Town of Ledyard, CT
Request for Qualifications
Lead and Copper Rules Revisions Compliance

Section 1 – Summary

The Town of Ledyard (Town) seeks a qualified consultant to develop and oversee a comprehensive Lead and Copper Rules Revisions (LCRR) Compliance Program. The program will include support to the Town with other aspects of the final Lead and Copper Rule Revisions (LCRR) and the Lead and Copper Rule Improvements (LCRI). This program is anticipated to last for at least five years. A Request for Qualifications is being used to select a firm who can develop such a program. The Purchasing Agent will receive digital statements of qualifications for the Compliance Program at the XXXX (insert e-mail address) until X:00 PM on XYZ, AA, 2022. The Town intends to pursue project funding through the State of Connecticut Department of Public Health, and accordingly all terms and conditions of the grant will be applicable and included in the Agreement with the selected firm including Minority Business Enterprise requirements.

Section 2 – Overview

Since 2010, the Town of Ledyard has contracted with Groton Utilities to operate and maintain the Town's water system. Fully treated water is delivered through two interconnections, one on Route 12 and the other on Route 117. There are two separate distribution systems with the Route 12 interconnection supplying the Gales Ferry and Avery Hill areas, and the Route 117 interconnection supplying the Ledyard Center area and its immediate environs. As of 2016, the combined systems have about 1,320 metered service connections and two storage tanks, partially dependent on two booster pump stations in both Groton and Ledyard to provide adequate supplies and pressure.

The Town has been in compliance with lead and copper limits under the Lead and Copper Rule as demonstrated through periodic water sampling and reporting in the Annual Water Quality Reports. Most recent lead and copper sampling was performed in 2024; maximum detected levels of lead (1.9 ppb) and copper (0.063mg/l) in the Gales Ferry System and lead (ND<1.0ppb) and copper (0.02mg/l) in the Ledyard Center System were below the action limits for these constituents. The Town uses sodium hydroxide and phosphate as corrosion control inhibitors and is working to identify the location and extent to which lead service lines exist within the distribution system.

In January 2021, the United States Environmental Protection Agency (USEPA) published the final Lead and Copper Rule Revisions (LCRR) with the goal of reducing risks from lead exposure in drinking water to children

and families by requiring earlier action and increased transparency and communication around lead in water systems. The Town of Ledyard has maintained compliance with established lead and copper action levels in its water system providing high quality drinking water to its customers. To continue to comply with and exceed the new regulations the Town is proactively advancing a program around lead service line education, inventory, and replacement.

Under the LCRR water systems are required to develop and maintain a lead service line (LSL) inventory within the first three years of the published rule. Ledyard requires support in developing a lead service line inventory and assuring compliance with the requirements under the LCRR.

The LCRR also requires all systems with known or possible LSLs to develop a lead service line replacement (LSLR) plan. As part of the lead service line inventory and replacement program, Ledyard will also provide appropriate education and outreach to its customers to provide both general information around lead and copper in water and specific information to property owners with lead service lines.

Ledyard water operations has the capacity to complete lead service line replacements from the water main to the curb stop. Separate contractor(s) would perform coordinated replacement of the private side service from the curb stop to the meter. The selected consultant will develop the lead service line replacement program and oversee the full LSL replacement (including pre- and post-construction activities) at each property.

Section 3 – Project Scope

The items listed below represent the anticipated minimum scope of work that will be required to be completed by the selected firm. SOQ submissions are expected to include suggestions for the project scope that would enhance the quality of the proposed program, and result in the best project outcomes.

Task 1 – Lead Service Line Inventory

Perform a review and analysis of Ledyard's Lead Service Line Inventory to validate compliance with LCRR requirements and leverage the inventory in the development of the LSLR Program. Effort may include:

- Confirm inventory development in accordance with LCRR.
- Review of service line materials indicated in the current inventory and how those materials were determined.
- Recommend improvements to the lead service line inventory.
- Recommend process for inventory update and availability of the inventory database to comply with LCRR/LCRI.
- Perform needed work to update inventory.

Task 2 – Lead Service Line Replacement Plan

Develop a lead service line replacement strategy that will meet the needs of Ledyard and provide the greatest benefit for the customer base, ensuring participation from homeowners for achieving full lead service line replacement.

- Develop strategies to ensure homeowner participation in full lead service line replacement program.
- Develop LSL annual replacement goals.
- Develop a communication program that promotes customer participation in LSLR and related water quality testing.
- Develop a method to calculate service line volumes to:
  - Support any service line sampling.
  - Demonstrate time needed to flush to get to water in the supply main.
- Assist in identifying and coordinating with funding sources for a LSLR program.
    - Prepare a report (LSLR Plan) sufficient for Ledyard, CT DPH, and funding/regulatory agencies, including:
- Strategy for determining the composition of lead status unknown service lines in its inventory,
- Procedures to conduct full LSLR,
- Strategy for informing customers before a full or partial LSLR,
- Recommended LSLR goal rate in the event of a lead trigger level (TL) exceedance,
- Procedure for customers to flush service lines and premise plumbing of particulate lead,
- Procedure for pitcher filter distribution/maintenance and tap sampling,
- LSLR prioritization strategy based on factors including but not limited to the targeting of known LSLs, LSLR for disadvantaged consumers and populations most sensitive to the effects of lead, and
- Funding strategy for conducting LSLRs which considers ways to accommodate customers that are unable to pay to replace the portion they own.
    - Assist Ledyard with development of legal agreements for work on private side.
    - Develop and maintain lead service line replacement plans including typical lead service line replacement drawings, details and specifications sufficient for Ledyard's use in replacing lead service lines on the public side.
    - Prepare construction contract documents in accordance with CT bidding laws for lead service line replacement on private side. Assist procurement with bid phase services.

Task 3 – Lead Service Line Replacement Program Management

Provide LSLR Program Management services, including:

- Construction management services for LSLR work
- Management of pitcher filter distribution/maintenance
- Management of tap sampling before and after LSLR work
- Coordinate public education and outreach in areas where LSLR activities are conducted.

Task 4 – Public Education and Outreach Plan

Develop and maintain customer communications and educational materials for general customers:

- Evaluate current communications materials on lead and copper and compliance with LCRR.
- Prepare education and communication materials such as, messaging, website content, door hangers, fact sheets, etc.

- Provide guidance/strategies for use of social media to educate customers.
    - Develop and maintain customer communications and educational materials for those who will be impacted by lead service line replacement activities.
- Provide communication with customers who have an identified lead service line.
- Prepare outreach plan for distribution of communications regarding lead service line replacement program including pre- and post-construction activities.

Task 5 – LCRR/LCRI Support Services

Advise Town on new requirements under the LCRR/LCRI and compliance requirements. These activities may support the requirements under Tasks 1 through 4. Activities may include:

- Adjustments to lead and copper tap sampling procedures
- Selection of lead and copper sampling sites
- Desktop evaluation of corrosion control treatment approaches
- Development of Water Quality Parameter Monitoring Program

Section 4 – Minimum Qualifications

Firms shall submit a Statement of Qualifications that addresses each of the items below, with specific reference to successful project work. Firms shall also review the proposed general scope of services and provide input on additions to the scope that would ensure complete project success. The Firm selected through this process will be asked to submit a proposal for the purpose of entering into an agreement.

Qualifications Statement

Firms will provide a qualifications statement (no longer than 20 pages excluding resumes) to establish their ability to provide the services required to proactively position Ledyard and its residents to comply with the Lead and Copper Rule Revision (LCRR) and exceed the requirements for replacement of lead service lines. Firm qualification shall demonstrate:

- Mastery of the requirements of the LCR and LCRR.
- Experience implementing lead and copper programs for similar sized water systems.
- Specific experience in conducting lead service line inventory and replacement programs, including other utility practices related to lead service line inventories, replacement programs, procedures, policies, funding mechanisms and lessons learned.
- Experience in employing known methods and unique/innovative solutions to address lead service lines. Such experience may include:

- Innovative communications strategies for educating customers about lead in drinking water.
- Gaining the most value from available funds and working with funding agencies.
- Multi-faceted approaches that consider more than customer tap lead levels in approach and success.
- Differing construction methods for lead service line replacement.

- Experience with computer hydraulic and water quality models and GIS/mapping to guide lead service line replacement
- Experience with coordinating with local and state health departments, specifically the CT DPH, DEEP and the EPA.
- Experience with all aspects of Connecticut Drinking Water State Revolving Fund requirements.
- Familiarity and prior experience with projects funded in whole or part by grants from the State of Connecticut and ability to meet required participation of Minority & Women Business Enterprises.
- Experience with multi-year construction management programs, including coordination of multiple contracts and work in private right-of-ways.
- Experience with the coordination and delivery of professional-level communications and campaigns through community outreach, social media, newsletters, and website content to educate internal and external audiences and promote the program goals and purpose.

Section 5 – Written Qualifications

Firms are required to submit electronic copies of their qualifications, to the attention of: (insert address). Submissions shall be limited to 20 pages (total excluding resumes). Resumes shall be limited to 2 pages each.

The submission must be organized with the following sections:

1. **Table of Contents** – Include a Table of Contents at the beginning, which clearly outlines the contents of your submission.

2. **Cover Letter** (no more than one page) – Indicate your firm's commitment to the project and how it will meet or exceed the Owner's expectations. Specifically, describe how your firm will maintain consistent leadership throughout the design and construction of the project, and how it will meet the requirements set forth in this RFQ.

3. **Company Information** – Provide a brief history of your company including the number of years in business, identification of company ownership, number of employees, number of employees serving the Ledyard area, and overview of services provided. Include similar information for all proposed sub-consultants.

4. **Experience** – Provide specific experience relevant to the scope and qualifications items presented in this RFQ. Provide examples of how your firm is an industry leader in lead and copper. Demonstrate recent experience with projects funded by grants administered by the State of Connecticut.

5. **References** – Provide a minimum of four reference projects relevant to the scope and qualifications items presented in this RFQ. At least two references shall demonstrate LCRI/LCRR regulatory experience in the State of Connecticut. References should be willing and able to discuss their experience working with your

project team. Include for each reference: Name and address of the client, Name and contact information for the contact person, and Summary of the services provided.

6. Project Team / Organization (no more than three pages not including resumes) – Indicate how your firm will staff this project and provide an organization chart. Your response must include any subconsultant you intend to utilize for this program and your experience working with each subconsultant. Provide the resumes for the Project Manager, Construction Manager, and Lead and Copper Subject Matter Expert (no more than two pages each) that will be assigned to this project.

7. Project Approach – Describe your firm's proposed approach to accomplish the scope items listed in this RFQ. This section should also include relevant additional scope items that your team deem to be important to ensuring a successful project.

8. Statement of Equal Opportunity / Affirmative Action Policy of the Firm

Section 6 – Selection

Selection will be made after an evaluation of the firm's qualifications, confirming fulfillment of the minimum requirements, and the criteria identified above, and verification of the respondent's firm ability to meet all the requirements of the RFQ. All properly prepared and submitted Qualifications Statements shall be subject to evaluation deemed appropriate for the purpose of selecting a candidate firm that will receive a request for proposal. Evaluation of the SOQ submittals will be based entirely on the qualifications and specific relevant experience submitted.

Submissions conforming to the requirements set forth in this RFQ will be evaluated by a selection committee. Selected personnel from the Town will form an evaluation committee for this SOQ. It will be the responsibility of this committee to evaluate all properly prepared submittals for the RFQ and make a recommendation for a firm with which to solicit a request for proposal.

Criteria	Standard	Weighting Factor
Project Team	Do the personnel have firsthand experience in this type of work? Does the Project Management team have direct experience working with the CT Department of Public Health on LSLR programs? Is the Subject Matter Expert knowledgeable in LCRI and LCRR requirements?	4

Firm Experience	Does the firm have the appropriate support capabilities to meet the demands of the program? Has the firm done previous programs of this type of scope? Demonstrated experience prioritizing LSL replacements in CT with direct experience with LCRR model approval from CT DPH. Has the firm previously worked with CT funding agencies? How much money have they gotten for CT communities on LSL programs? Demonstrated experience for work on private property- creative approaches to gain access and limit Town liabilities. Demonstrated experience with public outreach and consensus building for LSL replacement programs in CT.	3
Project Approach	Does the project approach show an understanding of the program objectives and the results desired from the program? Does the project approach show creative solutions to meeting project objectives?	3

The scale of the criteria is from 1 to 10; 1 is a poor rating, 5 is an average rating, and 10 is an outstanding rating. Criteria will be multiplied by the associated weight to give a weighted criteria score. The weighted criteria scores will be summed for a cumulative score. The maximum possible cumulative score is 100.

Submission of a cost proposal is not required at this time. The Town will review and rank all SOQs received. The highest-ranking firm will then be selected to receive a request for cost proposal. The selected firm will coordinate with the Town to develop a detailed scope of services that will form the basis for the cost proposal. Following review and acceptance of the cost proposal, the Town will execute a professional services agreement with the selected firm. If agreement on the scope of services or agreement cannot be reached the next highest-ranking firm will be contacted.