



Town of Ledyard

Request for Proposal (RFP #2021-01)

Water/Sewer Customer Service and

Billing Services

Issued June 23, 2020

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I. The Opportunity

A. Executive Summary

The Town of Ledyard's Water Pollution Control Authority (Ledyard WPCA) is accepting proposals to perform all of its water meter reading, customer notices, and billing for both water and sewer services (sewer services are currently billed as a percentage of water services).

Proposers should be aware that the Town of Ledyard is interested in becoming part of a regional water authority as permitted by Section 7-148cc of the Connecticut General Statutes. Because of this, the Town of Ledyard expects to limit qualified bids to those from municipal utilities and existing regional water authorities.

The period of performance is expected to begin no later than August 1, 2020 and extend until June 30, 2022.

The Ledyard WPCA operates as the town-owned provider of drinking water and wastewater services for Ledyard, Connecticut. The Ledyard water and sewer department serves approximately 1,387 homes and 68 businesses in Ledyard and Gales Ferry, and is committed to providing a high level of customer service.

Offerers are asked to submit pricing in a manner that allows Ledyard WPCA to evaluate the provision of meter reading, billing services, customer service, and financial reporting (Billing Services) for drinking water and sewer services as a standalone proposal.

Offerers will have four weeks to submit proposals for the project. During this time, Offerers may submit questions regarding this RFP via email no later than July 10. Answers to all questions will be posted on the Town of Ledyard Website as an addendum to this RFP. An additional week will be required to evaluate submissions and negotiate a final contract. Full operation is required no later than August 1, 2020.

Event	Date
RFP distributed	6/23/20
Questions due	7/10/20
Responses to questions posted on Website	7/15/20
RFP responses due	7/21/20
Offeror selection	7/28/20
Implementation	8/1/20

The Ledyard WPCA will award a contract to the responsible Offeror whose offer is determined to be in the best interests of the Town of Ledyard. The factors to be considered include the following:

Factor	Sub-Factors
Technical Approach & Understanding	Cost Reduction / Avoidance
Management	Oversight, Regulatory Compliance, Quality Control, Reporting, Customer Service
Cost	Fixed, Hourly, Escalation
Fit	Regionalization, Location, Flexibility, Expansion, Timeframe
Personnel	Licensing, Experience

II. Scope of Services

The following section describes the services to be provided.

A. Billing Services

1. Read all meters monthly as required for billing and leak detection
2. Bill all customers in a format to be specified by Offeror and approved by LedyardWPCA, reflecting:
 - a. Separate line items for water and sewer charges for each customer
 - b. Volume of water used
 - c. Late fees
3. Collect all payments (Offeror shall accept cash, check, money order, credit card, debit card, and optionally Internet web site and bank electronic transfer)
4. Deposit all funds collected daily to Ledyard WPCA's bank account via electronic funds transfer
5. Invoice the Ledyard WPCA monthly for services rendered
6. Send dunning notices according to the Ledyard WPCA Shutoff Policy
7. Send shutoff notifications according to the Ledyard WPCA Shutoff Policy
8. Provide customer usage and billing statements as requested
9. Be able to operate the current level of Ledyard WPCA's CUSI billing system and demonstrate through records of experience and certified training that the Offeror has and can operate and maintain such system.
10. Perform monthly financial reporting as follows:
 - a. Reports due on the 15th of each month to the Director of Finance, Town of Ledyard
 - b. Report format to be specified by Offeror and approved by Ledyard WPCA but should include items such as, but not limited to:
 - i. Revenue by department (water and sewer) and function (water supply, service call, hook up, etc)
 - ii. Direct costs, indirect Costs. Quantity of water billed at each billing threshold and the number of customers billed at each billing threshold
 - iii. Accounts receivable with aging (30, 60, 90, 120, *days* etc) and total for each age threshold

11. Conduct a Quarterly Business Review (15 minute presentation to WPCA and Ledyard Town Council or Director of Finance)

Notes:

1. Ledyard Town Council / WPCA will retain the rights and responsibilities for setting water and sewer rates

III. Response Format and Instructions

A. Contract Conditions and Instructions to Offerors

Ledyard WPCA recognizes that Offerors desire to use a standard contract supplied by the Offeror. Ledyard WPCA will utilize such contracts as the basis for negotiation, but reserves the right to make any changes necessary to such agreements in order to conform to Ledyard WPCA legal requirements.

1. Offeror should provide a copy of its service agreement, along with standard maintenance and warrantee contracts.
2. Offeror must provide a response in the format requested by Ledyard WPCA. Ledyard WPCA reserves the right to reject any proposal not conforming to the requirements of this RFP.
3. Proposals shall exclude State and Federal income, real estate and other similar taxes, which shall be the sole responsibility of Offeror.
4. Offeror shall NOT include sales taxes in their pricing to Ledyard WPCA.
5. Offeror shall be responsible for obtaining all appropriate local permits required to perform the services.
6. All services shall be the responsibility of the Offeror, unless otherwise specified in the response by the Offeror.
7. All responses shall be assumed to be complete with the software, hardware and services required to implement the proposed Offeror solution. Failure to include any of these items shall require the Offeror to provide the necessary software, hardware and/or services to provide systems operations as specified at no additional charge to the client.
8. Offeror shall inform Ledyard WPCA of any sub-contractors that it intends to use to perform the services. Ledyard WPCA reserves the right to review and approve Offeror's proposed sub-contractors.
9. This RFP shall in no way obligate Ledyard WPCA to issue any purchase order or to pay any costs incurred in preparation of this RFP. Any such cost or expenses shall be Offeror's sole responsibility.
10. Ledyard WPCA has no obligation to Offeror until the final, definitive agreement is entered into, a formal purchase order is executed, and a written authorization to proceed is provided by Ledyard WPCA or its designee.
11. Press releases regarding any aspect of this solicitation shall not be made at anytime without prior written approval by Ledyard WPCA.
12. Data delivered to Ledyard WPCA in response to this RFP shall not be returned.

13. Offeror's proposal in response to this solicitation shall specifically identify any cash discounts for prompt payment of invoices that would apply to any resulting award.
14. Offeror's response to this RFP must specifically identify all exceptions to those requirements with which Offeror cannot comply. Exceptions must be noted in the proposal in the appropriate section.
15. Offeror's contact regarding the solicitation with Ledyard WPCA is restricted to Ledyard WPCA, or such other person designated by Ledyard WPCA. Questions regarding this RFP must be sent by email to Marcia Hancock at finance.director@ledyardct.org. All questions will be gathered from Offerors and questions and answers will be posted as an addendum on the Town of Ledyard Website by July 15, 2020.

B. Offeror Recommendation and Pricing Instructions

Based on the information provided in this RFP, please provide your recommendation on service delivery, pricing, and any other relevant recommendations from your organization. The following items must be easily identified for evaluation:

1. Services proposed. Pricing should be inclusive of all equipment, material, supplies, systems, software and other tools required for delivery of the services, unless otherwise noted. If there is a step function in pricing, please be clear where each step occurs and what drives each pricing step.
2. Describe the minimum level of certification and training your organization will deploy for each service delivered.
3. Note your ability to meet the timeline for implementation as outlined in the Executive Overview.
4. Describe what pricing would be available to Ledyard WPCA and at what discounted rates. Pricing must be valid for 180 days from RFP due date.
5. Provide pricing and rate information for the services described in the Scope of Services section in the following format:

<i>Line</i>	<i>Description</i>	<i>Year 1</i>	<i>Year 2</i>
1	Annual Contract Rates		
2	Billing Services		
3	Time & Material Rates		
4	Labor Categories (Fully Burdened Hourly Rates - Normal Working Hours)		
5	Offerors Category Description		
6	Offerors Category Description		
7	Offerors Category Description		
8	Offerors Category Description		
9	Offerors Category Description		
10	Labor Categories (Fully Burdened Hourly Rates - After Normal Working Hours)		
11	Offerors Category Description		
12	Offerors Category Description		
13	Offerors Category Description		
14	Offerors Category Description		
15	Offerors Category Description		
16	Professional Consulting (Fully Burdened Hourly Rates)		
17	Offerors Category Description		
18	Offerors Category Description		
19	Offerors Category Description		
20	Offerors Category Description		
21	Offerors Category Description		

C. Offeror Information

1. State the number of employees you have, and include training certifications, operator licenses and skill levels of each.
2. Identify whether your staff are employees or subcontractors, and if you use a combination, state the approximate percentage of each. Please identify any firms you plan to contract with to provide services.
3. Describe your IT infrastructure and capabilities for providing billing services. Please be specific and descriptive regarding your system redundancy, flexibility, security, reliability and functionality.
4. Define your normal operating and/or business hours.
5. Provide any other information you feel the Ledyard WPCA would find relevant or need to know, including suggestions for operating practices, billing practices, etc.
6. Provide a copy of your most recent audited financial statement or annual report.

All submissions must be in writing -- two hard copies plus a complete copy on electronic media. The outer envelope must contain the RFP number and name, and will be received at the Mayor's Office, Ledyard Town Hall, 741 Colonel Ledyard Highway, Ledyard, CT 06339, no later than 2 pm on July 21, 2020. The offers will be opened and read aloud at that time.

The Town of Ledyard reserves the right to accept or reject any or all options, bids, responses to the request for qualifications, or proposals; to waive any technicality in a statement or part thereof submitted, and to accept the statement deemed to be in the best interest of the Town of Ledyard. All materials submitted shall become the property of the Town of Ledyard. The receipt of any response to this request shall in no way be construed to create or imply a contract or obligation between the parties.

IV. Definitions

Five Year Water Plan – a document prepared by the Ledyard WPCA in compliance with Connecticut state standards

Ledyard WPCA – the Town of Ledyard Water Pollution Control Authority as defined by Town of Ledyard ordinance

Offeror – the organization responding to this RFP with the intention of delivering the Services

Service Level Agreement – a written document stating the response times to which Offerors shall adhere, defining severity level, maximum time to respond, maximum time to repair

V. *Water System Specifications*

The Ledyard Water and Sewer Department serves 1,387 residential water customers and 68 commercial water customers. All meters are read monthly. Billing is performed monthly for commercial and residential customers.

The Ledyard WPCA has four distinct water service areas as follows:

<i>Service Area</i>	<i>PWS ID No.</i>	<i>Population</i>
Highlands	CT0720031	4134
Ledyard Center	CT0727091	2220
Gales Ferry	CT0727051	2054
Avery Hill	CT0720061	127

Infrastructure includes approximately 43 miles of main varying in size from 16-in to 8-in ductile iron; 10-in to 4-in cast iron, and 2-in and smaller service lines. There are two storage tanks (1 mil.gal – Holmberg Orchard; 750,000 gallons – Ledyard Center). Master meter vaults measure water purchased from Groton Utilities at Route 12 (Gales Ferry system) and Route 117 (Ledyard Center system) interconnections and the flow from Ledyard to Montville (Bluff Road). Groton Utilities monitors these vaults. There are approximately 1337 metered customer accounts; 575 valves; and 340 hydrant assemblies (w/ valves). All customer-side water meters are remote readable Neptune T-10 meters.

Total drinking water gallons used is approximately 332,500 gallons per day or approximately 120 million gallons per year.

A few of the commercial meters need to be hand read.

