



City of Highland Haven
510-A Highland Drive
Highland Haven, Texas 78654-8269
Phone: 830-265-4366 Fax: 512-366-9721

Request for Proposal (RFP) for Water Utility Management Services

1. Introduction

The City of Highland Haven is soliciting proposals from qualified firms to provide comprehensive water utility management services. The selected firm will be responsible for the maintenance and operation of the water system, which is supplied by groundwater and located in Burnet County, Texas. The City of Highland Haven will continue to handle billing processes internally.

2. Scope of Work

The selected firm shall perform the following services:

- **Operational Management:**
 - Oversee day-to-day operations of the water system, ensuring efficient and reliable delivery of safe drinking water to customers.
 - Monitor water quality parameters, disinfectant residuals, and contaminant levels, to ensure compliance with regulatory standards and guidelines.
 - Conduct regular sampling and testing of water sources, treatment processes, and distribution system components to assess water quality and identify any potential issues.
 - Monitor system pressures, flow rates, and distribution network performance to detect leaks, pressure fluctuations, and other operational issues.
 - Implement strategies to optimize system performance and efficiency, including pressure management, leak detection, and water loss reduction measures.
 - Develop and maintain operational procedures and protocols to guide system operations and ensure compliance with regulatory requirements.
 - Provide timely response to customer inquiries, service requests, and complaints related to water quality, supply, or service interruptions.
 - Coordinate with regulatory agencies, including the TCEQ, to ensure compliance with all applicable rules, regulations, and reporting requirements, including new regulatory requirements that may arise.
 - Participate in regular training and professional development activities to stay current with industry trends, emerging technologies, and regulatory changes impacting water utility operations.

- Timely and efficient reporting of repairs, equipment needs, and system issues/needs to City Staff.
- Assist with preparing annual water system budget and CIP recommendations.
- **Routine Operations:**
 - Collect and analyze disinfectant (chlorine) residuals daily.
 - Take meter readings from each active well monthly and report to city staff.
 - Monitor pressure readings at the main plant daily.
 - Check water level in ground storage tank and chemical level in tanks daily.
 - Fill chemical containers for treatment as needed.
 - Adjust chemical feed rate as required.
 - Ensure all equipment is in proper working order.
 - Enter required readings/data (well meter reads/water pumped, chlorine residuals, sodium hypochlorite usage, pressure readings, and water level in ground storage tanks as shown on altitude gauge) on log sheets.
 - Prepare TCEQ Monthly Operating Report (MOR).
 - Collect and submit bacteriological water samples to a TCEQ-approved lab monthly.
 - Remain on standby 24/7 for urgent problems/emergencies or arrange for substitute coverage when unavailable.
 - Read customer water meters monthly.
 - Flush blow-off valves at dead-end mains monthly.
 - Prepare Disinfectant Level Quarterly Operating Reports for submission to TCEQ each quarter.
 - Maintain records and reports needed for TCEQ inspections.
 - Draft annual Consumer Confidence Report.
 - Monitor and ensure compliance with Lead and Copper Rule (LCR) requirements, including data collection, analysis, and reporting, as necessary.
- **System Maintenance:**
 - Conduct routine inspections, repairs, and preventative maintenance of the water system infrastructure, including but not limited to pumps, pipes, storage tanks, and treatment facilities.
 - Perform regular assessments of system components to identify potential issues and address them promptly to prevent service disruptions.
 - Develop and implement a comprehensive maintenance schedule to ensure the long-term reliability and efficiency of the water system.

- Utilize industry best practices and adhere to manufacturer specifications in all maintenance activities.
- Maintain accurate records of maintenance activities, including inspection reports, repair logs, and equipment maintenance schedules.
- Coordinate with vendors and contractors as necessary for specialized maintenance tasks, ensuring compliance with TCEQ rules and regulations.
- Provide emergency repair services as needed to address unforeseen equipment failures or system malfunctions, with a commitment to minimizing downtime and service interruptions.
- **Emergency Response:**
 - Provide 24/7 emergency response services for water system malfunctions, leaks, and other emergencies.
- **Regulatory Compliance:**
 - Water Operator must maintain the minimum licensure as required by Texas Commission of Environmental Quality. (TCEQ)
 - Water Operator must be present for all TCEQ inspections.
 - Ensure compliance with all local, state, and federal regulations pertaining to water quality, safety, and environmental protection.
 - Prepare and submit regular reports to the City of Highland Haven detailing system performance, maintenance activities, and compliance status.

3. Proposal Requirements

Interested firms are requested to submit proposals containing the following information:

- **Company Overview:** Provide a brief overview of the firm, including years of experience, relevant certifications, and references from past clients.
- **Technical Approach:** Describe your approach to managing and maintaining the water system, including any innovative technologies or methodologies you intend to employ.
- **Staffing Plan:** Outline the qualifications and experience of the personnel who will be assigned to this project, including key personnel roles and responsibilities.
- **Financial Proposal:** Provide a detailed breakdown of the proposed pricing structure, including any recurring fees, hourly rates, and additional costs. Please relate terms to any proposals, including any annual increases in the cost of the contract.
- **Insurance and Bonding:** Demonstrate proof of insurance coverage and bonding sufficient to cover the scope of work outlined in this RFP.

4. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Experience and Qualifications:** 30%
- **Technical Approach:** 30%

- **Cost:** 20%
- **References:** 10%
- **Insurance and Bonding:** 10%

5. Submission Deadline

Pre-Submittal Questions. There will be no pre-bidders conference. Questions regarding the RFP may be submitted to the City of Highland Haven by November 7, 2024, at 5:00 p.m. 510 Highland Dr. Ste A, Highland Haven Tx 78654. Please contact Andy Adams, City Administrator (830)-265-4366 (or via email) at cityadministrator@highlandhaventx.com.

RFP Amendments. The City reserves the right to request clarification on any proposal or to ask respondents to supply additional material deemed necessary to assist in the evaluation of the proposals. The City reserves the right to amend the RFP schedule or issue amendments to the RFP at any time. The City of Highland Haven also reserves the right to cancel or reissue the RFP.

Rejection of Proposals. The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City of Highland Haven.

Non-Obligation. Receipt of proposals in response to this RFP does not obligate the City of Highland Haven in any way. The right to accept or reject any proposal shall be exercised solely by the City of Highland Haven. *The City of Highland Haven shall retain the right to abandon the proposal process at any time prior to the execution of a contract with a vendor, and the City of Highland Haven shall bear no financial or other responsibility in the event of such abandonment.*

The City of Highland Haven must receive responses to the RFP no later than 5:00 p.m. on Thursday, November 14, 2024. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one original with signatures and a USB with a PDF to the following address:

**Andy Adams – City Administrator
City of Highland Haven
510 Highland Drive Ste A
Highland Haven TX 78654**

Proposals must be submitted in a sealed envelope, clearly marked “**Proposal for Water Utility Management Services,**” to the City of Highland Haven no later than 5:00 pm November 14, 2024.

Proposals will be opened at 10:00 am on Friday, November 15, 2024, at Highland Haven City Hall.

Contract award and Board approval will be Tuesday, November 19, 2024, 7:00 pm during the regular scheduled Board of Aldermen meeting.

6. Confidentiality

All proposals and accompanying documents are considered confidential and shall not be disclosed to third parties without the express written consent of the submitting firm.