



## City of Norwich

**Norwich Public Utilities**  
100 Broadway, Room No. 105  
Norwich, CT 06360

Phone: (860)823-3706  
Fax: (860)823-3812  
E-mail: [whathaway@cityofnorwich.org](mailto:whathaway@cityofnorwich.org)

### **REQUEST FOR QUALIFICATIONS (RFQ 20-03)** **SCADA Support Services**

Norwich Public Utilities, located at 16 South Golden Street, Norwich, CT is soliciting statements of qualifications for services pertaining to the support and maintenance of the Supervisory Control and Data Acquisition (SCADA) systems associated with Electric, Gas, Water and Wastewater

The RFQ will be available in digital format only. The RFQ may be obtained by downloading the RFQ documents from the following websites:

<http://www.norwichct.org>

<http://das.ct.gov>

ONE (1) original and FIVE (5) sets of the RFQ package, clearly marked “**REQUEST FOR QUALIFICATIONS FOR SCADA SUPPORT SERVICES**”, will be accepted no later than August 28, 2019, 2:00 PM, in the Purchasing Agent’s office, 100 Broadway, Room 105. Norwich, CT 06360

NO QUALIFICATIONS WILL BE ACCEPTED AFTER THE 2:00 P.M. DEADLINE.

As needed, the work shall be awarded to the most qualified and responsible firm(s), in accordance with the Regulations of Connecticut State Agencies (RCSA) Section 22a-482-4 (i) ARCHITECTURAL/ENGINEERING PROCUREMENT REQUIREMENTS

Questions regarding this bid must be submitted in writing to William R. Hathaway, Purchasing Agent, at [whathaway@cityofnorwich.org](mailto:whathaway@cityofnorwich.org) or by facsimile to (860)823-3812 no later than 12:00 P.M. on August 16, 2019.

Norwich Public Utilities reserves the right to accept or reject any and all proposals if, in its judgment, the best interests of Norwich Public Utilities will be served.

#### **Return RFQ to:**

William R. Hathaway, Purchasing Agent  
City of Norwich  
100 Broadway, Room 105  
Norwich, CT 06360-4431



**CITY OF NORWICH, CONNECTICUT**  
**PLEASE RETURN THIS FORM IMMEDIATELY!**

**Acknowledgement: Receipt of RFQ Documents**

**RFQ No.:** 20-03  
**Title:** SCADA Support Services

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help the City of Norwich to maintain proper follow-up procedures and will ensure that your firm will receive any addendum that may be issued.

Date Issued: 08/01/2019  
Date Documents Received: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Do you plan to submit a response? \_\_\_\_\_ Yes \_\_\_\_\_ No

Print or type the following information:

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Received by: \_\_\_\_\_

**Note: Faxed or e-mailed acknowledgements are requested.**

**Fax No.:** (860)823-3812  
**E-mail:** [whathaway@cityofnorwich.org](mailto:whathaway@cityofnorwich.org)

**Fax or e-mail this sheet only. A cover sheet is not required.**

**DO NOT FAX OR E-MAIL YOUR RESPONSE TO THIS RFQ**

# Request for Qualifications

## Supervisory Control and Data Acquisition (SCADA) Services

### Background

Norwich Public Utilities (NPU), which was established in 1904, owns and operates natural gas, electric, water and wastewater systems for the City of Norwich. NPU is governed by a five-member Board of Public Utilities' Commissioners who are appointed by the City Council. NPU has 150 employees and serves approximately 21,000 electric customers, 9,600 gas customers, 11,000 water customers and 7,600 wastewater customers

**Water Operations:** The City has a water supply system that consists of a 10-mgd water filtration plant, a 4-mgd water filtration plant, four reservoirs, one emergency supply well, and a fully accredited laboratory. NPU produces an annual water quality report that indicates that NPU consistently meets or exceeds drinking water standards set by the federal and state regulators. NPU has embarked on a significant water infrastructure improvement program over the past several years that includes several projects in design and construction phases totaling approximately \$22 million.

**Wastewater Operations:** Wastewater for NPU customers is treated in an activated sludge treatment plant. NPU's Sewer Authority has worked closely with the City to secure funding to expand its wastewater collection system to neighborhoods that have seen the failure of private septic systems that affect residential property values. An extensive, multiyear combined sewer overflow program, funded through State grants and loans, has successfully eliminated most sewer system overflows, and greatly improved water quality in the Shetucket, Yantic and Thames Rivers.

**Natural Gas:** NPU continues to expand its natural gas service throughout the City. Since 2010, nearly 1,900 new natural gas customers have been added to the NPU network. This activity has generated nearly \$3.2 million in new annual revenue for NPU. NPU was recently honored by the American Public Gas Association (APGA) with two awards recognizing excellence in operations and digital marketing. NPU is one of only 21 public natural gas systems in the United States - out of more than 700 APGA members - to be given the Systems Operational Achievement Recognition (SOAR) award, which is presented to natural gas utilities that demonstrate excellence in the four critical operational areas: worker safety, workforce development, systems integrity, and systems improvement.

**Electric:** In 2016, NPU completed a project that will make the City of Norwich and NPU a leader in renewable energy. Working with the Connecticut Municipal Electric Energy Cooperative (CMEEC), NPU identified the former Roger's Road landfill as an ideal location for a Community Solar Garden that will provide its customers with more than 2.75 MW of renewable energy. When added to NPU's existing hydro power capabilities this brings the renewable portion of the NPU portfolio to nearly 20%. In May 2015, NPU received the RP3 Platinum Award from the American Public Power Association that recognizes utilities that demonstrate high proficiency in four areas - reliability, safety, work force development and

system improvement. In receiving a Platinum designation, NPU is among a select group of less than 100 utilities out of over 2,000 public power companies nationwide and the only one in Connecticut.

**Municipal Area Network:** NPU continues to build upon and leverage its Municipal Area Network (MAN) that consists of 35 miles of 144 strand fiber optic cabling around the City in two “loops.” The fiber provides high-speed data, video and communications connectivity that is 600 times faster than any other data network available in Norwich. This implementation has expanded the connectivity opportunities of NPU and the City with a 100% redundancy for internet services and opens the door for improved disaster recovery services and network monitoring

## Scope of SCADA Services

The Contractor shall be capable of implementing new SCADA installations and troubleshooting, diagnosing, and repairing existing installations, including all equipment, SCADA system hardware, software, telemetry, or other communication issues and be able to program or re-program NPU’s computerized control systems, Human Machine Interfaces (HMI) or Programmable Logic Controllers (PLC) to compensate for system equipment issues or process changes as requested by NPU in a timely manner. General SCADA and associated services may include, but not limited to, any combination of the following:

- a. Development and support GE iFix version 5.9, NPU’s SCADA software.
- b. Emergency and non-emergency SCADA support services
- c. Preventative/corrective maintenance and support on an on-call, as-needed basis
- d. PLC troubleshooting, diagnosing, repair, and programming
- e. HMI and SCADA troubleshooting, diagnosing, programming and configuration
- f. Installation of necessary support software and patches for HMI, PLC, and software
- g. SCADA alarm troubleshooting, diagnosing, repair, and programming
- h. Control system and control panel design, installation, and start-up
- i. Preparation and review of design, programming drawings, and schematic plans
- j. Field equipment calibration
- k. Control and electrical system troubleshooting and repair including electrical room equipment, variable frequency drives, starters, relays, breakers, motors, heaters, transformers, capacitors, wiring, PLC input and output cards, and control panels
- l. Communications troubleshooting, repair, and reporting
- m. Functional and operational training
- n. Historian reporting and trending
- o. Emergency critical support services within next business.

- p. Documentation of all PLC programming changes, including comments, symbols, and descriptions saved with the logic file. If a program is uploaded, the full documented logic is available to NPU staff.
- q. After PLC programming changes, NPU staff will provide a file share location where the new or modified PLC program file and a Microsoft Word document indicating the new program or all changes made to the file are uploaded. Uploads shall occur within one (1) day of the completion of changes. NPU staff shall provide input, guidance, and evaluation of the Contractor's work and final review and approval of all work products.
- r. The Contractor is responsible for all work performed under this contract, including any subcontracted work.
- s. Contractor shall provide all labor, parts, and materials necessary to repair existing problems, upon approval of the NPU, if requested. All parts furnished shall be new and unused. All parts removed for replacement become the property of NPU.
- t. Ownership of supplies, parts, and repair components shall be transferred to the City upon acceptance of the installation by the City.
- u. The Contractor must have experience with the following Hardware/Equipment, and any software supporting, but not limited to:
  - a. Allen Bradley
  - b. Modicon
  - c. Maple Systems HMI
  - d. Moxa
  - e. HACH
  - f. Quantum
  - g. Horner
  - h. Win911
  - i. Sytech XLReporter

## Proposal Requirements

1. Corporate Organization – Describe the firm structure, ownership, size, licensure, and history of your firm, including the location of the office where the majority of work will be performed, the location of corporate headquarters, number of years in business.
2. Identification of Subconsultants (if any) – Include the name, address, and nature of any proposed subconsultants, including a description of any prior affiliation.
3. Resumes of Project Team Members – Please include only those resumes of staff that are likely to provide these services including their location.
4. Rate – Include hourly rate(s) for all roles
5. References – Provide three (3) references of clients who have received similar services described in scope of services. Include references contact information.
6. Other information that the proposer believes conveys their qualifications and experience.

## Selection Criteria

After the Qualification packages are received, they will be reviewed, and those Contractors determined by NPU to be the most qualified may be asked to appear before the selection committee for a formal interview. The intent is to qualify one (1) or more Contractors to provide services to support the four (4) utilities regarding SCADA and any associated components for a period of three (3) years with two (2) additional one (1) year term extensions at NPU's discretion. NPU reserves the right to issue further detailed Requests for Proposals or Qualifications for any specific project when NPU determines that such solicitation is in its best interest.

The following criteria will be considered in determining qualified Contractors:

1. Previous experience.
2. References.
3. Experience of senior management and support staff.
4. Ability of the firm to perform the work.
5. Cost based on Fee Proposal.
6. Proximity of Resources