

April 2024

TOWN OF WHITECOURT REQUEST FOR PROPOSALS ASSET MANAGEMENT IMPLEMENTATION – PHASE 2

A. INTRODUCTION & BACKGROUND

Located 170km northeast of Edmonton on Highway 43 via Highway 16, the Town of Whitecourt hosts a population of approximately 15,000, including immediately adjacent county residents, and serves as the largest urban centre between Edmonton and Grande Prairie.

The Town of Whitecourt provides a diverse range of services that are essential to our communities' wellbeing and quality of life. The management of existing assets, planning for future assets, and sustainable delivery of services is a priority for the Town. Currently, the Town has multiple long range planning documents in place; including a tangible capital asset list; life cycle/major maintenance plans for fleet, equipment and roads and recreational facilities; and a pavement and sidewalk management system that provides for the inventory, condition assessment, and priorities for roads and sidewalks.

An Asset Management Implementation Plan was completed in 2023 help to build on these existing practices, while providing a long term strategy and framework to further enhance asset management systems within the Town. The Asset Management Implementation Plan looked at the existing asset management systems and inventories within the Town of Whitecourt's current practices and provided a gap analysis to identify where these practices could be improved/enhanced to bring them up the asset management readiness scale. Various implementation strategies were reviewed to find an approach most aligned with the Town's current culture and organizational framework. A hybrid approach was proposed wherein condition assessments would still be completed by each operational group, but an Asset Manager for the Town would manage the data and lifecycle analysis to assist each department with setting their level of service targets, works programming, and capital renewal program.

The asset management approach for the Town of Whitecourt is anticipated to be achieved over a four (4) year phased implementation period. Consulting services are hereby solicited to assist the Town with completing Phase 2 of its Asset Management Implementation Plan.

B. SERVICES REQUIRED

Services are hereby required for the following tasks:

1. Asset Inventory Update

The Asset Management Implementation Plan included a high-level review of the Town's asset inventory and prepared a draft list of Asset Groups. This Asset Group listing needs to be updated and data gaps filled. Activities involved will include:

- a. Consultant to review current Asset Group listing contained within the Asset Management Implementation Plan and work with staff across departments to update and confirm the overall asset groups that will be used in the development of the next steps in the plan. It is anticipated that the Town's Asset Management Steering Committee will be the entity used to gather input across departments and provide the insight required to develop the final Asset Group listing.
- b. Based on the Asset Group listing developed, the consultant shall pull together all of the Town's current asset data into the associated groups and work with staff across departments to update and confirm the data fields to be captured for each group. Again it is anticipated that the Town's Asset Management Steering Committee will be the entity used to gather input across departments and provide the insight required to develop the final data fields for each asset group.

- c. As part of the process to pull together the Town's asset data, the following sub-tasks shall be completed:
 - i. For each "parent" asset group, a review of "child" asset data shall be conducted, and the consultant shall work with the appropriate staff departments to confirm whether or not these "child" assets will be included as an on-going function of the asset management program initially or upon completion of the program at a later date. Regardless of the decision on timing for "child" assets, any existing "child" asset data shall be included in the inventory in a manner that will allow for continued update and expedited inclusion in the program at a later time.
 - ii. The Town's MuniSight (now Catalis) GIS shall be reviewed against the Town's Pavement Management Road Matrix to determine a consistent GIS spatial reference for each Asset ID (excluding mobile assets). The final GIS shape files shall be provided to the Town to have updated in each system.
- d. From the compiled asset data, the consultant shall identify any data gaps and coordinate the collection of missing data, if required, based on priority.

2. Asset Management Software & Performance Criteria

The Town requires a central Asset Management Database that has a consistent framework for housing all of its asset management data. It is understood that various options are available, however, each system uses its own unique Performance Criteria. For this reason, the Performance Criteria for the Town's assets shall be determined concurrently with the selection of an Asset Management Database. Activities involved will include:

- a. Consultant to review the draft Performance Criteria contained within the Asset Management Implementation Plan and work with staff across departments to update the Performance Criteria to align with the final Asset Group listing developed in Task 1. It is anticipated that the Town's Asset Management Steering Committee will be the entity used to gather input across departments and provide the insight required to update the Performance Criteria. Work may be required with individual staff departments to ensure consideration is given to the ease of collection of Condition Assessments for each Performance Criteria, such that the processes will require minimal adjustments to current staff procedures as possible.
- b. Consultant to develop specifications for an Asset Management Database for review and approval by the Town's Asset Management Steering Committee.
- c. Consultant to put together a Request for Proposals with the approved Asset Management Database specifications that can be posted by the Town of Whitecourt to seek an appropriate system.
 - i. Note: Should the Consultant have an Asset Management Database system of their own that they wish to offer for the Town's consideration, it shall be disclosed as part of their Proposal for this project and this component of the project will not apply. They shall submit a separate proposal for their database when the Town issues the RFP for an Asset Management Database.
- d. Consultant to assist with the review of Asset Management Database vendor submissions and provide recommendations to the Town.
 - i. Note: Should the Consultant have a database system of their own that they wish to offer for the Town's consideration, it shall be disclosed as part of their Proposal for this project and this component of the project will not apply.
- e. Consultant shall set up and populate the Asset Management Database for the Town of Whitecourt.

3. Condition Assessments & Level of Service (LOS)

On an annual basis, the Town's asset management program needs to compute the current Level of Service (LOS) based on a consistent and repeatable Condition Assessment process. Condition Assessments will be required for assets without assessments, and for assets whose assessments do not align with the determined Performance Criteria or are outdated. Activities involved will include:

- a. Consultant shall develop condition assessment collection processes specific to each Asset Group and provide training and support to staff to capture the required data.
 - i. Note that the Town's existing Road Matrix system will continue to be utilized to collect condition data on the Town's paved roads and sidewalk assets. The Consultant will be required to create a process/procedure to import and export this information into the Asset Management Database.
 - ii. It is also understood that additional external assistance may be required to gather condition assessments for some assets (i.e. CCTV inspections for gravity storm and sanitary mains). The Consultant shall assist the Town with defining this scope of work so that it may be further contracted out. Should the Consultant be able to provide this service, a cost to complete this work can be included in the submitted proposal for this project.
 1. Note that the Town does not intend to obtain additional inspections for all assets initially. The Consultant shall assist in defining a sample amount of inspections that could be utilized to assume condition assessments for the remainder of the assets until such time as further inspections can confirm the ratings given by this association. Consultant shall also provide recommendations for rotational inspections to slowly obtain assessments on the remainder of assets over a phased period of time.
- b. Consultant shall work with the asset management staff to input all collected condition assessments into the Asset Management Database and assign any associated assumed condition ratings as appropriate. Consultant shall develop a procedure for this work and train the Town's asset management staff on these processes which are to include LOS functions and reporting of the Asset Management Database.
- c. Consultant shall work with the asset management staff to compute the current Level of Service for the Town's assets and provide a State of the Infrastructure Report for review and feedback. Again the Consultant shall develop a procedure for this work, including the process to identify and adjust any anomalies, and train the Town's asset management staff to be able to run future analysis and reports.

4. Lifecycle Analysis and Asset Renewal Plan

The Town will need to determine a desired short term and long term Level of Service (LOS) for each asset group and create an Asset Renewal Plan to achieve these targets. Lifecycle modeling will be required to assist with setting these targets and update the Town's 20 Year Capital and Major Maintenance Plan according. Activities involved will include:

- a. Consultant shall present the current State of the Infrastructure findings to senior Management and obtain feedback on lifecycle analysis.
- b. Based on this feedback, the Consultant shall work with the asset management staff to run Lifecycle Analysis on all Asset Groups to come up with recommended options for asset lifecycle optimizations (maintenance and capital programs). Consultant shall develop a procedure for this work and train the Town's asset management staff on the lifecycle analysis and optimization processes for each Asset Group including all import and export functions from the various softwares and databases.

- c. Consultant shall present the recommended short-term and long-term LOS Target options, including the funding needs associated with each Lifecycle Optimization scenario to senior Management (Note that at least 2 – 3 options should be presented for consideration). All options shall look at LOS projections over time taking into consideration the projected capital renewal funding required. It is understood, and encouraged, that the Consultant may require additional check-ins with senior Management to obtain input and direction on the Lifecycle Optimization scenarios to include as consideration.
- d. Consultant shall adjust the Lifecycle Analysis as per senior Management direction. Upon confirmation of from senior Management, the Consultant shall present the findings to Council. This presentation shall include the current State of Infrastructure findings and the options considered in coming up with the recommended short-term and long-term Level of Service targets and associated Asset Renewal Plans and funding needs.
- e. Consultant shall adjust the Lifecycle Analysis as per Council direction and compile the associated Asset Renewal Plan (maintenance and capital program) for the Town to incorporate into its 20 Year Capital and Major Maintenance Plan.

C. ADDITIONAL INFORMATION

The following information is available as resource materials/contact for the project.

- 1. 2023 Town of Whitecourt Asset Management Implementation Plan
- 2. Facility and fleet life cycle plans.
- 3. Access to the GIS system
- 4. Fixed asset data from accounting application as required.
- 5. Project Manager to arrange access to files, systems and scheduling of other personnel for interviews as required.

A bidding firm may contact Judy Barney or Jennine Loberg by email at judybarney@whitecourt.ca or jennineloberg@whitecourt.ca to clarify any matters relating to this request for proposals. Inquiries must be received by April 26, 2024 and may be recorded and added to the website and/or Alberta Purchasing Connection site.

D. SELECTION PROCESS & EVALUATING CRITERIA

Solicitation of firms is through this “Request for Proposals” through general advertising, (Alberta Purchasing Connection) and/or invitation. All proposals will be reviewed by the Town of Whitecourt with potential interview of short-listed firms prior to selection and negotiation of a contract.

All firms must adhere to the instructions in this Request for Proposals on preparing and submitting the proposal. Proposals will be evaluated based on the following criteria and weighting:

- 1. Technical Quality (20%), Expertise (25%), and Experience (25%)
 - a. Past experience and performance on comparable projects.
 - b. Qualifications and experience of principal staff and any proposed affiliated associates.
 - c. Contingency plan, cross training and backup of key staff members.
 - d. List of any subcontractors expected and their role.
 - e. References from at least 3 similar sized or comparable types of projects completed within the previous five years.

2. Price (20%)

- a. Cost may not be the primary factor in the selection of a consultant.
- b. Proposed fee structure.
 - i. The Town is hopeful that we will be able to successfully recruit an Asset Manager prior to the onset of this project and/or in the early stages of the project to assist with some of the work that is required. We ask that Consultants break their proposals down into two (2) options:
 - Option 1:** Assuming that the Town does NOT retain an Asset Manager and all work tasks will be assumed by the Consultant and Consultant's team.
 - Option 2:** Assuming that the Town DOES retain an Asset Manager who will be able to assist with work tasks under the guidance and mentorship of the Consultant.
- c. For both Option 1 and Option 2, please also break out each individual work tasks as separate line items such that the Town may select only those tasks desired or that budget may allow for.
- d. Please provide hourly rates for any additional professional services the Town may require for work that may arise from this project.

3. Timeline (10%)

- a. Proposed workplan.
- b. Proposed timelines to complete the project in a timely manner.

E. CONTRACT TERMS

Upon approval, the successful firm will be required to enter into a formal contract with the Town. The contract shall allow the Town the right to cancel the contract upon fifteen (15) days' notice if the Town feels the terms and conditions of the contract are not being fulfilled.

F. PROPOSAL SUBMISSION GUIDELINES

Proposals must be received no later than **4:00 pm MST, May 3, 2024**.

Interested Consultants will submit their proposal in **PDF format via email** to Judy Barney or Jennine Loberg at judybarney@whitecourt.ca or jennineloberg@whitecourt.ca. The subject line of the email shall be clearly marked *RFP – Asset Management Implementation Plan*.

Proposals will not be considered if received after the submission deadline or if lacking any predetermined requirements.

Note that Proposals greater than 5MB will NOT be accepted by the Town of Whitecourt email server. Arrangements for proposal submissions that exceed this file size are to be made with the contact for this RFP and may include delivery to the Town office on a USB and/or alternate secure electronic transmittal (i.e. ftp, dropbox, etc.) prior to the deadline.

It is the respondent's responsibility to confirm that proposals submitted electronically have been received by the Town. The respondent is also responsible to ensure that it has all the necessary information concerning the intent and requirements of this RFP.

The Town reserves the right to modify specified target dates and to reject any or all submissions (with the lowest proposal not necessarily being accepted) or to cancel or withdraw the RFP for any reason without incurring any cost or liability for costs and damages incurred by a respondent, including, without limitation, any expenses incurred in the preparation of the submission. The Town also reserves the right to request additional information from respondents, to waive any formality or informality in the selection, and to accept the proposal deemed most favorable to the interests of the municipality.

G. PROJECT TIMELINES

Before commencing the project, the successful firm and the Town of Whitecourt shall determine a schedule for the following:

1. Important key dates by which time necessary information is to be assembled by both parties.
 2. A definition of the responsibilities for both the Town and the firm with respect to moving the project forward.
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H. FOIP ACT

1. Confidentiality of Request for Proposals:

The access and privacy provisions of the Freedom of Information and Protection of Privacy Act govern all documents submitted to the Town. While this Act allows persons a right of access to records in the Town's custody or control, it also prohibits the Town from disclosing your personal information or confidential business information. This prohibition takes effect if disclosure would be significantly harmful to your business interests or would be an unreasonable invasion of your personal privacy as defined in Sections 15 and 16 of the Act. Firms are encouraged to identify those portions of their submissions which they are submitting in confidence and which, if revealed, would harm the business interest of the company.

2. Rating and Evaluation Records:

Assessment criteria and allocation formulas for this Request for Proposals are public information. Individual assessments of bidders are considered confidential and of interest to competitors or other bidders under this Request for Proposals. Individual assessment information will be provided, upon request, to the submitter/bidder to whom it relates, and to others, only in accordance with the Freedom of Information and Protection of Privacy Act.

3. Personal Information about the Provider Employees or Agents:

The purpose of collecting the personal information that must be provided in this Request for Proposals is to enable the Town to ensure the accuracy and reliability of the proposal, and to enable the Town to evaluate your response to this Request for Proposals.

I. CLOSING INFORMATION

1. The Town of Whitecourt is not liable for any costs or expenses or to reimburse or compensate the proponents in any manner whatsoever or under any circumstances including, without limitation, in the event of rejection of all proposals or cancellation of the project.
 2. The Town of Whitecourt reserves the right to request that any or all proponents clarify and make revisions to their proposal. The Town may choose to meet with one, several, or all proponents to discuss aspects of their proposal. The Town of Whitecourt is not obligated to seek clarification from any proponent with regard to any aspect of its proposal.
 3. The Town is not bound to accept any proposal. Further, the Town reserves the right to accept or reject any proposal in whole or in part, waive any irregularities in the proposal process, and to discuss different or additional items to those included in this RFP, at its sole discretion. The Town may invalidate this RFP and may issue a second RFP at its sole discretion.
 4. Proposals received from individuals or legal entities engaged in litigation with the Town of Whitecourt as a party adverse in interest at the time of this RFP will be rejected.
 5. The information contained in this RFP is supplied solely as a guideline for the Consultants. While every reasonable attempt has been made to ensure its accuracy, the Town does not guarantee or warrant its accuracy, nor is it necessarily comprehensive.
 6. The access and privacy provisions of the Freedom of Information and Protection of Privacy Act govern all documents and information collected by the Town of Whitecourt relating to this Request for Proposals.
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Thank you for your anticipated response.