

## REQUEST FOR PROPOSAL

### Environment, Health and Safety Management System Project

April 3, 2020

This Request for Proposal (RFP) is being sent to qualified consulting firms to act as the Consultant in the completion of an Environment, Health and Safety Management System Project. Proposals will be accepted until close of business (4:30 P.M.) on Friday, April 24, 2020; late submittals will **not** be considered. Proposals are to be delivered to:

Mohan Kurup, Director of Information Technology  
Northeast Ohio Regional Sewer District  
3900 Euclid Ave  
Cleveland, OH 44115-2504

Attn: Adam Bruncak

We expect that participating vendors in this RFP opportunity may have specific questions regarding instructions, scope, and requirements before final responses are prepared. Questions regarding this RFP shall be directed to Adam Bruncak at [webrfpab@neorsd.biz](mailto:webrfpab@neorsd.biz).

Questions may be submitted at any time prior to the RFP Question Deadline listed in Section 3 – Schedule, of this document; however, it is recommended that questions should not be held until the submission deadline. The District will collect all questions and respond with the appropriate answers to the requesting consultant as well as be posted on the District’s Internet site. It is the respondent’s responsibility to review the District’s website for all updates and information.

This RFP is organized as follows:

<b>SECTION 1.</b>	<b>INTRODUCTION</b>
<b>SECTION 2.</b>	<b>SCOPE OF WORK</b>
<b>SECTION 3.</b>	<b>SCHEDULE</b>
<b>SECTION 4.</b>	<b>PROPOSAL FORMAT AND REQUIRED INFORMATION</b>
<b>SECTION 5.</b>	<b>EVALUATION OF PROPOSALS</b>
<b>SECTION 6.</b>	<b>SELECTION PROCESS</b>
<b>SECTION 7.</b>	<b>SUBMISSION OF PROPOSALS</b>

## **Environment, Health and Safety Management System Project RFP – Attachments**

Attachment A	Cost Summary Form
Attachment B	NEORS D Standard Clauses for Professional Services Agreements
Attachment C	Client References

## SECTION 1 - INTRODUCTION

---

### Purpose

The purpose of this request for proposal (RFP) is to seek proposals from software companies and their certified implementors to assist in the planning, design, development and support of a safety management system, incidents, accident reporting software and database. It is expected for the vendor to provide support throughout the implementation process, as well as ongoing basic technical support. The chosen software solution will be scalable to meet the District's organizational needs today and, in the future, and provide users with multiple configuration options. The objective of the project is to centralize data, increase efficiency and tracking of department compliance tasks, improve document management, and leverage built-in risk analysis to guide resource allocation to achieve maximum risk and injury reduction.

The RFP will solicit proposals from qualified firms with demonstrated experience in delivering implementation and configuration services of Environment, Health and Safety Management System software.

The major drivers of the implementation of the Environment, Health and Safety Management System software are:

- Streamline health and safety recordkeeping and program data/document management
- Provide metric/KPI performance tracking real time
- Track and use automated workflows for compliance tasks/corrective actions to ensure timely completion
- Utilize inherent risk management tools to justify resource allocation
- Maximize staff efficiency with automated audit/inspection/hazard identification report generation
- Build organizational consistency with templated form creators

### Background

Currently, regulatory recordkeeping obligations and task/activity tracking are met using a variety of Microsoft Office applications.

## A. Health & Safety Program and Practices

The District's current Health & Safety program consist of an Injury Prevention Program and the following additional programs:

- Lockout / Tag out
- Confined Space Entry
- Personal Protective Equipment Procedures
- Hazard Communication
- Fire Prevention
- Chemical Hygiene
- Evacuation Safety
- Electrical Safety
- Blood Borne Pathogens
- Workplace Violence Prevention

The District also maintains a drug and alcohol-free workplace, The District employs the following safety practices in support of the programs listed above.

- Health & Safety training – both live presentation and online computer-based
- Safety Shoe Program – shoe allowance
- Prescription Safety Glasses
- Online Safety Data Sheets

## B. Environmental Compliance Program

In an effort to continuously improve and possess an efficient and sustainable program, the District seeks an independent review and program management suggestions. The District's current environmental compliance program consists of the following components:

1. Clean Water Act compliance
  - a. National Pollutant Discharge Elimination System (NPDES) permits applicable to storm water and potable water discharges with oversight from the State Board and the Water Quality Control Board

This contract shall include a completely implemented EHS, Hazards, Incidents, Accident Reporting software and database, with proper, formal and usable documentation in a form acceptable to the District end users and Information Technology Support Services team.

## **Business Overview**

The Northeast Ohio Regional Sewer District is a political subdivision of the State of Ohio created and operating under Chapter 6119 of the Ohio Revised Code. Originally named Cleveland Regional Sewer District, it was created in 1972 to assume ownership, operation and management of wastewater collection, treatment and disposal facilities serving the member communities in the Cleveland metropolitan area.

The George J. McMonagle Building (GJM) is located at 3900 Euclid Avenue, Cleveland, Ohio 44115. This location includes District Administration, Engineering & Construction, Operations & Maintenance Administration, Employee Resources, Finance, Law and Information Technology Departments.

In addition to the GJM Building, the District owns and operates an Environmental and Maintenance Services Center (EMSC) and the following three wastewater treatment facilities:

Westerly Wastewater Treatment Plant, located at 5800 West Memorial Shoreway, Cleveland, 44102 (near Edgewater State Park)

Southerly Wastewater Treatment Center, located at 6000 Canal Road, Cuyahoga Heights, 44125 (near the Interstate 77/Interstate 480 intersection)

Easterly Wastewater Treatment Plant, located at 14021 Lakeshore Boulevard, Cleveland, 44110 (near the Cleveland/Bratenahl border)

The Environmental and Maintenance Services Center (EMSC), located at 4747 East 49th Street, Cuyahoga Heights 44125 (north of the Southerly Wastewater Treatment Center) houses the Sewer Maintenance & Control Department, the Water Quality & Industrial Surveillance Department, Analytical Services, and Fleet Services.

The Health and Safety Department currently consists of six (6) permanent full-time employees and two (2) paraprofessional intern positions. Staff is housed at four of the various locations listed above and frequently travels between locations.

## **Technical Standards & Information Technology Environment**

The District uses Windows, Linux and VMWare for authentication, file, print virtualization and desktop management, MS SQL Server and Oracle databases to support various business applications. Cisco for network connectivity and Windows 7/10 and typical desktop applications on the desktop. The preference of the District for this project is to use Oracle 12C or higher as our database of choice. In addition, the District is open to receive solutions for on-premise or SaaS solutions for the selection of the EHS software. The vendor should describe all necessary environments needed for not only the implementation, but also the long-term sustainability and maintenance of the system. This should include but not be limited to the test environment, training environment, and production environments necessary to ensure there is version control, proper testing, and vetted code in production. The vendor should be clear to describe how this architecture is designed in a SaaS or on-premise solution.

Generally, the District's five main locations are connected in a mesh network using AT&T's Advanced Switched Ethernet. The District's Information system infrastructure consists of two physically separated networks: the business network and the process control network. The process control network supports plant automation and control processes at the District's wastewater treatment plants and collection system. The business network supports the District's business applications used by all departments including Finance, Human Resources, Operations & Maintenance (including the treatment plants), Engineering & Construction, Safety & Security, Purchasing, Regulatory Compliance, Analytical Services, and Customer Service

## SECTION 2 – SCOPE OF WORK

---

The District is interested in executing a contract with a software vendor, who will meet the requirements as set forth below. It is imperative that the proposed solution be compatible with the District's strategic information technology initiatives and incorporates the following assumptions:

- The core functionality will be implemented in 3 – 4 months
- The selected vendor:
  - Will follow best practices as related to health and safety system development
  - Will follow best practices regarding software implementation and training
  - The ability to identify opportunities to optimize system benefits
  - Create an implementation plan that reduces risk
  - Demonstrate a commitment to user, administrator training and knowledge transfer

The desired Environment, Health and Safety Management System software package must include the following:

1. Data Management Modules
  - Incident Event Management and Incident Investigation Workflow
  - Metrics KPI Tracking
  - Risk Assessment / Risk Management
  - Document Management and Control
  - Training Records Management
  - Audits and Inspections Management
  - Safety Hazard Identification and Controls
  - Corrective Action Management (Workflow)
  - Industrial Hygiene Management
  - Chemical and Safety Data Sheet Management
  - Form Creator – Fully Configurable
  - Project Management (desired, but not mandatory)
  - Budget Management (desired, but not mandatory)
2. Reporting and Dashboards
  - Customizable dashboard for each user
  - Automated Metrics KPI Reporting (accidents/injuries/illnesses/first aids/near misses/motor vehicle accidents)
  - Automated Audit/Inspection Report Generation
  - Compliance Task Tracking/Reporting

### **Deliverables and Specifications**

The Project will include, at a minimum, the following deliverables:

- Project Administration  
The vendor will assign a single Project Manager for the project. The vendor Project Manager will provide a detailed project plan that includes all implementation tasks, deadlines, milestones, deliverables, etc. and will provide a scorecard or dashboard mechanism for reporting progress. In addition, the Project Manager will meet with the District's Project Manager on a regularly

scheduled basis. It is required that full project management activities for full project initiation, planning, execution, resource management, monitoring & control, go-live and closeout activities

- System Design Documentation

The purpose of this document is to describe the following in detail:

- Provide standard out-of-the-box (OOTB) features and functionalities
- Technical description of the hardware, software, infrastructure, interfaces, database schemas, and any required third-party software dependencies
- Business process flows, job aids, procedures, and training materials to assist in transition from current processes
- Flexibility and Scalability to fit organizational needs  
The District is asking the vendor for standard functionality for the majority of EHS modules. However, while the District wants to have a standard, best practice based designed solution, it is critical there is some flexibility and scalability to the solution. The vendor should describe how the solution can scale to accommodate the District's requirements and users. Vendors should also discuss the level of customization that can be implemented and what limits there are to customizations.
- Capacity to add future users

- Requirement Definition

Interviews with appropriate District personnel to obtain all relevant information regarding:

- Current safety procedures and any potential concerns
- Current environment compliance programs and any potential concerns
- Design, document, and develop Health & Safety business process flows
- Mobile Device Accessible (PC, Tablet, Phone)
- Identification of areas where additional programs are required to ensure worker safety and/or to meet regulatory compliance

- Data Conversion

The District would like to migrate its existing Health and Safety Program Management data records, from 2015 to present, for the purposes of reporting and inquiries. The vendor will work with the District to review applicable data sets and develop a detailed plan for importing historical data based on how the District needs to access and use this data. This conversion will occur no less than three (3) times:

- Initial data conversion to validate the process and provide test data in new system
- Subsequent data conversion(s) after any corrections to the conversion process and to refresh test data as necessary
- Final data conversion at time of cutover

- Test Plan

Based on experience with other customers and knowledge of the District processes, vendor will provide detailed test plan suggestions to be reviewed with Health & Safety, Information Technology and other District staff. Once reviewed and refined together, test plans will be added to the project plan to track completion.

- Training

- The vendor should specify if they are proposing a third-party to provide training



- Respondent must provide at least 60% of on-site system implementation, application, and system training prior to and during system implementation. The vendor must provide all training materials to the District for future training needs.
- Training must be available for the following categories:
  - System end-users
  - General end-users
  - System administrators
- **Cutover Plan**

The overall project plan will include a detailed cutover plan, which will contain a complete sequence of events required at the time of cutover. This should include systematic procedure for business processes to transition from our current manual system.
- **Security (ADFS) Active Directory Federation Services**

A high level of system and data security is a critical attribute of all District systems. Vendors should describe their security policies and protocols to ensure that District data would be protected. This should include: how you protect your systems from viruses, backup procedures, access logs, data store and transfer processes, and accessibility of audit trails.

## SECTION 3 – SCHEDULE

---

The Health and Safety Program Management software system Implementation project is envisioned as an 6 to 8 week effort. A detailed schedule for the RFP evaluation and selection process is as follows:

- Issue RFP: April 3, 2020
- RFP Questions Deadline: April 10, 2020
- Submittal of Proposals by Vendors: April 24, 2020 4:30pm
- Preliminary RFP Scoring: May 1, 2020
- Presentations by short-list selected vendors: May 11-15, 2020
- Contract Award: June 4, 2020

Vendors are to include a detailed preliminary project schedule in their technical proposal. The project schedule shall include anticipated completion dates for key task items. Consultants are free to include discussion on any recommended schedule modifications, citing reasons for any recommended schedule modifications. The District reserves the right to modify this schedule as needed before finalizing.

The District will notify all vendors of the results of the vendor selection process via email no later than the date specified within the schedule above. It is anticipated that no more than three vendors will be selected for the final RFP evaluation stage for product presentations, proof of value engagements and or scoring meeting.

The District shall contact vendors directly to coordinate date, time, and other pertinent logistics for product presentations to be held during the date(s) listed in the schedule above. Business requirements and functions to be demonstrated will be distributed at that time.

Final vendor selection results will be delivered via email per the date specified in the schedule above.

## **SECTION 4 – PROPOSAL FORMAT AND REQUIRED INFORMATION**

---

The vendor shall submit a PDF of the proposal via email to [webrfpab@neorsd.biz](mailto:webrfpab@neorsd.biz) and must provide a follow-up phone call / voicemail at 216-881-6600 x6862 that states the proposal was submitted via email, in the event the email had been blocked by the District's email system. In adherence to environmentally responsible business practices, the District does not require printed responses to this RFP. Please do not send unsolicited printed brochures and other sales or marketing materials to the attention of the designated contact for this RFP.

The proposal must be formatted as follows:

Vendor responses should be organized in the following format using the titles and sequence listed below:

- Cover Page
- Cover Letter
- Table of Contents
- 1-Executive Summary
- 2-Vendor and Software Information
- 3- Requirements
- 4- Implementation
- 5-Training and Support Services
- 6- Customer Success
- 7- Pricing and Terms
- 8- Supporting Documentation

### **Section Contents**

#### **1 – Executive Summary**

This section of the response to the RFP should be limited to a brief narrative that does not exceed two pages and describe how the proposed solution meets the requirements of the District and unique differentiators that set you apart from your competitors. The summary should explain how the vendor will facilitate our goals and objectives, provide value for our organization, and orientated towards non-technical personnel.

#### **2 – Vendor Information**

Vendors must provide information about their company so that the District can evaluate the vendor's stability and ability to support the commitments set forth in this RFP.

#### **3 – Requirements**

Please respond to all sections and questions in the Scope of Work section of this RFP.

#### **4 – Implementation and Go Live Support**

A proposed implementation plan, including a projected timeline, should be provided and should outline both vendor and District user responsibilities. A plan for user/technical training and support should be provided to include contact personnel and their specific roles and responsibilities.

#### **5 – Training and Support Services**

The vendor should outline proposed training for District end users and provide options for ongoing technical support, including any associated technical support costs.

## **6 - Customer Success**

### Customer References

Provide the name of three customers that would be willing to participate in a conference call for reference purposes at customer's convenience.

## **7 - Pricing and Terms**

The vendor must provide detailed costs for the scope of work as defined in the RFP. The Proposer's cost proposal must be itemized and include all costs (e.g. Implementation, configuration, end user training, technical support, any associated annual fees) associated with the scope of this project. Quoted pricing should remain in effect for 90 days from the date of this RFP submission.

The District wants simple and easy to understand pricing from the chosen vendor.

It is the responsibility of the vendor to ensure the accuracy of the pricing provided as part of the response.

## **8 – Supporting Documentation**

Reference any additional information here, including:

- Technical white papers
- Subscription/maintenance agreements

## SECTION 5 – EVALUATION OF PROPOSALS

---

Proposals submitted to the District for the Health and Safety Program Management software project shall be evaluated by the Selection Committee utilizing the following criteria:

### Pass/Fail Screening Criteria

Proposals not in compliance with the following pass/fail criteria will not receive additional consideration:

1. Avoidance of personal and organizational conflicts of interest as prohibited by State and local law.
2. Required information as specified in the RFP. The proposal must conform to **SECTION 4, PROPOSAL FORMAT AND REQUIRED INFORMATION**. The District will reject incomplete proposals.
3. Proposals must be received on or before the deadline date.
4. The District may consider the time zone in which the vendor is located in its evaluation of proposals as the vendor must be able to communicate with the District during Eastern Standard Time business hours.

Although all elements of Request for Proposal submissions are important, certain aspects of the proposal may be more heavily considered than others. Fees and compensation are important factors in making the final selection; however, they will not be the only factors considered in determining the best proposal for the District. The District will select the Proposer that, in the District's sole discretion, best serves the overall needs of the District and whose philosophy best matches that of the District. Those proposals that do not substantially comply with the requirements of the RFP will be rejected from further consideration.

Proposals that comply with the above will be scored based upon the criteria presented below:

### **Scoring Criterion 1**

*Software Functionality and Ability to Meet Organizational Needs*

40% of the total score

This score will be based on:

- Software scalability and customization
- Variety of desired modules
- Module functionality
- User interface and dashboard customization
- Mobile device capability
- Technical support options
- Data storage and retrieval

## **Scoring Criterion 2**

### *Experience and Qualifications of Implementation Firm*

20% of total score

Scoring will be based on consideration of the following:

- Depth of knowledge and experience implementing Health and Safety Program Management software
- Proven success in software implementation at other similar size organizations
- Depth of knowledge and experience in the operations of a utility and/or municipal government and/or utility
- Depth of knowledge and experience in applicable business processes

## **Scoring Criterion 3**

### *Method of accomplishing the Scope of Work*

20% of the total score

Scoring will be based on consideration of the following:

- Innovations, alternatives, and enhancements to the Scope of Work as presented in the proposal
- Implementation plan and timeline
- Data import capabilities
- Support during implementation; understanding of the appropriate levels of efforts (hours) for various task areas
- Assigned Project Manager spends at least 60% of their estimated hours on-site at District facilities

## **Scoring Criterion 4**

### *Demonstration/Presentation*

15% of the total score

Scoring will be based on consideration of the following:

- Effectiveness of the demonstration
- Identification of project specific risks and a plan to manage them
- Quality and clarity of demonstration of the selected approach and of the qualifications of key project personnel
- Answers to questions that may arise from the Environment, Health & Safety Management System Project Selection Committee during the demonstration
- Respondent's ability to communicate project understanding

## **Scoring Criterion 5**

### *Investment*

5% of the total score

Scoring will be based on consideration of the following:

Scoring will be based on the proposed costs associated with purchasing, implementing, and integrating the software solution within the District, as well as ongoing license/subscription maintenance and support cost after the proposed system is rolled out

## SECTION 6 – SELECTION PROCESS

---

Once all proposals have been received, the following steps will be followed to select the vendor:

1. Qualified proposals will be reviewed by the Selection Committee. Selection Committee short-list vendors will be selected based on preliminary scoring and will be given the opportunity to present their proposal.
2. Demonstrations Interviews will be held with the short-listed firms submitting technical proposals. These interviews will allow each firm to make a presentation on their qualifications, elaborate on or emphasize important parts of their technical proposal, and provide any supplemental information relevant to this project. Key project personnel will be expected to take the lead in presenting and answering questions regarding the technical proposal. The interviews will also enable the Selection Committee to ask questions about the technical proposal and project approach. Presentations shall be limited to 1.5 hours in length – 1 hour for Consultant presentations and 30 minutes for a question and answer session. Once completed, the top vendors will be rescored based on the criteria outlined in Section 5.
3. The results of the selection process will be presented to the District’s Board of Trustees and permission will be requested to conduct contract award with the highest ranked firm.
4. Negotiations will be conducted with the highest ranked firm to agree upon a final Scope of Work and the fees for those services as proposed in the Master Copy Cost Proposal. The District intends to negotiate a not-to-exceed price for this project. After the final Scope of Work and fees have been negotiated, the maximum not-to-exceed price of the contract shall not be increased without written authorization by the District. Upon satisfactory completion of the contract, the District shall retain all remaining unused funds.
5. Assuming successful negotiations, the Selection Committee will report to the Board of Trustees and will make a recommendation to enter into a contract based on the outcome of the negotiations. If negotiations cannot be concluded successfully, permission will be requested to negotiate with the next highest ranked firm following the same procedure.

## **SECTION 7 – SUBMISSION OF PROPOSALS**

---

The vendor shall submit a PDF of the proposal via email to [webrfpab@neorsd.biz](mailto:webrfpab@neorsd.biz) and must provide a follow-up phone call / voicemail at 216-881-6600 x6862 that states the proposal was submitted via email, in the event the email had been blocked by the District's email system. In adherence to environmentally responsible business practices, the District does not require printed responses to this RFP. Please do not send unsolicited printed brochures and other sales or marketing materials to the attention of the designated contact for this RFP.

Deadline for submission of proposals is **4:30 p.m. on April 24, 2020.**

Late submittals will not be considered.

All questions regarding this RFP shall be directed to the Project Manager, Adam Bruncak, via e-mail only at [webrfpab@neorsd.biz](mailto:webrfpab@neorsd.biz).

**END OF RFP**

**ATTACHMENTS TO FOLLOW**