

**City of Reidsville**  
Request for Proposals  
for  
**Full Service Operation and Maintenance**  
of  
**Water Filtration Plant, Wastewater Treatment Plant and**  
**Sewer Pump Stations**  
*Issued on May 3, 2010*



*This Request for Proposals (RFP) package consists of 43 pages including this cover page and the Table of Contents page. If the RFP package you received is missing any pages, contact the City of Reidsville Public Works Department by telephone at (336) 349-1070.*

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## I. General Information to Contractors

### A. Pre-Proposal Conference

The City will host a mandatory pre-proposal meeting on June 1, 2010. The meeting will be held in the City of Reidsville Council Conference Room, 230 W. Morehead Street, Reidsville, NC. The meeting will begin promptly at 10:00 am.

The purpose of this meeting is to conduct a question and answer session regarding this RFP package and to conduct a site tour to maximize the Contractor's understanding as to what is required. Please limit the number of people representing each Contractor to (3). Following the meeting, the City will issue an addendum summarizing the questions and answers given. A company's failure to conduct a site inspection may result in the City's rejection of their submitted proposal.

### B. Submittal Deadline:

Proposals are due to the City at 2:00 pm on June 30<sup>th</sup>, 2010.

### C. City of Reidsville Contact Information

Please direct all inquiries to:

Kevin Eason, PE - Public Works Director

City of Reidsville

230 W. Morehead Street

Reidsville, NC 27320

Telephone: (336) 349-1070

Fax: (336) 634-1738

Email: keason@ci.reidsville.nc.us

## II. Introduction and Instructions

### A. Purpose of Request for Proposals (RFP)

The City of Reidsville, Reidsville, North Carolina (hereafter referred to as the "City") is soliciting competitive sealed proposals from Contract Operators that are interested in and capable of providing Contract Operation Services for the City's Wastewater Treatment Plant, Water Treatment Plant, and Sewer Pump Stations.

Due to the technical nature of the services required under the proposed contract, the City has determined that this procurement is best served by utilizing an RFP process. Such a process will enable the City to evaluate key factors such as the experience of the contractor and its staff and the quality of the planned approach to providing

the services required by the proposed contract. Because the operation and maintenance of the water and wastewater facilities is a critically important service to the residents of Reidsville it is important that the City have the ability to select the most advantageous proposal on the basis of both cost and the technical expertise of the selected Contract Operator.

Public Works, is seeking Technical and Cost Proposals for provision of full contract management, operations and maintenance of the City's water and wastewater facilities, including all sewer pumping stations and related facilities as described subsequently in this Request for Proposals (RFP).

### **B. Due / Opening Dates**

The cutoff time for receipt of Proposals is 2:00 pm Wednesday, June 30<sup>th</sup>, 2010. Proposals received after the deadline noted herein will not be considered. Refer to Section VI for specific proposal submittal instructions.

The City shall not be responsible for late or misdirected deliveries by mail or other delivery services. If, due to inclement weather, natural disaster, or any other cause, the City office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next City business day on which the office is open, unless the City's point-of-contact otherwise notifies Contractors. The hour for submission of proposals shall remain the same.

Following proposal cutoff, the received proposals will be opened publicly at 2:00 pm Wednesday, June 30<sup>th</sup>, 2010 in the City Council Conference Room, 1st Floor, City Hall. Only the name of each Contractor will be read publicly. All other information contained in the proposals shall be treated as confidential so as to avoid disclosure of contents prejudicial to competing Contractors.

Late proposals will not be accepted and will be returned unopened. Price proposals will be securely kept by the City Finance Director, and not disclosed to the Selection Team, until it has completed evaluation of the Technical Proposals.

### **C. Amendments to Submitted, Unopened Proposals**

Amendments or withdrawals of submitted unopened proposals will only be allowed, if requests are received prior to the deadline set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the City's request.

### **D. Required Review of RFP Package**

**Defects:** Contractors shall carefully review this RFP for defects. Comments concerning defects must be made in writing and received by the RFP's point-of-contact (see cover page), at least seven (7) business days prior to the due date of the proposal. This will allow for the issuance of any necessary addenda.

**General:** All questions must be in writing and directed to the RFP's point-of-contact. Telephone conversations must be confirmed in writing by the interested party.

Two types of questions generally arise. One type may be answered by directing the questioner to a specific Section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written addendum to the RFP. The decision on whether an addendum is required shall be made by the City.

If an addendum is issued, it will be provided to all parties who were provided a copy of the RFP by the City's Public Works Department.

### **E. Site Visits**

All interested Contractors **must** inspect and evaluate all facilities, and review existing operational data and budget information provided by the City prior to submitting a proposal. Each interested Contractor may be assigned up to two, four-hour days for an independent survey of the facilities in order to become familiar with current operation and maintenance practices and to research plant records.

Interested parties should schedule their site visitations through Kevin Eason, Director of Public Works, (336) 349-1070 at least one week in advance of visit.

### **F. Receipt of RFP Package**

The City's Public Works Department is the sole authority to provide the RFP package to interested companies or individuals. Contractors working from an RFP package obtained from any other sources may be working from an incomplete set of documents. The City assumes no responsibility for a Contractor's errors, omissions, or misinterpretations resulting from a Contractor's use of an incomplete RFP package.

Contractors who have received the RFP package from a source other than the City Public Works Department, are advised to contact the Public Works Department to provide their company's name, address, telephone number, fax number, and contact name. This will ensure that the Contractor will receive all communication regarding the RFP such as Addenda and Clarifications.

Contractors who have received the RFP package by downloading it from the City's website, and have not provided their company's information to the City's Public Works Department are responsible for checking the website to obtain any Addenda or Clarifications issued for the RFP.

### **G. Available Information**

The following informational documents and data are contained within the referenced appendices hereto:

**APPENDIX A** – Wastewater Treatment Plant Operational Permits

**APPENDIX B** – Water Treatment Plant Operational Permits

**APPENDIX C** – General Conditions

**APPENDIX D** – Proposed 5-Year Capital Improvement Program (CIP) for the City's WWTP and WTP.

**APPENDIX E** – Table of data related to City-owned sewer pump station.

**APPENDIX F** – Fiscal year 2009-10 budget for Water and Wastewater Plant and Expenditures.

**APPENDIX G** – 2008-09 Operational costs

**APPENDIX H** – 2009-10 Operational costs (Partial to Date)

## **H. Preparation Costs**

The City will not be responsible for any costs associated with the preparation, submittal, or presentation of any proposal.

## **I. Disclosure of Proposal Contents**

All proposals and other material submitted become the property of the City and may be returned only at the City's option. Information contained in the proposals will not be disclosed during the evaluation process.

Under North Carolina's "Public Records" laws (N.C.G.S. Chapter 132) public records are required to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, the winning proposal will become public information. Copies of said public records may be requested through the City Clerk's office.

Trade secrets and other proprietary data contained in proposals may be held confidential, if the Contractor requests, in writing, that the City does so, and if the City agrees, in writing, to do so. Material considered confidential by the Contractor must be clearly identified and the Contractor must include a brief statement that sets out the reasons for confidentiality.

## **J. Reservation of Rights**

The City reserves the right and may, at its sole discretion, exercise the following rights with respect to this RFP and all proposals submitted pursuant to this RFP:

1. To reject all proposals and re-issue the RFP at any time prior to execution of a final contract; to require, in any RFP for similar products and/or services that may be issued subsequent to this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; or to cancel this RFP with or without issuing another RFP.
2. To reject any proposal if, in the City's sole discretion, the proposal is incomplete, the proposal is not responsive to the requirements of this RFP, the Contractor does not meet the qualification requirements set forth in Section VI herein, or it is otherwise in the best interest of the City to reject the proposal.
3. To supplement, amend, substitute, or otherwise modify this RFP at any time prior to the execution of a final contract.
4. To accept or reject any or all of the items in any proposal and award a contract for the whole or only a part of any proposal if the City determines, in its sole discretion, that it is in the City's best interest to do so.
5. To reject the proposal of any Contractor that, in the City's sole judgment, has been delinquent or unfaithful in the performance of any contract with the City, is financially or technically incapable, or is otherwise not a responsible Contractor.
6. To waive any informality, defect, non-responsiveness, and/or deviation from this RFP that is not, in the City's sole judgment, material to the proposal.

7. To permit or reject, at the City’s sole discretion, amendments (including information inadvertently omitted), modifications, alterations, and/or corrections to proposals by one or more of the Contractor following proposal submission.
8. To request that one or more of the Contractor modify their proposals or provide additional information.
9. To request additional or clarifying information from any Contractor at any time, including information inadvertently omitted by a Contractor.
10. To require that Contractors appear for interviews and/or presentations of their proposals at City offices.
11. To inspect projects similar in type and scope to the work sought in this RFP and/or to inspect the Contractor’s facilities to be used in furnishing goods or services required by the RFP.
12. To conduct such investigations as the City considers appropriate with respect to the qualifications of any Contractor and with respect to the information contained in any proposal.

**K. RFP Timeline**

Following is the City’s estimated timeline for the RFP process:

RFP Milestone	Estimated Date of Completion
Issue Request for Proposals	May 3 <sup>rd</sup> , 2010
Host Pre-proposal Meeting	June 1 <sup>st</sup> , 2010 @ 10:00 am
Question and Answer Cutoff	June 11 <sup>th</sup> , 2010
Proposals Due	June 30 <sup>th</sup> , 2010 @ 2:00 pm
Selection of Semi-Finalist	July 30 <sup>th</sup> , 2010
Recommendation of Finalist	August 13 <sup>th</sup> , 2010
Contract Negotiations Completed	September 30 <sup>th</sup> , 2010
Contract Executed and Approved	October 13 <sup>th</sup> , 2010
2011-12 Budget Information Due	December 31 <sup>st</sup> , 2010
Contract Start Date	July 1 <sup>st</sup> , 2010

**III. Method of Contractor Selection**

**A. Interviews with Short List Firms**

The City may elect to conduct interviews with responsible Contractors who submit proposals determined to be reasonably eligible for award. The purpose of these discussions will be to clarify and assure Contractor’s full understanding of, and responsiveness to, the solicitation requirements. Contractors reasonably eligible of being selected for award shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and revisions may be permitted after submissions and before award of the contract for the purpose of obtaining best and final offers. In conducting these discussions, the City may not disclose information derived from proposals submitted by competing Contractors. The individual identified in the proposal as the Project Manager, must be in attendance at the interview.

## **B. Right to Negotiate**

After the City's completion of the evaluation process, including any interviews held with Contractors during the evaluation process, the City may elect to initiate contract negotiations with one or more of the selected Contractors. The option of whether or not to initiate contract negotiations rests solely with the City.

## **C. Failure to Negotiate**

If a selected Contractor fails to provide the information required to begin negotiations in a timely manner; or fails to negotiate in good faith; or indicates they cannot perform the contract within the budgeted funds available for the project; or, if a selected Contractor and the City after a good faith effort, simply can not come to terms, the City may terminate negotiations with that particular Contractor and commence negotiations with any other Contractor.

## **D. Award of Contract**

The City shall award a contract to the responsible and responsive Contractor whose proposal is determined to provide the best overall value to the City in accordance with the criteria factors set forth in Section VII herein. The City intends to award a five-year contract with the option of extending the contract for up to (2) subsequent five (5) year periods upon the mutual agreement of the parties. The selected Contractor shall not start the performance of any work prior to the Effective Date of the contract and the City shall not be liable to pay the selected Contractor for any service or work performed or expenses incurred before the Effective Date of the contract.

# **IV. Standard Contract Information**

## **A. Standard Contract Provisions**

The contract resulting from the award of this RFP will be governed by the terms and conditions set forth in **Attachment C, General Conditions**. Contractors must detail in their proposal their reasons for objection to any part of these terms and conditions and include in their proposal proposed alternate language. Time is of the essence in the award of a contract. Hindrance of the award process due to the extent of a Contractor's proposed modifications may have a negative impact on the City's assessment of that Proposal.

## **B. Contract Content**

The contract(s) resulting from the award of this RFP will consist of this RFP, the Contractor's proposal, and any additional information deemed necessary as a result of the negotiations held with the successful Contractor.

## **C. Insurance**

The successful Contractor, at its expense, shall carry and maintain, in full force at all times during the contract term: General Liability insurance covering bodily injury and property damage with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; Business Automobile Liability insurance with a combined single limit of not less than \$1,000,000; Excess Umbrella Liability insurance with limits of not less than \$2,000,000 per occurrence and \$2,000,000 aggregate; Professional Liability insurance with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; Worker's Compensation insurance in statutory limits; and Employer's Liability insurance with limits of not less than \$1,000,000 each accident, \$500,000 disease-policy limit, and \$100,000 disease-each employee. Prior to commencement of performance under the contract, the successful Contractor shall furnish to the City a certificate of insurance evidencing all required coverage in at least the limits

required herein, naming the City, its elected officials, agents, and employees as additional insureds under the Comprehensive General Liability coverage, noting the project on the certificate, and providing that no policies may be modified or cancelled without thirty (30) days advance written notice to the City. Such certificate shall be issued to: City of Reidsville, Attn.: Terri Stamey, 230 West Morehead Street, Reidsville, NC 27320. All policies shall be in effect with companies holding an A.M. Best rating of "A-" or better and shall be licensed to do business in the State of North Carolina. Such companies shall also be acceptable to the City.

#### **D. Performance Bond**

Prior to execution of the contract and annually on each anniversary thereafter, the Contractor shall provide a performance bond, executed by a surety company licensed for such transactions in the State of North Carolina, in the amount of 100% of the annual contract price.

### **V. Specifications**

#### **A. General Operation and Maintenance**

##### **Background**

It is intended that the selected Contractor will manage the day-to-day operation of the City's wastewater treatment facility, water treatment facility, and network of sewer pump stations to include full operation and maintenance, subject to these specifications.

##### **Goals and Objectives**

It is intended that the operation of the contracted portion of the system be done in accordance with best industry practice, be performed by staff who are qualified by experience, training, and certification, and that the operation be conducted in way to meet all applicable rules and regulations affecting the operation of the subject facilities. In addition, it is acknowledged that regulatory changes are the norm, the Contractor will adapt his O&M plan to address any and all changes in regulatory requirements over the term of this contract.

The Contractor will be expected to coordinate his activities in conjunction with Engineer/Contractors performing work at the plant as it relates to improvements and upgrades.

##### **Scope of Work**

The following items represent the essential tasks required to operate the systems. The list isn't intended to be all inclusive, but represents the overall scope of expectations:

1. Monitor and perform all daily operations of the water supply and wastewater treatment systems.
2. Inspect equipment and processes to determine efficiency of operations and maintenance for continued sanitary and healthful conditions.
3. Start up, shut down, regulate and adjust motors, pumps, compressors, grinders, blowers, valves and other apparatus to meet changing operating conditions and adjust chemical rates as necessary
4. Conduct field test results and initiate corrective action as necessary
5. Contractor shall provide annual vibration tests on all pumps, 25Hp and greater.

6. Contractor shall provide calibration tests for all sewer pump station flow meters annually and all plant flow meters quarterly.
7. Monitor and process data: enter data and laboratory results into log books and/or computer system daily and generate required reports
8. Troubleshooting technical and mechanical problems: perform preventive maintenance on equipment, perform and/or assist with equipment repairs as needed
  - a. **Hourly Repair Rates** – There is a line item in the Cost Proposal for “Hourly Repair Rates”. The Hour Repair Rate is the rate charged for repair work conducted during the normal 8-hour workday for the Contractor’s mechanics.
  - b. **Premium Hourly Repair Rates** – There is a line item in the Cost Proposal for “Premium Hourly Repair Rates”. The Premium Hour Repair Rate is the rate charged for repair work conducted outside of the normal 8-hour workday for the Contractor’s mechanics. Premium Hourly labor shall not but utilized without prior approval from the City, unless an emergency condition exists.
9. Advise and consult with designated City officials on unusual operational problems or the need for major repairs
10. Adherence to safety guidelines of OSHA and other pertinent agencies
11. Properly maintain inventory of treatment chemicals and other supplies and materials as needed for daily operations; Contractor will be available on-site for all chemical and equipment deliveries.
12. Provide all consumables such as fuels, chemicals, supplies and lubricants as required for normal operation and maintenance. (Fuel for the Emergency Standby Generators will be supplied and delivered by the City of Reidsville, the contractor will be responsible for the oversight of fuel delivery when the generators are in need of refueling)
13. Monitor all emergency expenditures and prepare justification related reports.
14. Ensure total compliance with policies and procedures, NC-DENR, PWS, and EPA regulations, and all other applicable laws, regulations, and standards of quality and safety, including, but not limited to, routine water supply and wastewater testing and reporting on specialized schedules
15. Perform general administrative / clerical work as required, including but not limited to conducting and attending meetings, preparing reports and records, preparing spreadsheets, copying and filing documents
16. Receive and respond to inquiries, requests for assistance or complaints from customers or the general public as required and promptly notify appropriate City officials as required
17. Attend required meetings, training, seminars, etc., as appropriate to enhance job knowledge and skills and to sustain or upgrade operator licensing.
18. Test, install, operate and repair all required equipment such as utility plant equipment, heavy equipment, meters, or the application of software for meters, or other systems hardware

19. Serve on call 24 hours per day, 365 days per year to ensure uninterrupted service for customers. Provide all superintendent level employees with email service and cell phone. Issue pagers to all operators on call-back status.
20. Conduct site visits with visual inspection of the system, as required by NC-DENR and PWS daily. Inspection shall include but not limited to storage tanks, lift stations, water treatment plant (WTP) and waste water treatment plant (WWTP);
21. Conduct routine daily analysis for water and wastewater quality assurance as required by NC-DENR, PWS and other NC and Federal regulatory agencies. Contractor is responsible for all testing supplies and equipment for routine testing; to include (but not limited to), ph, chlorine levels, temperature, dissolved oxygen, etc.
22. Establish and maintain all required records and data logs for the system to include test equipment calibration logs;
23. Prepare and submit monthly, quarterly and annual reports for owner to submit to regulatory agencies
24. Maintain sufficient spare parts inventory with complete listing available to the owner at all times.
25. Perform all duties and requirements related to service and/or work orders provided to Contractor by owner on a daily basis.
26. Coordinate with owner on the inspection of new water and/or wastewater connections to the system;
27. Assist owner and other external consultants on proposed improvements or expansions of the system;
28. Provide notification to the owner of any and all situations that may occur that could cause system operational problems, dangers to the health, safety, and welfare of customers or neighboring individuals and landowners, or to the environment general
29. Properly collect, preserve, and deliver required water and wastewater samples to a certified laboratory, as chosen and contracted with by owner
30. Provide after-hours, weekend and holiday emergency call center for system customers.
  - a. Contractor shall be fully responsible for responding to all alarm conditions and other emergency situations occurring at the facilities on a 7 day per week, 24 hour per day basis.
  - b. Facilities are equipped with SCADA and alarm equipment connected to automatic telephone dialers. The contractor is responsible for the operation and maintenance of the SCADA system and shall program the dialers with a number, or numbers, that will be will be continuously and reliably monitored on a 24 hours per day, 7 days per week basis, which will ensure prompt response by the contractor to alarm conditions.
  - c. Contractor shall immediately notify the City's Public Works Director and/or other designated City personnel in the event of an emergency at the water or wastewater facilities.

- d. Contractor response to alarm conditions and other emergency situations at the facilities will be included in the routine monthly cost to perform the services of this contract and will not be reimbursed by the City. In addition, Contractor will, as part of the routine monthly cost, perform all services necessary to insure the effective operation of the facilities during any inclement weather condition or other extraordinary event.
  - e. The Contractor shall conform to all determinations of the City concerning the Contractor's delivery of services in the event of inclement weather, equipment failure, picket lines on City Property or labor strikes by either City or Contractor employees.
31. Make recommendations as to best practices within the industry to enhance and improve the effectiveness, efficiency, and safety of the systems.
  32. In any instance where a third party contractor is required to effect repairs, successful Contractor will oversee related work.
  33. The Contractor will furnish and supply all chemicals required for the operation of the water and wastewater plants. A list of the major chemicals currently used in the processes are:

**Water Treatment Plant**

Polymer	Used as a settling aid in the production process and the wash water.
Sodium Hydroxide (Caustic)	Used for pH adjustment and also for adding alkalinity in the raw water when necessary.
Aluminum sulfate	Coagulation
Potassium permanganate	Used as an oxidizer in the raw to treat taste and odor problems.
Hydrofluorosilicic acid	Fluoride addition
Chlorine gas <sup>1</sup>	Disinfection
Calcium Thiosulphate	Dechlorination of wastewater discharge
DadMac <sup>2</sup>	Settling aid
NuCharg Carbon <sup>3</sup>	Absorber
Earth Tech <sup>4</sup>	Algaecide and TOC remover

**Waste Water Treatment Plant**

Chlorine Gas <sup>5</sup>	Disinfection
Sulfur dioxide	Dechlorination of wastewater discharge
Sodium hypochlorite	Filter cleaning
Defoamer ( SDF 6938)	Foam Control
Powdered Activated Carbon	Toxicity control

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<sup>1</sup> The City plans to explore the option of converting the gaseous chlorine system to a sodium hypochlorite system.

<sup>2</sup> Currently in pilot testing

<sup>3</sup> Currently in pilot testing

<sup>4</sup> Expect to pilot test in April 2010

<sup>5</sup> The City plans to explore the option of converting the gaseous chlorine system to a sodium hypochlorite system.

## **B. Wastewater Treatment Plant**

### **1) Water Reclamation**

#### **Background**

The City owns and manages the Reidsville Wastewater Treatment Plant located at 407 Broad Street, Reidsville, NC, 27320 (referred to in this RFP as the “Wastewater Plant”), operated in accordance with State regulations and all other applicable local, state and federal regulations.

The Wastewater Treatment Plant is a 7.5 mgd activated sludge process plant with sludge processing facilities. The NPDES Permit was modified in 2010 to account for the “Jordan Lake” rule changes. A copy of the NPDES Permit for the plant is provided in the Appendix.

The City is currently under contract with Camp, Dresser and McKee (CDM) to evaluate and design improvements to the plant in the areas of biosolids disposal and electrical upgrades. The design contract is expect to run till December 2010 with construction likely beginning in the Spring of 2011.

#### **Goals and Objectives**

The objective of the project is to provide professional services for the efficient and effective operation of the Wastewater Treatment Plant while meeting all local, state and federal regulations.

#### **Scope of Work**

1. Ensure that there is a sufficient level of experienced, qualified, operator-certified staff available 24 hours a day, seven days a week, as required by the appropriate Regulatory agencies and applicable permits, to provide proper operation and process control at the plant.
2. Ensure specialized wastewater effluent discharges meet all limits according to state issued permits
3. Provide the City with telephone numbers, pager numbers, and cell phone numbers by which the City staff may contact the contract operator during normal business hours and during non-business hours for operational problems and/or emergencies. On-call contract operations staff shall be on-site to respond to reported operational problems within two hours from the initiation of the initial notice call.
4. Provide sample collection in compliance with National Pollution Discharge Elimination System (NPDES) Permit requirements. Provide timely sample collection and submission for laboratory analysis within the specified holding times; provide for follow-up sample collection and submission of samples to the laboratory as required when sample results indicate violations or conditions which are trending toward a violation or are indicative of an operational problem(s). Assure that all samples are submitted to a laboratory certified by the North Carolina Department of Environment and Natural Resources (NC-DENR) to perform the selected parameter and that the analytical method for that parameter and type of sample as required by regulation or NPDES permit requirements.
5. Perform all analyses for operational and process controls such as chlorine residual, pH, Fecal Coliform, etc. and other related operational monitoring as required by regulation or NPDES permit requirements and accepted industry best management practices. All analyses performed by the contract operator must

be in compliance with the analytical methods specified in the applicable regulations or in the facility's permit(s).

6. Perform all influent sampling and analyses to comply with the existing NPDES permit monitoring requirements in force at the time of collection and to assure proper plant operations. Perform all daily, weekly and monthly effluent analyses to comply with the existing NPDES permit requirements in force at the time of sample collection and to assure proper plant operations.
7. Reidsville WWTP Laboratory Analysis Summary
  - a. The Contractor will utilize the onsite laboratory at the WWTP to give the City of Reidsville and the WWTP Staff the ability to operate the plant more efficiently due to the daily availability of laboratory sample results and process control data.
  - b. The NPDES permit for the RDS WWTP consists of 27 parameters. Out of those 27 parameters the RDS WWTP Laboratory performs analysis on 16 in house. The permit parameters analyzed in house are:

<b>Analysis Currently Performed by Reidsville WWTP Staff</b>	
CBOD	Daily on the influent and final effluent 24-hr composite
Total Suspended Solids	Daily on the influent and final effluent 24-hr composite
Ammonia	Collected daily, analyzed weekly on the final effluent 24-hr composite.
Total Residual Chlorine	Daily on the final effluent grab sample.
Fecal Coliform	Daily on the final effluent grab sample.
pH	Daily on the final effluent and influent grab sample.
Dissolved Oxygen	Daily on the final effluent grab sample.
Conductivity	Daily on the final effluent grab sample.
Temperature	Daily on the final effluent grab sample.
Total Kjeldahl Nitrogen	Weekly final effluent 24-hr composite
Total Nitrate Nitrogen	Weekly final effluent grab
Total Nitrite Nitrogen	Weekly final effluent 24-hr composite
Total Phosphorus	Weekly final effluent 24-hr composite
Total Zinc	(2) per month final effluent 24-hr composite
Total Copper	(2) per month final effluent 24-hr composite
Total Silver	(2) per month final effluent 24-hr composite
Microtox	Final effluent, process control only
Effluent Hardness	Monthly

<b>Analysis Currently Performed by Commercial Laboratory for the Reidsville WWTP Staff</b>	
Total Cadmium	Weekly final effluent 24 hr composite
Total Cyanide	(2) per month final effluent grab sample.
Total Selenium	(2) per month final effluent 24-hr composite
Total Fluoride	24-hr composite final effluent 24-hr composite
Chronic Toxicity	Four times per year. Final effluent 24-hr composite; January, April, July and October.
Pollutant Analysis	Once per year on the final effluent 24-hr composites and grabs.

<b>Long Term Monitoring Plan</b>		
<p>The City of Reidsville's long term monitoring analysis is performed in January, April, July, and October each year. Sample sites include the plant influent and final effluent, a domestic wastewater site, a digested sludge sample from the WWTP storage basin. In January and July a sample from the aeration basin effluent is analyzed:</p> <p>The LTM analysis performed by the WWTP staff are:</p>		
Mercury	LL Hg EPA 1631 is performed on the domestic, influent, and effluent samples only.	
Total Nitrogen	Influent	
Fluoride	Copper	Nickel
Cyanide	Cadmium	Lead
Aluminum	Selenium	Silver
Zinc	Arsenic	Chromium
Molybdenum		
<p>The analysis performed in house, on the same sites above, by the RDS WWTP laboratory include:</p>		
Ammonia	Total suspended solids	
CBOD	Percent solids on digested sludge sample	
BOD	pH	
Temperature	Flow	
<p>Low Level Mercury Analysis by EPA 1631 – Lab Staff at the RDS WWTP collects final effluent samples and influent samples as needed and Meritech performs the analysis.</p>		

- c. Industrial Monitoring - The Reidsville WWTP staff is responsible for industrial monitoring. Other parameters are sent to Meritech for analysis.

<p>The Reidsville WWTP Lab samples the following industries twice monthly for BOD and Total Suspended Solids during each surcharge event.</p>		
Envision	Equity	AFG Wipes
Commonwealth Brands	Dystar	
<p>The Reidsville WWTP Lab samples the following industries one time every 6 months for permit compliance: (Industrial permits determine the parameters analyzed). Sampling events take place during 1<sup>st</sup> half (January-June) and 2<sup>nd</sup> half (July-December) periods of the year. The laboratory also schedules sampling events at industries in the event of possible upsets at the WWTP or on any trunk line sampling needed.</p>		
Envision	Dystar	
Commonwealth Brands	Unifi	
Plastics Revolution	Southern Graphics	
Equity	Tamco	
Ball Corporation	Henniges Automotive	
Beta Systems (Liquip International)	AFG Wipes	
<p>Low Level mercury analysis of each permitted industry is collected and performed by Meritech, Inc. twice annually, Jan-Jun and Jul-Dec.</p>		

8. Perform the laboratory work necessary to support the City's toxicity detection and mitigation.
  - a. The City of Reidsville purchased a Microtox Omni analyzer and software in 2000 to aid in the screening of any toxicity in the final effluent at the Reidsville Wastewater Treatment Plant. The screen is performed in the City of Reidsville WWTP Laboratory by the Laboratory Supervisor before the NPDES quarterly toxicity sampling event. Sampling screening is also performed when needed on industrial wastes, plant influent, and when conditions indicate possible toxicity in the WWTP.
  - b. The scope of the Microtox operation is to expose luminescent organisms in reagent blanks (controls) versus exposure of the organism in the wastewater sample to measure any toxic effect over time on the organisms introduced to the wastewater sample.
  - c. Any toxic effect of the wastewater sample on the organisms is measured as the difference in the light output of the control, versus the light output of the wastewater sample. The change in the light emitted by the organisms is inversely proportional to the increase in toxicity of the sample.
  - d. Analysis is performed on the organisms after 5 minutes of exposure to the wastewater and again after 15 minutes to maximize any toxic effect that minimum exposure times may not indicate.
9. Prepare, sign, and submit all monthly operation reports as required by NC-DENR, NPDES Permit, NPDES Discharge Monitoring Reports (DMRs) and any other as may be required by the City to the City and all of the regulatory agencies as required by the permits and regulations governing the operation of the plant.
10. Provide routine preventative maintenance and repair of the equipment, buildings, and grounds, consistent with accepted maintenance practices, best management practices, and/or manufacturer specifications and preventative maintenance recommendations. The preventative maintenance program shall include spare parts, replacement materials and supplies, oils and lubricants, paint and tools, schedule of routine maintenance, documentation of maintenance performed, and historical information and data. The contract operator will submit a monthly report to the City itemizing maintenance performed and documentation of the cost-effectiveness of the maintenance work vs. replacement cost as related to the decisions made by the contract operator.
11. Contractor shall cite the methodology and baseline used for determining its best management practices.
12. Perform facility housekeeping as required to maintain the buildings and process units in a clean, safe and orderly condition.
13. Assist the City with enforcement of any existing equipment warranties and guarantees at the plant and maintain all warranties on any new equipment purchased after the contract is signed and implemented. The City shall maintain any existing guarantees and warranties for the mutual benefit of the City and contract operator.
14. Receive prior approval from the City for any shut down of the plant, excluding emergency situations. The contract operator shall notify the City within one hour of determining that an emergency situation has occurred which requires shut down of the plant. The contract operator shall continue to make emergency notification to the City until such time as the City has been duly notified.

15. Provide back-up and support professionals in the areas of process control, maintenance, labor relations, and start-up procedures that it deems necessary to assure qualified, continuous management, operation and maintenance of the plant.
16. Operate plant within the design capacity and capability of the facilities, and within the permit requirements in effect for the duration of the contract. The contract operator shall be liable for the total dollar amount of all fines resulting from intentional fraud, negligence, or willful misconduct of the contract operator or the contract operator's employees.
17. Contract operator shall accept liability for fines for contract operator caused violations during the term of the contract, which may be imposed by a regulatory agency having jurisdiction over the plant; however, the contract operator shall be liable for the total dollar amount of all fines resulting from intentional fraud, negligence, or willful misconduct of the contract operator or the contract operator's employees.
18. Manage the disposal of sludge from the plant in accordance with all federal, state and local regulations. **The City of Reidsville will contract directly with a sludge hauler and pay for the actual removal and disposal of sludge from the plant.**
19. Advise the City of capital improvements that may be needed. Recommendations may include major rehabilitation or overhaul of equipment, replacement equipment, new equipment or improvements required for the operations of the plant in accordance with permit requirements, regulation changes, or sludge disposal requirements. Submit an updated annual report to the City of recommendations for capital improvements, if any, to be provided by the contract operator to provide continued treatment within permit requirements or to meet regulations. Capital improvements are defined as those exceed \$4,999.00.
20. Secure the plant within the limits of existing security devices as provided by the City. Notify the City of any breach of security within one hour of determining such a breach has occurred. Assess the plant for breach of security impact(s) and notify the City of any impact(s) as soon as such determination is made.
21. Maintain and implement an Emergency Response Plan, Operations and Maintenance Plan, Stormwater Discharge and Spill Prevention Control and Countermeasure Plan for the plant as required by NC-DENR. These plans will include procedures to deal with necessary intervention and repairs to problems and/or emergencies with equipment or facilities. These plans must be submitted to the City and maintained at the plant within 60 days of award and signing of the contract agreement.
22. Provide the payment of all wages, salaries, Workman's Compensation premiums and Social Security taxes of assigned personnel working in accordance with the terms of the contract agreement at the plant.
23. Report promptly to the City any regulatory agency inspection which results in a notice of a plant operational problem or plant deficiency or a notice of violation. Provide copies of inspection reports upon receipt from the inspecting agency.
24. Advise the City of abnormal situations not within the contract operator's control which exceed hydraulic, organic and/or inorganic loadings; exceed treatment plant design criteria, permit parameters, or permit conditions; or which violate Federal, State or Local regulations. The contract operator shall not be held responsible for associated effluent violations or damages associated with abnormal situations (except

those damages caused by intentional fraud, negligence or willful misconduct by the contract operator or contract operator's employees). The contract operator agrees to return the plant effluent to permit limits and conditions within 30 days after the influent has returned to acceptable limits.

25. Report any event or permit violation as required by regulatory agencies such as untreated releases of wastewater to surface waters, chlorine spills, etc. Provide immediate notification to the City of a reportable event or permit violation.
26. Fully cooperate with the City's Guaranteed Energy Savings Project contractor in determining and implementing in a timely and professional manner all energy savings projects determined to be in the best interest of the City.
27. The contract operator agrees to operate and maintain any and all equipment, appurtenances, piping, valves, buildings and grounds within the confines of the plant.
28. Currently the City utilizes the addition of Powdered Activated Carbon in the aeration basin to counteract toxicity entering the plant.
  - a. The PAC is added manually at a rate of approximately 800 lbs per day.
  - b. The sole source product is HYDRODARCO B s provided by Univar.
  - c. Product changes shall not be made without permission from the City.
29. Flow Reduction Credit – In the event, due to loss of industry, that the annual average flow decreases by 25% or more of the 2009 baseline, (2.5 mgd), the City reserves the right to renegotiate a decrease in cost to the contract to account for the decrease in plant operational costs.

## **2) Sewer Pumping Stations**

### **Background**

The City of Reidsville operates 16 active sewer pumping stations in the collection system. A table itemizing station names, pump facts and other details is provided in the Appendix.

### **Goals and Objectives**

The objective of the project is to provide professional services for the efficient and effective operation of the City sewer pump stations while meeting all local, state and federal regulations.

In addition, the City holds a permit for the Operation and Maintenance of the City's collection system, of which the sewer pumps stations are a part. The pump stations are to be operated and maintained, as well, in full accordance with the conditions of the Collection System Permit.

### **Scope of Work**

1. Equipment maintenance shall be performed in accordance with the procedures outlined in the manufacturer's O&M manuals for the equipment as well as accepted industry practice. The City does not warrant that the O&M manuals represent current as-built conditions. Contractor shall be responsible to field verify all information for accuracy.

2. Perform site visits daily and clean wet well, trash baskets, bar screens or other as appropriate. Annually remove and dispose of grease accumulation in wet well.
3. Conduct generator testing and conduct alarm testing.
4. Coordinate maintenance of access roads and sewer pump station grounds with the City's Street Department. Perform mowing and trimming of areas inside and outside of fenced areas.
5. Change oil and oil/air filters for pump station generators annually or more frequently, depending on actual operation.
6. Utilize the City-provided pumper truck to provide periodic cleaning of the sewer wet wells. Obtain and maintain appropriate NC driver's license class for the operation of the pumper truck.
7. Respond to all alarm conditions at pump stations 24/7.
8. Conduct overflow reporting to State if and when required.
9. Conduct performance testing of pump stations to establish hydraulic performance and wear indication.
10. This list is not intended to be all-inclusive, but rather provided as an example of tasks commonly performed on lift station maintenance.

### **3) Pretreatment Program**

#### **Background**

The City of Reidsville currently has 12 regulated Significant Industrial Users doing business in the City. These industries include the manufacture of adult and baby wipes, textile and textile auxiliaries, dyes, plastics recycling, manufacturing of aluminum cans, aluminum fabrications, cigarette production, food production, automotive parts production, plating and engraving processes and metal finishing. The City has an established Pretreatment Program to regulate the use of the POTW by these and other users.

#### **Goals and Objectives**

The objective of the project is to provide professional services for the efficient and effective operation of the City Pretreatment Program while meeting all local, state and federal regulations.

#### **Scope of Work**

1. **Sewer Use Ordinance (SUO)** – The Contractor will use and assist the City in the enforcement of the City's Sewer Use Ordinance. The Contractor will monitor the SUO language and the regulatory environment and will advise the City when it becomes necessary to revise the SUO. Contractor will provide assistance in developing the scope and language of any required/recommended amendments to the SUO.
2. **Enforcement Response Plan (ERP)** - The Contractor will administer violations of the City's SUO and Pretreatment Standards in accordance with the City's ERP. The Contractor will monitor the ERP language and the regulatory environment and will advise the City when it becomes necessary to revise the ERP. Contractor will provide assistance in developing the scope and language of any required/recommended revisions to the ERP.

3. **Industrial Waste Survey (IWS)** – The Contractor will prepare and submit the periodic IWS for the City’s signature. The City will assist in providing what information it has in support of the preparation of the IWS by the Contractor.
4. **Long Term Monitoring Plan (LTMP)** – The Contractor will manage the City’s LTMP. The Contractor will provide all sampling, analysis, and reporting needed to support the LTMP.
5. **Head Works Analysis (HWA)** – The Contractor will conduct and submit the periodic HWA to the State on behalf of the City.
6. **Industrial User Permit (IUP)** – The Contractor will manage the City’s IUP program. The Contractor will manage the monthly reporting of the SIUs. The Contractor will calculate surcharges and provide the amounts to the City for invoicing the SIUs. The Contractor will prepare any necessary Notice of Violations to users of the system and submit to the City for issuance. The contractor will monitor industry compliance with enforcement actions and will advise the City on progress and recommended actions thereof.
7. **Other** – The Contractor will manage other incidental plans as necessary.

#### 4) **Fats, Oils, and Grease Program**

##### **Background**

The City of Reidsville currently has standards in the SUO regarding the discharge of Fats/Oils/Grease into the sewer system. The current program is concerned mainly with FOG originating from food preparation and automotive service facilities.

**ALTERNATE BID – The City desires to have the price proposal from the Contractor to specifically identify the cost to the City of Reidsville, as an add, for the Contract to manage the City’s FOG program.**

##### **Goals and Objectives**

Enhance the City’s ability to enforce the current ordinances related to FOG in the sewer system and develop a monitoring and inspection plan for FOG generating businesses in the City. Operate the FOG Program in accordance with the requirements found in the City’s Collection System Permit and Sewer Use Ordinance.

##### **Scope of Work**

1. Acquire and implement software to facilitate the record-keeping and inspection history of the FOG facilities in the City. The City has identified the **Tokay Navigator** software package as a feasible program to manage the Backflow Prevention/Cross Connection Control Program as well as the FOG program.
2. Build the inventory of the FOG generators (food & automotive) in the system.
3. Implement an annual inspection of the facility for equipment sufficiency and record-keeping. Provide on-site education to FOG generators on FOG reduction.
4. Provide inspection results to the City and advise City on further actions to be taken.

## **C. Water Treatment Plant**

### **1) Water Filtration**

#### **Background**

The City owns and manages the Reidsville Water Treatment Plant located at the end of Reid Lake Road, Reidsville, NC, 27320 (referred to in this RFP as the “Water Plant”), operated in accordance with State regulations and all other applicable local, state and federal regulations.

The Water Treatment Plant is a 9.0 mgd conventional plant utilizing alum coagulation, high rate filtration, production water storage, and high-level pumping into the distribution system. A copy of the PWS Permit for the plant is provided in the Appendix.

The plant currently uses free chlorine as the method of choice for disinfection. Beginning in 2011, the City will switch to the chloramination method of disinfection.

The City operates three elevated water storage tanks in the distribution system and two surface reservoirs, Lake Reidsville (primary) and Lake Hunt (emergency only).

#### **Goals and Objectives**

The objective of the project is to provide professional services for the efficient and effective operation of the Water Treatment Plant and related facilities while meeting all local, state and federal regulations.

#### **Scope of Work**

1. Ensure that there is a sufficient level of experienced, qualified, operator-certified staff available 24 hours a day, seven days a week, as required by the appropriate Regulatory agencies and applicable permits, to provide proper operation and process control at the plant.
2. Ensure specialized water effluent discharges meet all limits according to state issued permits
3. Provide the City with telephone numbers, pager numbers, and cell phone numbers by which the City staff may contact the contract operator during normal business hours and during non-business hours for operational problems and/or emergencies. On-call contract operations staff shall be on-site to respond to reported operational problems within two hours from the initiation of the initial notice call.
4. Provide sample collection in compliance with National Pollution Discharge Elimination System (NPDES) Permit requirements. Provide timely sample collection and submission for laboratory analysis within the specified holding times; provide for follow-up sample collection and submission of samples to the laboratory as required when sample results indicate violations or conditions which are trending toward a violation or are indicative of an operational problem(s). Assure that all samples are submitted to a laboratory certified by the North Carolina Department of Environment and Natural Resources (NC-DENR) to perform the selected parameter and that the analytical method for that parameter and type of sample as required by regulation or NPDES permit requirements.
5. Perform all analyses for operational and process controls such as chlorine residual, pH, hardness, etc. and other related operational monitoring as required by regulation or PWS permit requirements and accepted

- industry best management practices. All analyses performed by the contract operator must be in compliance with the analytical methods specified in the applicable regulations or in the facility's permit(s).
6. Perform all required distribution system sample collection and analysis and submit results to PWS. All analyses performed by the contract operator must be in compliance with the analytical methods specified in the applicable regulations. For contaminants introduced into the system at the plant, perform baseline sampling at plant as well.
  7. Perform all influent sampling and analyses to comply with the existing PWS permit monitoring requirements in force at the time of collection and to assure proper plant operations. Perform all daily, weekly and monthly effluent analyses to comply with the existing PWS permit requirements in force at the time of sample collection and to assure proper plant operations.
  8. Prepare, sign, and submit all monthly operation reports as required by PWS, NPDES Permit, NPDES Discharge Monitoring Reports (DMRs) and any other as may be required by the City to the City and all of the regulatory agencies as required by the permits and regulations governing the operation of the plant.
  9. Provide routine preventative maintenance and repair of the equipment, buildings, and grounds, consistent with accepted maintenance practices, best management practices, and/or manufacturer specifications and preventative maintenance recommendations. The preventative maintenance program shall include spare parts, replacement materials and supplies, oils and lubricants, paint and tools, schedule of routine maintenance, documentation of maintenance performed, and historical information and data. The contract operator will submit a monthly report to the City itemizing maintenance performed and documentation of the cost-effectiveness of the maintenance work vs. replacement cost as related to the decisions made by the contract operator.
  10. Monitor the condition of the elevated water tanks and the operation of the tank control valves.
  11. Contractor shall cite the methodology and baseline used for determining its best management practices.
  12. Perform facility housekeeping as required to maintain the buildings and process units in a clean, safe and orderly condition.
  13. Maintain the dams for Lake Reidsville and Lake Hunt. Remove brush, repair damage, and mow as needed and per direction from NC-DENR Dam Safety. Advise the Owner of major repairs needed and assist in coordinating repair work with City.
  14. Assist the City with enforcement of any existing equipment warranties and guarantees at the plant and maintain all warranties on any new equipment purchased after the contract is signed and implemented. The City shall maintain any existing guarantees and warranties for the mutual benefit of the City and contract operator.
  15. Receive prior approval from the City for any shut down of the plant, excluding emergency situations. The contract operator shall notify the City within one hour of determining that an emergency situation has occurred which requires shut down of the plant. The contract operator shall continue to make emergency notification to the City until such time as the City has been duly notified. In addition, the Contractor shall

make industry notifications of emergency shutdowns in order to protect and safeguard on-going industrial activity in the City.

16. Provide back-up and support professionals in the areas of process control, maintenance, labor relations, and start-up procedures that it deems necessary to assure qualified, continuous management, operation and maintenance of the plant.
17. Operate plant within the design capacity and capability of the facilities, and within the permit requirements in effect for the duration of the contract. The contract operator shall be liable for the total dollar amount of all fines resulting from intentional fraud, negligence, or willful misconduct of the contract operator or the contract operator's employees.
18. Contract operator shall accept liability for fines for contract operator caused violations during the term of the contract, which may be imposed by a regulatory agency having jurisdiction over the plant; however, the contract operator shall be liable for the total dollar amount of all fines resulting from intentional fraud, negligence, or willful misconduct of the contract operator or the contract operator's employees.
19. Manage the disposal of alum sludge from the plant in accordance with all federal, state and local regulations. The City of Reidsville will contract directly with a sludge hauler and pay for the actual removal and disposal of sludge from the plant. The Contractor will provide the annual budget to the City for the sludge removal operation. The City will issue contracts to remove, dewater, and dispose of sludge.
20. Advise the City of capital improvements that may be needed. Recommendations may include major rehabilitation or overhaul of equipment, replacement equipment, new equipment or improvements required for the operations of the plant in accordance with permit requirements, regulation changes, or sludge disposal requirements. Submit an updated annual report to the City of recommendations for capital improvements, if any, to be provided by the contract operator to provide continued treatment within permit requirements or to meet regulations. Capital improvements are defined as those exceed \$4,999.00.
21. Secure the plant within the limits of existing security devices as provided by the City. Notify the City of any breach of security within one hour of determining such a breach has occurred. Assess the plant for breach of security impact(s) and notify the City of any impact(s) as soon as such determination is made.
22. Maintain and implement an Emergency Response Plan, Operations and Maintenance Plan, Stormwater Discharge and Spill Prevention Control and Countermeasure Plan for the plant as required by NC-DENR. These plans will include procedures to deal with necessary intervention and repairs to problems and/or emergencies with equipment or facilities. These plans must be submitted to the City and maintained at the plant within 60 days of award and signing of the contract agreement.
23. Provide the payment of all wages, salaries, Workman's Compensation premiums and Social Security taxes of assigned personnel working in accordance with the terms of the contract agreement at the plant.
24. Report promptly to the City any regulatory agency inspection which results in a notice of a plant operational problem or plant deficiency or a notice of violation. Provide copies of inspection reports upon receipt from the inspecting agency.

25. Advise the City of abnormal situations not within the contract operator's control which exceed hydraulic, organic and/or inorganic loadings; exceed treatment plant design criteria, permit parameters, or permit conditions; or which violate Federal, State or Local regulations. The contract operator shall not be held responsible for associated water quality violations or damages associated with abnormal situations (except those damages caused by intentional fraud, negligence or willful misconduct by the contract operator or contract operator's employees). The contract operator agrees to return the plant water quality to permit limits and conditions within 30 days after the source has returned to acceptable limits.
26. Report any event or permit violation as required by regulatory agencies such as improper releases of water to the distribution system, chlorine spills, etc. Provide immediate notification to the City of a reportable event or permit violation.
27. Fully cooperate with the City's Guaranteed Energy Savings Project contractor in determining and implementing in a timely and professional manner all energy savings projects determined to be in the best interest of the City.
28. The contract operator agrees to operate and maintain any and all equipment, appurtenances, piping, valves, buildings and grounds within the confines of the plant.
29. **EXTRA WATER PRODUCTION COST** – There is a line item in the Cost Proposal for extra water production cost. The City of Reidsville has wholesale contracts in place that occasionally require the City to produce the water in excess of the normal average, up to the rated plant capacity. The base rate for water production is set at a monthly average of 5.0 mgd for the purpose of this contract. The Contractor will be paid for the excess monthly production of water over and above this base amount. This payment is all inclusive of labor, material, and equipment required to meet the production requirement.

## 2) Backflow and Cross Connection Control

### Background

The City of Reidsville has a Backflow and Cross Connection Ordinance in place that addresses industrial, commercial, and residential irrigation issues.

**ALTERNATE BID – The City desires to have the price proposal from the Contractor to specifically identify the cost to the City of Reidsville, as an add, for the Contract to manage the City's Backflow and Cross Connection Prevention program.**

### Goals and Objectives

The City desires to develop a monitoring and inspection plan for backflow and cross-connection control in the City. The City desires the program to be implemented and operated in accordance with the requirements found in the City's Backflow and Cross Connection Control Ordinance.

### Scope of Work

1. Acquire and implement software to facilitate the record-keeping and inspection history of the eligible BF installation sites in the City. The City has identified the Tokay Navigator software package as a feasible program to manage the Backflow Prevention/Cross Connection Control Program as well as the FOG program.

2. Build the inventory of the BF devices in the system.
3. Implement an annual inspection of the facility for equipment sufficiency and record-keeping.
4. Provide inspection results to the City and advise City on further actions to be taken in regards to needed installations and necessary repairs to backflow preventers in the City system. Provide annual list to City of accounts to be billed for inspection fees.
5. Refer non-complaint installations to City for further action.

#### **D. Quality Control and Quality Assurance**

The City of Reidsville expects the Contract Operator to be fully cognizance of all applicable required QA & QC tests and procedures necessary to operate the plant in compliance with all applicable State and Federal requirements. The City recognizes, however, that simply meeting the regulatory minimums are not adequate for the optimum operation of the facilities. To that end:

1. Describe, in detail, the QA and QC procedures the firm routinely employs to assure that the plants are optimally operated. Describe any additional testing performed to identify emerging problems. Describe what procedures are used to insure that the processes operate in statistical control. Describe the frequency and qualifications of the personnel assigned to review statistical process control data for the plants.
2. Describe the data warehousing procedures the firm uses and describe how that data is made available to the Owner.

#### **E. Project Start-up and Project Close-out Tasks**

The selected Contractor Operator will be responsible for submitting a complete inventory of spare parts, materials and chemicals currently on site within two weeks of assuming responsibility for operation and maintenance of the facilities. The Contractor shall provide the City with the same quantities or equivalent inventory upon termination of the contract.

#### **F. Equipment Repairs**

1. Contractor shall be responsible to perform certain repairs and related services, to the equipment at the water and wastewater facilities, as described below.
2. Repairs that cost \$2,500.00 or less shall be performed by the Contractor at no additional cost to the City over and above the monthly O&M fee.
3. Repairs that cost more than \$2,500.00 but less than \$5,000.00 shall be performed by the Contractor at the hourly rate as established by the contract (see Section 4.2, Price Proposal). Required materials for such repairs will be reimbursed at the Contractor's cost plus 15%. The Contractor shall promptly notify the City concerning the need for such a repair and provide a proposed scope of work for the City's authorization. Upon authorization, the Contractor shall undertake the work and upon completion and acceptance by the City, the Contractor shall invoice the City based on the actual time and materials required to complete the repair.

4. For repairs that cost more than \$5,000.00 the Contractor shall promptly notify the City concerning the need for repair and provide specifications describing the necessary and appropriate repair. Such specifications shall be in a format suitable for the City to use either to carry out the work by in-house personnel or as the basis for a public bid (the choice between in-house repair or bid shall be solely the City's). The Contractor shall perform inspection of all repairs that are carried out in accordance with such specifications. The Contractor's work under this paragraph shall be at no additional cost to the City over and above the monthly O&M fee.
5. Under no circumstances will the contractor be compensated for any repair that, in the opinion of the City, is a result of the Contractor's failure to properly execute required operation and maintenance.
6. The City shall have sole discretion to determine whether a repair has been satisfactorily completed. The City further reserves the right to determine whether a repair is necessary and/or to perform the repair with its own forces.
7. Contractor shall develop, implement and update on an ongoing basis a proven maintenance management program for the facilities. Maintenance histories shall be kept in logs at the facilities and shall be considered the property of the City.

## **G. Qualifications / Experience**

### **1) Proposing Firm**

The proposing firm shall at minimum:

1. Have Wastewater Operation Services experience, on at least three (3) projects of similar scope and size
2. Have demonstrated past performance related to the ability to meet schedules and deadlines, on projects of similar scope and size
3. Have demonstrated past exceptional performance related to quality of operations of similar scope and size
4. Provide three (3) references from similar types of facilities. References must be identified and the name of the client shown including the name, address and telephone number of the responsible officer of the client, company or agency who may be contacted.

It is important to note that "Proposing Firm" refers to the company that would enter into a contract with the City. To be considered, the proposing firm must meet or exceed the benchmarks set forth above on their own merit. The experience and qualifications of firms that the proposing firm will partner with in the performance of this project, cannot be used to bring a proposing firm's less than required experience and qualifications up to the benchmark. Also important to note is that the City is not interested in a joint venture project, but prefers to enter into a contract with a single entity.

### **2) Project Team**

The project manager shall at minimum:

1. Have at least five (5) years work experience in North Carolina as an operator in responsible charge of at least three (3) projects of similar scope and size with the operator certification required by North Carolina.
2. On past projects of similar scope and size, have demonstrated skills, technical knowledge, and administrative capability to serve all the requirements of the proposed project specifications
3. Possess proficiency in the application of requirements and guidelines established by the North Carolina Wastewater Rules (15A NCAC 08G).

The project team shall at minimum:

1. Have certified operator experience collectively on at least three (3) projects of similar scope and size
2. On past projects of similar scope and size, have demonstrated skills, technical knowledge, and administrative capability to serve all the requirements of the proposed project specifications

## **H. Project Timeline**

The selected Consultant(s) will be required to begin the work within thirty (30) days of receipt of the notice to proceed.

## **I. City Responsibilities and Duties**

It shall be the responsibility of the City to notify the contract operator of any emergencies and/or operational problems for which the operator is responsible that arise in the contract operator's absence. The City and contract operator shall jointly determine a maximum response time within which the City will notify the contract operator after the City experiences or recognizes an operational problem or emergency. The City is responsible for providing telephone numbers, pager numbers, cell phone numbers or other relevant means of communication for both the designated contract operator-in-responsible charge and substitute contract operator-in-responsible charge in order for the contract operator(s) to be able to contact the owner or the owner's designated representative.

1. Pay for any items or services related to the contract operator services that were ordered by the City prior to the effective date of the new contract agreement arising from this RFP.
2. Have the right to inspect the contract operator's operations and maintenance records during normal daylight office hours with 24 hours advance notice.
3. Immediately notify the designated contract operator representative of any damages that service providers hired by the City caused and shall take the actions necessary to minimize further damages. The City shall direct the service provider to complete all repairs expediently (within 3 working days) or in a time period agreed to by the contract operator.
4. Maintain all easements, license and equipment warranties for the mutual benefit of both the City and the contract operator.
5. Provide the necessary equipment presently assigned to the Plant or to be provided for during any expansion of the Plant for the use of the contract operator's personnel. Such vehicles and equipment shall be in good and serviceable condition as provided by the City and shall comply with all OSHA and State

safety licensing requirements. Should the contract operator elect to remove any item or piece of equipment from use, the City agrees to immediately replace such item with a comparable piece of equipment which is acceptable to the contract operator.

6. Pay for all pre-approved capital improvements (capital improvements are defined herein as those purchases or improvement(s) and equipment or structures which may be depreciated, which extends service life and which represents a non-routine type of purchase). The definition of a non-routine type of purchase is the major overhaul of equipment, complete replacement of an existing piece of equipment, purchase of additional equipment, and/or those purchases that occur less frequently than semi-annually.
7. Be responsible for any snow removal within the Plant and from the access roads to the Plant.
8. Be responsible for any landscaping or vegetation control immediately located outside of the Plant.
9. Provide the contract operator with potable water and sewer service for the operation and maintenance of the Plant and for the employees while conducting their duties at the Plant. The City agrees to provide said potable water and sewer service at no charge to the contract operator.
10. Agree to provide the contract operator with a written notice in the event the City desires to increase or reduce the quantity or discontinue the hauled waste (septage) being delivered to the Plant. The City agrees to provide the contract operator with 30 days advance written notification of this change, to allow the contract operator reasonable time to suspend the activities of the septage vendors.

## VI. Proposal Format and Content

### A. Submission of Proposal

Proposals shall be submitted in one (1) original and eight (8) copies on 8½" x 11" paper and one (1) complete and exact copy of the technical proposal on CD-ROM in Microsoft Office or Microsoft Office-compatible format. to: City of Reidsville, c/o Kevin Eason – Public Works Director, 230 W. Morehead Street, Reidsville, NC 27320. The original proposal shall be marked "original" and each copy of the proposal must be a complete copy of the original including all attachments and appendixes.

Proposals shall be submitted in two (2) parts – Technical Proposal and Price Proposal.

The Technical Proposal shall cover the technical aspects of the project, but shall not include any mention of fees or out-of-pocket expenses. The Price Proposal shall include all details as to the fees charged and out-of-pocket expenses to be billed, as required in Section VI – (H) herein. The Technical Proposal and the Price Proposal shall be submitted in separate sealed, opaque envelopes or containers with the words "**Sealed Technical Proposal – RFP City of Reidsville O&M Contract**" and "**Sealed Price Proposal – City of Reidsville O&M Contract**" clearly printed on the outside of each package. Proposals received via facsimile will not be acknowledged or considered.

Each proposal Section enumerated in Section VI must be clearly identified and tabbed in the submitted proposal.

## **B. Proposal Format**

The City discourages overly lengthy and costly proposals; however, Contractors should follow the format set out herein and provide all of the information requested. For a proposal to be considered, Contractors must follow the instructions outlined in this RFP.

### **1. Technical Submittal**

- a. **Statement of the Project:** Contractors must provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project, and illustrates how their methodology will serve to accomplish the work and meet the City's project schedule. Contractors must describe how they will approach the project; describe the methods and frequency of interface between your project team members and the City's project team members in performing the services required; and indicate how often the project manager and the project team members will be on site in the performance of the work.
- b. **Management Summary.** Include a narrative description of the proposed effort and list of the items to be delivered and/or the services to be provided.
- c. **Work Plan.** Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Section V of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. If more than one approach is apparent, comment on why you chose this approach.

### **2. Qualification Statement**

Each proposal shall include, at minimum, the following information about the company:

- a. The number of years the company has been in business.
- b. The number of years the company has provided Water and Wastewater Operation Services.
- c. The type of organization of the company. (i.e. Corporation, Partnership, Sole Proprietorship)
- d. The names and titles of the company's principles.
- e. The company's most recent annual report or the company's most recent income statement, balance sheet, and statement of cash flow accompanied by an auditor's report attesting to the accuracy of these financial statements.
- f. The following questions should be answered thoroughly as part of the proposal:
  - i. What is the company's main business focus?
  - ii. What are the strengths of the company and how will the City benefit from those strengths?
- g. Each proposal shall address the company's qualifications for performance of the work required by this RFP based on the following:
  - i. List and describe the company's experience with local government Water and Wastewater Operation Services projects. For each listed project include: name and

location of project; reference contact name and telephone number; estimated total project cost and actual total project cost; planned project completion date and actual project completion date; summary description of the project.

- ii. Identify the project manager and submit this individual's credentials (work/project experience and education), evidencing the experience required in Section V herein. List the names and titles of your planned project team members and describe their individual levels of experience and expertise with this type of project, evidencing the experience required in Section V herein. Include an organizational chart showing the reporting structure of the team members.
  - iii. Describe the company's capacity to execute the project within the proposed schedule. Describe the company's willingness and ability to commit personnel to meet the project's scope and schedule. (Include a list of current projects and the anticipated completion dates of these projects.)
- h. Prior Experience. Include experience in the disciplines needed to provide the scope of services that are requested in Section V of this RFP. Personnel must be duly licensed and qualified to practice as a licensed water and/or wastewater operator under North Carolina rules for Water and Wastewater Systems Operators. As the designated operator-in-responsible charge, the contract operator is responsible for maintaining a valid license that is equal to or greater than the classification of the City of Reidsville Wastewater Treatment Plant as well as the wastewater collection system. The contract operator must demonstrate operating experience with similar size and type systems and provide four references from similar types of facilities. References must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted. Please submit proof of licensing or qualifications with response.
- i. The contract operator shall be required to provide at least annually a photocopy of their renewed operator's license to the City. The contract operator is also responsible for providing a licensed, substitute operator-in-responsible charge during those times that the operator-in-responsible charge is not available or is inaccessible.
- j. Personnel. Include the number of personnel who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the work under the Contract. For all personnel, include the employee's name and, through a resume or similar document, the Contract personnel's education and experience in the wastewater discipline. Indicate the responsibilities each individual will have in this Contract and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform. Provide an organization chart showing reporting relationships.

Furnish the City a copy of the proposed organizational chart for the contract operations in Reidsville. The chart shall show positions and names of employees filling the positions (if known at time of submission).

The contract operator shall at all times during the term of the contract furnish only qualified personnel to perform the services required and shall further comply with any and all regulations of governmental agencies having jurisdiction governing the operations and maintenance of wastewater facilities in the state of North

Carolina. Vacant positions shall be temporarily staffed within 7 working days and permanently staffed within 30 days. Permanent changes in staffing shall not be made without written concurrence from the City.

- k. Training. Indicate recommended training of personnel. Include the types of personnel to be trained, the type of training that could be offered and how the curricula and training materials would be developed and who would serve as instructors.
- l. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Financial documents such as audited financial statements or recent tax returns will be acceptable to the City.
- m. Objections and Additions to Standard Contract Terms and Conditions. The Contractor will identify which, if any, of the terms and conditions (contained in the Independent Contractor Agreement, Attachment C) it would like to renegotiate and what additional terms and conditions the Contractors would like to add to the standard terms and conditions. The Contractor's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the City may consider late objections and requests for additions if to do so, in the City's sole discretion, would be in the best interest of the City. The City may, in its sole discretion, accept or reject any requested changes to the contract terms and conditions. The Contractor shall not request changes to the other provisions of the RFP, nor shall the Contractor request to completely substitute its own terms and conditions for Attachment C. All terms and conditions must appear in one integrated contract. The City will not accept references to the Contractor's, or any other, online guides or online terms and conditions contained in any proposal.
- n. Regardless of any objections set out in its proposal, the Contractor must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in Attachment C. The City will reject any proposal that is conditioned on the negotiation of terms and conditions other than those set out in Attachment C.

### **3. Cost Submittal**

The information requested in this Section VI – (H) shall constitute the Cost Submittal. One paper copy of the cost proposal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. Any proposal failing to meet this requirement will be automatically disqualified.

### **4. Assumptions**

Contractors should not include any assumptions in their cost submittals. If the Contractor includes assumptions in its cost submittal, the City may reject the proposal. Contractor should direct in writing to the City any questions about whether a cost or other component is included or applies. All Contractors will then have the benefit of the City's written answer to that question so that all proposals are submitted on the same basis.

### **C. Transmittal Letter**

Contractors shall include a brief letter which provides the company's name; address of the main office and any branch offices; telephone and fax number for each office; name, title, telephone number, fax number, and email address of the company's contact person for this project; a statement that the proposal is in response to this solicitation; and the signature, typed name, and title of an individual who has actual authority\* to commit the Contractor to the proposal. The transmittal letter shall also include an acknowledgement of each RFP Addendum

received (if applicable), and a statement that the Price Proposal is valid for at minimum ninety (90) days from the proposal opening date.

Contractors by individuals must be signed personally, with name typed below signature, and witnessed. A complete address and trade name must be provided. Proposals by partnerships must include the typed names and business address of all partners and the trade name of the company. The proposal must be signed by at least one general partner, whose signature must be witnessed. Proposals by corporations must include the typed name of the corporation, the State of incorporation, and the principal officer of the corporation. The proposal must be signed by the President or Vice-President (or by an officer or agent duly authorized to bind the corporation to a contract, proof of whose corporate authority shall be attached), and attested by the Secretary, Assistant Secretary, or Treasurer of the corporation.

#### **D. Conflict of Interest**

Each proposal shall include a conflict of interest statement indicating whether or not any principals in the company, their spouse, or their child is employed by the City, and whether or not the company or any individuals working on the contract has a possible conflict of interest, and, if so, the nature of that conflict.

To preserve the integrity of City employees and elected officials and to maintain public confidence in the RFP process, the City prohibits the solicitation or acceptance of anything of value by a City employee or elected official from any person seeking to initiate or maintain a business relationship with City Departments, boards, commissions, and agencies.

Contractors shall not pay any salaries, commissions, fees, or make any payments or rebates to any employee, elected official of the City or their designees. Nor shall any Contractor favor any employee, elected official of the City or their designees with gifts or entertainment of significant cost or value, or with services or goods sold at less than full market value.

The City reserves the right to disqualify a Contractor or cancel the contract award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the project to be performed by the Contractor. The City's determination regarding any question of conflict of interest shall be final.

#### **E. Subcontractors**

Subcontractors may be used to perform portions of the work on this project. If a Contractor intends to use subcontractors the Contractor must identify, in their proposal, the names of the subcontractors and the portions of the work the subcontractors will perform. Proposals must contain the following information concerning each prospective subcontractor:

1. Complete name of the subcontractor
2. Complete address of the subcontractor
3. Type of work the subcontractor will be performing
4. Percentage of work the subcontractor will be performing
5. Evidence that the subcontractor holds a valid North Carolina business license

6. A written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the services required for the project

A Contractor's failure to provide this information in their proposal may cause the City to consider the proposal non-responsive and reject the proposal. The substitution of one subcontractor for another may be made only at the discretion of the City and with prior written approval of the City. Such approval shall not be unreasonably withheld.

## **F. Insurance**

Contractors must provide with their proposals a sample certificate of insurance evidencing, at minimum, the insurance coverage types and levels set forth in Section VI – (F) herein.

## **G. Counter Terms**

Contractors must identify any Section of the proposed contractual conditions (Attachment C) with which they disagree and detail specific language of their counter terms.

Any exceptions to the terms, conditions, or other requirements in any part of this RFP must be clearly stated in the proposal. Otherwise, the City will consider that all proposals offered are in strict compliance with this RFP, and the successful Contractors will be responsible for compliance.

## **H. Price Proposal**

Price proposals must include a schedule of charges, including the classification of contract operator employees, including support staff and laborers and the hourly rates.

1. The total number of man hours per task
2. The total number of man hours for the project
3. The hourly rates by staff classification of those individuals that will be assigned to the project
4. The percentage of time to be spent by each staff classification on the project
5. The total lump sum cost per task
6. The total lump sum cost for the project inclusive of out-of-pocket expenses
7. The total lump sum out-of-pocket expenses and a listing of the types of expenses that are included in this lump sum amount

The contract resulting from the award of this RFP will be for a fixed fee amount. The City will make payment within forty-five days of receipt of a properly prepared invoice for services satisfactorily performed. The Price Proposal must include an itemized list of all direct and indirect costs associated with the performance of the contract resulting from the award of this RFP, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit. Any other supplemental pricing or supplemental information regarding the price proposal should be included in the submitted Price Proposal.

## **I. Project Schedule**

Proposals shall include the Contractor's planned project schedule including expected completion time periods for each task defined in Section V - Specifications, and an expected completion time period for the overall project.

## **J. Alternative Proposals**

Contractors are encouraged to review the scope of work created by the City and the various task requirements called for within the scope. If the Contractor believes that there are alternate methods for meeting any of the RFP requirements different than those envisioned by the City, the Contractor should detail these and submit them as a separate Section within the proposal.

## **VII. Evaluation Criteria and Process**

A committee of City personnel will review and evaluate proposals submitted in response to this RFP. The proceedings of the Evaluation Committee are confidential. Members of the Evaluation Committee are not to be contacted by the Contractors. All communication between a Contractor and the City shall be through Kevin Eason, Director of Public Works.

Technical Proposals will be evaluated, qualified, and ranked. After Technical Proposals are evaluated, qualified and ranked, the "Price Proposal" will be opened and evaluated. The highest ranked proposals may warrant an oral presentation. If applicable, an interview date will be arranged between the City and the Contractor.

Proposals will be evaluated against the following criteria using a pass/fail determination.

1. Criteria: <u>Threshold Analysis</u> Sufficiency of meeting minimum contract requirements				
			Pass	Fail
1	Financial stability of the Contractor (based on our examination of the required financial statements).			
2	Compliance with the essential minimum experience and qualifications of the Contractor.			
3	Compliance with the essential minimum experience and qualifications of the project team members.			
4	Evidence of sufficient levels of insurance coverage.			
5	Evidence of sufficient bonding capacity			

Proposals must pass this first tier evaluation to move on to the second tier evaluation described below.

Proposals will be evaluated against the following criteria using point-rated scoring.

- i. 10% - Price
- ii. 20% - Ability (Resource Commitment) – The Contractor’s ability to perform the required service expeditiously. The Contractor must have the resources, both personnel and financial, to be capable of meeting the required project completion schedule.
- iii. 20% - Competence (Qualifications of Personnel) – The Contractor’s competence in performing the required service as indicated by the training, education and experience of the personnel assigned to the project team. The Contractor must have in their possession all appropriate and required certifications, permits, and licenses.
- iv. 20% - Past Performance – The Contractor’s past performance on similar projects. If the City cannot verify references based on the information provided in the Proposal, the scoring for this criteria factor may be affected.
- v. 20% - Quality and Feasibility (Technical & Organizational Approach) – The quality and feasibility of the technical portion of the proposal and the Contractor’s understanding of the project’s requirements and the overall goals and objectives of the project and the soundness of the approach.
- vi. 10% - Proposal Content/Format – The proposal’s compliance with the content and format requirements of the RFP.

<b>2. Criteria: Competence Sub-Criteria: Key Personnel</b> Ability to provide key personnel and technical personnel possessing appropriate qualifications and experience.			
		Points	Score
Highly Advantageous	a. Qualifications of key individuals assigned to the Project demonstrate expertise and experience in O&M of water and wastewater facilities of similar size and complexity, management, client communications, NC & federal regulatory requirements. b. Evidence of adequate backup personnel available to fill roles in the event of the absence of the primary employee.	3	
Advantageous	Key personnel are experienced in O&M of facilities of similar size and complexity.	2	
Not Advantageous	Key personnel have adequate experience and qualifications but are responsible for too many other projects to adequately support the City's operations	1	
Unacceptable	Lack of experience in O&M, and regulatory requirements among individuals assigned to the project	0	

<b>3. Criteria: Ability Sub-Criteria: Contractor Experience</b> Ability to demonstrate experience on projects of comparable size, scope, and complexity.			
		Points	Score
Highly Advantageous	Contractor has at least five or more current O&M contracts with municipalities in North Carolina for both water and wastewater facilities in which at least two current contracts are for facilities of equal or larger size than the Reidsville facilities.	3	
Advantageous	Contractor is currently providing O&M services in more than three water and/or wastewater facilities of comparable size to Reidsville.	2	
Not Advantageous	a. No experience in facilities with comparable design flow to either the water or wastewater facilities in Reidsville; b. No current contracts are in water facilities; c. No current contracts are in wastewater facilities.	1	
Unacceptable	The care of at least three facilities is not currently under contract.	0	

<b>4. Criteria: Ability                      Sub-Criteria: Staffing Support Capability</b> <b>Ability to provide strong technical and support resources for the daily operation of the plants.</b>				
			Points	Score
Highly Advantageous	<ul style="list-style-type: none"> <li>a. In-house resource personnel available as managers, safety and training officers, maintenance support, etc.;</li> <li>b. Proven experience in developing safety and operator training programs, setting up contingency plans and formulating maintenance management programs;</li> <li>c. Functional mechanisms for exchange of information, with the City, regarding operational, performance or financial issues.</li> </ul>	<b>3</b>		
Advantageous	Demonstrated ability to successfully address all issues relating to transition of a municipally operated facility to the private sector, and transitions from one contractor to another, including technical and administrative issues, labor relations, legal and contract issues.	<b>2</b>		
Not Advantageous	<ul style="list-style-type: none"> <li>a. Personnel assigned to the project do not live close enough to the project for immediate response in an emergency;</li> <li>b. Personnel lack experience in multiple facilities</li> </ul>	<b>1</b>		
Unacceptable	Little or no experience in: <ul style="list-style-type: none"> <li>a. Public-private sector transitions;</li> <li>b. Assuming operation of older (more than 20 years) facilities;</li> <li>c. Communication with a municipal client. Lack of in-house support personnel for training, operations, safety and maintenance</li> </ul>	<b>0</b>		

<b>5. Criteria: Ability                      Sub-Criteria: Staffing</b> <b>Ability to reliably staff the project with qualified and available personnel . .</b>				
			Points	Score
Highly Advantageous	<ul style="list-style-type: none"> <li>a. Staffing plan provides for adequate coverage of all facilities while allowing for improvement in overall facility O&amp;M;</li> <li>b. Staffing plan satisfies all regulatory requirements as to certification of personnel;</li> <li>c. Personnel are available to respond to emergency situations and live within ten(10) air miles of the City;</li> <li>d. History of employee longevity.</li> </ul>	<b>3</b>		
Advantageous	<ul style="list-style-type: none"> <li>a. Staffing plan provides for adequate coverage of all facilities while allowing for improvements in overall facility O&amp;M;</li> <li>b. Staffing plan satisfies all regulatory requirements as to certification of personnel;</li> <li>c. Personnel are available to respond to emergency situations and live within ten(10) air miles of the City.</li> </ul>	<b>2</b>		
Not Advantageous	<ul style="list-style-type: none"> <li>a. Personnel responding to emergencies live beyond ten(10) air miles of the City;</li> <li>b. A potential for significant staffing turnover</li> </ul>	<b>1</b>		
Unacceptable	<ul style="list-style-type: none"> <li>a. Personnel have experience in more than one facility;</li> <li>b. Staffing plan inadequate as to number and/or certification level of personnel</li> </ul>	<b>0</b>		

6. Criteria: Quality/Feasibility Sub-Criteria: Accounting				
Ability to produce meaningful, accurate, timely accounting of resource expenditures.				
			Points	Score
Highly Advantageous	a. Accounting system tracks annual budgets, with updates, at least monthly; b.) timely payment of accounts receivable and timely billing to clients demonstrated.		3	
Advantageous	a. Open access to accounting records; b. Clear and precise accounting procedures; c. Accounting system provides a high level of detail, with costs broken down by category and by facility		2	
Not Advantageous	Accounting reports do not show breakdown in costs by category and facility; limited access to accounting records.		1	
Unacceptable	a. Unclear or imprecise accounting practices; b. Inadequate mechanisms in place for assuring prompt payments to creditors or for tracking issuance of bills; c. No provision for client access to accounting records		0	

7. Criteria: Quality/Feasibility Sub-Criteria: Operation				
Thoroughness, Applicability, Feasibility of Operations Plan				
			Points	Score
Highly Advantageous	a. Maintenance management plan addresses both preventive and corrective maintenance, equipment history and current status of all major equipment; b. Demonstrated experience in identifying, recommending and implementing major repairs and upgrades at aging treatment facilities. c. Provides very strong references.		3	
Advantageous	a. Operation plan demonstrates knowledge of facilities and identifies potential areas of improvement in process control, performance, efficiency, safety and/or effluent and finished water quality. b. Provides good, adequate references.		2	
Not Advantageous	a. Maintenance management plan is provided but contractor has little or no experience in operation and maintenance of older (more than 20 years) facilities. b. References acknowledge work, but unable/unwilling to recommend.		1	
Unacceptable	a. Operation plan is inadequate, does not specifically identify areas where improvement is needed or can be provided by the Contract Operator. b. Poor or no references provided.		0	

8. Criteria: Quality/Feasibility Sub-Criteria: Reporting				
Ability of Contractor reporting system to meet City's needs				
			Points	Score
Highly Advantageous	a. Examples of report forms are clear and readily understandable, and are specifically tailored to the needs of the City of Newton; b. Data can be accessed by City of Reidsville on-line.		3	
Advantageous	Examples of reports are complete, concise, and well-organized.		2	
Not Advantageous	Examples of reports are incomplete and/or inadequate.		1	
Unacceptable	No example of client reports provided.		0	

9. Criteria: Proposal Content and Format			
Proposal adequately addresses the requirements of the RFP.			
		Points	Score
Excellent	Proposal is well constructed, addresses all items of RFP in sufficient detail, and demonstrates Contractor's intimate knowledge of Reidsville's system and particular challenges.	3	
Very Good	Proposal is well constructed, addresses all issues, addresses issues particular to the Reidsville project.	2	
Fair	Proposal addresses the basic requirements of RFP, doesn't specifically address Reidsville's needs.	1	
Poor	Proposal difficult to read, information missing, not tailored to Reidsville's requirements.	0	

10. Criteria: Price			
Proposal adequately addresses the requirements of the RFP.			
		Points	Score
Excellent	Price is in lower quartile of acceptable bids received for project	3	
Very Good	Price is in lower middle quartile of acceptable bids received for project	2	
Fair	Price is in upper middle quartile of acceptable bids received for project	1	
Poor	Price is in upper quartile of acceptable bids received for project	0	

VIII. Example Scoresheet

City of Reidsville  
 Evaluation Scorecard  
 for  
 Full Service Operation and Maintenance  
 of  
 Water Filtration Plant, Wastewater Treatment Plant and Sewer Pump Stations

Criteria	Sub-Criteria	Score	Average	Weight	Points
Price		3	3	10%	0.30
Competence	Key Personnel	3	3	20%	0.60
Ability	Contractor Experience	3	3	20%	0.60
Ability	Staffing Support Capability	3			
Ability	Staffing	3			
Quality and Feasibility	Accounting	3	3	20%	0.60
Quality and Feasibility	Reporting	3			
Past Performance	Operation	3	3	20%	0.60
Proposal Content		3	3	10%	0.30
			Score	100%	3.00

**END OF REQUEST for PROPOSAL**

IX. List of Invited Contractors Direct Mailed

COMPANY	ADDRESS_1	CITY	STATE	Contact
Alliance Water Resources	206 South Keene Street	Columbia	MO	Sandy Neal
American Water Enterprises, Inc.	1025 Laurel Oak Road	Voorhees	NJ	Adam R. McDonough
CH2M HILL World Headquarters	9193 South Jamaica Street	Englewood	CO	George Cartledge
Sewern Trent Services	16337 Park Road	Houston	TX	Thomas Krall
United Water	PO Box 1279	Clemmons	NC	Gary Stainback
Woodard and Curran	2905 Premiere Parkway	Duluth	GA	Eric Teittinen