

**REQUEST FOR
QUALIFICATIONS & PROPOSAL**

**Monroe County
Water Authority**



**Asset Management Software Consulting
Services**

March 11, 2019

Monroe County Water Authority
475 Norris Drive
Rochester, New York 14610

File 19-S05

SECTION 1 - INVITATION TO PARTICIPATE

1.1 Purpose

Monroe County Water Authority (“MCWA”) is soliciting Statements of Qualifications and Proposal (“RFQ/P”) from consultants to provide various services associated with the MCWA’s Asset Management Software including implementing software upgrades, training of MCWA personnel, evaluating current software deployment and utilization, and preparing recommendations for improvements. Prospective Proposers must offer a Statement of Qualifications that will meet the scope of services, qualifications and general description of work activities identified in Section 2 of this RFQ/P.

In responding to this RFQ/P, Proposers must follow the prescribed format as outlined in Section 3. By so doing, each Proposer will be providing MCWA with comparable data submitted by other Proposers and, thus, be assured of fair and objective treatment in the MCWA review and evaluation process. **Note that MCWA is requiring that your Statement of Qualifications and your Fee Proposal be submitted in separate documents and in separately sealed envelopes.**

1.2 RFQ/P Procurement Officer

Pursuant to State Finance Law §§ 139-j and 139-k, this Request for Qualifications includes and imposes certain restrictions on communications between a Governmental Entity (the Authority) and Bidder/Offerer during the procurement process. The Procurement Officer identified below is the sole point of contact regarding this RFQ/P from the date of issuance until the selection of the successful Proposer.

Christopher J. LaManna, P.E.
475 Norris Drive
Rochester, New York 14610
Email: Christopher.LaManna@mcwa.com

1.3 Presentation and Clarification of MCWA’s Rights and Intentions

MCWA intends to enter into a contract with the selected Proposer to supply the services described in Section 2. However, this intent does not commit MCWA to award a contract to any responding Proposer, or to pay any costs incurred in the preparation of the Statement of Qualifications or a cost proposal in response to this request, or to procure or contract for any services. MCWA reserves the right, in its sole discretion, to (a) accept or reject in part or in its entirety any proposal received as a result of this RFQ/P if it is in the best interest of MCWA to do so; and (b) award one or more contracts to one or more qualified Proposers if necessary to achieve the objectives of this RFQ/P (and if it is in the best interest of MCWA to do so).

1.4 Time Line

The schedule of events for this RFQ/P is anticipated to proceed as follows:

- ◆ All requests for clarification must be submitted in writing to the RFQ/P Procurement Officer at the email address provided in Section 1 and received no later than 3:00 PM EST on March 20, 2019.

- ◆ If required, an Addendum will be issued by MCWA.
- ◆ Statement of Qualifications & Proposal submissions must be received by end of business (4:30 PM) on **March 26, 2019** at the address shown in Section 3.1. The right to withdraw will expire on this date.
- ◆ Complete all Work: 90 days from notice of award.

1.6 Overview of the Organization

MCWA provides a high quality, safe and reliable water supply, in a financially responsible manner.

MCWA was created by State legislation in 1950 to solve the water supply needs of this community. In 1959 MCWA took over the assets of the private New York Water Service Corporation and had 27,000 retail customers, serving just portions of the County's inner ring towns and portions of the City. As surrounding towns and villages faced new water supply challenges, the MCWA service area has steadily grown. Today MCWA serves over 185,000 customers in every town and village in Monroe County, plus towns, villages and other water authorities in each of the five adjacent counties.

The MCWA system infrastructure includes its main operations center, meter shop, three water treatment plants, 40 remote pumping station, 53 tanks and two storage reservoirs, and over 3,200 miles of transmission and distribution water mains.

For additional information on MCWA, go to www.mcwa.com

1.7 Existing Conditions

MCWA personnel currently utilize IBM's Maximo® asset management software version 7.1.1.7. The software is utilized by MCWA Production and Transmission Department Maintenance and Operations personnel who are responsible for operation and maintenance of the water treatment plants, pump stations, and storage tanks.

The software is primarily utilized for work order and preventative maintenance (PM) activity management. MCWA is interested in potentially expanding its utilization to incorporate other functions available in the software such as labor and materials tracking, customizing to facilitate and standardize data entry, report preparation, and other features.

MCWA has a software support and user agreement with IBM that expires September 30, 2019. However, IBM no longer offers support for Maximo® version 7.1.1.7. Upgrade to the current version 7.6.1 is necessary. According to IBM, the upgrade must be performed in a sequence of steps beginning with upgrading to version 7.1.1.13, then to version 7.5.0.11, and finally to version 7.6.1.

The Maximo® software is currently deployed using servers on the MCWA's network.

SECTION 2 –SCOPE OF WORK

2.1 Scope of Work

Below is a preliminary outline of the required tasks and deliverables to be completed under this contract. Additional tasks may be required. The Proposer is encouraged to expand upon this outline and present additional detail delineating its proposed approach to the project.

Task 2.1.1 Software Upgrade Implementation

The Consultant will implement the necessary software upgrades to upgrade from current version 7.1.1.7 to version 7.6.1. This will include the following, as a minimum:

1. Conduct a kickoff meeting with MCWA Maintenance and IT personnel to prepare a plan for implementation of the software upgrades.
2. Coordinate with IBM on behalf of the MCWA to obtain the necessary software upgrades.
3. Coordinate as required with MCWA IT personnel. MCWA IT personnel will provide assistance required to access and interface with MCWA's network.
4. Upgrade the current version 7.1.1.7 to version 7.6.1 (or latest version).
5. Configure version 7.6.1 to meet MCWA requirements and migrate all existing MCWA data and information from the current version to the new version.
6. Perform debugging required to confirm satisfactory operation of the upgraded version.

Task 2.1.2 Training

The Consultant will provide on-site training to MCWA personnel on the features and use of Maximo® version 7.6.1. Training program will be designed for users with a basic to intermediate level of knowledge and understanding of Maximo®, primarily for work order management. Consultant will meet with MCWA to discuss specific goals and topics to be included in training program. The following topics will be included, at a minimum:

- ◆ Brief Overview of Maximo®
- ◆ Review of New Features Associated with Version 7.6
- ◆ Review of Functionalities
- ◆ Work Management Process (Work Orders, Preventative Maintenance)
- ◆ Asset Management
- ◆ Report Preparation
- ◆ Customizing

Consultant will provide minimum eight hour training program, broken up into two four-hour sessions to be conducted on multiple non-consecutive days at the MCWA's Shoremont Water Treatment Plant (SWTP) located at 4799 Dewey Avenue, Rochester NY. MCWA will obtain a video recording of these training sessions, which will be used by other MCWA personnel who are unable to attend the training sessions in person. An outline of the proposed training shall be submitted to MCWA for review prior to conducting the training sessions.

Consultant will provide up to 12 hours of additional miscellaneous support, consultation, and/or training as requested by MCWA personnel on other items associated with the software. Consult will provide up to four hours of this additional support on-site at the SWTP in separate two hour segments on non-consecutive days. The remaining time will be provided remotely via telephone or electronic mail correspondence.

Task 2.1.3 Evaluation

The Consultant will evaluate the MCWA's current deployment and utilization of the Maximo® software and provide recommendations for improvements. This evaluation must, as a minimum, include:

1. Conduct an initial meeting to review current deployment and utilization, and identify other specific MCWA needs.
2. Evaluate existing utilization and the advantages, disadvantages, and value in expanding the MCWA's utilization to other features available in the software.
3. Evaluate options for future software deployment and associated support/user agreements including:
 - a. Continue with annual software support and licensed user agreements with IBM;
 - b. Convert to a cloud-based platform hosted by a third party;
 - c. Convert to a different software program; or
 - d. Other potential options.
4. Provide report presenting results of evaluation and recommendations for improvements. Provide draft report to MCWA for review. Conduct review meeting two weeks following submission of the draft report. Incorporate MCWA comments and provide final report to MCWA within two weeks following the review meeting.

SECTION 3 - SPECIFIC REQUIREMENTS

3.1 Submission of Proposer's Statement of Qualifications & Proposals

- A. Separate Submittals:** There are to be two separate and distinct submittals: a) Statement of Qualifications and b) Price Proposal. They are to be submitted in two separately sealed envelopes.
- B. Acceptance Period and Location:** To be considered, Proposers must submit a complete response to this RFQ/P. Proposers not responding to all information requested in this RFQ/P or indicating exceptions to those items not responded to may be rejected.

The submittals must be received at the address below before the time listed in Section 1. US Postal Service mail delivery is NOT an acceptable means for delivery to this location. Delivery services, such as FedEx, must deliver the package to the receptionist at the main entrance (Door #1) at 475 Norris Drive, Rochester, NY. (Proposers submitting via delivery service are encouraged to call a Procurement Officer and confirm receipt of the document).

Attn: Christopher J. LaManna, P.E.
Asset Management Software Consulting Services - Qualifications
475 Norris Drive
Rochester, New York 14610

There will be no public opening of the submittals.

- C. Required Copies:** Proposers must submit:
- one signed original,
 - three copies, and
 - one copy in electronic format (.pdf preferred) on flash drive or CD.
- The Proposer will make no other distribution of these submittals.

3.2 Clarification of RFQ/P and Questions

Questions that arise prior to or during preparation of the Statements of Qualification must be submitted **in writing or via email** pursuant to instructions in Section 1 of this RFQ/P. As per NYS Finance Law, no contact will be allowed between the Proposer and any other member of MCWA with regard to this RFQ/P during the procurement process unless specifically authorized in writing by the Procurement Officer. Prohibited contact may be grounds for Proposer disqualification.

3.3 Addenda to the RFQ/P

In the event it becomes necessary to revise any part of this RFQ, addenda will be issued by MCWA. An acknowledgment of such addenda, if any, must be submitted with the RFQ response.

3.4 Organization of Statement of Qualifications

This section outlines the information that must be included in your Qualifications Statement. Please respond with your information in the same order as the items in the section.

- A. Company Information:** Provide a brief history of your company including the number of years in business, identification of company ownership, and the number of employees. Describe a minimum of five engagements of similar scope that best demonstrate the company's (and sub-consultants as appropriate) qualifications to undertake all aspects of the work.
- B. Project Team:** Provide a description of the project team's organization and roles. List the specific project team members, including resumes. Please note MCWA places great importance on the individual team members. Those proposed should be available if selected. If in doubt, listing "alternatives" is acceptable.
- C. Management Approach to the Project.** Describe in detail your approach to management of the project, including how your corporate philosophy is translated into planning, implementation, coordination and control mechanisms. Describe in detail your proposed approach for completion of the project, including your proposed approach and scope of services to complete each of the required tasks.

D. Value Added Services/Benefits: Describe any value added services your company will provide as part of this contract and any specific benefits to MCWA as a result of this partnership.

E. References: Provide a minimum of three clients for whom your company has provided similar services. Include the following information for each client:

- a. Name and address of the client;
- b. Name and telephone number of contact person;
- c. Summary of the services provided.

F. Procurement Form: Include the procurement disclosure form contained in Section 4.

3.5 Fee Proposal

Your Fee Proposal is to include a full description of your proposed method of compensation and the proposed charges. This should provide a clear delineation of what is included in each billable component of the proposal.

3.6 Method of Evaluation and Selection

A. Evaluation Committee: Selected personnel from MCWA will form the evaluation committee for this RFQ/P. It will be the responsibility of this committee to evaluate all properly prepared and submitted Statements of Qualifications and make a recommendation for award.

B. Evaluation and Selection Criteria: All properly prepared and submitted Statements of Qualifications shall be subject to evaluation deemed appropriate for the purpose of selecting the Proposer with whom a contract may be signed. Evaluation of the Statements of Qualifications will consider several factors, each of which has an impact on the relative success of the Proposer to provide the services as outlined in Section 2. Responses to this RFQ will be evaluated according to the following criteria:

- ◆ Project Team and its experience
- ◆ Approach to managing and executing the Project
- ◆ Value Added Services/Benefits
- ◆ References

C. Oral Presentation: At the evaluation committee's option, Proposers who submit a Statement of Qualifications may also be required to make an oral presentation and interview with the evaluation committee. MCWA is under no obligation to offer any Proposer the opportunity to make such a presentation.

D. Fee Proposal: Following its review of the Statement of Qualifications, MCWA will review the proposal for fee compensation from the firm, or firms, that MCWA, in its sole discretion, determines to be the best qualified.

SECTION 4 - GENERAL INFORMATION FOR THE PROPOSER

4.1 Reservation of Rights

MCWA reserves the right to refuse any and all submittals, in part, or in their entirety, or select certain products from various Proposer proposals, or to waive any informality or defect in any proposal should it be deemed to be in the best interest of MCWA. MCWA is not committed, by virtue of this RFQ/P, to award a contract or to procure or contract for services. The proposals submitted in response to this request become the property of MCWA. If it is in its best interest to do so, MCWA reserves the right to:

- A. Make selections based solely on the proposals or negotiate further with one or more Proposers. The Proposer selected will be chosen on the basis of greatest benefit to MCWA as determined by an evaluation committee.
- B. Negotiate contracts with the selected Proposers.
- C. Award a contract to more than one Proposer.

4.2 Investigations

MCWA reserves the right to conduct any investigations necessary to verify information submitted by the Proposer and/or to determine the Proposer's capability to fulfill the terms and conditions of the bidding documents and the anticipated contract. MCWA will not consider Proposers that are in bankruptcy or in the hands of a receiver at this time of tendering a proposal or at the time of entering into a contract.

4.3 Incurring Costs

MCWA is not liable for any costs incurred by Proposer prior to the effective date of the contract.

4.4 Material Submitted

All right, title and interest in the material submitted by the Proposer shall vest in MCWA upon submission to MCWA without any obligation or liability by MCWA to the Proposer. MCWA has the right to use any or all ideas presented by a Proposer.

MCWA reserves the right to ownership, without limitation, of all materials submitted. However, because MCWA could be required to disclose documents received under the New York Freedom of Information Law, MCWA will, to the extent permitted by law, seek to protect the Proposer's interests with respect to any trade secret information submitted as follows:

Pursuant to Public Officers Law § 87, MCWA will deny public access to Proposer's proposal to the extent the information constitutes a trade secret, which if disclosed would cause substantial harm to the Proposer's competitive position, provided the Proposer identified the information it considers to be a trade secret and explains how disclosure would cause harm to the Proposer's competitive position.

4.5 Procurement Policy

Pursuant to State Finance Law §§ 139-j and 139-k, this Request for Qualifications includes and imposes certain restrictions on communications between a Governmental Entity (including the Authority) and Bidder/Offerer during the procurement process. A Bidder/Offerer is restricted from making contacts from the earliest notice of intent to solicit offers through final award and approval of the Procurement Process by the Authority to other than the Authority's Procurement Officers unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law § 139-j(3)(a). The Authority's Procurement Officers for this Governmental Procurement, as of the date hereof, are identified herein. Authority employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Bidder/Offerer pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings within a four (4) year period, the Bidder/Offerer is debarred from obtaining government Procurement Contracts. Further information about these requirements may be obtained from the Procurement Officers.

The Authority reserves the right to terminate this contract in the event it is found that the certification filed by the Bidder/Offerer in accordance with State Finance Law § 139-k(5) was intentionally false or intentionally incomplete. Upon such finding, the Authority may exercise its termination right by providing written notification to the Bidder/Offerer in accordance with the written notice terms of this contract.

OFFERER/BIDDER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATION AND AFFIRMATION/CERTIFICATION IN ACCORDANCE WITH NYS FINANCE LAW §§ 139-J AND 139-K

Name of Individual or Entity Seeking to Enter into the Procurement Contract:

Address: _____

Name and Title of Person Submitting this Form: _____

Date: _____

1. Has any Government Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract in the previous four years? (Circle one):

Yes No

If yes, answer the next questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j? (Circle one):

Yes No

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? (Circle one):

Yes No

4. If you answered yes to any of the above questions, provide details regarding the finding of non-responsibility below.

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility: _____

(Add additional pages as necessary.)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information?

(Circle one): Yes No

6. If yes, provide details below:

Governmental Entity: _____

Date of Termination: _____

Basis of Determination or Withholding: _____

(Add additional pages as necessary.)

Request for Qualifications and Proposal

By signing below, Bidder/Offerer affirms that it understands and agrees to comply with the MCWA Water Authority's Procurement Disclosure Policy, Code of Ethics Policy and Conflict of Interest Policy as required by State Finance Law § 139-j(3) and § 139-j(6)(b) and certifies that all information provided to the Monroe County Water Authority with respect to State Finance Law § 139-k and § 139-j is complete, true and accurate.

By: _____

Date: _____
(Signature of Person Certifying)

Print Name: _____

Print Title: _____

Bidder/Offerer Name: _____
(Company Name)

Bidder/Offerer Address: _____

Bidder/Offerer Phone Number: _____