REQUEST FOR QUALIFICATIONS

CITY OF PHOENIX
WATER LOSS STUDY 2017-18

PROJECT NO. 8416101000

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The City of Phoenix is seeking a qualified consulting team to assist the Water Services Department (WSD) in conducting a detailed American Water Works Association (AWWA) top-down water audit of the potable water distribution system. Services may include categorizing and quantifying levels of water loss and non-revenue water use in its system, quantifying the economic level of losses, and establishing appropriate key performance indicators (KPIs) to track changes in system conditions.

SECTION I – PROJECT DESCRIPTION

The City of Phoenix WSD provides water and wastewater services to the United States’ fifth largest city in an area of approximately 540 square miles and for a population of approximately 1.5M. The water system includes 5 water treatment plants, over 300 remote facilities (reservoirs, pump stations, wells and pressure reducing valves stations), 52,000 fire hydrants, 155,000 valves, and approximately 7,000 miles of water distribution mains.

The City of Phoenix WSD has demonstrated a commitment to reviewing and making determinations on two specific business operation elements, as described in the updated 2017 Water Services Business plan:

1. Operate at the highest levels of efficiency and cost-effectiveness by minimizing water loss and collecting, analyzing, and using data to improve operations at all levels

2. Maintain financial viability by improving and formulizing programs that identify and minimize non-revenue water loss

Efforts to control and monitor water losses have been conducted in the past. The 1995 ‘Unaccounted-For’ Water Study focused on meter accuracy and the 1996 ‘System Integrity Study’ reviewed the entire potable water distribution system in order to identify potential problems. Beginning in 2003, a comprehensive study was conducted to build up on the previous recommendations from 1995 and 1996. Results of the study drove recommendations to; conduct testing on larger random samples of customer water meters for accuracy data; conduct a comprehensive leak detection exercise; improve leak reporting information and timeliness; and begin to internally conduct annual ‘Top-down’ water balances. These recommendations led to a Phase II Study aimed at auditing customer meters and providing replacement program recommendations based upon potential revenue loss and cost effectiveness evaluations.

Annual AWWA Water Balances have been conducted internally since 2006. During this time, WSD has been able to provide basic system KPI’s based on the information and methods available to staff. With potential water shortages looming and renowned commitments to efficiency and financial viability, a vigorous look at the coming Calendar Year 2017 water loss and potable distribution system will be necessary.

In order to ensure an efficient and financially viable operation as a water supplier, the WSD desires to update and build upon its previous water loss studies while using industry recognized and approved best management practices.

SECTION II – SCOPE OF WORK

This study is to evaluate the City of Phoenix Potable Water Distribution System’s real and apparent losses in greater detail than methods currently available. A top-down AWWA water audit of the City of Phoenix Potable Water System will be conducted. This study will include a determination on the economic level of leakage within the distribution system and a component analysis of real losses. New and existing customer
meter accuracy data will be analyzed. And, a final report and recommendations on all of the above will be required of the study. In detail the study will include the following:

1. ‘Top-down’ AWWA approved water audit for the City of Phoenix potable water distribution system.
   a. Identify, classify, and confirm types of metered consumption. Metered consumption will be analyzed, and data from meters that are not billed will also be examined.
   b. Identify raw water input and potable water output at all City of Phoenix water treatment plants, including water used for operating purposes.
   c. Identify billed un-metered consumption, authorized unbilled and unmetered consumption, and unauthorized consumption data.

2. Complete a component analysis of real and apparent losses and determine economic level of leakage within the distribution system.
   a. Determine real and apparent losses using the ‘Top-down’ AWWA approved water audit by analyzing both new and existing data.
   b. Economic models will be used to identify the most economic optimum levels of both real and apparent losses. A consideration of economic losses for various scenarios will be adhered to. Appropriate Best Management Practices established by the IWA and AWWA for attaining and sustaining economically levels of real and apparent losses will be identified.

3. Analyze existing customer meter accuracy data that has been collected by our Water Distribution Division over the past several years.
   a. Determine the integrity of the customer meter accuracy data and how to more efficiently collect, analyze, and apply the data to the AWWA approved ‘Top-down’ water audit.
   b. Use the data to improve the determination of the system’s apparent losses for the purposes of this study, and future audits.
   c. Make recommendations on future meter accuracy collection data. Additionally, make recommendations on appropriate repair and replacement schedules, based on the economic level of loss determination.

4. Final Report
   a. The completion of the above items will result in the compilation of a final report which will contain an executive summary of the report; a detailed description of the study process, analyses, findings and recommendations; and appendices that will contain all of the background data developed during the study process.

SECTION III - PRE-SUBMITTAL MEETING

A pre-submittal meeting will be held on Friday, October 6, 2017, at 2:00 p.m., local time, at Phoenix City Hall, 8E Conference Room, located at 200 W. Washington Street, 8th Floor, Phoenix, Arizona. At this meeting, City staff will discuss the scope of work, general contract issues and respond to questions from the attendees. As City staff will not be available to respond to individual inquiries regarding the project scope outside of this pre-submittal meeting, it is strongly recommended that interested firms send a representative to the pre-submittal meeting.

SECTION IV - STATEMENT OF QUALIFICATIONS EVALUATION CRITERIA

A Firm will be selected through a qualifications-based selection process based on the following criteria:

A. General Information (10 points)
1. Provide a general description of the firm or team that is proposing to provide services for the project.

2. Provide the following information:
   a. List the professional licenses held by the team and the key personnel who will be assigned to this project.
   b. Identify the location of the lead firm’s principal office and the home office location of key staff on this project.
   c. Provide an organization chart showing key personnel.

B. Study Experience of the Prime Firm (25 points)

Discuss the experience and qualifications of the prime firm in providing study services for similar projects. Identify projects the submitting firm has completed. For each project listed, please provide:

1. Description of the project
2. Role of the firm
3. Project’s contracted amount
4. Project owner
5. Reference information (two current names with telephone numbers per project)

C. Experience of Key Personnel and Subconsultants (30 points)

Experience and qualifications of the specific project team expected to be assigned to this project. Include sub-consultant, including DBE’s experience. Identify each team member’s role in the projects identified. Specify if work was completed while employed under submitting firm or another firm.

For each key person identified, list their length of time with the firm and at least two comparable projects in which they have played a primary role. If a project selected for a key person is the same as one selected for the firm, provide just the project name and the role of the key person. For other projects provide the following:

1. Description of project
2. Role of the person
3. Project’s contracted amount
4. Construction dates
5. Project Owner
6. Reference information (two current names with telephone numbers per project)

D. Project Understanding and Approach (30 points)

Understanding and approach to the project, including a discussion of the important considerations of the project and the team’s approach to the project issues.

E. Overall evaluation of the firm and its perceived ability to provide the required services (5 points)

Overall evaluation of the firm’s capability to provide the required services as determined by the selection panel members. No additional submittal response is required.

SECTION V - SUBMITTAL REQUIREMENTS

Firms interested in this project should submit a Statement of Qualifications (SOQ). Submittal requirements are as follows:

ALL FIRMS SHOULD BE REGISTERED IN THE CITY’S VENDOR MANAGEMENT SYSTEM PRIOR TO SUBMITTING A PROPOSAL. FOR NEW FIRMS - THE CITY WILL SEND AN EMAIL TO YOUR FIRM WITH A VENDOR NUMBER WITHIN TWO DAYS OF SUBMITTING THE REQUEST. THE VENDOR NUMBER SHOULD BE INCLUDED ON THE COVER OF THE STATEMENT OF QUALIFICATIONS. INFORMATION ON HOW TO REGISTER WITH THE CITY IS AVAILABLE AT:
Cover Letter: Provide a cover letter which includes full firm company name, address, phone number, vendor number, and the email address of your contact person for the project.

Evaluation Criteria: Address the SOQ evaluation criteria and include a project organizational chart.

Additional Content: Resumes and other information may be included (content shall be included within the permitted maximum page limit).

Submittals:

- Clearly display the firm name, vendor number, project title, and project number on the cover of the SOQ and submittal package.
- Submittals must be placed in the depository located in the reception area on the 6th Floor of Phoenix City Hall by the submittal due date/time.
- All submittals must be addressed to:

  City of Phoenix  
  Kini L. E. Knudson, PE, City Engineer  
  c/o Julie B. Smith  
  200 W. Washington Street, 6th Floor  
  Phoenix, AZ  85003-1611

- Provide 7 copies of the Statement of Qualifications.
- A maximum of 12 pages is permitted to address all content in the SOQ submittal. (Maximum page limit includes evaluation criteria and all additional content. It does not include cover letter.)
- Submit the Statement of Qualifications by 12:00 noon, local time, on Friday, October 27, 2017.
- Paper Size shall be 8½ “x 11”
- Font size may not be less than 10 point
- Each side of a page containing evaluation criteria and additional content will be counted toward the maximum page limit noted above
- Pages that have project photos, charts and/or graphs will be counted towards the maximum page limit noted above
- Front and back covers, cover letter, Table of Contents pages, and divider (tab) pages will NOT be counted toward the maximum page limit noted above, unless they include evaluation criteria and additional content that could be considered by the selection panel

Note: All pages exceeding the specified maximum page limit will be removed from the submittal and not considered in evaluating a submitted SOQ.

GROUNDs FOR DISQUALIFICATION:
Please be advised that the following will be grounds for disqualification, and will be strictly enforced:

- Receipt of submittal after the specified cut-off date and time.
- Too few copies of the submittal.
- Deposit of submittal in the wrong location.
- Violating the “Contact with City Employees” policy contained in this RFQ.

SECTION VI - SELECTION PROCESS AND SCHEDULE
The successful firm will be selected through a qualification based selection process. Interested firms will submit a Statement of Qualifications (SOQ). A Selection Panel will evaluate each SOQ according to the criteria set forth in Section V above. The City will select a firm based on the SOQ’s received; no formal interviews will be conducted. The City may conduct a due diligence review on the firm receiving the highest evaluation.

The City expects to create a final list of at least three, but not more than five firms for this project. The City will enter into negotiations with the selected firm and execute a contract upon completion of negotiation of fees and contract terms for City Council approval.
The following tentative schedule has been prepared for this project.

Pre-submittal meeting  October 6, 2017
SOQs due  October 27, 2017
Scope Meeting  TBD

If the City is unsuccessful in negotiating a contract with the best-qualified firm, the City may then negotiate with the next most qualified firm until a contract is executed, or the City may decide to terminate the selection process. Once a contract is executed with the successful firm, the procurement is complete.

The firm selected for this project will be notified directly by the City. Notification to all other firms on the status of a selection on this project will be posted on the Design and Construction Procurement’s “Preliminary Bid Results and Recent Awards” website:

http://phoenix.gov/streets/procurement/bid-results

SECTION VII – GENERAL INFORMATION

Citywide Capital Improvement Projects. Consulting and contractor services supporting the City’s Capital Improvement Projects are procured under the authority of the City Engineer, currently located within the Street Transportation Department. Design and Construction Procurement coordinates the citywide consulting and construction contracting procurement processes.

Planholder Lists. All firms who download the Request for Qualifications packet for this project from the “Current Opportunities” webpage will be listed on the project’s Planholder List. This report is available within the project folder. The website address is:

http://phoenix.gov/streets/procurement/current-opportunities

Firms receiving a copy of the Request for Qualifications (RFQ) through any other means must download the RFQ from the City webpage and register as a planholder for the project.

Changes to Request for Qualifications. Any changes to this Request for Qualifications will be in the form of a Notification. The City of Phoenix shall not be held responsible for any oral instructions. Notification Letters are available within the project folder. The address is:

http://phoenix.gov/streets/procurement/current-opportunities

It shall be the responsibility of the registered RFQ holder to determine, prior to the submittal of the Statement of Qualifications, if a Notification has been issued. Registered RFQ holders may refer to the webpage or call the Contract Specialist (listed below) in order to ascertain if Notification Letters have been issued for this project.

Alternate Format. For more information or a copy of this publication in an alternate format, contact the Contract Specialist (listed below) - Voice or 602-256-4286 – TTY. Requests will only be honored if made within the first week of the advertising period.

Release of Project Information. The City shall provide the release of all public information concerning the project, including selection announcements and contract awards. Those desiring to release information to the public must receive prior written approval from the City.

City Rights. The City of Phoenix reserves the right to reject any or all Statements of Qualifications, to waive any informality or irregularity in any Statement of Qualifications received, and to be the sole judge of the merits of the respective Statements of Qualifications received.

Contact with City Employees. Beginning on the date the RFQ is issued and until the date the contract is awarded or the RFQ withdrawn, all persons or entities that respond to the RFQ, including their authorized employees, agents, representatives, proposed partner(s), subcontractor(s), joint venture(s), member(s), or any of their lobbyists or attorneys (collectively the Proposer), will refrain from any direct or indirect contact.
with any person (other than the designated Contract Specialist), including members of the evaluation panel, the City Manager, Assistant City Manager, Deputy City Managers, Department heads, the Mayor and other members of the Phoenix City Council. As long as the RFQ solicitation is not discussed, Proposers may continue to conduct business with the City and discuss business that is unrelated to this RFQ solicitation with City staff.

Commencing on the date and time a solicitation is published, potential or actual proposers (including their representatives) will only discuss matters associated with the solicitation with the Mayor, any members of City Council, the City Manager, any Deputy City Manager, or any Department Director directly associated with the solicitation (including in each case their assigned staff, except for the designated Contracts Specialist) at a public meeting, posted under the Arizona Revised Statutes, until the resulting contract(s) are awarded or all offers or responses are rejected and the solicitation is cancelled without any announcement by the Contracts Specialist of the City's intent to reissue the same or a similar solicitation.

Proposers may discuss their proposal or the RFQ solicitation with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Contract Specialist (listed below), conducted in person at 200 W. Washington, Phoenix, Arizona 85003, and are posted as open meetings with the City Clerk at least 24 hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.

This policy is intended to create a level playing field for all Proposers, assure that contracts are awarded in public, and protect the integrity of the selection process. OFFERORS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED.

Conflict of Interest. The City reserves the right to disqualify any Proposer on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any other data available to the City. This disqualification is at the sole discretion of the City. Any Proposer submitting a proposal herein waves any right to object now or at any future time, before any body or agency, including but not limited to, the City Council of the City of Phoenix or any court.

Data Confidentiality. Except as specifically provided in the Contract, the Consultant or its subconsultants shall not divulge data to any third party without prior written consent of the City.

Legal Worker Requirements. The City of Phoenix is prohibited by A.R.S. § 41-4401 from awarding a contract to any firm who fails, or whose subconsultants fail, to comply with A.R.S. § 23-214(A). The firm and each subconsultant shall comply with all federal immigration laws and regulations related to their employees and compliance with the stated law. The City of Phoenix retains the legal right to inspect the papers of any firm or subconsultant employee who is awarded a contract to ensure that the firm or subconsultant is complying with the law.

Lawful Presence Requirement. Pursuant to A.R.S. §§ 1-501 and 1-502, the City of Phoenix is prohibited from awarding a contract to any natural person who cannot establish that such person is lawfully present in the United States. To establish lawful presence, a person must produce qualifying identification and sign a City-provided affidavit affirming that the identification provided is genuine. This requirement will be imposed at the time of contract award. This requirement does not apply to business organizations such as corporations, partnerships or limited liability companies.

No Israel Boycott. By entering into this contract, the Consultant certifies that they are not currently engaged in, and agrees for the duration of the Contract to not engage in, a boycott of Israel, as defined in the state statute.

Worker Background Screening. Consultant and its subconsultants awarded a contract for this project shall perform Background Screening for all employees providing services for the project. The Background Screening provided by Consultant and subconsultants shall comply with A.R.S. § 41-4401, and all applicable laws, rules and regulations. In addition to the Background Screening performed by the Consultant and subconsultants, the City reserves the right to require the Consultant and subconsultants provide fingerprints and execute other documentation as necessary to obtain criminal justice information pursuant to A.R.S. § 41-1750(G)(4) or Phoenix City Code § 4-22.
**Badge Access Requirements.** The Consultant and subconsultants shall not be allowed to begin work in a City facility without prior completion and City's acceptance of the required background screening; and when required, the Consultant's and subconsultant's receipt of and payment for a City issued badge.

**Protest Procedures.** Firms wishing to respond to disqualification or a procurement outcome may refer to The Code of the City of Phoenix Chapter 2, Article XII, Section 2-188 which governs protest procedures utilized throughout the selection process. The procedures may be reviewed through the City of Phoenix website at:

http://www.codepublishing.com/az/phoenix/

**Questions.** Questions pertaining to this selection process or contract issues should be directed to the Contract Specialist, Julie B. Smith at (602) 534-4128 or (preferred) julie.b.smith@phoenix.gov.