractors, subconsultants, or individuals or entities comprising a part of the Respondent or proponent team are not actual offerors.

Respondent means any firm or individual that submits qualifications in response to this Solicitation for the purpose of being evaluated and considered for shortlist selection.

Short-list means the group of Respondents determined by the City, after the initial evaluation of submitted Qualifications or other preliminary materials, to be the most qualified to proceed to the next phase of the solicitation process.

2.

2. PROJECT INFORMATION

A. Project Background

The City of Atlanta, with a population of approximately 511,000, provides solid waste sanitary services to its residents and businesses. The Department of Public Works' Solid Waste Services, which operates as an enterprise fund of the City, currently manages approximately 100,000 residential, multifamily, and City accounts for solid waste and recycling. Additional services include street sweeping, yard waste collection, and bulk rubbish collection. Revenue is generated from solid waste fees charged via property tax bills in DeKalb County and

separate bills in Fulton County.

B. Project Overview

This procurement is being issued in preparation for a subsequent IFB in which shortlisted firms will be invited to submit pricing. The Scope of Work ("SOW") for the resulting IFB is attached as Section 2. Reference Documents - Scope of Work and is provided to outline the technical, operational, and functional requirements associated with the City's solid waste billing and management system.

C. Project Contract

i. *Pro Forma of City's Contract.* If the City makes an Award pursuant to this procurement, the City will prepare and forward to the successful Respondent a Contract for execution with terms and conditions substantially and materially in the form of contract attached to this RFQ as file in Section 2. Reference Documents - Technology Services Agreement

ii. *Exceptions to the City's Terms and Conditions.* Execution of the City's Contract within five (5) business days after notification of award is a requirement of this procurement. Note that the City does not intend to modify any language contained in the Contract as the terms and the conditions are standard, required by law and align with City practices. Any proposed revisions to the terms, conditions or language of the Contract must be submitted in writing with the Respondent's submissions to this RFQ, and such exceptions document shall be clearly marked as, "PROPOSED EXCEPTIONS TO CITY'S TERMS AND CONDITIONS". If no exceptions are submitted, it is assumed that the Respondent fully agrees to the provisions contained in the Contract in its entirety. Any significant exceptions proposed could render the Respondent ineligible for Award under this procurement.

iii. *Additions to the City's Terms and Conditions.* In the event the Project Scope under this procurement pertains to technology services, the City welcomes the addition of product-specific terms and conditions (e.g., EULA), and such will be exhibited and made part of the Agreement to the extent the technology product-specific terms and conditions are reasonable and do not conflict with the City's terms and conditions. Respondents are required to return any such technology product-

specific terms and conditions for the City's consideration with its submissions to this RFQ, and such potentially additional technology product-specific terms and conditions document shall be clearly marked as, "POTENTIAL ADDITIONAL TECHNOLOGY PRODUCT-SPECIFIC TERMS AND CONDITIONS". If in the City's sole discretion discussion of the technology product-specific terms and conditions are deemed necessary, a representative of the City's Department of Law will contact responsible and responsive Respondents to address any questions the City may have and/or to propose reasonable edits to provisions that are deemed to cause conflict with the City's terms and conditions, or otherwise cause contract ambiguity. In no event will the discussion period with the City's Department of Law extend more than five (5) business days from initial contact. For the avoidance of doubt, legal discussions will be limited to the technology product-specific terms and conditions and will not result in the City's modification of any language contained in the Contract. Failure to reach agreement with the Respondent on any proposed modifications to technology product-specific terms and conditions within the five (5)-day legal discussion period could render the Respondent ineligible for Award under this procurement.

D. Expansion and Extension Rights

The City of Atlanta reserves the right, at its sole discretion and without the need for a formal amendment to this Scope of Work, to increase or modify the size, scale, volume, type, or quantity of goods or services required under this procurement. This includes but is not limited to the extension of existing goods or services to additional City departments or using agencies. Any such increase or expansion shall be made with the expectation that the City will receive improved pricing or other favorable terms as a result of increased volume or consolidated procurement.

3.

3. Submission Requirements for Phase I (RFQ) and Phase II (IFB)

This section outlines the mandatory documentation that Respondents must submit as part of this RFQ to be considered for shortlist selection, as well as the additional documentation that will be required from Respondents selected to provide pricing in the subsequent IFB process.

A. Indication of Insurability

Instructions to Respondents

1. Phase I SOQ Submissions

Respondents are not required to submit certificates of insurance in Phase I.

Instead, Respondent shall upload a signed and dated letter from its insurance broker, on the broker's official letterhead, confirming that the Respondent is qualified for and has the financial capacity to obtain the insurance coverages specified in the insurance requirements provided in Section 2. Reference Documents - Appendix B Insurance Requirements. The broker's letter must reference the solicitation number and title to ensure that it is specific to this procurement and not a generic or previously issued statement.

2. Phase II IFB Submissions

The successful Respondent must submit certificate(s) of insurance evidencing the required coverages within 5 calendar days following the City's issuance of a contract award notification. Failure to provide the required certificate(s) of insurance within the specified timeframe may render the Respondent non-responsive, and the City reserves the right to proceed with the next eligible Respondent without further obligation.

4.

B. Financial Capability

Instructions to Respondents

1. Phase I SOQ Submissions

a. **Letter of Attestation.** The Respondent will provide a statement on company letterhead signed by a designated company official who can attest that the company is financially capable of providing the service requested by the City of Atlanta. A template containing the required language has been provided for your use. (See Section 2. Reference Documents -Letter of Attestation Template)

b. **Letters of Reference.** The Respondent is required to provide 2 letters of reference from prior project sponsors of projects with comparable scopes and values to this City of Atlanta solicitation. **Respondents that are newly established businesses and do not have prior project references must submit a formal statement on company letterhead confirming this.**

2. Phase II IFB Submissions

The short-listed Respondents will submit the required documentation to meet all IFB obligations and submit as a part of the response to the IFB.

5.

C. Office of Contract Compliance Requirements

Please see Section 2. Reference Documents - OCC Policy Statement

6.

4. Required Elements of the Phase I - Statement of Qualifications

Respondents must submit a comprehensive Qualification Statement that clearly demonstrates their technical expertise, organizational capacity, relevant experience, and ability to meet all requirements outlined in this procurement. Submissions must include all requested documentation, narrative responses, certifications, and supporting materials necessary for the City to assess the Respondent's qualifications. Following the City's review and scoring of the Qualification Statements, shortlisted Respondents will be invited to participate in a mandatory system demonstration to further validate their capabilities, system functionality, and alignment with the City's operational and technical needs.

Statement of Qualifications

The following criteria for scoring Phase I of the evaluation will be used to determine which firms are shortlisted for further consideration. The Evaluation Committee will review and evaluate each submission based on the Standard Evaluation Factors outlined below. Each criterion includes a summary of the required elements, and the relative importance of each factor is represented by the weight percentage assigned to it. Respondents must also utilize the template provided in Section 2. Reference Documents - Statement of Qualifications Template, located in the Reference section of this RFQ, when preparing their responses.

Previous Experience of the Firm (15%) — Respondents must describe the firm's prior experience performing services of similar size, scope, and complexity. Responses should address the quality of services delivered, adherence to required timelines, responsiveness to project needs, and effectiveness in managing schedules, quality, and budgets. Respondent must demonstrate a minimum of five (5) years of experience in billing for large-scale municipalities. Respondent must demonstrate the ability to perform quarterly parcel intake and data retrieval to ensure complete and accurate billing.

Past Performance on Previous Contracts (15%) — Respondents must demonstrate strong past performance, including timely completion of projects, adherence to schedules, meeting critical deadlines, and delivery of high-quality services. The City will evaluate client feedback, responsiveness during project execution, and the Respondent's ability to manage scope, schedule, and budget effectively. Respondents must demonstrate ability to maintain accurate edit and adjustment workflows, including automated weekly updates to county partners. Ability to effectively resolve returned mail, identify corrected addresses, and rebill as necessary. Evidence that adjustments carry forward automatically into subsequent billing years.

References(10%) — Respondents must provide references demonstrating successful past performance on comparable projects, with emphasis on quality, schedule adherence, and responsiveness. References should include projects involving integration with the Department of Finance (DOF) and Oracle systems, demonstrating familiarity with local billing file structures and processes.

Implementation Approach(25%) — Respondents must provide a clear implementation plan demonstrating the ability to complete the project within required timeframes and budgets. Responses should address methodology, project phases, key personnel, coordination with City departments, and overall project execution strategy. Respondent must have at least three (3) dedicated staff assigned to implementation and operations, including field verification personnel. The system must provide accurate grouping and aggregation of all relevant billing items with no omissions.

Demonstration of Compliance With Technical Requirements(35%) — Compliance with the technical requirements will be evaluated through a mandatory system

demonstration for shortlisted Respondents. The demonstration must show the Respondent's ability to meet all functional, operational, performance, and integration requirements specified in the SOQ. The City will assess real-time system functionality, workflow accuracy, integration capabilities, user interface, and system alignment with required technical standards. Respondents can review the requirements of the demonstration in Section 2. Reference Documents - Technical Requirements for Demonstration.

7.

5. Phase II Advancement and Requirements

Respondents that are selected to advance from Phase I to Phase II will be issued an invitation to submit pricing for consideration via an IFB. The City will shortlist a minimum of three (3), but no more than five (5), of the highest-rated Phase I respondents to participate in Phase II. If fewer than three (3) respondents are deemed qualified in Phase I, all qualified respondents will advance to Phase II for further evaluation. During this phase, shortlisted respondents will be evaluated based on the lowest responsive pricing and their ability to meet all specified requirements necessary to fulfill the City's needs. Only respondents that successfully complete Phase II requirements will be eligible for award. In the event the selected respondent is unable to meet post eligibility for award requirements, the City reserves the right to proceed to the next most responsive and responsible respondent.

- A. Eligibility for Award/Required Submissions for Award

After all evaluation has concluded, Respondents eligible for Award shall be notified in writing and shall within 5 days after receipt provide the following:

1. Supplier Signed Contract
2. A current **notarized** Illegal Immigration Reform and Enforcement Act (IIREA) affidavit or provide exemption
3. Proof of active registration on SAM.gov or provide exemption,
- 4.A bid bond if applicable (See Section 3.B. of this RFQ)
5. A Certificate of Insurance evidencing required coverages (See Section 3.A. of this RFQ)

6. A Certificate of Authority to Transact Business in Georgia from Georgia Secretary of State

B. Disqualification

The City reserves the right to disqualify from award consideration any Respondent that fails to provide all documents listed in Section 5.A. Award, above in this procurement.

C. Request for Debrief

Within thirty (30) business days of the posting of Award, non-awarded Respondents may request to participate in a 15-minute debriefing session with the assigned Department of Procurement Project Manager. Requests must be submitted in writing and will be scheduled based on availability within a reasonable timeframe.

8.

6. Schedule of Events and Bid Submission Requirements

The following Schedule of Events reflects the City of Atlanta's timeline for activities that have occurred to date and those that will occur throughout the remainder of this procurement. All times shown are prevailing local times in Atlanta, Georgia. The City reserves the right to modify the Schedule as deemed necessary and will issue any updates through an addendum.

Pre-Advertisement Phase
Pre-Advertisement Notice posted

Pre-Solicitation Conference held
PHASE I
Deadline for submission of Statements of Qualifications
Demonstrations for qualified Respondents
PHASE I
Invitations for Bids posted to qualified Respondents
IFB Close Date

A. Time and Date Due

Submission are due at the time and date set forth below:

Submission Deadline: Monday, December 16th, 2025 at 2:00PM (ET) via ATLcloud

All questions regarding this Solicitation must be submitted in writing to the Project Manager within five (5) calendar days from the date of advertisement. Questions received after this deadline will not be considered.

Department of Procurement Project Manager: Todd Stratton; GTStratton@AtlantaGA.gov

B. Submission to Oracle Applications Cloud

Submissions to this RFQ must be received by the Department of Procurement, no later than 2:00 P.M., ET on the date specified in Oracle Applications Cloud ("Submission Deadline") **ONLY**. Any Bid received after this time will not be considered and will not be accepted by the electronic procurement system.

C. Blackout Period In Effect

i. Purpose:

The blackout period begins with the advertisement of the synopsis and shall remain in effect until execution of the contract, or the solicitation is cancelled and will not be resolicited, whichever comes first. During the blackout period, all questions pertaining to this solicitation must be directed to the Department of Procurement's assigned Procurement Professional or the appropriate Supervisor. Respondent or any representative, agent or other person acting on behalf of Respondent is prohibited from contacting any other City agency, employee, representative, or elected or appointed official regarding questions about this solicitation. Violations of this section will result in Respondent's disqualification.

ii. Effective:

The Blackout Period for this solicitation is effective at the point of advertising and will continue until an Award is fully effectuated, as evidenced by a binding Contract.

9.

7. OTHER INFORMATION

A. Anti-Lobbying Provision

All Respondents, including agents, employees, officers, representatives, lobbyists, attorneys and proposed partner(s), subcontractor(s) or joint venturer(s), will refrain, under penalty of the Respondent's disqualification, from direct or indirect contact, for the purpose of influencing the selection or creating bias in the selection process, with any elected or appointed City officials, City agencies, employees, representatives or agents, evaluation committee members, or any person who may play a part in the selection process.

B. Confidentiality: Georgia Open Records Act

Information provided to the City is subject to disclosure under the Georgia Open Records Act ("GORA"). Pursuant to O.C.G.A. § 50-18-72(a)(34), "[a]n entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 (O.C.G.A. § 10-1-760 et seq)."

If certain portions of your submission are considered confidential and proprietary, the City recommends that you mark any portion of your submissions that you deem to be confidential as such, however, it cannot be guaranteed that the City will not have to disclose such information in accordance with its interpretation of the applicable public records laws.

C. Non-Discrimination and Socio-Economic Program Compliance

Respondents shall not discriminate against any employee or applicant for employment based on race, color, creed, religion, sex, domestic relationship status, parental status, familial status, sexual orientation, national origin, gender identity, age, disability, or political affiliation. Respondents must comply with all applicable City of Atlanta socio-economic programs, including the Equal Business Opportunity (EBO) and Equal Employment Opportunity (EEO) programs, as outlined in Sections 2-1200 and 2-1414 of the City of Atlanta Code of Ordinances. Failure to comply with these programs may result in penalties, including payment withholding, disqualification from future Contracts, or Contract cancellation. Substantial violations may also lead to legal action to enforce compliance.

D. Cancellation of Solicitation

Notwithstanding anything to the contrary herein, this solicitation may be canceled or any or all submissions may be rejected in whole or in part in accordance with the City Code.

10.

8. CERTIFICATION AND ACKNOWLEDGEMENTS

A. Certification Against Collusion and Other Anti-Competitive Practices

Collusion and other anti-competitive practices among Respondents are prohibited by city, state, and federal laws. All Respondents shall identify a person who has authority to sign for the Respondent who, by execution of this Solicitation, certifies, in writing, as follows:

"I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid or offer for the same supplies, labor, services, construction, materials, or equipment to be furnished or professional or consultant services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. By signing this document, I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Respondent."

Acknowledged By:

*11. By signing in the designated area below, the undersigned certifies (i) that the undersigned is authorized to make this submission on behalf of the Respondent, (ii) that the undersigned is an authorized representative of the Respondent responsible to have read and fully understand the requirements of this solicitation, and (iii) that its submission hereto is binding on the Respondent in respect to all terms and conditions of this solicitation and applicable law.

Hint: Please enter your initials.

*12. **Printed Name**

13.

B. Agreement to Comply with ALL Identified Requirements of this Solicitation Costs

By submitting a response, the Respondent is certifying its agreement to comply with all of the identified requirements of this solicitation and that all costs for complying with these general business requirements are included in the Respondent's submitted pricing. All expenses for preparing and submitting responses are the sole cost of the party submitting the response. The City is not obligated to any party to reimburse such expenses. All submissions upon receipt become the property of the City.

Acknowledged By

*14. By signing in the designated area below, the undersigned certifies (i) that the undersigned is authorized to make this submission on behalf of the Respondent, (ii) that the undersigned is an authorized representative of the Respondent responsible to have read and fully understand the requirements of this solicitation, and (iii) that its submission hereto is binding on the Respondent in respect to all terms and conditions of this solicitation and applicable law.

Hint: Please enter your initials.

*15. **Printed Name**

0.2 Section 2. Reference Documents

1. See attached Scope of Work

Attachments:

File Name or URL	Type	Description
SOW_final_11.21.25.pdf	File	Scope of Work

2. See attached Technology Services Agreement

Attachments:

File Name or URL	Type	Description
Technology Services Agreement_	File	Technology Services Agreement

3. See attached Appendix B Insurance Requirements

Attachments:

File Name or URL	Type	Description
Appendix B_1260083.pdf	File	Appendix B Insurance Requirements

*4. See and complete Letter of Attestation and Letters of Reference

Attachments:

File Name or URL	Type	Description
V2_Financial Submittals Rev.12	File	Letter of Attestation Template

Select one of the following:

- a. Attach completed Letter of Attestation (*Response attachments are required*)
- b. Attach Letters of Reference (*Response attachments are required*)

5. See attached OCC Policy Statement

Attachments:

File Name or URL	Type	Description
GOAL_P~1.PDF	File	OCC Policy Statement

*6. See and complete Statement of Qualifications Template

Attachments:

File Name or URL	Type	Description
1260083_SOQ Eval Crit_v12.2.25	File	Statement of Qualifications

Select one of the following:

- a. Attach completed Statement of Qualifications (*Response attachments are required*)

7. See attached Technical Requirements for Demonstration

Attachments:

File Name or URL	Type	Description
DEMO_Requirements.docx	File	Technical Requirements for Demonstration

