

RFP-RH-14-028		
Support, Preventative Maintenance and Repair Services for City's SCADA System		
Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
Address	951 Industrial Parkway Plainwell, MI 49080	2290 Bishop Circle East Dexter, MI 48130
Years company providing preventative maintenance and repair services for SCADA? Years providing for water and wastewater industry. Historical narrative.	Since 2003.	24 years, since 1990. UIS is premium Motorola SCADA Integrator in Michigan, Ohio, Indiana, Pennsylvania. 1994 UIS programmable services, now known as UIS Scada Inc. open as a division of UIS. UIS Scada Inc expands SCADA offering to Rockwell and Wonderware products. 2012 adds ELPRO radios, VT SCADA, 2013 adds CRUiSE and ZUIS Products, 2014, UIS Scada team grows to 40 people.
Express breadth and depth of organization capabilities/knowledge as relates to SCADA.	Certified integrator for Opto22, Wonderware, GE iFix, Modicon, Data radios, and Verizon Wireless. Extensive knowledge of Allen Bradley PLC and HMI-factorytalk, Siemens, Racom radios, SQL database and Reporting Software	Ken Wesley 23 years in water/wastewater industry. 8 years superintendent Adrian Wastewater, Kevin Mitchell 32years experience, Bob Clark 29 years experience, Gilbert Moot 26 years experience, Duane Carr 21 years experience, Jeff Beck 16 years experience, Chris McCraw 16 years experience all in programming, troubleshooting and integrating SCADA

Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
Express breadth and depth of organization capabilities/knowledge as it relates to water and wastewater industry.	Completed multiple projects for water/wastewater industry. Have designed, built, and supplied complete instrumentation and controls for new/existing plants. Have updated or implemented new telemetry system both radio (private/public) and cellular for remote sites. Have service techs that drive site to site providing continuous support and upgrades. Team has planning, design and vision expertise to leverage City's SCADA investment. Services includes review, recommendation and design capabilities to improve SCADA system operations, mobile accessibility, data usage and integration into City business and engineering applications that include hydraulic water modeling, dashboards, computerized maintenance management systems, analytics and enhanced workflow capabilities.	Above team services mostly our 100+ municipality customers in water and wastewater.
Public sector clients served.	100's.	158 - provided list
Clients company currently serves with services described? Explain capacity of services being provided and length of time providing these services.	Continue to add to list, currently have over 20 open contracts projects within public sector. Listing provided and services described.	158. List provided and services described.
List of clients served within last 3 years. Describe services performed.	Provided and services described.	Same list as previous question.
Employees:		
Full-Time		25 40
Part-Time		2 2
Describe resources capable of bringing to Rochester Hills. Submit staff profiles.	Resumes provided.	Resumes provided.
How many consultants within organization?	Never hired consultants. We do work with them as part of project team.	Technicians employed by UIS SCADA Inc. Ken Wesley UIS SCADA Chief Operating Officer manages their tasks.

Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
Will subcontractors be utilized? If yes, provided subcontractors and their capacity and qualifications.	Propose to utilize Johnson & Anderson, Inc. for engineering and design assistance.	No.
List outside firms frequently used.	Johnson & Anderson	N/A
Describe methods of communication with your clients. Will single point of contact and/or consultant/technician be provided and responsible for City?	Project manager will be assigned to this project. Duties will include: single point of contact from design until completion, keep customer abreast on deviations, clarifications, or changes to scope or enhancements, maintaining project schedule, attend project meetings either personally or through phone/net, keep customer abreast on deviations, clarifications, or changes to scope or enhancement.	Main contact will be Ken Wesley, UIS SCADA Inc. COO. Secondary contact will be one of our assigned technicians.
What type of telephone support can your company provide?	Offer 24/7 fee based phone support	24 hours a day, 365 days a year.
Do consultants have ability to work remotely? Describe process.	Don't typically use consultants and one will not be required for this job. If consultant was required for this job, most of remote work could be handled by phone/email.	Out technicians can work remotely when the particular task allows it.
Involved in litigation in past 5 years?	No	One. General Contractor did not pay invoice.
Attach copy of standard preventative maintenance contract that is proposed for this engagement.	Provided.	Provided recommended maintenance schedule.
Billing procedures	Invoice, net 45 days	Bill Monthly

Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
Provide recommendations for a program to achieve services outlined in document. Include any additional services you feel essential for support maintenance of City's SCADA system.	Perceptive believes City should upgrade all their servers and have an off-site location to backup data. Estimated budget \$20K-\$30K	We perform this type of service for many municipalities. Typically work closely with municipal staff, train them and provide phone support when possible to minimize cost to municipality. Attached is recommended maintenance routine for RTU sites that is done with municipal staff. Would do work requested in specification and items listed on our form as well in a routine that is acceptable to City.
Cost Proposal		
Item #1 Preventative Maintenance		
Year 1	\$ 110.00	\$ 164.00
Year 2	\$ 113.00	\$ 167.00
Year 3	\$ 116.00	\$ 170.00
Year 4	\$ 119.00	\$ 174.00
Year 5	\$ 122.00	\$ 177.00
Item #2 Programming		
Year 1	\$ 110.00	\$ 195.00
Year 2	\$ 113.00	\$ 199.00
Year 3	\$ 116.00	\$ 203.00
Year 4	\$ 119.00	\$ 207.00
Year 5	\$ 122.00	\$ 211.00
Item #3 Calibration		
Year 1	\$ 110.00	\$ 164.00
Year 2	\$ 113.00	\$ 167.00
Year 3	\$ 116.00	\$ 170.00
Year 4	\$ 119.00	\$ 174.00
Year 5	\$ 122.00	\$ 177.00
Item #4 Cost for Repair		
Year 1	\$ 110.00	\$ 164.00
Year 2	\$ 113.00	\$ 167.00
Year 3	\$ 116.00	\$ 170.00
Year 4	\$ 119.00	\$ 174.00
Year 5	\$ 122.00	\$ 177.00
Item #5 Installation of Equipment		
Year 1	\$ 110.00	\$ 164.00

Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
Year 2	\$ 113.00	\$ 167.00
Year 3	\$ 116.00	\$ 170.00
Year 4	\$ 119.00	\$ 174.00
Year 5	\$ 122.00	\$ 177.00
Item #6 All Materials/Parts - Cost plus % of profit		
Year 1	15%	25%
Year 2	15%	25%
Year 3	15%	25%
Year 4	15%	25%
Year 5	15%	25%
Item #7 Urgent Services		
Year 1	\$ 160.00	\$ 164.00
Year 2	\$ 165.00	\$ 167.00
Year 3	\$ 170.00	\$ 170.00
Year 4	\$ 175.00	\$ 174.00
Year 5	\$ 180.00	\$ 177.00
Item #8 Emergency Services		
Year 1	\$ 160.00	\$ 164.00
Year 2	\$ 165.00	\$ 167.00
Year 3	\$ 170.00	\$ 170.00
Year 4	\$ 175.00	\$ 174.00
Year 5	\$ 180.00	\$ 177.00
Item #9 After Hours Services		
Year 1	\$ 160.00	\$ 260.00
Year 2	\$ 165.00	\$ 265.00
Year 3	\$ 170.00	\$ 270.00
Year 4	\$ 175.00	\$ 275.00
Year 5	\$ 180.00	\$ 280.00

Vendor Name	Perceptive Controls, Inc.	UIS Scada, Inc.
<p>Item #10 Clearly define any exceptions to above</p>		<p>Rates are about 35% than our normal rates. This is because we have absorbed our travel costs. If we can car pool routine service with othe work we do in area, our rates would be lower</p>
<p>Item #11 If subcontractors used, clearly define hourly rates and additional costs including administrative overhead</p>		

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Support, Preventative Maintenance and Repair Services for City's SCADA System		Alternate Pricing Proposal
Vendor Name	Kubica Corporation	Kubica Corporation
Address	22575 Heslip Novi, MI 48375	
Years company providing preventative maintenance and repair services for SCADA? Years providing for water and wastewater industry. Historical narrative.	Since 1999, has furnished and serviced SCADA process control systems for industrial and municipal customers. Provide full range of services for SCADA/process control systems: engineering, consulting, assessments and design, software - HMI, historians, databases, PLCs, programmable controllers, Utilinet radios, "smart" devices, etc.	
Express breadth and depth of organization capabilities/knowledge as relates to SCADA.	Kubica doesn't have formal certifications. Haven't needed them. Relied on experience, careful mentoring for SCADA engineers, and incentives to excel. Kubica has 14 electrical engineers on staff, plus several technicians. Martin Controls routinely engages in Factory Training and Safety Training for our instrument and meter technicians, as well as careful mentoring and attention to our customers needs & requirements always. Martin has 8 factory trained techs on staff. Expertise and mentoring highly skilled and imaginative dedicated experts, many years experience, listening to old timers, why solutions solved prior problems that never knew, as well as avoiding those old problems that could re-occur if rush to implement latest solutions. cross-fertilization encouraged by flat management structure. Ingredients of well-informed, well-rounded, environment that encourages thinking & thoughtfulness.	

Vendor Name	Kubica Corporation	Kubica Corporation
Express breadth and depth of organization capabilities/knowledge as it relates to water and wastewater industry.	Senior staff gained much of early controls & instrumentation experience & expertise in water/wastewater industry. Dennis Kubica as electrical engineer, designing, programming, installing, and maintaining PLCs, HMI Pcs, historians, control cabinets etc. John MacDonald as instrument technician for DWSD installing & maintaining instruments, sensor, meters, and ancillary equipment. Both started by serving municipal/regional authority utility market and industrial controls market. Sensitive to municipal pressures of budgets and staff called upon to perform many functions other than maintaining a SCADA system. Developed techniques to aid system maintenance, minimize difficulties typical for anyone who owns PLC based SCADA system. Integrate techniques into your system. Kubica maintains library of backup copies of PLC programs for clients. Server library saves, indexes and retrieves over 1000 PLC program files for customers.	
Public sector clients served.	Detroit DWSD, Oakland County OCDC/OCWRC, Bloomington, IN, South Huron Valley Utility Authority, Huron Valley S. Service Area Wastewater Treatment, Environmental Quality Monitoring	
Clients company currently serves with services described? Explain capacity of services being provided and length of time providing these services.	Currently serves 24 public sector clients with type of services described. List provided and services described.	
List of clients served within last 3 years. Describe services performed.	Provided and services described.	
Employees:		
Full-Time	Kubica 16/Martin 8	
Part-Time	Kubica 3/Martin 2	
Describe resources capable of bringing to Rochester Hills. Submit staff profiles.	Resumes provided.	
How many consultants within organization?	Consultants are experts in their fields, know their business and ours and our clients. Integrate their services into our operations as a team, treating them as we do all salaried employees. Operate as team. For your contract, single point of contact would manage coordination between Kubica and subcontractors, as well as our work for you. Consultants include their monthly status reports along with monthly invoices. Review prior to assembling invoices to clients.	

Vendor Name	Kubica Corporation	Kubica Corporation
Will subcontractors be utilized? If yes, provided subcontractors and their capacity and qualifications.	Teaming partner: Martin Control Services. Provided capacity and qualifications.	
List outside firms frequently used.	Rockwell Automation	
Describe methods of communication with your clients. Will single point of contact and/or consultant/technician be provided and responsible for City?	Would have single point of contact who would be responsible for work performed. Also would have hierarchy of responders, include 24/7 hotline when single point of contact is unavailable.	
What type of telephone support can your company provide?	Carry smart cell phones, generally, wherever we are at all times. Available almost any time you choose to call, text, or email. Normal office hours M-F. Have flex time so staff start about 7:30 usually finish by 6 pm. Work off hours, weekends, holidays as industrial customers usually make their changes outside normal business hours of production and factory operation. Engineers and Techs available 24/7/365 via our hotline. Can use typical web-enabled, virtual private network, remote access to your SCADA system, if you want it, smart phones with images or video clips attached to texts. Highly recommend using more secure methods to access system.	
Do consultants have ability to work remotely? Describe process.	Yes. Use Virtual Private Networks (VPN), Webex, and dial-up. Use what you have and procedures you prefer. Can provide more secure connection but techniques are proprietary. Suggest a presentation to outline techniques.	
Involved in litigation in past 5 years?	No.	
Attach copy of standard preventative maintenance contract that is proposed for this engagement.	Contracts custom to each client to assure meet needs, expectations, requirements. As small firms, we are hired under terms, conditions, regulations, policies of our customers. Anticipate doing same with City.	
Billing procedures	Bill monthly for services and materials. Usual terms Net 30 and typically include monthly status report with invoice.	

Vendor Name	Kubica Corporation	Kubica Corporation
Provide recommendations for a program to achieve services outlined in document. Include any additional services you feel essential for support maintenance of City's SCADA system.	Number of suggestions that we believe would help get more out of your SCADA system and radio network. As we view systems we can make recommendations.	Observe that City's preferred pricing method likely to increase over all costs. Existing equipment devices etc out of date and no longer manufactured. Even though can still provide years of service. When repairs needed contractor or City has to have ready supply parts and reasonable stocking strategy. Nee dplan to upgrade components at selected locations then 'harvested' working components would become spares for remaining locations that have identical older units. Disdavantage maintain old/new. Team has skills to integrate new components into City processes and SCADA system and make components operations. Feel costs would be modest. Alternative costs proposed based on implementation of this system.
Cost Proposal		
Item #1 Preventative Maintenance		
Year 1	\$ 150.00	\$ 95.00
Year 2	\$ 154.00	\$ 97.00
Year 3	\$ 158.00	\$ 100.00
Year 4	\$ 162.00	\$ 102.00
Year 5	\$ 166.00	\$ 105.00
Item #2 Programming		
Year 1	\$ 115.00	\$ 100.00
Year 2	\$ 118.00	\$ 103.00
Year 3	\$ 121.00	\$ 105.00
Year 4	\$ 124.00	\$ 108.00
Year 5	\$ 127.00	\$ 110.00
Item #3 Calibration		
Year 1	\$ 155.00	\$ 145.00
Year 2	\$ 159.00	\$ 149.00
Year 3	\$ 163.00	\$ 152.00
Year 4	\$ 167.00	\$ 156.00
Year 5	\$ 171.00	\$ 160.00
Item #4 Cost for Repair		
Year 1	\$ 160.00	\$ 145.00
Year 2	\$ 164.00	\$ 149.00
Year 3	\$ 168.00	\$ 152.00
Year 4	\$ 172.00	\$ 156.00
Year 5	\$ 177.00	\$ 160.00
Item #5 Installation of Equipment		
Year 1	\$ 160.00	\$ 145.00

Vendor Name	Kubica Corporation		Kubica Corporation	
Year 2	\$	164.00	\$	193.00
Year 3	\$	168.00	\$	195.00
Year 4	\$	172.00	\$	197.00
Year 5	\$	177.00	\$	199.00
Item #6 All Materials/Parts - Cost plus % of profit				
Year 1		15%		7.5%
Year 2		15%		7.5%
Year 3		15%		7.5%
Year 4		20%		7.5%
Year 5		25%		7.5%
Item #7 Urgent Services				
Year 1	\$	160.00	\$	155.00
Year 2	\$	164.00	\$	159.00
Year 3	\$	168.00	\$	163.00
Year 4	\$	172.00	\$	167.00
Year 5	\$	177.00	\$	171.00
Item #8 Emergency Services				
Year 1	\$	190.00	\$	185.00
Year 2	\$	193.00	\$	188.00
Year 3	\$	195.00	\$	190.00
Year 4	\$	197.00	\$	192.00
Year 5	\$	199.00	\$	195.00
Item #9 After Hours Services				
Year 1	\$	175.00	\$	170.00
Year 2	\$	179.00	\$	174.00
Year 3	\$	184.00	\$	179.00
Year 4	\$	188.00	\$	183.00
Year 5	\$	193.00	\$	188.00

Vendor Name	Kubica Corporation	Kubica Corporation
<p>Item #10 Clearly define any exceptions to above</p>	<p>Safety - City must provide safe working environment at sites, especially when responding to emergency call-out. Billing Increments - bill in 15 minute increments. Equipment Rental - Charged at our actual cost plus small mark up to cover admin. Liability - limited to value of our insurance coverage. Travel - Included in hourly rates. However, we expect that most trips for Routine Maintenance will be scheduled for full business day. Trust each yearly extension would be by mutual consent. Inventory of spares. Based rates on \$25,000 for spares, not knowing how many spares City might have on hand. Would adjust price during negotiations if significant difference, because must carry inventory City mayneed. Costs and Risks - respectfully submit that your preferred method of pricing his job is likely to increase over-all costs. As directed, have factored our costs of purchasing devices and supplies that may never be used and our risks of selling at scrap or salvage. Nearly all existing equipment, devices, etc is out of date and no longer manufactured. Doesn't automatically mean what you have in place or in stock can't be or should be used or doesn't have service remaining, but when repairs must be made either party need a ready supply of replacement parts, units, or</p>	
<p>Item #11 If subcontractors used, clearly define hourly rates and additional costs including administrative overhead</p>	<p>Martin Control Services - rates are as stated above in cost sheets. Legal agreement is structured as prime/sub. Working relationship is as partners. SLC Meters - field calibrations pricing provided, pricing per trip/per meter and includes travel time. Repairs, parts, extra services, shift premiums, call outs, etc would be quoted when and if needed. Would apply 7.5% markup for admin overhead</p>	

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Support, Preventative Maintenance and Repair Services for City's SCADA System	
Vendor Name	Process Control and Instrumentation
Address	840 W. Milwaukee Detroit, MI 48202
Years company providing preventative maintenance and repair services for SCADA? Years providing for water and wastewater industry. Historical narrative.	Founded in 1999 by Barry and Ivy Clay who remain sole owners today. PCI is a WBE/MBE design firm that specialize in Process Control and Control Systems for Water and Wastewater Municipal applications. Headquarters is located in Detroit. Also have offices in Cleveland and Shreveport. Organization developed team of professionals committed to providing quality services to clients. Employ team professionals that include licensed engineers, programmers, program managers, technicians, project managers, instrument technicians, field supervisory staff admin personnel. Pride ourselves on knowledge of instrumentation and control systems. PCI is design integration and instrumentation company with vast experience with SCADA systems. Firm provides Control programming, systems integration, testing and start-up services. Provided preventative maintenance and repair services for SCADA systems for 14 years.
Express breadth and depth of organization capabilities/knowledge as relates to SCADA.	Have direct experience with instruments, meter, SCADA/process control, radio, IT and network infrastructure, and ancillary equipment at water treatment plants, wastewater collection systems booster stations, CSO basins, CSO, metering sites, street corner and curbside monitoring points, and/or control sites. PCI knows SCADA equipment, system, software, networks, shutdown requirements, procedures, etc and have skills experience and expertise to perform: routine maintenance and support of the systems, equipment, instrumentation software, and its configuration for process networks, SCADA/process control systems and IT. Ovation, Rockwell, SCADAPak and other SCADA control systems - along with their controllers, logic/software, operator workstations, configuration aids, graphic, diagnostics, etc. Taken project from conceptual design deliverables and implementation including SAT & FAT

Vendor Name	Process Control and Instrumentation
Express breadth and depth of organization capabilities/knowledge as it relates to water and wastewater industry.	PCI has been intimately involved in projects that relate to water and wastewater industry as designers programmers, integrators and provided training to operators of SCADA systems. Provided attachment of past projects and description of services provided.
Public sector clients served.	City of Cleveland, City of Detroit, Oakland County. Services described.
Clients company currently serves with services described? Explain capacity of services being provided and length of time providing these services.	PCI currently provides support, preventative maintenance and repair services for DWSD via contract and Oakland County. PCI provides maintenance personnel services to operational support preventative and maintenance, hotline and repair services for process networks and department wide SCADA systems. Provides full service support and preventative maintenance and repair services for DWSD billing meters and associated SCADA system.
List of clients served within last 3 years. Describe services performed.	Provided and services described.
Employees:	
Full-Time	36
Part-Time	0
Describe resources capable of bringing to Rochester Hills. Submit staff profiles.	Staff profiles submitted and work plan provided.
How many consultants within organization?	Specialty consultant will be brought into project as-needed to respond to customer questions and issues PCI team cannot cover. Consultant qualifications will be presented to City before they are contracted with a task for approval. Billing rates will be discussed and negotiated with City. Billing for consultant work will follow same format as general PCI billing detailing tasks worked on, hours spent and applicable rates.

Vendor Name	Process Control and Instrumentation
Will subcontractors be utilized? If yes, provided subcontractors and their capacity and qualifications.	Yes. Motor City Electric Technologies. Resumes provided.
List outside firms frequently used.	CDM Smith, Motor City Tech, Rotor Electric
Describe methods of communication with your clients. Will single point of contact and/or consultant/technician be provided and responsible for City?	One of the most important aspects of project. Communication process starts immediately after contract. All PCI employees are equipped with cell phones for ready and easy communication with City to coordinate the work and in case of emergency. Emails are also effective way of communication because it provides a record of conversations between City and PCI.
What type of telephone support can your company provide?	PCI will provide 24 hour phone number for support that will be handled by either the project manager or lead technician. Can provide technical support by phone while technician is being dispatch to site. Phone based support is intended to help person at site keep the system operating until help arrives.
Do consultants have ability to work remotely? Describe process.	PCI can work remotely if required. Can configure secure VPN connection to City's network that would allow programmers to log into system and troubleshoot issues. City approval would always be requested before any remote connections are established.
Involved in litigation in past 5 years?	No
Attach copy of standard preventative maintenance contract that is proposed for this engagement.	Sample contract provided
Billing procedures	Invoice City monthly basis for hours used in that month. Invoices would include descriptions of tasks to be performed, personnel involved, field reports and hours expended.

Vendor Name	Process Control and Instrumentation
Provide recommendations for a program to achieve services outlined in document. Include any additional services you feel essential for support maintenance of City's SCADA system.	Recommended approach involves both City's personnel, and consultants technical expertise. It is essential that knowledge is transferred both ways between city and consultant, covering knowledge of physical system and its intricacies, knowledge of SCADA and controls, how to troubleshoot and maintain daily issue before lead to major catastrophe. SCADA maintenance team needs to have staff with experience in all of city's equipment and systems from field devices/instruments to PLC's and HMIs and to networks (wireless and wired). This way, City can count on having a 1-stop shop for all support needs.
Cost Proposal	
Item #1 Preventative Maintenance	
Year 1	*Did not propose utilizing City Forms
Year 2	Project Manager: \$105.00 per hour
Year 3	Radio Programmer: \$75.00 per hour
Year 4	PLC Programmer: \$75.00 per hour
Year 5	Tech III: \$85.00 per hour
Item #2 Programming	Tech II: \$65.00 per hour
Year 1	Admin: \$40.00 per hour
Year 2	Electrician: \$95.00 per hour
Year 3	RF Engineer: \$95.00 per hour
Year 4	If boom truck required \$700.00 per day
Year 5	
Item #3 Calibration	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Item #4 Cost for Repair	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Item #5 Installation of Equipment	
Year 1	

Vendor Name	Process Control and Instrumentation
Year 2	
Year 3	
Year 4	
Year 5	
Item #6 All Materials/Parts - Cost plus % of profit	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Item #7 Urgent Services	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Item #8 Emergency Services	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Item #9 After Hours Services	
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	

Vendor Name	Process Control and Instrumentation
Item #10 Clearly define any exceptions to above	
Item #11 If subcontractors used, clearly define hourly rates and additional costs including administrative overhead	