

**REQUEST FOR QUALIFICATIONS
RFQ # IT-2020-02-J
CITYWORKS IMPLEMENTATION**

Statement of Qualification Submittal Due Date

July 21, 2020

No Later than 1:00 P.M.



To

Jene' Huffman-Gilreath
Shared Services Manager
Rogers Water Utilities
601 S. 2nd Street
Rogers, AR 72756
Email-JeneHuffmanGilreath@rogersar.gov

ADVERTISEMENT
REQUEST FOR QUALIFICATIONS (RFQ)
CITY OF ROGERS, ARKANSAS
ROGERS WATER UTILITIES
CITYWORKS IMPLEMENTATION
DATE: JULY 1, 2020

The City of Rogers, Arkansas and the Rogers Water Utilities (“RWU”) are seeking a software integration firm to assist the City and RWU in implementing Cityworks software. More information about the requested professional services are contained in the Request for Qualifications (RFQ).

Copies of the RFQ may be obtained from the RWU administration office at 601 S. 2nd St. in Rogers, Arkansas between the hours of 8:00am and 4:30pm M-F or by request via email at the email address listed below.

Five (5) bound copies of the statements of qualification, and one electronic PDF copy, shall be submitted on or before Tuesday, July 21, by 1:00 P.M. local time to:

Jene’ Huffman-Gilreath
Shared Services Manager
Rogers Water Utilities
601 S. 2nd Street
Rogers, AR 72756
Email- JeneHuffmanGilreath@rogersar.gov

No solicitation conference is planned. **The responding firm must be a certified Cityworks implementation partner in Platinum, Gold, or Silver Categories.** The selection process will conform to the procedures and requirements of Ark. Code Ann.§ 19-11-801 *et seq.*, and other applicable law. The Rogers City Council has designated “software integration services” as a professional service allowed by Ark. Code. Ann. § 19-11-801(c). The Rogers Waterworks and Sewer Commission has designated “Software Integration Services” and equivalent and inclusive services, as professional services which will not be procured through competitive bidding. Selection and actual award of a contract, or contracts, may be subject, as applicable, to approval by the Rogers City Council and the Rogers Waterworks and Sewer Commission. The City and RWU reserve the right to cancel this RFQ process without notice, to reject any and all submissions, to waive technicalities, formalities, and/or informalities, and to accept any submission deemed to be in the best interest of the City and RWU.

**REQUEST FOR QUALIFICATIONS (RFQ)
CITY OF ROGERS, ARKANSAS and
ROGERS WATER UTILITIES
CITYWORKS IMPLEMENTATION
DATE: JULY 1, 2020**

INTRODUCTION

The City of Rogers, Arkansas (“the City”) is a city of the first class located in Benton County, Arkansas, with a mayor-council form of city government. As of July 1, 2018, the City had an estimated population of 67,600. The City is organized into several departments including Code Enforcement, Animal Services, Community Development, Finance, Human Resources, Legal, Police, and Fire.

The City’s water and sewer services are operated by the Rogers Water Utilities (“RWU”). RWU is the municipal water and sewer utility of the City, consisting of the water department and the sewer department. RWU is operated under common management and is supervised by the Rogers Waterworks and Sewer Commission (“the Commission”), a combined waterworks and sewer commission established by City of Rogers Ordinance No. 86-10, codified at Section 54-1 *et seq.* of the Code of Ordinances of the City of Rogers.

The City and RWU are seeking professional services for implementation of Cityworks software (Cityworks”). The City and RWU are separate procurement units and each have separate funding and budgets. However, the City and RWU are purchasing a joint Cityworks license, specifically licenses for the Cityworks Purchasing License and Land (PLL) Module and the Cityworks Asset Management System (AMS) Module. This RFQ is not soliciting the purchase of Cityworks software. The City and RWU will provide their own Cityworks licenses, as well as any and all hardware necessary to support the implementation.

This RFQ is a part of a procurement for professional services pursuant to Ark. Code Ann. § 19-11-801 *et seq.* This is a joint procurement by the City and RWU authorized by Ark. Code. Ann. § 19-11-251. Respondents should not submit pricing proposals with their Statement of Qualification. Once a firm is selected, the City and RWU and the selected firm will negotiate the terms of a professional services contract. Selection and actual award of a contract, or contracts, may be subject, as applicable, to approval by the Rogers City Council and the Rogers Waterworks and Sewer Commission.

PRELIMINARY SCOPE OF SERVICES

The selected firm will assist the City and RWU in accomplishing their implementation goals. Implementation must take into account the respective responsibilities, goals and objectives of each City department and RWU section that will be using Cityworks. Implementation will include an assessment of the features and functions desired, including integration with other software applications used by each department or section.

Cityworks should be configured with data and system security in mind, including the legal requirements for securing confidential customer information and security information for the waterworks system and sewer system. User access should be controlled so that only appropriate personnel have access to confidential information.

City of Rogers Departments: Planned Use of Cityworks

Numerous City of Rogers Departments will use Cityworks. It is anticipated that the Department of Community Development and the Fire Department's Risk Reduction Division will use the Cityworks PLL Module. It is anticipated that the following City Departments and facilities will use the Cityworks AMS Module: Community Development, Parks and Recreation, Police, Street, Fire, Building Maintenance, IT, Library, Historical Museum, Airport, and Cemetery. More information about City of Rogers Departments and Facilities is available online at www.rogersar.gov.

Rogers Water Utilities: Planned Use of Cityworks

RWU operates the water and sewer departments in an integrated manner through the following sections.

Customer Service. This section, among other functions, operates the business office, conducts customer billing, processes payments, supervises meter reading, responds to service requests, processes receivables and expenses, and conducts accounting.

The Customer Service section will use Cityworks to, among other tasks, track the age and value of assets of RWU including assets of the waterworks system, the sewer system, and the wastewater treatment plant. To the extent practicable and applicable, the implementation firm may be asked configure Cityworks to interface with Legacy Billing software and Microsoft Office Suite software used by this Section.

Field Operations. This section, among other functions, operates and maintains the water distribution system and sewer collection system including water lines, sewer lines, storage tanks, lift stations, etc. This section also issues permits for boring within the City of Rogers and permits for excavations within the City of Lowell in the RWU service area.

The Field Operations section will use the Cityworks AMS module to, among other tasks, track the age, maintenance status, repair status, workorders, troubles, and other information regarding the components of the system. Field Operations will also use the Cityworks PLL module to manage issuance of boring permits and excavation permits.

To the extent practicable and applicable, the implementation team may be asked to configure Cityworks to interface with and/or replace the following software used by this Section: Hansen, Granite XP, Itron Badger and Master, Cues, Google Maps, Legacy Software (tablet program, customer information, billing), Smartsheets, Microsoft Office Suite, and SCADA (Wonderware with Schneider, PLC).

Engineering. This section, among other functions, oversees planning and development of the water system and sewer system, conducts construction plan reviews for water facilities and sewer facilities; and provides planning and supervision for repair and maintenance of the water system and sewer system.

The Engineering section will use the Cityworks AMS module to among other tasks, track the age, maintenance status, repair status, and other information regarding the components of the water system and sewer system. To the extent practicable and applicable, the implementation team may be asked to configure Cityworks to interface with the following software used by this Section: AutoCAD Civil3D, Trimble “Unity”, Esri ARC GIS, Tokay, Innovyze InfoWater, Google Earth, Various PDF programs (Bluebeam, Adobe Acrobat Pro and DC, as well as some other no-cost programs), Microsoft Office Suite including Access, and SmartSheets. The Engineering section will use the Cityworks PLL module to conduct plan reviews and permitting of water and wastewater projects with the City.

Rogers Pollution Control Facility. This section operates RWU’s wastewater treatment plant. The RPCF will use the Cityworks AMS module to, among other tasks, track the age, maintenance status, repair status, and other information regarding the components of the wastewater treatment plant, in addition to Fats Oil and Grease (FOG) tracking and Pre-Treatment work. To the extent practicable and applicable, the implementation team may be asked to configure Cityworks to interface with the following software used by this Section: SCADA (Wonderware with Allen Bradley, PLC), Allmax Antero and Operator10, and Microsoft Office Suite.

Shared Services. This section provides support for all other RWU sections including providing procurement services and contract management. This section also supervises RWU’s Information Technology (IT) office. This section will supervise implementation of Cityworks at RWU and will coordinate the implementation with the City. This section may require use of Cityworks for support of its mission as specified further during implementation.

More information about RWU is available online at www.rwu.org.

This is a preliminary scope of services. In accordance with Ark. Code. Ann § 19-11-805 (a), after a firm is selected, the City and RWU and the selected firm will jointly prepare a detailed, written description of the scope of the proposed services.

EVALUATION OF QUALIFICATIONS

Qualifications shall be evaluated in accordance with Ark. Code. Ann. § 19-11-803. In accordance with those standards, respondents to this RFQ are asked to provide the following information regarding qualifications and characteristics of the responding firm.

1. Please describe the specialized experience and technical competence of the responding firm with respect to serving the City and RWU. Describe the history and experience of the responding firm and the responding firm's experience in software implementation and integration. Describe the firm's familiarity with functionality and feature requirements prescribed by law for certain public entities in Arkansas. Provide the names and professional qualifications of the personnel who would provide the services and identify the individual who would serve as the primary contact and be primarily responsible for handling the engagement. Include any distinguishing features of the responding firm's proposed services.

The responding firm must be a certified Cityworks implementation partner in Platinum, Gold, or Silver Categories.

2. Describe the capacity and capability of the firm to perform the work in question within any time limitations fixed for completion of the courses of action chosen.
3. Please describe the past record of performance of the firm with respect to factors such as those listed in Ark. Code. Ann. § 19-11-803 (3). With regard to the control of costs factor, please describe the willingness of the firm to, where appropriate, accomplish the objectives of the engagement by working in concert with City and RWU IT staff.
4. The firm's proximity (office locations and associated resources) to Northwest Arkansas and its familiarity with Northwest Arkansas, and its proximity to and familiarity with any other geographical areas in which the work would be, or would likely be, performed, including additional office locations.
5. Provide other information that has bearing on the responding firm's ability and qualifications to provide the requested services.

Firms should not submit fee and costs information with their Statements of Qualification. Fees and costs will be considered with a firm selected for negotiation of a contract in accordance with Ark. Code. Ann. § 19-11-805.

Each responding firm should also disclose any conflicts or potential conflicts with the City and RWU including all contracts and/or transactions that might reasonably be construed to be adverse to the interests of the City and RWU. Each responding firm should also disclose all relevant material facts regarding significant financial interests, or any influential interests, with any of the City or RWU's employees, members of the Rogers Waterworks and Sewer Commission, elected officials of the City of Rogers, members of the Rogers City Council, and City officers and employees of the City of Rogers.

Prefacing the qualifications statement shall be an Executive Summary, providing a summation of the statement and bearing the signature of an individual authorized to bind the responding firm. Statement of Qualifications expenses shall be borne by the responding firm.

SELECTION

The City and RWU will have a joint selection committee ("committee") composed of representatives from the City and from RWU which will evaluate statements of qualification. The City and RWU will each have an equal number of representatives on the committee. The selection process may involve in-person and/or telephone interviews and/or presentations to the committee. Selection shall be conducted in accordance with the procedures outlined in Ark. Code. Ann. § 19-11-804. Each application shall be provided to the committee, which will rank each firm in accordance with the criteria listed above, resulting in the selection of three qualified firms, with the top-ranked firm then being considered the best qualified and capable of performing the desired work and therefore selected by the committee for negotiation of a contract in accordance with Ark. Code. Ann. § 19-11-805. The decisions of the committee shall be determinative, subject to approval, as applicable, by the Rogers City Council and the Rogers Waterworks and Sewer Commission. When such approval is required, in the event either public body fails to approve the recommendation of the committee, then the selection will fail for lack of approval, and the committee will proceed to obtain approval to negotiate a contract with the next highest ranked firm.

NEGOTIATION OF CONTRACTS

Once a firm is selected, negotiation of contracts shall be conducted in accordance with the procedures outlined in Ark. Code. Ann. § 19-11-805. In the event the City and RWU are unable to negotiate a satisfactory contract with the firm selected, the City and RWU shall terminate such negotiations and undertake negotiations with another of the qualified firms selected, and shall further proceed as outlined in Ark. Code. Ann. § 19-11-805. Given the scope of the projects and the need for continuity, contracts may have multi-year duration, as permitted by law.

SUBMISSION

Five (5) bound copies of the qualification statements, and one electronic PDF copy, shall be submitted on or before Tuesday, July 21, 2020, by 1:00 P.M. local time to:

Jene' Huffman-Gilreath
Shared Services Manager
Rogers Water Utilities
601 S. 2nd Street

Ms. Huffman-Gilreath will be accepting Statements of Qualification on behalf of the City and RWU.

All materials submitted in response to this RFQ become public property and are subject to potential disclosure, in whole, or in part, under the Arkansas Freedom of Information Act (FOIA), codified at Ark. Code. Ann. § 25-19-101 *et seq* and other applicable law. If the qualification statement contains proprietary information that the responding firm does not want disclosed, each page containing such information must be identified and marked “PROPRIETARY” at the time of submittal. The City and RWU will, to the extent permitted by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the City and RWU in consultation with their legal counsel. Neither the City, nor RWU, nor their legal counsel, shall have any liability to any responding firm for any decision of RWU to release information in compliance with FOIA or other applicable law. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request. A responding firm shall not be permitted to mark its entire qualification statement as proprietary.

RIGHT OF REJECTION

The City and RWU reserve the right to reject any and all submissions, to waive technicalities, formalities, and/or informalities, and to accept any submission deemed to be in the best interest of the City and RWU.

QUESTIONS CONCERNING RFQ

Questions concerning this RFQ process should be directed by email to:

Jene’ Huffman-Gilreath
Shared Services Manager
Rogers Water Utilities
601 S. 2nd Street
Rogers, AR 72756
Email- JeneHuffmanGilreath@rogersar.gov

Interested persons and firms should communicate only with Ms. Huffman-Gilreath and any other person designated by Ms. Gilreath to address questions. Answers to questions shall be sent by email to all firms registering with Ms. Gilreath to receive further notices concerning this RFQ.

All interested firms must register their name, address, telephone number, fax number and electronic mail address with Ms. Gilreath no later than Monday, July 13, 2020 in order to receive answers to questions, or any revisions or amendments to this RFQ.

The City and RWU reserve the right to revise or amend this RFQ up to the time set for submission of statements of qualification. As necessary, the time for submission of statements of qualifications may be extended, at the sole discretion of the City and RWU. Such revisions and amendments, if any, shall be announced by amendments to this RFQ. Copies of such amendments shall be furnished to all interested firms registering to receive notice.