

City of Highland Park, Michigan

Request for Proposals Backflow Prevention Program Management

General Instructions

1. Issuing Office. This Request for Proposals (RFP) is issued by the City of Highland Park's Water Department.
2. Questions. All questions may be directed to the following contact person:
Barry Ellentuck, Interim Water Director
City of Highland Park, Water Department
Phone: 313.252.0050, ext. 202
Fax: 313.868.8256
Email: bellentuck@cityofhighlandpark.us
3. Response Date: Three (3) copies of the proposal must be submitted in a sealed envelope marked "Cross-Connection Program" to the City Clerk's office, 12050 Woodward Avenue, Highland Park, Michigan 48203 by 2:00 p.m. on Wednesday, March 10, 2010. All bids received on time will be opened at the City Council Meeting on Monday, March 15, 2010 at 7:00p.m. The proposals will then be forwarded to the Water Department for a recommendation. If during the review process, it is deemed that interviews will be required, they will be scheduled on Thursday, March 18, 2010.
4. Content. To be considered, firms must submit a complete response to the RFP in the form requested. Firms not responding to items requested in the RFP or indicating exceptions to such items may have their submittals rejected.
5. Right of Refusal. The City of Highland Park reserves the right to reject any and all proposals, or any parts thereof, or to waive any informality or defect in any proposal if it is in the best interest of the City of Highland Park. All proposals, plans and other documents submitted shall become the property of the City of Highland Park. Responses to this RFP are considered public information and are subject to discovery under the Freedom of Information Act.
6. Liability of Costs. Respondents are responsible for their own expense in preparing, delivering or presenting a proposal, and for subsequent negotiations with the City of Highland Park, if any.

A. Purpose & Intent: The administration and implementation of a cross-connection control program, incorporating a function which allows licensed plumbing contractors to submit backflow test results via the internet.

B. Evaluation Overview:

1. Proposals will be evaluated on a total score basis, with a maximum of one hundred (100) points. The following criteria will be used in the evaluation process to determine the successful respondent.

- i. Services
- ii. Qualifications and Experience
- iii. References
- iv. Fees

Proposals shall be evaluated in accordance with the above criteria, and will be deemed as either a) Acceptable or b) Unacceptable.

2. Grading Criteria Value

<i>Services</i>	<i>20 Points</i>
<i>Qualifications and Experience</i>	<i>30 Points</i>
<i>References</i>	<i>20 Points</i>
<i>Fees</i>	<i>30 Points</i>

Detailed descriptions as to point allocations are listed in each respective section.

C. Services

1. Scope of work:

The City of Highland Park is seeking an experienced, backflow management firm to administer a cross-connection control. It is the City's intention for the tracking / management portion of the program to be automated and feature an online component, which allows for backflow test results to be submitted online, in real time.

- i. The **development** phase of the tracking / management system will consist of establishing a working database of all known City of Highland Park backflow assemblies. This phase will also include the development and approval of educational materials and program documents (such as inspection reports and notification letters). The estimated timeline for completion of the development phase is 60 days from the notice to proceed.

- ii. The **implementation** phase of the program shall begin immediately following the development phase. It is the intention of the City of Highland Park for the implementation phase to be an ongoing process and will consist of on-site inspections and annual backflow assembly tracking and management. Proposed bidders should estimate costs on an annual basis for this portion of the tracking / management system.

Enforcement of the regulations mandating annual backflow assembly testing will be the sole responsibility of the City of Highland Park, Water Department.

2. Development

- i. Database

The contractor shall construct a working database of all known backflow assemblies within the City of Highland Park. Data on all known backflow assemblies within the City of Highland Park will be initially garnered from the City's current electronic records. The contractor will also extract backflow assembly data from any hard copies of backflow assembly test records within the City's possession.

- ii. Educational Materials

The contractor shall also draft educational materials by the City or on the City's behalf by the contractor. These materials should provide general information regarding cross-connections and backflow.

- iii. Program Documents

Contractor shall submit samples of all program documents, including annual notifications, on-site inspection reports and inspection notifications.

3. Implementation

The proposed bidder shall provide a proposal that includes provisions for the following services:

- i. Distribution of educational materials
- ii. On site inspections of commercial properties

- iii. Production and issuance of annual test due notifications
- iv. Periodic status reports to the City
- v. Validation of backflow assembly test results
- vi. Validation of backflow assembly plumbing contractor credentials
- vii. Validation of backflow assembly tester credentials
- viii. Validation of test kit / gauge calibration certificates
- ix. Online test result submittal
- x. Customer service

- i. Distribution of educational materials

The contractor shall conduct an initial mailing of educational materials, including a cover letter, to all City water customers.

- ii. On-site inspections

On-site inspections shall be done in accordance with all State of Michigan regulations, including periodic re-inspections of high hazard properties (as dictated by State code). Contractor shall notify and inspect all commercial / non-residential properties. It will be the contractor's responsibility to survey and catalog all existing backflow assembly data and to specify required remediation as needed. The contractor must also notify, in writing and via U.S. mail, all water customers inspected with their respective results.

- iii. Production and issuance of annual test due notifications

The proposed bidder shall provide notifications that notify water customers possessing backflow assemblies of their annual backflow test requirements. Said notifications must be issued to the respective City of Highland Park water customers via U.S. Mail.

Notifications shall include both customer and backflow assembly information, including when the backflow assembly is due for annual certification.

The proposed bidder is also responsible for notifying the City via a separate notification when a water customer becomes non-compliant for annual testing.

iv. Periodic status reports to the City

The proposed bidder shall provide monthly reports to the City detailing all non-compliant customers, i.e. those City of Highland Park water customers delinquent with regard to annual backflow assembly testing.

v. Validation of backflow assembly test results

It is the proposed bidder's responsibility to analyze and validate that the backflow test results submitted by licensed plumbing contractors equal either a passing or failing test. Determination as to whether a backflow assembly passed or failed annual certification should be based on current State of Michigan testing standards and compliance with State plumbing contractor / tester certifications. The proposed bidder must also notify both the licensed plumbing contractor and the designated City of Highland Park representative upon receipt of a failing test.

vi. Validation of backflow assembly plumbing contractor credentials

It is the proposed bidder's responsibility to validate the credentials of those submitting backflow assembly test reports to the City of Highland Park. The proposed bidder must ensure, as a matter of practice, that all backflow assembly tests performed within the City of Highland Park are done so by properly licensed and certified plumbing contractor companies, which includes the verification of adherence to both State and City regulations.

vii. Validation of backflow assembly tester credentials

It is the proposed bidder's responsibility to validate the credentials of those individuals performing backflow assembly tests as employees of licensed plumbing contractor companies. The proposed bidder must verify that each backflow assembly tester performing backflow assembly testing within the City of Highland Park is an approved/certified tester of the MDNRE.

viii. Validation of test kit / gauge calibration certificates

Backflow assembly tests are conducted using a test kit / gauge that per manufacturer specifications, must be calibrated annually to ensure accurate readings. It is the proposed bidder's responsibility to verify that all licensed plumbing contractors submitting backflow assembly test reports within the City of Highland Park are using a test kit / gauge that has been calibrated within the last year.

ix. Online test result submittal

The City of Highland Park is actively working to adopt programs and practices that are environmentally conscious. Part of this process is to develop and implement programs that significantly reduce unwarranted paper excess.

As such, the City is requiring that the proposed bidder provide a method for annual backflow assembly test results to be submitted online by licensed plumbing contractors. By adopting an online component, the City will be able to reduce paper waste, while garnering the added benefit of receiving data in real time.

To reiterate, data pertaining to annual backflow assembly test results shall be submitted online by licensed plumbing contractors and/or their staff. Security measures must be instituted which will restrict unlimited access to the City of Highland Park's backflow assembly database. Specifically, measures must be present to allow a licensed plumbing contractor to only access individual customer records for whom they have performed a current backflow assembly test and not allow them the opportunity to simply "surf" all City of Highland Park water customer backflow assembly records, protecting both proprietary information and overall water supply safety.

x. Customer Service

The proposed bidder must be able to competently answer technical questions pertaining to backflow and cross-connections, and will provide the customer service component of this tracking / management system. This will include answering phone calls and questions from both water customers and licensed plumbing contractors.

Point Allocation:

Ratings for this section will be based on an assessment of the proposed bidder's knowledge and understanding of the development, implementation and management of a municipal backflow / cross-connection control tracking and management system. Proposed bidders should provide a narrative outlining how they will accomplish the objectives laid out in the document. Narratives will be evaluated based on completeness and reasonableness with regard to the specifications in this document, the proposed methodologies, and the identification of the proposed bidder's software used to track backflow assemblies. A maximum of twenty (20) points will be awarded for this section. Narratives that do not specifically meet or address all of the requirements specified will receive fewer points, with a minimum possible of zero (0) points.

This concludes the Services section.

D. Qualifications and Experience

Municipal backflow / cross-connection control programs deal specifically with issues concerning the public health and water safety of all municipal water customers and as such, the managing and administering of any portion of a municipal backflow / cross-connection control system requires technical knowledge specific to the backflow / cross-connection control industry.

The proposed bidder must provide a narrative describing the role of each key individual in their firm's organization that will be actively involved in the performance of the services requested herein.

The proposing bidder shall perform, as it's firm's primary service, the function of municipal backflow program management and administration, with a minimum of ten (10) years overall firm experience in backflow management and administration and have administered backflow / cross-connection control programs for a minimum of ten (10) municipal entities.

1. Staff employed by the proposed bidder's firm must include individuals that possess the following credentials:
 - Valid Plumbing License (minimum ten (10) years experience)
 - University of Florida TREEO Cross-Connection Control Program Manager Certification (minimum three (3) staff members with five (5) plus years experience each in backflow management) or similar accepted programs

- University of Florida TREEO Cross-Connection Control Survey and Inspections Certification or similar accepted programs
- Experience as a Municipal Plumbing Inspector (minimum ten (10) years experience)
- In-house Information Technology (I.T.) Staff (minimum ten (10) years experience)

Proposed bidder firms failing to meet any or all of the above qualifications can be deemed as unacceptable.

Given the overall technical requirements pertaining to backflow and cross-connection control programs and their relation to the general safety of the City of Highland Park's water supply, the City of Highland Park does not allow the use of subcontractors in administering the tracking and management portion of the City's backflow / cross-connection program.

Points Allocation:

Ratings for this section will be based on the proposed bidder's overall qualifications and experience, specifically pertaining to the standards listed herein. A maximum of thirty (30) points will be awarded for this section. A typical qualifying firm with significant relevant experience and satisfactory performance on similar projects will be given a rating of twenty (20) points. Additional points will be given up to the maximum allotted for this section for proposed bidders with substantial experience and outstanding performance on similar projects. Proposed bidders with little to no experience on similar projects will receive fewer points, with a minimum possible of zero (0) points.

This concludes the Qualifications and Experience section.

E. References

The proposed bidder's firm must provide a list of references for a minimum of ten (10) municipalities for whom the proposing firm has managed and administered the municipality's backflow / cross-connection control program, with a minimum of 2 contracts initiated within the past 12 months.

The proposed bidder's firm shall include the contact names and titles, name of municipality, telephone numbers, email and mailing address of each reference.

Proposed bidder firms with fewer than ten (10) municipal references specifically pertaining to the management and administration of said municipality's backflow program can be deemed as unacceptable.

Point Allocation:

Ratings for this section will be based on the quantity and quality of references for similar projects listed in the proposed bidder's proposal. A maximum of twenty (20) points will be awarded for this section. A typical rating for a proposed bidder with significant experience and satisfactory performance on related projects is ten (10) points. Proposed bidders with substantial experience and outstanding performance of similar projects will be awarded additional points, up to the maximum. Proposed bidders with little to no experience on similar projects will receive fewer points, with a minimum possible of zero (0) points.

This concludes the References section.

F. Fees

Points Allocation:

This section refers to the proposed contract fee. A maximum of thirty (30) points will be awarded for this section. Proposed bidders should provide the following information.

- i. A lump sum price for the program development.
- ii. An annual fee for the program administration.
- iii. A per device inspection fee.

The City may choose to award one, two or all three of the tasks. The price for each individual task shall not be contingent on award of any other task. If proposed bidders wish to offer a discount for award of multiple tasks they should specify the details in their submittal. The proposed bidders should also define any fees that would be paid by third parties for this program. Please note that price is only one factor for consideration of this project.

This concludes the Fees section

THE CITY OF HIGHLAND PARK WATER DEPARTMENT
ROBERT B. BLACKWELL MUNICIPAL BUILDING
12050 WOODWARD AVENUE
HIGHLAND PARK, MI 48203-3578

REQUEST FOR PROPOSALS
BACKFLOW PREVENTION PROGRAM MANAGEMENT

The proposal package can be obtained from the City's website at www.highlandparkcity.us. Proposals are due to the City Clerk's office no later than Wednesday, March 10, 2010 by 2:00PM.

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