

CITY OF TUSCALOOSA)
STATE OF ALABAMA)

REQUEST FOR PROPOSALS

(A16-0002)

TO: Qualified Firms

FROM: The City of Tuscaloosa, Alabama

RE: Request for Proposals for Training and Safety Software (City of Tuscaloosa Water and Sewer Department)

DATE: April 13, 2016

Section 1. Introduction.

This is a Request for Proposals (“RFP”) containing information concerning the above-referenced matter, an abbreviated scope of work, and evaluation items. Firms expressing interest should be fully capable of providing the end results requested.

This is a procurement of professional services as more particularly described herein. This procurement will be conducted in a manner providing full and open competition consistent with the standards of 24 CFR § 85.36. To wit:

- a. Each firm’s experience and qualifications will be evaluated primarily as they relate to the firm’s ability to provide: (1) assistance to the City of Tuscaloosa Water & Sewer Department with the implementation of a new training and safety management program (2) a training and safety management software product for water and wastewater utilities that manages (1) above; (3) software configuration development support and demonstration of software product; and (4) maintenance, technical support and assistance during the maintenance and support contract term.
- b. The City will make awards only to responsible firms possessing the ability to perform successfully under the terms and conditions of the procurement. Consideration will be given to such matters as firm integrity, compliance with public policy, record of past performance, and financial and technical resources. The City will require firms to execute a “Disbarment and Suspension Statement” certifying / verifying that the firm is not suspended or disbarred or otherwise excluded under 2 CFR Section

408.220 of the government-wide non-procurement, disbursement and suspension list. This is a qualifications-based procurement of architectural professional services whereby competitors' qualifications will be evaluated and the most qualified firm will be selected, subject to negotiation of fair and reasonable compensation.

- c. Written proposals will be reviewed and rated by a panel of qualified City employees. The rating system will consist of a numerical grading system and a pass/fail grading system, as set forth in Section 3. The City may or may not elect to interview any of the responding firms.
- d. The City has exclusive and sole discretion to determine the firm whose services will be most advantageous to the City, and reserves the right to reject all firms.

The purpose of this inquiry is to determine the interest or non-interest and the qualifications of firms in providing the professional services required. A number of firms may be asked to express their interest in regard to these services in the form of a Proposal. Following the receipt of Proposals, a certain firm or firms may be selected for further consideration.

Section 2. General Scope of Services

The City of Tuscaloosa seeks the services of a professional firm which has the knowledge, experience and expertise to perform the services as requested.

The project of interest is as follows:

The City of Tuscaloosa Water & Sewer Department (hereinafter "WSD") has approximately 195 employees. Of that, approximately 95% are field operations employees. These employees manage maintenance and operations of over 2,000 miles of water and sanitary sewage (wastewater) buried assets as well as approximately 55,000 water meters. The WSD has two water treatment plants, thirteen water tanks, eight water booster stations, one wastewater treatment plant and 65 wastewater pump stations.

The WSD desires to develop more formalized training and safety capabilities, requirements and tracking thereof to facilitate greater performance and compliance outcomes from all employees in a safe working environment. In addition, the WSD wants to implement a software management program that will assist in tracking of

training and safety capabilities, including the training of all types required for each classification of employee. The program will help us to effectively track optional certifications for each employee, as well as track certification CEU's and the relative due dates for renewals. The program will provide eLearning capabilities to allow for independent training and/or group training as a proactive approach to reduce safety-related incidents, save time and reduce the risk of being non-compliant with local, state, and federal regulations and laws.

Scope of Work:

The selected firm shall deliver training and safety capabilities, requirements and tracking thereof, as well as software which provides capabilities to inventory as well as manage and track all training and safety needs. The software will track training of all types for each classification of employee. The firm shall also work closely with key City staff to answer questions and demonstrate all components of the new software program. Generally, the software should provide the following:

- A. The software will track training of all types for each classification of employee.
- B. It will also track optional certifications for each employee, as well as tracking certification CEU's and relative due dates for renewals.
- C. The software should provide eLearning capabilities to allow for independent training on PC and have a training development tool for eLearning and group training.
- D. Software should contain automatic e-mail alerts to notify employees of classes and required re-training. Email alerting function shall be compatible with the SMTP email protocol and as necessary, shall function with the City of Tuscaloosa's Microsoft Exchange version 10 email server. Software shall contain the ability to provide automatic email alerts to notify employees and their supervisors of classes offered and required training needs.
- E. The reports, dashboard and forms must be standard and configurable. The software shall provide certain standard reports, dashboards and forms as well as the ability to generate customized reports as desired by staff.
- F. The firm shall provide configuration development support/assistance.
- G. The software must have the capability to store training materials for: safety, maintenance, supervisory, customer service, NIMS, etc..
- H. The training and tracking software must generate reports identifying employees who need recertification and training for specific job assignments by group, division, employee, job classification and supervisor/manager group.
- I. The software shall be accessible by key operations staff and access granted by hierarchy of use by succeeding layers of operations staff.

J. The firm shall also work closely with key City staff to answer questions and demonstrate all components of the new software program.

K. The WSD will require the selected firm to provide a maintenance and support contract for the software maintenance issues that may arise and for the technical support needed for staff to successfully manage this software. The contract shall be annually renewable. This contract details should be:

1. Track training of all types required for each classification of employee

The software shall track the training requirements of every employee as well as all their status in terms of being up to date and what they have coming as near term or long-term training and certification needs (for employees who must have or earn and maintain certain credentials or certifications as part of their job/position requirements)

2. Track all required and optional certifications for each employee

The software shall track all certifications and credentials required for each person and position. It should provide status of CEU's or CEH's towards meeting renewal requirements along with time remaining to meet requirements to obtain or renew such credentials.

3. Provide eLearning capabilities to allow independent training on PC

The software shall be capable of developing and facilitating eLearning. The tools should be there to create training video and interactive self-training sessions for personnel to conduct verifiable successful self-training or testing tools which allow for automatic documentation to the employees training records. This should also be flexible for group training exercises as well.

4. Library of training materials for: safety, maintenance, supervisory, customer service, NIMS, etc.

This software shall have training tools and videos available to fulfill training needs in the areas listed above with testing materials needed to confirm successful training.

5. Online training and tracking

It is desirable that online training can be set up such that said training can be done remotely. Vendor shall outline the method(s) by which remote training may be accomplished.

6. Reports by employee, by job classification, by supervisor, by division, by other sub groups, etc.

There shall be reports available that can provide status of training needs for individual employees or group of employees as filtered by position, division or other group designations.

7. Customizable screens

The software shall have customizable data fields – owner designated fields in user screens

8. Software configuration development support/assistance for start-up

There shall be full support by phone for assistance in using training develop tools and all initial configuration efforts and all tasks involving the creation of inventory databases of employees, their training needs and their credentials/certifications requirements. A plan shall be provided to assist staff in developing this database. The plan should outline resources, time requirements and a schedule of the tasks to be done to get from start up to initial use for a staff of 200 employees, 11 divisions and approximately 75 different positions

9. Initial Training to administrators and key managers/users

There shall be training for the key administrator, up to 10 managers and 8 administrative assistants. These individuals should be able to create data files for new employees or positions as the need arises.

10. Weekday Tech Support

There shall be tech support for normal work hours from Monday through Friday. Any time-zone offsets from the U.S. Central Time Zone shall be noted.

The firm must comply with all applicable state, local, and federal regulations related to the services provided to the City. The City reserves the right, subject to negotiation and agreement, in writing, with the selected firm, to either expand or limit the scope of services as needed.

L. The selected firm will be required to have sufficient personnel to complete the tasks required by this scope of services. The selected firm will complete the required tasks in a timely and efficient manner. The selected firm would be expected to enter into a contract for services based upon the firm's hourly rates and an agreed-upon not to exceed amount.

Section 3. Firm Qualification and Proposal Requirements

Firms interested in performing the work will be considered on the basis of a Proposal containing information submitted in response to this request in a form limited to twenty (20) pages in 12-point font or larger of either Times New Roman or Arial. Front and back shall be considered 2 pages.

Proposals are due by close of business Thursday, May 5, 2016 before 5:00 p.m. CST.

All proposals should be submitted as (1) a pdf format to jjunkin@tuscaloosa.com **AND** (2) in 8 ½" x 11" paper size, with directions as follows: Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the

firm's capabilities to satisfy the requirements of this RFP. **Fancy binding and color displays other than those necessary are highly discouraged.**

Provide three (3) bound copies to:

**Kristen Love, Associate City Attorney
Office of the City Attorney
City of Tuscaloosa
Post Office Box 2089
Tuscaloosa, Alabama 35403-2089
(205) 248-5140**

**Courier address:
Office of the City Attorney
2201 University Blvd.
Tuscaloosa, Alabama 35401**

And one (1) pdf copy to:

**Jimmy Junkin, Director of Water & Sewer Department
jjunkin@tuscaloosa.com**

The selected firm or firms must be experienced and qualified to provide the required scope of services. The firm or firms selected must have expertise related to the general Scope of Services set forth in Section 2. The following information must be submitted with the proposal on the date indicated above and in the order indicated below:

- a. Recently Completed Projects. Include five (5) recent training and safety management implementation projects. Municipality and/or public utility client references preferred, include at least two (2) public water or wastewater utilities as references. Elements of recently completed projects are as follows:
 1. Name of project.
 2. Contact person for Owner/Municipality/Government Agency.
 3. Detailed Project Description. (20 points possible)

- b. Experience and Qualifications. A statement of the firm's qualifications to perform the work. The statement should include the following:
 1. The general experience of the firm. Description of Company*
Dunn & Bradstreet rating, and firm experience. (*Description of Company
The following data is to be included: Name of company; Address of corporate headquarters; Telephone, Email, website and fax number; Form of company; i.e. corporation, partnership, sole proprietor; Provide the Federal Employer Identification Number (FEIN); Date company was formed;

date incorporated if a corporation; Company principals including President, Chairman, VPs, COO, CFO, general manager(s); Licenses (provide a list of all licenses and/or permits the firms holds that are required to do business in the State of Alabama); Number of Employees; and Number of Accounts.

(10 points possible)

2. The specific experience of the proposed personnel in the fields that the proposed services are requested, their qualifications, years of experience, professional certifications and availability to perform the work and services to be provided. Please include a statement as to the firm's proximity to Tuscaloosa and whether or not it maintains an office in Tuscaloosa. (10 points possible)

3. A statement of experience and work of similar nature that all the proposed personnel have performed. Relevant experience will be judged on the basis of the experience of those individuals named to the firm's project team for this project. (10 points possible)

4. A statement as to whether the firm or any subcontractors are a minority or woman owned business enterprise. (5 points possible)

5. A statement as to professional standing including any pending controversies outstanding. (Including, but limited to, mediation, arbitration, litigation- present, pending and/or in the last five (5) years that your firm was a party to.) If none exists, such a statement should be made. (Pass/Fail)

6. A list of qualified persons in other disciplines required for the proposed services to be acquired from outside sources, if applicable. (Pass/Fail)

c. Please include a very specific statement providing examples of measurable results indicating the success of past utility industry clients in relation to reduction in recordable incidents, lost time incidents, and near misses. Include business intelligence that identifies your clients' long term success and an explanation of why unsuccessful clients failed. (15 points possible)

d. Discuss the proposed approach to completing the needed services and provide a sample project plan which outlines the implementation, training and acceptance plan. (10 points possible)

- e. Discuss your firm's approach/method of designing to budget. (10 points possible)
- f. Describe your firm's experience and knowledge in resiliency. List any previous projects that the Principal or Firm have designed and/or constructed that include resilient features. List all the steps the firm will take to ensure a resilient project which will increase the overall resiliency of the City. (10 points possible)
- g. Please include a statement as to potential general conflicts of interest that would prevent the City of Tuscaloosa from entering into an agreement with your firm pursuant to this RFP. If none exists, such a statement should be made. (pass/fail)
- h. Firm must be licensed and approved for work in the State of Alabama; please include a statement to this effect. (pass/fail)

The City reserves the right to interview a firm or multiple firms as it sees fit. There is no guarantee that a contract award will be made pursuant to this RFP. This RFP may be modified or amended at any time and for any reason, in the discretion of the City.

Any questions by the firm related to this RFP should be submitted in writing along with the firm's proposal. In the interest of fairness and in order to maintain impartiality, the City may not respond to questions from individual firms during the RFP process.

END RFP.