

REQUEST FOR INFORMATION

Decision Support Software for Asset Management



Please Respond By: 4:00PM EST, May 12, 2021

Email Response To: sheri.berilla@capitalregionwater.com

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1.0. Introduction

Capital Region Water (CRW) invites interested asset management decision support software (DSS) vendors (respondent) to submit an information package as described in this request for information (RFI). Responses received will help guide CRW in the determination of future purchasing options or requirements. Please note this is a response for information only; therefore, this solicitation does not constitute a commitment by CRW. All information submitted in response to this announcement is voluntary.

Purpose

CRW desires to enhance the asset management and capital planning program by using a DSS to achieve the following objectives:

- Maintenance and renewal planning that is based on asset / system risk and whole lifecycle costing.
- Project selection that is based on structural, hydraulic and O&M conditions
- Optimize use of capital and operating funds
- Financial forecasting of near-term and long-term system needs
- Prioritized capital plan that “levels” potential spending spikes and troughs
- Leverage information currently maintained in GIS and Cityworks more comprehensively
- Support regulatory compliance through engineering planning and on-demand reporting

COVID-19 Precautions

Due to the on-going COVID-19 pandemic, it is assumed that all meetings / software demonstrations associated with this RFI will be held remotely, using MS Teams, or comparable virtual platform.

2.0. Background Information

CRW is a financially independent municipal authority that owns and operates the municipal utility systems, including drinking water, wastewater (sanitary and combined) and stormwater, that serve the City of Harrisburg and surrounding communities. Approximately 80% of Harrisburg drains into a combined sewer system, while the remaining 20% is a separate MS4. The Advanced Wastewater Treatment Facility (AWTF) is one of the largest treatment facilities in the region and treats wastewater from neighboring boroughs and townships. Drinking water originates from DeHart

Reservoir, which is surrounded by 8,200 acres of forested land and travels 23 miles to the Water Services Center where it is treated and pumped into the distribution system.

Overview of CRW's system:

Service Population = 61,000 people

Number of Customers = approximately 21,000 customers

Water System

- Water Services Center = 20 MGD Design Flow. 2020 finished water average is 6.608 MGD.
- Transmission Mains = 25 miles total
- Distribution Mains = 195 miles
- Main Valves = 4,600
- Water Meters = 20,300
- Pump Stations = 3
- Fire Hydrants = 1,800
- Storage Tanks = 3

Wastewater System

- Advanced Wastewater Treatment Facility = 45.0 MGD Design Peak Capacity. 2020 Average daily flow is 19.5 MGD.
- Collection and Conveyance Pipes = 180 miles total; 138 miles sanitary and combined and 42 miles of storm water
- Force Mains = 1.35 miles (included in the total of C&C pipes)
- Manholes = 3800 total; 3200 Sewer and 600 Storm
- Pump Stations = 5 total, 2 large, 2 small and 1 stormwater

Existing Software Systems

CRW continues to incrementally enhance the asset management and capital planning program by bolstering the people, processes and technology that manage, operate and maintain the systems. CRW relies on a number of systems, including:

- ESRI ArcGIS - the registry of CRW-owned assets is maintained in GIS.
- Cityworks, CMMS is used to track corrective and preventive work activities. In addition, Cityworks Operational Insights is used to quantify asset-level risk for CRW's linear assets.

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- Bentley WaterGEMS – Hydraulic model platform for water distribution system
 - EPA, SWMM- Hydraulic model platform for collection and conveyance system
 - Tyler Technologies MUNIS – Financial system
 - Muni-Link – Billing system
 - SCADA – Monitor and control water and wastewater system processes
 - Wincan – Sewer inspection software

CRW desires to leverage the information contained in these systems more comprehensively by adding a decision support tool to enhance and eventually optimize asset management and capital planning efforts. **CRW anticipates having 3-4 users of the DSS.**

3.0. General Instructions / RFI Process

Point of Contact (POC)

CRW's sole point of contact for matters related to the RFI is Sheri Berilla, Asset Manager. CRW's POC is the only individual authorized to discuss this RFI with any interested parties. All communication with CRW's POC about this RFI must be in writing and must reference "DSS RFI."

Name: Sheri Berilla

Email: sheri.berilla@capitalregionwater.com

RFI Inquiries

Clarification questions will be accepted until April 7, 2021 4:00 pm EST. All questions should be submitted via email to CRW's POC. An addendum to this RFI containing general clarification questions and associated responses will be issued as needed.

Addenda

Any necessary additions or corrections to this RFI will be made by addenda and issued to all proposers of record. Addenda become part of the RFI and must be acknowledged by each proposer; failure to acknowledge any addenda shall not relieve proposers of compliance with the terms thereof. CRW assumes no responsibility for oral instructions.

Incurred Expenses

Please note that this is a request for information (RFI) only, and not a request for services. All costs associated with the preparation of the response are the responsibility of the respondent. CRW will not compensate any respondent for any cost incurred in developing information provided to CRW.

Submission of Response

Proposals should provide sufficient information for CRW to evaluate and determine the software's functionality and the firm's approach for implementation, training, and costing. **At a minimum, the attached questions and costing form attached to this RFI should be answered.** If certain portions of your response are considered confidential and proprietary, please mark sections as such.

The submittal shall include all requested information outlined in this RFI by the specified deadline. The entire submittal shall be attached to an email. Please note that CRW has an email attachment size limit of 50MB. The subject line of the email shall include the respondent's name and "DSS RFI". The body of the email shall contain:

- a. Full Title of the RFI
- b. Name of the Respondent (Firm / Company)
- c. Point of contact including name, phone, email, address

Key Dates

Task	Date / Time
RFI Issued	Wednesday, March 24, 2021
Questions/Clarification Requests Due to CRW	Wednesday, April 7, 2021, COB
Addenda with Question Responses issued (if necessary)	Wednesday, April 14, 2021
Letter of Interest Response Due (email submission)	Wednesday, May 12, 2021, COB
Notification of Software Demonstration (upon invitation)	Friday, May 28, 2021
Vendor Demonstrations (virtual, upon invitation)	June and July 2021

4.0. Questions and Vendor Responses

This is a Request for Information wherein CRW desires to solicit information about commercial off-the-shelf (COTS) decision support software (DSS) from qualified respondents. The questions to be answered are located in an Appendix to this RFI. The questions have been designed to capture information about:

- Where it is currently being used
- Alignment with CRW's asset management and capital planning objectives
- Functionality
- Implementation strategy, including training
- Cost and associated cost structure

Content

The entire submittal should not exceed 40 pages with a minimum font size of 11 point for body text. Suggested page count for each section is shown below. Section dividers, if used, do not count towards the page count.

Section	Brief Description	Suggested page limit
Coversheet	Include full title of the RFI; name of your firm; name, phone, email and address of contact person for this response.	1
Summary	The intent of this section is to provide an overview of the responding firm and the high-level functionality of the proposed system. At a minimum, please include a concise narrative about: <ul style="list-style-type: none"> - High-level overview of the solution - firm / company profile (company and key team members) - overview of customer base - length of time firm has been in business 	5
Question Responses	Provide concise, but detailed responses to the questions attached to this RFI (Appendix A). Responses should clearly define how the proposed solution will help CRW objectives.	20
Cost Estimate	Provide a general, non-binding estimate using the Cost Estimate Form Attached to this RFI (Appendix B).	1
Client References	Provide a minimum of three utilities using your software. Preference is for water/wastewater utilities of similar size to CRW (Population of 60,000).	10 page max.
Additional Information	Please provide any additional information you think will help differentiate your solution from other respondents.	2

Economy of Preparation

Letter of Interest responses should be prepared simply and economically, providing a straightforward, concise description of proposer ability to satisfy the requirements of this RFI.

5.0. RFI Terms and Conditions

THIS IS A REQUEST FOR INFORMATION ONLY. This RFI is issued solely for information and planning purposes. It does not constitute a solicitation from Capital Region Water or a promise to issue a solicitation in the future. The information provided by the vendor will be used by CRW for informational purposes only. If subsequent competitive bidding opportunities are issued, CRW is under no obligation to notify any vendor responding to this RFI.



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Appendix A Questions

Where it is currently being used

1. Is your solution currently being used in the utility sector? If yes, is it currently being used in the water / wastewater industry? Approximately how many water utilities are using your solution?
2. What outputs and in what format (e.g., reports, dashboards, graphics) are commonly generated by your clients using your solution?

Alignment with CRW's asset management and capital planning objectives

3. Describe how your solution would fulfill CRW's asset management and capital planning objectives.
4. How will your solution help CRW optimize operation and maintenance activities?
5. Describe how your solution supports monetizing risk and level of service.
6. Does financial forecasting performed by your solution align with GASB accounting principles? Please explain how it does or does not.
7. Describe how your solution can be used to help bundle work into capital improvement projects.
8. Describe how your solution performs tradeoff analyses both within a system (e.g. distribution, water treatment, wastewater treatment, collection and conveyance, etc.) and between them.

Functionality

9. Describe the standard capabilities of your solution.
 10. Briefly describe how your solution determines the optimal economic timing for asset replacement or rehabilitation.
 11. How does your solution differentiate between *asset criticality* and *consequence of failure*?
 12. Describe how your solution can be used to run constrained and unconstrained optimization scenarios. Constraints may be associated with risk tolerance, level of service or budget.
 13. Describe how your solution accounts for the condition of an asset that cannot be physically inspected.
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14. Please explain how your solution leverages asset-level operation and maintenance data stored in Cityworks or MuniLink.

Implementation strategy, including training

15. Please describe the data integrity requirements for GIS data to be loaded into your solution. How does your solution account for missing, incomplete, or duplicate data?
16. Describe initial training, including format and approximate duration, and subsequent technical helpdesk / customer support that is available.
17. Can the solution be integrated to read information from MUNIS and / or MuniLink? If so, please describe.

Cost and associated cost structure

18. Briefly describe your pricing/licensing model and provide a rough order of magnitude for CRW to fully implement your solution.
19. How are software maintenance and upgrades handled?
20. Describe the recommended technical requirements to use the software.



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Appendix B Cost Estimate Form

The information requested herein is non-binding. It is for informational purposes and only to be used by CRW to have a better awareness of budget-level software, licensing, and implementation costs. Please provide as much information as applicable.

Expenditure Type	Cost		
	Year 1	Year 2	Year 3
Software and Licensing			
Hosting			
Training			
Support and Maintenance			
Other _____			
Other _____			
Other _____			
Annual Total			



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**Addendum No. 1
Response to RFI Questions**

ADDENDUM NO. 1

GENERAL

This Addendum shall be made part of the Request for Information (RFI) dated March 25, 2021 for DECISION SUPPORT SOFTWARE FOR ASSET MANAGEMENT. Where any part of the RFI is modified by this Addendum, the unaltered information shall remain in effect.

RESPONSE TO QUESTIONS & REQUESTS FOR CLARIFICATION

Functionality

1. Can CRW clarify its definition of the terms *asset criticality* and *consequence of failure*?

CRW defines asset criticality as a simple analysis of an asset's impact if it were to fail on the organization's goals and objectives, based on such criteria as diameter, location and customers served. In contrast consequence of failure is an asset level analysis that considers all relevant triple bottom line factors (economic, social, and environmental) of that asset no longer working. For example, valves are needed to control the flow of water, but if one valve is inoperable, it is feasible to back up and use another valve, therefore the asset's criticality is low. Conversely, if the in-operation of that valve disrupts the service to a hospital, the consequence of failure could be great.