



Town of Banner Elk

Request for Proposals SCADA System Rehabilitation

Date of Issue: April 2, 2025
Proposal Due Date: April 11, 2025

SEE ADDENDUM NO. 1 – New Due Date April 18, 2025

Direct all inquiries concerning this RFP to:
Rick Owen, Town Manager
Phone: (828) 898-5398
Email: manager@townofbannerelk.org

PURPOSE

The Town of Banner Elk is seeking Request For Proposals (RFP) from experienced SCADA contractors. Contractors are to submit a formal sealed proposal that encompasses all aspects necessary to place the Town's SCADA System back in service. The proposal shall include all necessary labor, equipment, materials, and incidental appurtenances required to complete the project.

The Town of Banner Elk's RFP is to provide for the complete rehabilitation of the Tropical Storm Helene (DR4827 NC) damaged SCADA System. The SCADA is an integral component in the operation and management of the Town's Public Drinking Water System and Wastewater Lift Station. The damage from Helene on water and wastewater systems has and will continue to impact public health, welfare, and safety of the Town's citizens until repaired and placed back in functional operation. Time to execute this rehabilitation is of the essence.

This project is eligible for reimbursement from grant programs supported by Federal Emergency Management Agency's (FEMA) Public Assistance (PA) Program including 404 & 406 Hazard Mitigation and North Carolina Department of Public Safety's (NCDPS) Emergency Management Division (NCEM). It is the intent of the Town to seek all eligible reimbursement costs from FEMA PA and NCDPS NCEM to include FEMA funded 404 and 406 Mitigation project funding. All documentation, administrative policies, and procedures required by current or future grant awards are explicitly incorporated into this contract.

The SCADA System Rehabilitation Scope of Services required includes assisting the Town with the SCADA System Rehabilitation grant's project documentation and development of submittals to FEMA's Consolidated Resources Center. Other tasks will include project estimation, component description, function, and selection criteria, and identifying Industry Codes & Standards, and Maintenance Programs that are relevant to the SCADA Rehabilitation system and components, or as may be requested by the Town of Banner Elk.

The federal government is not a participant in the resulting contract between the Town of Banner Elk and the successful Contractor(s) and as such is not subject to any obligations or liabilities to the Town of Banner Elk, engineer/contractor, or any other party pertaining to any matter resulting from the contract.

MANDATORY PRE-PROPOSAL MEETING

Location: Town of Banner Elk Town Hall
200 Park Avenue
Banner Elk, NC 28604

Date: April 7, 2025

Time : 9:00 AM EDT

Based on the SCADA Systems current operational condition, known and unknown damaged components, and viability of the surviving system components, a Mandatory Pre-Proposal Site Visit is a prerequisite to submittal of the proposal. The site visit will be held at the Town of Banner Elk Town Hall at the time and date listed above. The site visit shall validate the

respondents having had the opportunity to observe the damage, obtain adequate information as to access, and ask pertinent questions to ensure a complete and comprehensive proposal for the full restoration of the SCADA System is provided.

INSTRUCTIONS TO PROPOSERS

Respondents desiring to provide services described in the Scope of Work shall submit sealed proposals clearly marked “RFP-SCADA-20250402” with an original, and three (3) complete copies, no later than 2:00 p.m., on April 11, 2025, to:

Town of Banner Elk
200 Park Avenue
Banner Elk, NC 28604

Offers by telephone or email shall not be accepted. Also, respondents are instructed NOT to fax their proposal. Faxed proposals shall be rejected as non-responsive regardless of whether the fax is received.

Respondents are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if your bid, proposal, or quotation is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address. This office will not be responsible for deliveries made to any place other than the specified address. It is the sole responsibility of the bidder to ensure that his or her proposal reaches the Town of Banner Elk on time. The Town of Banner Elk shall not be responsible for late deliveries or mail delays.

The Town of Banner Elk strongly encourages all Minority and Women- Owned Contractors to participate and submit their Request for Proposal.

TERMS AND CONDITIONS

1. The Town of Banner Elk reserves the right to award multiple contracts, and reserves the right to accept or reject any or all proposals, with or without cause, to waive technicalities, or to accept the proposals which, in its sole judgment, best serve the interest of the Town of Banner Elk, or to award a contract to the next most qualified respondent if a successful respondent does not execute a contract within thirty (30) days after approval of the selection by the Town of Banner Elk.

The Town of Banner Elk reserves the right, and has absolute and sole discretion, to cancel a solicitation at any time prior to approval of the award by the Town of Banner Elk.

2. The Town of Banner Elk reserves the right to request clarification of information submitted and to request additional information about one or more respondents.
3. Any qualification submittal may be withdrawn by the date and time set above for the submission of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days, to provide the Town of Banner Elk with the services set forth in this Request for Proposal, or until one or more of the contracts have been awarded.

4. Proposal submittals shall be sealed, and respondents should indicate on their submittals the following:

RFP-SCADA-20250402
SCADA Rehabilitation Services
Date of Submittal – April 11, 2025
Name and Address of Respondent

5. The costs of preparing a response to this Request for Proposal are solely those of the respondent. The Town of Banner Elk assumes no responsibility for any such costs incurred by the respondent. The respondent also agrees that the Town of Banner Elk bears no responsibility for any costs associated with any administrative or judicial proceedings resulting from the solicitation process.
6. The respondent receiving the award will obtain or possess the following insurance coverage and will provide Certificates of Insurance to the Town of Banner Elk to verify such coverage.
 - a. Workers' Compensation in accordance with statutory requirements.
 - b. Commercial General Liability: The vendor shall provide coverage for all operations including, but not limited to Contractual, Products and Completed Operations, and Personal Injury. With a limit of \$500,000 for each occurrence.
 - c. Business Automobile Liability: The vendor shall provide coverages for all owned, non-owned and hired vehicles with limits of not less than \$1,000,000 per occurrence, Combined Single Limits (CSL) or its equivalent.
 - d. Professional Liability (Errors & Omissions): The vendor shall provide coverage for all claims arising out of the services performed with limits not less than \$1,000,000 per claim. The aggregate limit shall either apply separately to this contract or shall be at least twice the required per claim limit.
7. The Contractor awarded this contract must maintain adequate records to justify all charges, expenses, and costs incurred in estimating and performing the work for at least five (5) years after completion of the latter of final grant closeout or final audit by OIG of any project work performed under contract resulting from this RFP. The Town of Banner Elk shall have access to all records, documents and information collected and/or maintained by others during the administration of the agreement. This information shall be made accessible at the awardees' place of business to the Town of Banner Elk, including the Town Clerk's Office and/or its designees, for purposes of inspection, reproduction, and audit without restriction.

Furthermore, the successful respondent, their successors, transferees, assignees, and subconsultants acknowledge and agree to comply with applicable provisions governing FEMA or other granting agency access to records, accounts, documents, information, facilities, and staff.

It is the intent of the Town of Banner Elk to enter into a one (1) year term contract for services as described herein.

PROPOSAL FORMAT

Respondents must respond in the format delineated below. The following information shall be tabbed to identify the required information. Failure to submit this information may render your proposal non-responsive.

Respondents shall not use the Department of Homeland Security (DHS) seal(s), logos, crest, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

1. QUALIFICATIONS OF THE CONTRACTOR

The Respondent shall provide a narrative of the Contractor's qualifications and capabilities that demonstrates how the Contractor will work with the Town of Banner Elk to fulfill the requirements of this grant funded project. Describe the Contractor's methods of providing services outlined within the Scope of Work. Contractor qualifications must include, at minimum, the following:

- a. Relevant Experience: Recent experience demonstrating current capacity and current expertise in providing SCADA Rehabilitation Services to local governments. Include any recent experience providing SCADA Services in response to emergencies or disaster damaged infrastructure, including any experience in providing services to local governments for state or federally funded projects and in pursuing reimbursement from state and federal agencies following disaster events.
- b. Past performance on similar types of SCADA Infrastructure Projects: Provide at least three references for which the Contractor has performed SCADA infrastructure services. Provide the reference contact name, address, e-mail address, telephone numbers and date of the contract.
- c. Project Approach: Describe the approach and methodology the respondent will use to accomplish the work herein. The project approach shall include information on availability of resources to allocate to the Town. **Project Approaches that consider and address the need to expedite the required SCADA Rehabilitation Services will be given preference.**

2. QUALIFICATIONS OF THE CONTRACTOR STAFF

Describe the composition and structure of the Contractor and include the names of people with an interest in the Contractor. Project staff assigned to the Town of Banner Elk project must have experience in the requirements described within the Scope of Work.

- a. Key Staff: The Respondent shall include a list of the proposed staff that will perform the work required if awarded this contract and a summary of staff qualifications.
- b. Provide resumes of staff that will be assigned to this project.
- c. An organizational chart and management plan should be included in this section. Include any subconsultants proposed to be used for the various projects

3. SUB-CONTRACTOR(S)

If any sub-consultants are used for the various projects, the successful Contractor shall provide to the Town of Banner Elk a list of names of any of the intended sub-contractors, their applicable license number(s), and a description of the work to be done by each sub-consultant. The successful Contractor shall not substitute other sub-contractors without the written consent of the Town.

The successful Contractor shall be responsible for all services performed by a sub-consultant as though they had been performed by the successful Contractor. Responsibilities include, but are not limited to, compliance with applicable licensing regulations.

If at any time the Town determines whether any sub-contractor is incompetent or undesirable, the Town shall notify the successful Contractor accordingly, and the successful Contractor shall take immediate steps for termination and replacement of the sub-consultant.

Nothing contained in any contract resulting from this RFP shall create any contractual relationship between any sub-contractor and the Town of Banner Elk.

It shall be the successful Contractor’s responsibility to ensure that all terms required in the attached contract are incorporated into all subcontracts.

4. TECHNICAL APPROACH

Provide a description of the respondent’s approach to the project, to include startup procedures, documentation control, quality assurance/quality control system, and schedule deviation avoidance plan. **The Respondent shall provide a preliminary schedule that consists of measurable milestones and the anticipated project completion date.**

5. HOURLY RATE SHEET

Each respondent must provide a copy of the hourly billing rates for each position type.

6. PROJECT TASK ORDERS

Project Task Orders shall be developed for each aspect of the SCADA Rehabilitation based on a collectively agreed upon scope and cost. Each Task Order will be based on a Lump Sum, Not To Exceed cost based on equipment, materials, and labor at each of the SCADA operational locations .

SELECTION CRITERIA

This is a bid. There will be a public bid opening. Proposals will be evaluated based upon but not necessarily limited to the following criteria utilized to select the contractor awarded this contract. The Town reserves the right to reject all responses and readvertise if deemed appropriate.

| Criterion | Points |
|---|---------------|
| Contractor scope of services offered and capacity | 15 |
| Contractor qualifications on similar projects, including references | 15 |
| Hourly Rates | 20 |
| Staff qualifications and experience including demonstration of knowledge of funding agencies regulations and procedures | 15 |

| | |
|--|------------|
| Project understanding, approach, and schedule | 20 |
| Knowledge of/past work experience for the community and/or local resources | 10 |
| MWBE/SDVOSB/VOSB | 5 |
| TOTAL | 100 |

SCOPE OF SERVICES

The Town seeks to protect its interests and meet the requirements of the funding agencies by securing the services of a qualified SCADA Rehabilitation contractor. The Town has experienced a wide range of damage to the SCADA System as a result of the recent Federally Declared Disaster, Helene, DR 4827 NC.

SCOPE OF WORK

Restoration of the Town of Banner Elk’s SCADA system operations will require evaluation, repair/replacement, design components that include electrical wiring diagrams, network diagram, Operation and Maintenance Manuals and testing of system wide components,

Damage caused by Helene floodwater to the water system and wastewater lift station pumps, controls, electrical systems, and SCADA components have rendered many of the remote terminal units (RTUs), units of the distributed control system (DCS), and programmable logic controllers (PLC) either destroyed or damaged and the SCADA system nonfunctional. The system no longer maintains communications between locations and components and two locations will likely be completely rebuilt due to the level of damage to the facility and its likelihood of future damage.

The project is expected to require extensive repair or replacement of all SCADA system components with exception of the SCADA software. The software system now being used to operate the SACADA system was installed approximately two years ago and will continue to be utilized to integrate new or repaired components. This is expected to require new PLC programming to ensure proper monitoring to ensure the PLC works with the existing system. The new programing will be tested to Factory Acceptance Testing (FAT) and Site Acceptance Testing (SAT) standards to ensure functionality. Credentials to make modifications to the existing SCADA application will be provided by the Town and the new configuration and programming will be executed under the client's existing SCADA license. Any training required or recommended by new component or equipment shall be provided by service technicians that are recognized as Certified Control Systems Technicians, Level 1 or higher, by the International Society of Automation (ISA).

Existing SCADA System Component Locations and Operations:

The SCADA System is comprised of the following operational/monitoring locations and functions:

SCADA Network Server Rack - Town of Banner Elk, 200 Park Avenue, Banner Elk, NC 28604

Public Drinking Water Supplies

Well No. 1 – 213 Balsam Lane, Banner Elk

Groundwater well, pump, controls

Well No. 2 – 157 Old Turnpike East Road, Banner Elk

Groundwater well, pump, controls

Well No.3 – 208 Park Ave., Banner Elk

Groundwater well, pump, controls

Well No.5 – 765 Shawneehaw Ave., Banner Elk

Groundwater well, pump, controls

Elkmont Pump House – 1457 Balm Highway, Banner Elk

Water system booster pump's location, multiple pumps, controls. This location was inundated by flood water.

Elkmont Tank House – 410 Elkmont Lane, Banner Elk (pneumatic water tank)

Vista Pump House – 207 Penny Lane, Banner Elk

Water system booster pump's location, multiple pumps, controls

Vista Tank – 1499 Penny Lane, Banner Elk

Concrete ground water storage tank

Apple Orchard Pump Station – 480 Orchard Lane, Banner Elk

Water system booster pump and control's location.

Apple Orchard Tank – 865 Orchard Lane, Banner Elk

Steel ground storage tank (vertical)

Wastewater System

Elk River Pump Station (Sewer Lift Station) – 646 Banner Elk Highway, Banner Elk

Multiplex pump system and controls. This location was inundated by flood water.

The contractor will evaluate each of the SCADA System operational locations and provide a proposed scope of work and cost to execute the work at each location.

EXPENSES

All travel and subsistence shall be reimbursed at current 2025 GSA rates or at the established rate for the time work is performed during the one year contract period. Documentation of travel and subsistence must be provided on a daily basis by each individual claiming reimbursement.

WARRANTY

Successful Respondent shall provide a one year Comprehensive Warranty on all components and installation, to include travel and expenses.

E-VERIFY

Pursuant to Session Law 2013-418, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. The Town requires an affidavit attesting to Contractor's compliance. Violation of the provision, unless timely cured, shall constitute a breach of contract.

RIGHTS TO SUBMITTED MATERIAL

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by the Respondents (other than materials submitted as and qualifying as trade secrets under North Carolina Law) shall become the property of the Town when received and the entire proposal shall be subject to the public records laws of the State of North Carolina except where a proper trade secrets exception has been made by the Respondent in accordance with the procedures allowed by North Carolina Law and marked in bold "Confidential".

The Town reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this Request for Proposal.

FINAL SELECTION

A team, comprised of Town staff, will be responsible for the proposal evaluations. This team, in accordance with the criteria listed above, will evaluate all proposals received as specified. The Town team members, in applying the major criteria to the proposals, may consider additional sub-criteria beyond those listed, as may become known through the review of the various proposals. During the evaluation period, the Town reserves the right to interview the top selected Contractors or all the responding Contractors. The Town's final selection will be the Contractor which, in the Town's opinion, is the most responsive and responsible, meets the Town's requirements in providing this service, and is in the Town's best overall interest. The Town maintains the sole and exclusive right to evaluate the merits of the proposals received.

Contractors will be objectively evaluated based on their responses to the project scope outlined in the RFP. The written proposal should clearly demonstrate how the Contractor could best satisfy the requirements of the Town.

The Town reserves the right to make an award without further discussion of the proposal submitted. The Town shall not be bound or in any way obligated until both parties have executed a contract. The Town also reserves the right to delay the award of a contract or to not award a contract. The RFP may be awarded by individual task or total proposal, whichever is most advantageous to the Town.

The general conditions and specifications of the RFP and the selected proposal, as amended by agreement between the Town and the Contractor including e-mail or written correspondence relative to the RFP, may become part of the contract documents. Failure of the Contractor to perform as represented may result in elimination of the Contractor from competition or in contract cancellation or termination.

Town of Banner Elk SCADA System Rehabilitation Services

PROPOSAL CERTIFICATION

Proposers Signature: _____

Date: _____

By Signing above, I Certify that I have carefully read and fully understand the information contained in this RFP; and that I have the capability to successfully undertake and complete the responsibilities and obligations of the Proposal being submitted and have the authority to sign Proposal on behalf of my organization. It is the offeror's responsibility to assure that all addenda have been reviewed prior to proposal submission.

BY (Printed): _____

TITLE: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____

EMAIL: _____

The proposer supplies the information recorded below for use in the preparation of the contract documents, in event of contract award:

1. Please indicate type of business organization:

Proprietorship _____

Partnership _____

Corporation _____

Limited Liability Co. _____

2. If business is a Corporation, please provide the following:

Name and title of officers, authorized by Corporate Resolution, who will execute the contract on behalf of corporation (generally President and Secretary).

Contractor is incorporated in what state?

If the Contractor is a foreign corporation, does the Contractor have a certificate of authority from the North Carolina Secretary of State? _____

3. If business is a Partnership, please provide the following:

Name in full or all general partners and addresses

Is this a limited or general partnership? _____

If a limited partnership, what is state of registration? _____

If business is a foreign limited partnership, does business have a certificate of authority from the North Carolina Secretary of State? _____

4. If business is a Proprietorship, please provide the following:

Name of Entity: _____

5. If the business is a Limited Liability Company, please provide the following:

List the names and titles of managers or member-managers who will execute the contract on behalf of the company.

What is the state of organization? _____

If business is a foreign limited liability company, does business have a certificate of authority from the North Carolina Secretary of State? _____

6. If the company has an assumed name, please answer the following:

If the business operates under an assumed name, what is the assumed name?

Has a certificate of assumed name been filed with the Register of Deeds? _____

If so, please provide the recording information:

Register of Deeds: _____

Deed Book: _____

at Page: _____ .