



Water & Sewer Department
TOWN OF SENECA FALLS

130 OVID STREET
SENECA FALLS, NY 13148

315-568-6211
www.senecafalls.com

May 7th, 2024

Re: Town of Seneca Falls, Request for Proposal

Subj: SCADA/Systems Integration – Term Services

To Whom It May Concern:

The Town of Seneca Falls (“Town”) is seeking proposals from experienced and qualified firms to provide selected SCADA and systems integration services and assistance under a term services agreement in support of the Town’s Water and Sewer Department operations. The Town provides water and sewer services to residents and businesses within the Town of Seneca Falls as well as nearby communities of Fayette, Junius, and Tyre.

The selected Control Systems Supplier/Integrator (“Integrator”) would provide the Town with these services for a two-year period from the date of award, with the ability to extend the contract terms by one year pending mutual agreement by the selected Integrator and the Town Board. The Integrator will be required to perform various services specified herein. The Integrator will be expected to enter into a service contract with the Town of Seneca Falls, hereinafter referred to as “Town,” consistent with the terms of this RFP.

Integration services being sought are considered Professional Services and as such, fall under the “Best Value” Provisions (Article IV of the Town Procurement Policy). Under these provisions, Best Value provides for the evaluation of quality, cost and efficiency to responsive proposals. It is the Town’s desire to identify a single firm (Integrator) that can meet the project requirements outlined above in support of ensuring consistent high quality and efficiency for the provision of these services.

By seeking proposals, the Town does not represent that it will utilize the successful bidder’s services any guaranteed number of times over the course of the year.

To accomplish its mission of providing quality water and wastewater services to Town residents and businesses, the Town owns and operates the following facilities:

Water Systems:

- A 3.5 Million Gallon per Day (MGD) Water Treatment Plant (WTP), located on North Parker Road, in the Town of Fayette, NY (approximately 5 miles south of the Seneca Falls “village” area).
(1 Schneider M340 PLC, 6 Schneider Momentum PLCs)

- A 1.5 MG Storage Tank (Van Renssalaer) located in the former Seneca Falls Village. This tank is filled from the high lift pump stations at the WTP; (**Allen Bradley PLC**)
- A 250,000 gallon “high pressure zone” storage tank, located at the northeastern section of Town that utilizes a lift station for filling the tank. (**Phoenix Contact PLC**)

Wastewater/Sewer Systems:

- A 3.5 MGD Wastewater Treatment Plant located on Seneca St., along the south side of the Seneca Cayuga Canal. The WWTP currently operates at approximately 1.7 MGD. The WWTP includes a SCADA system that provides operators direct interface with treatment systems and automated control and monitoring over level sensors, meters, pumps, blowers and other control systems throughout the WWTP. (**2 Schneider M340 PLC’s**)
- Fifteen (15) wastewater pump stations located across Town. Wastewater pump stations are operated with “local” control panels that provide for automated operation of the various duplex pump stations. Each pump station is equipped with auto dialers that notify operators (via call out) of alarm conditions.

I. Scope of Services:

Services anticipated under this RFP will include support for capital improvement projects as well as “on call” services required to provide emergency and non-emergency services.

The required approach for each of the anticipated capital projects will follow the following anticipated project development and implementation. As projects are advanced by the Town, requirements for control systems and instrumentation will be developed by the Town. The Integrator will be given the opportunity to review and prepare a cost proposal for providing the services required for each project. This proposal will be submitted to the Engineer and Town for review. If accepted by the Town Board, the Integrator will be directed, through amendment of its agreement with the Town, to complete the identified services. The Town Board reserves the right to reject any cost proposal and may, instead, direct that competitive bids be sought.

For projects in complete bids are sought for larger capital projects (e.g., pump station upgrades), and which the Integrator’s cost proposal is considered acceptable, the Integrator would be identified as a “Qualified Consultant” in the Contract Documents, and a specific allowance for Integration services will be incorporated into the Contract Documents. Integration services would be identified in Contract Documents as a separate Integration Allowance, including the specified fee (with markup) and identification of the Integrator as the “Qualified Consultant”. It is anticipated the Integrator would then provide the specified services for the Town under a subcontract agreement with the successful bidder.

General Capital Project Requirements

For each capital project, general technical requirements for the Integrator include the following:

- Making modifications to, or replace in their entirety, existing PLC-based control panels and existing SCADA systems. For each project the Integrator will be responsible for making all system modifications to provide a fully functional instrumentation and control system for all new and modified equipment.
- Completing all work to meet or exceed the functionality and appearance of existing SCADA system (screens, fonts, color schemes, etc.).
- Software programming shall correspond to existing software systems employed at the WWTP or WTP, as applicable.
- Provide and integrate new I/O modules into each existing PLC-based control panel as required to accommodate new and modified equipment. Integrator shall provide all required appurtenances, adaptors, etc. as required to provide a complete functioning system.
- Complete detailed Control System design. The Control System Supplier/Integrator shall have the overall responsibility for a complete and functional control system, including interfaces with existing and package control systems.
- Integrator is responsible for coordinating all work, including design, fabrication, delivery, programming and startup with the Owner, Engineer, and/or General/Electrical Contractors, as appropriate.

Other Technical Support Services

Under this agreement, the Integrator would provide “as needed” technical support services to the Town. These services are anticipated to include:

General Support Services:

- Troubleshooting & Repair – Address issues with SCADA, PLC, instrumentation equipment and software identified by Town personnel. Issues may include emergency and non-emergency services.
- System Software Updates – Inform the Town of any SCADA software updates that would be of benefit. Install system updates at the request of the Town.
- Hardware Upgrades - Provide recommendations and, when authorized, make improvements to Town’s SCADA, control and instrumentation systems.
- Software Programming – Provide recommendations and, when authorized, make software programming modifications or additions to improve operations.

Emergency Situations:

- Emergency situations typically involve the failure of PLCs or other critical monitoring functionality that directly impacts the ability of the Town to provide effective water and wastewater treatment.
- Emergency situations are generally defined in the Town's procurement policy and include public emergencies arising out of an accident or other unforeseen occurrence that affect public buildings, property, or the life, health, safety or property of the inhabitants of the Town.
- The Integrator must respond to emergency requests made by the Town within 12 hours, or as otherwise designated by the Town.

II. Project Familiarity

Under this Agreement, the selected Integrator is responsible for familiarizing themselves with existing SCADA and control systems. The Town will provide Operations and Maintenance Manuals and associated programming to the selected Integrator. The Town will not reimburse the selected Integrator in familiarizing themselves with existing systems and programming.

III. Rates

1. Provide a schedule of charges for services that are good for the contract period. These should include standard charge for requested services, including off hours or overtime rates.
2. Provide standard charges for emergency situation responses.

IV. Evaluation Criteria

The Town will review and award proposals under "Best Value" provisions of NYS Municipal Law and the Town's Procurement Policy. Following initial review of proposals, it is anticipated the Town will identify up to three (3) firms for further discussions/interviews. Interviews must include the firm's designated Project Manager, discussed below, as well as other key technical personnel. Interviews will be held in person or via video conferencing (TBD).

Proposals will be evaluated using the following criteria:

- Firm Qualifications/Experience – Firm (25%)
- Project Manager Qualifications/Experience (25%)
- Designated Project Team Qualifications/Experience (25%)
- Cost (25%)

Proposal shall provide the following information:

1. Integrator shall have a minimum of five (5) years' experience providing similar operational systems, of which listings shall be requested. Five (5) projects shall have been completed within the previous three (3) years. Project descriptions shall be specific to those involving water/wastewater control systems and instrumentation.
2. Office Location(s), including base location for key on-site personnel and fabrication shop.
3. The Integrator shall have been in business a minimum of five (5) years.
4. The Integrator must have headquarters or local engineering office located within a 75-mile radius or two (2) hours of the Town.
5. The Integrator must use in house staff personnel for the completion of any services performed for the Town.
6. The Proposal shall designate an assigned Project Manager who would serve as primary point of contact for the Owner and be responsible for coordinating all capital projects, and emergency/non-emergency services identified above.
7. Complete Proposal Form and provide a Rate Table for technical/support personnel.
8. The Integrator must be "on call" for any emergency that may occur, including holidays. Response time to emergencies and routine requests is expected to be timely, and proposals will be reviewed based in part on the Integrator's ability to provide such "on call" service and by written commitment to respond timely to both scheduled and emergency situations. Proposals shall include a written narrative regarding the Integrator's capacity to respond to emergency situations.
9. Provide a summary of expected and prior project delivery timeframes for specific capital projects, including:
 - a. Proposal/Cost Estimates
 - b. Shop Drawing Submittals
 - c. Panel Fabrication/Delivery
10. Complete the "Proposal Form" identifying rates for on-site general services, as identified above.
11. Provide a Labor Rate Table, identifying labor rates for key project team personnel.

By submitting a proposal, the Integrator authorizes the Town to undertake such investigation as may be necessary to verify the Integrator's qualifications and reputation, including compliance with current Town ordinances. The Integrator may be requested to execute a release(s) in favor of third parties who have information relative to the Integrator's qualifications and reputation. Refusal to execute a release may result in disqualification.

The Town may, at its discretion, select an Integrator outright or select a finalist(s) for Interviews.

V. Length of Agreement

The Professional Contract will remain in effect until two (2) years from the date of award. Upon the mutual agreement of both parties, the Professional Contract may be renewed in one-year increments at the rates submitted in the proposal for a total period not to exceed three (3) years.

VI. Termination

The Town shall retain the right to terminate the contract with seven (7) days' notice should the Contractor fail to perform work in a professional manner or perform the work within the demands and time constraints established by the Town. The Town reserves the right to utilize another Integrator if Contractor fails to respond timely to an emergency.

The contract could be terminated upon mutual agreement between the Town and the Contractor, provided that at least 30 days' notice is given by either party prior to termination.

VII. Indemnification

Integrator will be required to indemnify the Town against all suits, claims, judgments, awards, loss, cost or expense (including attorney's fees without limitation) arising in any way out of the Contractor's performance or non-performance of its obligations under the Term Service Contract. Contractor will defend all such actions with counsel satisfactory to Town at its own expense, including attorney's fees, and will satisfy any judgment rendered against Town in such action.

VIII. Questions

Questions during the bidding period are to be e-mailed to Town Manager, Peter Socia @ psocia@senecafalls.com

IX. Proposal Submittals:

To submit a Proposal, the submission must be sealed and plainly marked "RFP for SCADA and Systems Integration Services" on the outside of the mailing envelope as well as the inside sealed envelope, addressed to: Town of Seneca Falls, 130 Ovid St, Seneca Falls, NY 13148.

Proposals are due to the Town no later than **4:00 pm on July 15th, 2024.**

The Town of Seneca Falls reserves the right to reject any or all Proposals, to waive technical specifications or deficiencies, and to accept any Proposal that it may deem to be in the best interest of the Town.

PROPOSAL FORM

General Service Contract Rates

- A) Field Service /Technical Support: Hourly Rate \$_____ per hour
- B) Emergency Service: Hourly Rate \$_____ per hour
- C) Project Manager: Hourly Rate \$_____ per hour
- D) Materials Cost:
 - Mark-up _____% (expressed as percentage over cost)
 - Discount _____% (explain circumstances when this would apply)