



**Request for Bid
2017 SCADA Support and Maintenance Project
Woodridge Lake Sewer District (Goshen, CT)
August 21, 2017**

The Woodridge Lake Sewer District (WLSD) located at 113 Brush Hill Road in Goshen, Connecticut is requesting bids from qualified SCADA contractors. The work consists of providing services under a **twelve month service agreement** to provide system hardware checks, programming and operator interface software modifications, system backups and documentation, operator training, system operating enhancements and operations and maintenance support.

Interested contractors are requested to review the existing SCADA system and documentation located at 113 Brush Hill Road Goshen, CT 06756. Contact Charles Ekstrom at 860 491 3474 or Charles.Ekstrom@wlsd-goshen.org to schedule an on-site visit. The bid documents can be found online at www.wlsd-goshen.org under BIDS/Request for Proposals.

Proposals will be accepted at the office of the Superintendent, 113 Brush Hill Road, PO Box 258, Goshen, CT 06756 until 10:00 am Thursday, September 21, 2017.

Bids shall be received in a sealed envelope marked on the outside
“BID FOR SCADA SUPPORT”.

I. SCOPE OF SERVICES

The general scope of services under this agreement shall be system hardware checks, programming and operator interface software modifications, system backups and documentation, operator training, system operating enhancements and operations and maintenance support as required.

The work shall be as follows:

- Recommended Scheduled Maintenance and Upgrade site visits per 12 month period
- Recommended hours of Support in the “Bank.” These “Bank” hours may be used for the following:

The following are suggested tasks performed on a typical Scheduled Maintenance visit, as directed by the client.

Maintenance Service Work

System Hardware Checks

1. Check instrument input signals

- Routine spot checks will be made of instrument input signals to the PLC control system as requested by the operators.

2. SCADA panel inspection

- Routine physical inspection of PLC panels and terminations

3. Spare parts check

- Check spare parts list for availability and/or inventory.

4. Recommend and plan improvements to problem areas, e.g. lightning protection.

PLC and Operator Interface Software Checks

1. Custom PLC programming tools

- Develop troubleshooting aids for the system as needed.

2. System adjustments

- Perform minor software tuning/modifications as necessary to maintain proper system performance and operation.

3. Alarm review

- Routine review and print out of alarm logs and system adjustments as required.

4. System performance review

- Review Operator log for operational problems as needed.

5. Operator interface adjustments

- Operator interface screen and database modifications as needed to continuously improve system operation, data collection and efficiency.

6. Maintenance review

- Meet with operators to resolve issues that may relate to control system performance or operation.

System Backups and Documentation

1. Onsite PLC program

- PLC program revisions and backups will be maintained on the client's computers, and PLC program hard copy documentation will be kept current.

2. Offsite PLC program

- Updated PLC program will be kept on disk and hard copy at contractor location.

3. Offsite operator interface files

- Storage of current operator interface configuration files in disk and hard copy.

4. Operations and Maintenance manual updates

- The Operations & Maintenance manual supplied will be kept current to reflect changes in the system.

5. Installation of any software updates that have been provided by the customer. These updates are essential to the proper operation of the SCADA system.

6. Provide a hard copy backup of generated reports if applicable. This function should be performed at least on a quarterly basis to guarantee historical information is available in case of a major system malfunction.

Operator Training

1. Maintenance/operation refresher

Review signal tracing and troubleshooting with operators as required.

2. Routine review/refresher of file management procedures as required.

3. At the Client's discretion training, may be given in the use and operation of PLC and HMI software programs.

II. COMPENSATION FOR SERVICES

For performance of work delineated under Section I, SCOPE OF SERVICES, please provide hourly rates for services as scheduled below:

Scheduled Maintenance and Upgrade site visits: Number of visits recommended in twelve months _____
Estimated Duration (Hours) _____ Rate/ Hour _____

Unscheduled Maintenance and Upgrade site visits during contractor working hours: Rate/ Hour _____

Emergency Maintenance and Upgrade site visits not during contractor working hours: Rate/ Hour _____

Travel Time Round trip during working hours: Estimated Duration (Hours) _____ Rate/ Hour _____

Travel Time Round trip not during working hours: Estimated Duration (Hours) _____ Rate/ Hour _____

Telephone Support and remote support during contractor working hours: Rate/ Hour _____

Telephone Support and remote support not during contractor working hours: Rate/ Hour _____

Documentation Maintenance: Rate/ Hour _____

Operator Training: Rate/ Hour _____

Rates will be fixed for the contract period and billed in tenths of an hour and will include salaries, payroll taxes and insurance, employee fringe benefits, telephone, general overhead and profit. Out of pocket expenses for copying and parts will be billed separately.

III. MAINTENANCE CONTRACT PROVISIONS

Client agrees not to remove any equipment or products, to the extent contractor has a maintenance responsibility or has retained any interest therein, from the location at which it is installed, except in an emergency, without prior written consent of contractor, which consent shall not be unreasonably withheld.

Responsibilities of Contractor:

1. If Client, with contractor's approval, causes modifications to be made, or accessories, attachments, features or devices not covered to be added to equipment being maintained by contractor, then maintenance service shall be supplied thereon upon mutual agreement between Client and contractor.

2. Contractor shall provide trained and competent personnel who are available to respond during normal working hours, 8.00am – 5.00pm, excluding weekends and holidays. Contractor guarantees emergency response time of 12 hours during normal working hours and 24 hours during weekends and holidays. Respond is meant to mean either by telephone or onsite as required by the emergency.

Responsibilities of Client:

1. Client's personnel should not perform maintenance or attempt repairs to the system while the system is under the purview of this schedule except as requested or specified by contractor staff.
2. Client shall be responsible for procuring spare parts as required by W&C staff in order to fully support the systems. These parts shall be purchased by the Client and made available to contractor and the Client's maintenance staff as needed.
3. Any required or recommended updates to PLC or HMI software, or additional hardware, will be at an additional cost to the client unless specifically stated within this document.

IV. PROFESSIONAL RESPONSIBILITIES AND INSURANCE

The contractor shall not commence work under this contract until he has obtained the insurance required under this paragraph. All coverage shall be with insurance companies licensed and admitted to do business in the State of Connecticut.

1. **Workers' Compensation Insurance:** The Contractor shall procure and maintain during the life of this contract, Workers' Compensation Insurance, including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Connecticut.
2. **Commercial General Liability Insurance:** The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000.00 per occurrence and/or aggregate combined single limit, Personal Injury, Bodily Injury, and Property Damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable.
3. **Motor Vehicle Liability:** The Contractor shall procure and maintain during the life of this contract Motor Vehicle Liability Insurance, including Connecticut No-Fault Coverages, with limits of liability not less than \$1,000,000.00 per occurrence combined single limit, Bodily Injury, and Property Damage. Coverage shall include all owned vehicles/equipment, all non-owned vehicles/equipment, and all hired vehicles/equipment.
4. **Additional Insured:** shall include and endorsement showing: Additional Insured, Woodridge Lake Sewer District, its officers, directors, agent, employees and members as their interest may appear.
5. **Cancellation Notice:** Workers' compensation Insurance, commercial General Liability Insurance, and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following: "It is understood and agreed that Thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to: The Superintendent, Woodridge Lake Sewer District, PO Box 258, Goshen, CT 06756.

V. TERMINATION

Services may be terminated at any time, at the Client's entire discretion upon payment for the full amounts that have been accrued and/or committed to date of termination, including restocking charges for returned software and equipment as incurred.

VI. GOVERNING LAW

The terms and conditions of any Agreement shall be governed by and interpreted in accordance with the laws of Connecticut.