



REQUEST FOR INFORMATION
for a
Program for the Provision of Public Drinking Water Kiosks (Fountains)
for The
CITY OF PHILADELPHIA

Issued by:
THE CITY OF PHILADELPHIA (“City”)
Water Department (“PWD”)

**Responses must be received no later than 5:00 pm EST, Philadelphia, PA local time,
on Monday, October 3, 2016.**

James F. Kenney, Mayor
Debra A. McCarty, Commissioner, Water Department

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**PROGRAM FOR THE PROVISION OF PUBLIC DRINKING WATER KIOSKS (FOUNTAINS)
REQUEST FOR INFORMATION (RFI)**

I. RESPONSE CALENDAR

Posting of RFI	Wednesday, July 27, 2016
Deadline for questions, requests for clarification, or requests for additional information	Monday, September 12, 2016
Response Due Date	Monday, October 3, 2016

II. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR INFORMATION

All questions concerning this RFI must be submitted via email no later than 5pm, EST, Philadelphia, PA, local time on Monday, September 12, 2016 and directed to:

Christopher Anderson
Watersheds Program Manager
Philadelphia Water Department, Public Affairs Division
Christopher.Anderson@phila.gov

Responses to such questions and requests shall be at the City's sole discretion and nothing in the RFI shall create an obligation on the City to respond to the submitting party or at all. In the City's sole discretion, responses may be posted on the City's website without formal notification to prospective Respondents.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions and requests for information, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda will be posted on the City's website at <http://www.phila.gov/rfp/Pages/default.aspx> ("Additional Opportunities"). It is the Respondent's responsibility to monitor the Additional Opportunities site for Addenda and to comply with their terms.

Oral responses by any City employee or agent of the City are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by 5pm EST, on Monday, September 12, 2016.

III. PURPOSE OF REQUEST FOR INFORMATION

The primary purpose of this Request for Information (RFI) is for organizations to provide the Philadelphia Water Department (PWD or Department) with information regarding their practices in managing a program to procure, maintain and financially support a system of public drinking water kiosks (fountains). PWD may use this information to develop a future contract opportunity to select an organization to furnish and maintain a network of public water kiosks throughout the City.

In response to this RFI the Department seeks proposals from qualified Providers detailing how best to offer a public drinking water kiosk program, proactively maintain the infrastructure for such a program, and finance the program in such a way that benefits the City, PWD's ratepayers, and the Provider.

PWD encourages all entities that may be interested in partnering with the Department on a drinking water kiosk program to prepare a response to this RFI. PWD intends to use this information to plan for and identify sufficient resources for such a project. Responses to this RFI are considered non-binding, and are used to assist the Department in performing information gathering for planning purposes. Responses to this RFI may help shape a future scope of work, but are not a requirement to be considered for contracting.

IV. ABOUT THE PHILADELPHIA WATER DEPARTMENT AND OPPORTUNITY

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the fifth-most-populous city in the United States with over 1.5 million residents. The City encompasses approximately 134 square miles of land area.

As an operating department of the City, the Philadelphia Water Department provides integrated water, wastewater, and stormwater services to residential, commercial, and industrial customers. Building on a tradition of service dating back to 1801, the Department's commitment for the future includes an active role in creating a legacy of environmental stewardship.

The City of Philadelphia is evaluating the feasibility of installing public drinking and bottle refilling fountains throughout the City to increase public access to free, high quality water.

In addition to providing a reliable source of fresh drinking water, the Department intends to use the drinking water kiosks to deliver passive informational and educational messages about the quality and benefits of Philadelphia's drinking water. The Department is open to permanent messages but is also interested in the feasibility of less permanent messaging, which can be easily changed.

V. ANTICIPATED PROGRAM REQUIREMENTS

The Philadelphia Water Department anticipates a possible future contract opportunity to select a company or organization that is willing and able to provide, maintain and sustain a public drinking water kiosk program, financed in such a way that benefits the City, PWD's ratepayers,

and the Provider. In order to help plan for this opportunity the Department is requesting that qualified providers submit responses detailing their current practices in offering a public drinking water program, including maintenance and funding plans.

A City-selected provider will be required to plan for, procure and install the drinking water kiosks in locations throughout Philadelphia, implement a program of proactive maintenance, and generate sufficient revenue to fund the program. The Philadelphia Water Department will provide a water meter and supply drinking water to each approved water kiosk installed. PWD will assist the vendor with placement of kiosks in areas identified by the vendor, such that utility conflicts are minimized and the location is in proximity to an appropriate water supply.

Listed below are the anticipated standards the City expects a City-selected provider to meet. Respondents should address each of the categories listed below in their Responses to this RFI. If a Respondent's standards differ from what is listed below, Respondent should include an explanation of the difference including any potential benefits.

A. Provision of Equipment

Under the program, the provider will be responsible for the selection of an appropriate model of water kiosk, as well as the costs associated with the research, purchase and installation of the water kiosks. Respondents should address the following in their proposals:

- a. Procedure for the evaluation and selection of a specific model of water kiosk.
 - i. Kiosks should be able to accommodate both users with refillable bottles as well as the general public.
- b. Approximate number of fountains recommended for installation throughout the city.
- c. Methodology for kiosk site selection. Providers should include the following in their selection criteria:
 - i. Equitable distribution across Philadelphia's diverse neighborhoods.
 - ii. Incorporation of schools, parks, recreation centers, community gardens and other centers of social interaction.
 - iii. Replacement/upgrade of existing public water fountains.
- d. Plan for installation, including selection of contractors and/or licensed plumbers.
 - i. The plumbing contractor must be licensed by and approved to do business in the City of Philadelphia (See link for details <http://www.phila.gov/li/Pages/FindLicensedProfessionals.aspx>).
 1. The on-site plumbing contractor must have a valid and active plumbing license from the City of Philadelphia. A licensed plumber must be present at all times to direct activities and perform all work that requires a licensed plumber and when multiple licensed and/or unlicensed workers are assigned to a job.
 2. All plumbing contractors must be bonded and insured in accordance with City Code.
 - ii. Provider must guarantee that all contractors assigned to perform repairs will be qualified and approved City vendors.

- e. All work must be done in compliance with the Philadelphia Plumbing Code, PWD Regulations, and all other applicable law.
 - i. A backflow prevention device must be installed on each kiosk at the Provider's cost.
- f. How would you coordinate with PWD and other utility/infrastructure owners during installation?
 - i. Any excavation or relocation of utilities must be at the cost of the Provider.
- g. The Department will supply drinking water to each kiosk following installation, and provide a water meter. However, PWD will not relay or relocate any water mains or be responsible for any costs relating to the relay or relocation of water service lines.
- h. Provider must ensure that in locating the kiosks, the adjacent property owner has been consulted and is agreeable.
- i. In choosing kiosk locations, the Provider must be sensitive to creating competition to any authorized beverage vendors in proximity to the desired kiosk location.

B. Maintenance of Kiosks

Respondent must provide a detailed preventative maintenance program to service each drinking water kiosk in a timely fashion. Acknowledging that the kiosks will be used in an urban environment, the provider should also address how it intends to repair or replace kiosks following regular wear and tear or catastrophic damage.

- a. The maintenance schedule should be designed to ensure that a base level of cleanliness exists at each fountain.
- b. How will consumers be able to report maintenance needs or damage to the provider?
- c. Provider must guarantee that all contractors assigned to perform repairs will be qualified, licensed and approved City vendors.
- d. What is the proposed procedure for winterization and protection of infrastructure?
 - i. Will fountains require removal, be covered, or remain in place but be shut off?

C. Administration

- a. The Provider must handle all program administration (customer requests, development of a maintenance schedule, and the dispatching of contractors).
- b. An appointed employee of the Provider must be designated to serve as the primary contact/representative for PWD.
 - i. The primary contact/representative will be responsible for regular reporting of program milestones and specific performance metrics to PWD.

D. Customer Service

- a. The provider will be responsible for developing a customer service system to receive public comments, process maintenance requests and provide general information about the program.
 - i. The Provider must be able to provide customer service in several languages in addition to English.
 - ii. This system can be based online, through a traditional toll-free telephone number or a combination of the two.

E. Marketing, Public Engagement and Publicity Plan

- a. Provider must prepare a public engagement and marketing plan that is targeted to all City residents.
 - i. Promotional and Advertising material must be available in several languages in addition to English (based on kiosk location).
- b. Provider should provide opportunities for public comment on the locations for placement of drinking water kiosks.
- c. For marketing purposes, the Provider may be allowed to use the Department's logo for co-branding.
- d. The Department must review and approve all marketing materials that contain PWD's logo before distribution, but the Provider will be expected to cover the costs of producing and distributing all marketing materials.
- e. The Provider should include messaging emphasizing the high quality of Philadelphia's drinking water in their promotional material.
- f. Final promotional/advertising materials and as well as the kiosks themselves should contain language acknowledging the City of Philadelphia/PWD.

F. Quality Assurance

- a. Provider must collect data on customer participation and satisfaction, number of repairs, break down of services provided, complaints and resolutions, other relevant quality assurance and provide that information to PWD on a monthly basis to ensure that the Provider and its contractors are meeting the expectations established by PWD.
- b. Provider must ensure that Provider and contractors comply with the following:
 - i. Obtaining all required permits
 - ii. All applicable codes and regulations
- c. PWD may perform quality assurance inspections at any time.

G. Payment to PWD

Respondent should include a detailed description of how any payment or fee structure would work regarding compensation to be paid to PWD.

VI. SUBMISSION REQUIREMENTS

Each Respondent who submits a Response to the RFI shall include the following items in the order listed.

1. **Company Profile:** The Respondent must provide a profile of its company's operations including the number of years the company has been in business; number of full-time employees; and location of the office from which this contract will be managed and all other office locations. Also, please provide the company name, address, phone number, fax number, and internet address.
2. **Company Standards:** The Respondent must affirm that they possess the prior experience and skills necessary to meet the anticipated program standards listed in Section V above.
3. **Experience:** Respondents must provide a description of the Respondent's experience serving a jurisdiction similar to the City of Philadelphia in terms of size and age of infrastructure and the length of the program(s) as well as information on success rates of various programs.
4. **Added Value Services:** The Respondent should describe any added value services that would be deemed as beneficial, including enhancements to the program as described that would reduce costs or add value for customers.
5. **Payment to City:** Respondent should provide information on the method of compensation or fee your company would provide to the City if selected.
6. **Non-English Materials:** Respondent should describe how Respondent supplies program information to customers in multiple languages, and which languages are included.

VII. USE OF RESPONSES

The Responses submitted by Respondents to this RFI may be used by PWD in the process of preparing a notice of a future contracting opportunity. All Respondents may submit proposals to the notice of contracting opportunity once it has been posted to the City of Philadelphia websites. A Response to this RFI is not a requirement to submit a proposal for the contracting opportunity.

VIII. HOW TO SUBMIT

Respondents must submit their responses electronically as a single document to:

Christopher Anderson
Philadelphia Water Department
Christopher.Anderson@phila.gov

Responses are due by 5pm, EST, Philadelphia, PA, local time on Friday, September 2, 2016.

IX. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder. Respondents agree to indemnify and hold harmless the City, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by any Respondent or any person acquiring such information, directly or indirectly, from the any Respondent.

X. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. to decline to consider any response to this RFI ("Response"); to cancel the RFI at any time; to elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; or to reissue the RFI or to issue a new RFI (with the same, similar or different terms):
2. to waive, for any Response, any defect, deficiency or failure to comply with the RFI if, in the City's sole judgment, such defect is not material to the Response,
3. to extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted,
4. to require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to Responses by some or all Respondents at any time before or after the Submission Date/Time,
5. to require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether or not it was described in the Response to this RFI,
6. at any time determined by the City, to discontinue discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI, and/or
7. to do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, Responses to this RFI shall become the property of the City, which shall have unrestricted use thereof. Responses may be subject to public disclosure under the Pennsylvania Right-to-Know Law. However, a “record that constitutes or reveals a trade secret or confidential proprietary information” is exempt from access by a requester under that law. Ultimate determination of the application of that exemption cannot be assured, but Respondents are advised to mark clearly any portion(s) of any submittal believed to qualify for that exemption. By submitting its Response, the Respondent agrees to the terms.