

**REQUEST FOR QUALIFICATIONS
2017-004 ASSET MANAGEMENT PLATFORM**

I. INTENT

The Town of Hampton, acting through its Town Manager for the Hampton Department of Public Works (DPW), in accordance with the provisions of New Hampshire Revised Statutes Annotated Chapter 37, Section 6 and the provisions of the Town of Hampton Purchasing Policy and Purchasing Procedures requests sealed Requests for Qualifications (RFQ) to provide an Asset Management Platform for the Department of Public Works.

II. INSTRUCTIONS

All inquiries regarding the RFQ document, procedure, and any technical aspect may be directed to James Hafey, Town of Hampton, DPW – Engineering Technician at (603) 929-5933 weekdays between the hours of 7:00AM and 3:30PM, or by email at jhafey@Town.hampton.nh.us

All RFQ's shall be submitted in conformance with this document and all its sections, including any attachments and addenda distributed. All requested information must be supplied. Any additional information or tasks that are felt to be relevant by the responding firm should be included together with the submittal requirements. Failure to comply will be reflected in the evaluation of the RFQ, and may result in disqualification of the submittal.

III. SCOPE OF WORK

Background

The Town of Hampton current utilizes ArcMap10.2 and contracts with AxisGIS for online mapping of assessing, sewer, & drain data. Limited direct map editing is currently available. For vehicle maintenance, the Town currently utilizes RTA 6.8. The following items are currently handled with paper hard copies or Microsoft software (excel / word):

- Scheduling of inspections and maintenance
- Document management
- Report generation and data collection
- Work order generation, status tracking and follow up.
- Recording of complaints and violations

Characteristics

The general characteristics of the services requested may include but are not limited to:

- Windows based
- Relatively simple and reliable usability
- Off-the-shelf turn-key software requiring little maintenance
- Proven track record of successful implementation for similar application
- Customizable and expandable with GIS and labor utilization capabilities

Goals

The goal is to create a program that optimizes the management, maintenance and planning of assets across their life cycles using condition assessments, predictive analysis, and process improvement.

The Town ultimately seeks technology solutions that will fully integrate with GIS / map based software; as well as assistance with data organization, implementation, and in house GIS capabilities.

The overall goals for implementation of the platform include but are not limited to:

- Develop, maintain and automate an accurate asset inventory
- Single centralized system for information collection to be used by all staff
- Train staff on capabilities and usage
- Improve efficiency through labor analysis and tracking
- Produce standard & tailored forms for asset condition updates
- Reduce redundant staff efforts and paperwork
- Expand lines of communication between staff
- Improve customer service and communication
- Modernize work order system
- Automate required, scheduled and routine seasonal work / maintenance
- Standardize & automate required reports
- Streamline proactive capital improvement planning
- Produce budget summaries based on assets and associated labor

Capabilities

The platform capabilities may include but are not limited to:

- Asset inventory structure for both new and existing information:
 - Categorization of Asset types
 - Condition, functionality and useful life of each asset
 - Maintenance schedules
 - Asset warranty Information
 - Operational risk, failure rates and consequences
 - Asset repair / replacement costs
- Tracking of individual and group assets based upon maintenance history, cost & lifecycle
- Assist decision making process for planning & prioritization of assets
- Ability to calculate inventory and depreciation of an asset based on purchase date, original cost, schedule of useful life by asset and current date
- Produce standard and customizable asset assessment forms
- Data organization and implementation; including:
 - Management system for drawings, correspondence, documents and photos
 - Ability to associate files to an asset
- Work order generation & tracking:
 - Full visibility of open, closed and upcoming work orders
 - Set preventative maintenance schedules on assets and trigger work based on asset condition, time, and usage
 - Create repeating work orders on a scheduled basis
 - Ability to assign a priority to a task or work order
 - Ability to label type of work order (i.e. – assessment versus action)
- Generate reports using flexible query capability:
 - Standard / customizable mailings (Notices of Violation, etc.)
 - View multiple attributes for assets with sorting capability

- Real-time integration with GIS software (geographic information systems)
- Automated tracking of complaints:
 - Sewer and drain back-ups
 - Snow removal
 - Property damage
 - Trash / recycling collection
 - Roads signs
 - etc.

IV. SCHEDULE OF WORK

Following award of contract, the firm shall coordinate the scheduling of all work with the DPW Director or his designee. It shall be the obligation of the firm to complete, at a minimum, the implementation of the contracted platform before October 19, 2017.

V. WARRANTY LAW

All federal and state warranty laws apply to the work performed.

VI. FUNDING SOURCE

This project will be funded by the taxpayers of Hampton and the New Hampshire Department of Environmental Services Clean Water State Revolving Fund (SRF) in an amount not to exceed \$60,000.

VII. SUBMITTAL REQUIREMENTS

All prospective firms are expected to carefully examine the RFQ and all its sections, and any attachments, and any addenda distributed before submitting a RFQ. Failure to do so will not relieve the successful firm of the obligation to furnish all equipment and labor necessary to carry out the provisions of the RFQ.

The submission of a RFQ shall be considered prima facie evidence that the firm has made such examination and has taken into account the Town's intent. Failure to comply will be reflected in the evaluation of the RFQ, and may result in disqualification of the firm.

Submitting firms must satisfy themselves of the accuracy of the RFQ. After the RFQ's have been submitted, no firm shall assert that there was a misunderstanding concerning the quantities of work or of the nature of the work to be done.

All costs related to the RFQ preparation and/or submission will be borne by the submitting firm in responding to this RFQ or in responding to any request for interviews, additional information, etc. prior to the issuance of a contract.

Any RFQ which is incomplete, conditional, or obscure, or which contain erasures, alterations or other irregularities of any kind, or in which errors occur or contain abnormally high or low costs, may be rejected.

The completed RFQ must contain the full name of the company and the address. Failure to manually sign the RFQ will disqualify the submitting firm. The person signing the RFQ Form shall show title or authority to bind the firm in a contract agreement.

Sealed RFQ's shall contain one (1) original and three (3) copies of the requested information and will be received until 2:00 PM on Tuesday, April 18, 2017 at the Town Manager's Office, 100 Winnacunnet Road. All RFQ submittals must be clearly marked "RFQ 2017-004 – Asset Management Platform".

All interested parties submitting a response to this request shall include the following information:

- a. Cover letter
- b. Brief history of the firm and key personnel, including technical capabilities, relevant expertise, number of years in business, firm size and financial stability. This statement shall include the following: company investments made; products currently in development; description of platform upgrade experience; and track record of upgrades.
- c. Name of proposed platform to address the goals and capabilities as outlined in this RFQ.
- d. Licensing agreement of software and how support will be provided when a new version(s) is issued.
- e. Specifications regarding specific hardware, server and network requirements for the proposed platform. **Note: Platform needs to be Windows based.**
- f. Project Approach and Understanding Statement, which explains how your firm expects to meet the goals and capabilities as outlined in this RFQ, including training, support and maintenance.
- g. Scope of Works – Highlight major tasks that were not specifically called out in this request.
- h. Related projects / experience including the following:
 - (i). Description of other similar projects completed by your firm and length of time since the system was put into service.
 - (ii). List of local, state and federal agencies using platform / software.
 - (iii). Three (3) references with contact information. Of particular interest are communities of similar size and/or complexity and those in which the proposed platform is being used to address departmental needs and functions similar to the Town of Hampton DPW.

* Platform cost proposals are not requested at this time.

VIII. REVISIONS TO RFQ

If it should become necessary to revise any part of this RFQ or otherwise provide additional information, an addendum will be issued by the Town and furnished to all firms who have obtained copies of this original RFQ.

IX. RETURN OF SEALED RFQS

No faxed or emailed RFQ or faxed or emailed withdrawals of the RFQ will be permitted. If a withdrawal is made in either fashion, it will be destroyed upon receipt.

A prospective firm may withdraw its RFQ, upon request to the Town Manager before the time of opening; the RFQ will be returned unread. At the Town's discretion, late RFQs may be returned to the firm unopened.

1. Correction or Withdrawal of RFQ and Cancellation of Award.

Correction or withdrawal of inadvertently erroneous RFQs before or after award, or cancellation of award or contract based on such RFQ mistakes, shall only be permitted at the

Town Manager's sole discretion. However, no changes in the proposed cost(s) or other provisions of the RFQ prejudicial to the interest of the Town or fair competition shall be permitted. Except as otherwise provided by regulation, all decisions to permit the correction or withdrawal of a RFQ, or to cancel award or contract based on errors or omissions, shall be supported by a written determination made by the Town Manager or his/her representative. No RFQ may be withdrawn when the result would be to award the contract to another RFQ from the same firm or of another firm in which the ownership of the withdrawing firm is more than five percent. If the Town Manager or his designee denies the withdrawal of a RFQ, he shall notify the firm in writing stating the reasons for his decision.

X. SELECTION PROCESS

The selection process will include the evaluation of all submittals based on the qualifications of the firm. The submittals will be compared, rated and shortlisted based on match to requested needs. Interviews will then be conducted. The Town will enter into negotiations with the top rated firm for a cost proposal for the asset management platform and associated services. If not mutually agreeable, the Town will entertain a cost proposal from the second-rated firm and so on, until an agreement is reached. The Town reserves the right to discontinue the selection process at any time prior to awarding the contract. There will be no reimbursement to any firm if the selection process is terminated.

XI. AWARD

The award will only be made after evaluation of all RFQ's submitted. The award is expected to be made within (10) ten working days of the opening. The award shall in no way guarantee any amount of work to the successful firm.

The award will be made to the most responsive and responsible RFQ that meets the specifications contained herein, with terms viewed as most favorable to the Town of Hampton, and the satisfactory negotiation of a final contract. The Town will also weigh the factors set forth in Section 718-4 of the Purchasing Policy to reach a final determination.

The Town acting through the Town Manager reserves the right to reject any, or all RFQs, to waive any informality of the RFQs received, to omit any item or items and/or to accept any RFQ as he may deem to be in the best interest of the Town. The decisions of the Town Manager shall be final.

XII. DISQUALIFICATION

A firm may be disqualified and their RFQ rejected for either of the following reasons: 1) failure to supply completed information as requested by this RFQ or 2) evidence of collusion among other firms. Any RFQ(s) so rejected for reason #2 will disqualify the firm(s) involved from consideration in future dealings with the Town. The lack of experience of the prospective firm may be grounds for disqualification in the award process.

XIII. CONTRACT DOCUMENT

The final scope of services will be incorporated into a contract for execution. Upon execution of the contract by the Town Manager, the firm will be instructed to commence providing the platform and associated work outlined in the contract. All information, data, documents, photos, computer records and other materials of any kind acquired or developed by the firm pursuant to this proposal

shall be the property of the Town. The firm shall not sell, license, publish, display, distribute, disclose or otherwise make available information of the Town to any third party, nor use such information except as authorized by this agreement without the prior written consent of the Town Manager unless required by law.

XIV. RESERVATION OF RIGHTS

This RFQ does not commit the Town to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services and supplies. Costs incurred for the preparation of the RFQ in response to this request shall be the sole responsibility of the firm submitting. The Town reserves the right to reject any or all submittals, to waive technical or legal deficiencies, to cancel in part or in its entirety this request, and to accept any RFQ that it may deem to be in the best interest of the Town.

The Town of Hampton is an equal opportunity employer. All qualified firms will receive consideration without regard to race, color, religion, creed, age, gender, or national origin.

XV. NON-ASSIGNMENT

Neither the selected firm nor the Town shall assign, transfer, convey, or otherwise hypothecate the contract or their rights, duties, or obligations hereunder or any part thereof without the prior written consent of the other, which consent shall not be unreasonably withheld.

XVI. INDEMNIFICATION

In accepting the awarded contract, the firm agrees to hold harmless and indemnify the Town, its officers, agents, and employees from any liability and any all claims, suits, damages, and attorney's fees and costs, arising from the work to be performed or the services to be provided.

XVII. USE OF SUBCONTRACTORS

The use of subcontractors will not be allowed under the contract.

XVIII. SAFETY AND TRAFFIC CONTROL MEASURES

The work shall take place Monday through Friday between the hours of 7:00 a.m. to 3:00 p.m. and workers must be off site by 3:30 p.m. No work will be done on any Saturday or Sunday.

The selected firm shall employ all measures and procedures of safety and traffic control applicable by local, state, and/or federal laws.

XIX. CORRECTION OF DEFECTIVE WORK

The Town shall require the correction of defective work. In the event the work performance of the selected firm is unsatisfactory, the selected firm will be notified by the DPW Director or his designee and be given five (5) working days to correct work, and unreasonable delay in the performing of corrections may be grounds for termination of the selected firm. Upon failure of the selected firm to correct work, the Town shall withhold any amount necessary for the correction of work from payments due, in order to correct the deficiencies. There will be no cost to the Town for any re-works/corrections.

XX. TERMINATION

The Town acting through the Town Manager retains the right to terminate and dismiss the selected firm for non-performance, or poor performance with five (5) working days' notice. Additionally, the Town acting through the Town Manager reserves the right to negotiate a contract agreement with the next qualified firm for completion of the work.

XXI. PAYMENT

Payment will be made only for actual work performed and accepted in accordance with the contract. Payment of the invoice shall automatically release any lien that the invoice may have provided against the Town. Payment will be made within 30-days of receipt of the submission of a completed invoice for the work performed, in writing, with approval signoff of the DPW Director or his designee.

Any scheduled item of work to be done and materials to be furnished may be increased, decreased, or omitted by the DPW Director or his designee, and no claim for loss, anticipated profits, or costs incurred in anticipation of work not ultimately performed will be allowed due to such increase or decrease.

Billing Instructions. All invoices shall include the following information:

- (1) Firm Name
- (2) Task completion date
- (3) Brief description of work/services rendered
- (4) Hourly rate charged

XXII. CHANGE ORDERS

The selected firm shall not proceed with work and materials that are not included in the RFQ and in the contract requirements and specifications without written prior approval of a change order by the DPW Director or his designee.

XXIII. LAWS, PERMITS, AND LICENSING

It shall be the successful firm's responsibility, and anyone employed by the selected firm to adhere to and comply with all federal, state, and local laws, regulations, and codes, as well as with all standards and practices relating to the work being performed or the services provided. In addition, it is the successful firm's responsibility, and anyone employed by the selected firm to procure and keep in effect any and all licenses, permits, notifications or other regulatory requirements relating to the work to be performed or the services to be provided.

XXIV. INSURANCE REQUIREMENTS

The insurance required for the award of the contract shall provide for adequate protection of the selected firm against damage claims, which may arise from work under the awarded contract, whether such work be by the insured or by anyone employed by him, and also against any of the hazards which may be encountered in the performance of the work.

The Town of Hampton shall be named as an additional insured on the insurance certificates. Such certificates shall also contain the following statement: "The insurance covered by this certificate will not be canceled or materially altered, except after 10-days written notice has been received by the Town of Hampton."

The following coverages are required in order to be awarded the contract:

1. General Coverage

To be eligible to be awarded the contract to perform the work required, the selected firm shall submit to the Town a current certificate of insurance for General Liability; Automobile Liability; Excess Liability; Property Liability (All risk including Theft & Fire) from a company licensed to issue such insurance in the State of New Hampshire in the following amounts, which shall be maintained during the life of the contract (excess or umbrella coverage may satisfy requirements).

Each Occurrence	\$2,000,000.00
General Aggregate	\$2,000,000.00

2. Workers' Compensation

To be eligible to be awarded the contract to perform the work required, the selected firm must submit to the Town a current certification of Workers' Compensation Insurance in accordance with the provisions of New Hampshire law from a company licensed to issue such insurance in the State of New Hampshire in the following amounts, which shall be maintained during the life of the contract (excess or umbrella coverage may satisfy requirements).

Coverage A	Statutory
Coverage B	\$2,000,000.00

3. Cancellation of Insurance

The cancellation of any insurance held by the selected firm will automatically cancel any contract.

XXV. NO RESPONSE REQUEST

It is requested of all prospective firms that if they will not be submitting a RFQ to submit a letter of no response to the Town.

XXVI. POSTING OF RFQ

This RFQ and any attachments, and any addenda distributed are posted on the Town's website at <http://hamptonnh.gov/wp-content/uploads/Townmanager/Forms/RFP>

All prospective firms(s) seeking to submit a RFQ are requested to inform the Town by email at inquiries@Town.hampton.nh.us that they have obtained the RFQ from the Town's website. Please provide your name, address, phone number, and email address. This will enable the Town to forward any addenda distributed and/or additional information that may be required for compliance with the RFQ document.

XXVII. PURCHASING POLICY APPLIES

The Town of Hampton's Purchasing Policy and Purchasing Procedures in Chapter 718 of the Hampton Code applies to any RFQ received hereunder.

XXVIII. GOVERNING LAW AND VENUE

This RFQ, and the contract agreement to be entered into shall be governed by the statutory and common laws of the State of New Hampshire and venue shall lie in the State Courts of the State of New Hampshire as to any dispute.