



## COMMONWEALTH of VIRGINIA

Department of Health

Karen Shelton, MD  
State Health Commissioner

P O BOX 2448  
RICHMOND, VA 23218

TTY 7-1-1 OR  
1-800-828-1120

January 23, 2025

### **Via Electronic Mail**

[RVAMayor@rva.gov](mailto:RVAMayor@rva.gov)

The Honorable Danny Avula, Mayor, City of Richmond

[Scott.Morris@rva.gov](mailto:Scott.Morris@rva.gov)

Scott Morris, Interim Director

Richmond Department of Public Utilities  
900 E. Broad Street  
Room 115  
Richmond, Virginia 23219

Re: City of Richmond Water Crisis, January 6, 2025 – January 11, 2025  
City of Richmond Waterworks, Public Water System Identification (PWSID)  
#4760100

Dear Mayor Avula and Interim Director Morris:

The City of Richmond waterworks lost system-wide water pressure on January 6, 2025, resulting in a boil water advisory until January 11, 2025 (hereinafter described as the “water crisis”). From January 6 through January 11, 2025, the Virginia Department of Health (VDH), Office of Drinking Water (ODW) remained onsite at the City of Richmond’s water treatment plant (WTP), to monitor response actions, promptly address regulatory needs, and provide technical assistance during the water crisis.


Based on observations and assessments during the water crisis while ODW staff were physically present at the WTP from January 6 through January 11, 2025, VDH has reason to believe that the City of Richmond may have violated the Virginia Public Water Supplies Law, Va. Code § 32.1-167 *et seq.*, and the Waterworks Regulations, 12VAC5-590-10 *et seq.* Enclosed is a Notice of Alleged Violation (“Notice”), which is based on ODW’s observations during the water crisis while present at the WTP. The Notice shares ODW’s concerns, initial impressions and expectations, and seeks the City’s commitment to work together to prevent another water crisis.

Additionally, at the direction of Governor Glenn Youngkin, ODW is performing a

The Honorable Danny Avula  
Interim Director Scott Morris  
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comprehensive investigation and root cause analysis to understand what happened, what did not happen or should have happened, a timeline of events, best practices and operating procedures, communication strengths or failures, and necessary corrective actions. See Attachment A for additional resources being sought to assist ODW's investigation. Depending upon the findings of ODW's comprehensive investigation, an additional Notice of Alleged Violation may be issued.

If you have questions, you may reach me directly at [James.Reynolds@vdh.virginia.gov](mailto:James.Reynolds@vdh.virginia.gov) or (757) 406-1252. You can also contact Dwayne Roadcap, Office Director, at (804) 338-0371 or [Dwayne.Roadcap@vdh.virginia.gov](mailto:Dwayne.Roadcap@vdh.virginia.gov).

Sincerely,  


James Reynolds, PE  
Field Director, Richmond Field Office

Attachment  
Enclosure

ec: Dr. Elaine Perry, Health Director, Richmond Henrico Health District  
Dr. Thomas Franck, Health Director, Chickahominy Health District  
Mr. Dwayne Roadcap, Director, Office of Drinking Water



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### **NOTICE OF ALLEGED VIOLATION**

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The Honorable Danny Avula, Mayor, City of Richmond

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Re: City of Richmond Water Crisis, January 6, 2025 – January 11, 2025  
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#4760100

Dear Mayor Avula and Interim Director Morris:

The City of Richmond waterworks lost system-wide water pressure on January 6, 2025, resulting in a boil water advisory until January 11, 2025 (hereinafter described as the “water crisis”). From January 6 through January 11, 2025, the Virginia Department of Health (VDH), Office of Drinking Water (ODW) remained onsite at the City of Richmond’s water treatment plant (WTP), located at 3920 Douglasdale Road in Richmond, to monitor response actions, promptly address regulatory needs, and provide technical assistance during the water crisis.

Based on observations and assessments during the water crisis while ODW staff were physically present at the WTP from January 6 through January 11, 2025, VDH has reason to believe that the City of Richmond may have violated the Virginia Public Water Supplies Law, Va. Code § 32.1-167 *et seq.*, and the Waterworks Regulations, 12VAC5-590-10 *et seq.*

This Notice of Alleged Violation (“Notice”), which is based on ODW staff observations during the water crisis while present at the WTP, shares concerns, initial impressions and expectations, and seeks the City’s commitment to work together to prevent another water crisis.

### *Observations and Legal Requirements*

Based on ODW’s understanding as of the date of this Notice, and before a comprehensive investigation has concluded, ODW represents and shares the following observations, initial reflections, and regulatory requirements:

1. The City of Richmond owns, and holds a permit to operate (PWSID #4760100), the City of Richmond waterworks. The City of Richmond waterworks serves over 250,000 consumers and provides wholesale water to neighboring jurisdictions (Chesterfield, Goochland, Hanover, and Henrico counties). The City of Richmond is the “owner” of the waterworks as defined by [Va. Code § 32.1-167](#) and [12VAC5-590-10](#) of the Waterworks Regulations. The City of Richmond holds a waterworks operation permit pursuant to [12VAC5-590-260](#).
2. On or about January 1, 2025, news reports started surfacing of a likely winter weather event. On January 3, 2025, Governor Glenn Youngkin declared a state of emergency for the Commonwealth of Virginia in advance of the expected winter storm. On January 4, 2025, the National Weather Service in Wakefield, Virginia, issued a Winter Storm Warning that included the City of Richmond with predictions of 3-6 inches of snow and 0.1-0.25 inches of ice in the Richmond metropolitan area beginning on January 5, 2025, and ending late on January 6, 2025.
3. The WTP has two main substation power supplies from Virginia Dominion Energy. The WTP has two diesel back-up generators, Uninterrupted Power Supplies (UPSs), and employees consisting of WTP operators, electricians, maintenance experts, instrumentation specialists, and others with specialized expertise to ensure the WTP can operate without interruption and effectively respond to needs, such as a power failure, in accordance with standard operating procedures (SOPs).
4. As standard practice at waterworks of similar size to the City of Richmond waterworks, SOPs are established and proper training is provided to ensure every operator and other employees with specialized experience at the WTP follow consistent and correct procedures in a timely manner to comply with applicable regulations. SOPs help new employees learn critical procedures quickly and accurately. A waterworks’ operation and maintenance manual, asset management program, and emergency response plan ensure staff understand and can quickly respond to a power outage.
5. On January 6, 2025, during the storm event, City of Richmond personnel at the WTP shared that power at the WTP supplied by Dominion Energy went offline, requiring operation of the back-up diesel generators. At the time of the power outage, three waterworks operators were managing operations at the WTP; no other staff were present

at that time, such as electricians, instrumentation specialists, or maintenance specialists. The back-up generators required manual transfer of the WTP to auxiliary power, which the WTP operators could not or did not perform. The UPSs did not keep the WTP operational. The three operators did not or could not manually operate valves to prevent the flooding event inside the WTP after the other back-up systems did not function as needed to prevent the flooding event.

6. The flooding submerged critical pumps not designed to be under water. The flooding also submerged electrical components not designed to be under water such as filter actuator valves and filter rate of flow transmitters and indicators. The WTP's Supervisory Control and Data Acquisition (SCADA) system failed and required several hours of effort to return it to normal function. The WTP was unable to produce and distribute water until the pumps and filter components were repaired. The WTP could not meet water demand until enough filters and pumps were repaired to allow increased water production. Without a functioning SCADA system, waterworks operators were without a central location to see critical information such as water flow, disinfectant residual, filter performance and required manual operation of the plant, which increased the amount of manpower and labor needed to operate the WTP.
7. The City of Richmond did not inform ODW of the critical nature of operations until the afternoon of January 6, 2025 (2:30 to 3 p.m.), even though a critical system failure happened early in the morning that same day, perhaps before 7 a.m. Communities that experienced water outages included the entire City of Richmond and portions of Henrico County and Hanover County.
8. The WTP, which normally produces 50 to 55 million gallons per day (MGD) to meet normal customer demand during January, completely stopped water production on the morning of January 6.
9. On January 6, 2025, at approximately 4:30 p.m., the City of Richmond issued a boil water advisory for customers of the City of Richmond waterworks.
10. The WTP's SCADA system did not work effectively after the flooding, but the City of Richmond's contractor fixed the SCADA system's operation by the early morning of January 7. Later that day, the SCADA system temporarily went offline again but was returned to normal operation within 1-3 hours.
11. By January 8, 2025, the WTP's production was about 10 MGD to 14 MGD. By January 9, 2025, the WTP's production had returned to normal.
12. Significant impacts occurred throughout the water crisis. Customers began to experience low water pressure, followed by no water service, for several days. Hospitals and healthcare facilities began various planning and operational changes to sustain operations. Businesses closed. Quick action by the Virginia Department of Emergency

Management, local health departments, the Virginia Emergency Support Team, and Medical Reserve Corps allowed the community to receive bottled water.

13. Normal water pressure started to return by January 9, 2025, and the distribution system was fully pressurized by January 10, 2025. Following sampling to confirm suitable drinking water without microbial contamination, the City of Richmond and other localities lifted boil water advisories on January 11, 2025.
14. The National Primary Drinking Water Regulations (40 CFR Part 141), the Public Water Supplies Law ([Va. Code § 32.1-167, et seq.](#)), and the Waterworks Regulations ([12VAC5-590](#)) establish standards for drinking water quality, drinking water infrastructure, and oversight of the drinking water program.
15. The Waterworks Regulations at [12VAC-590-350.A](#) state, “Frequent assessments shall be made by the [waterworks] owner of the water supply and waterworks to locate and identify health hazards to the waterworks. The manner and frequency of making these assessments, and the rate at which discovered health hazards are to be removed, shall be the responsibility of the owner. Every effort shall be made by the owner, to the extent of his jurisdiction, to prevent the degradation of the quality of water supplies.”
16. The Waterworks Regulations at [12VAC5-590-360.A](#) state, “The [waterworks] owner shall provide and maintain conditions throughout the entirety of the waterworks in a manner that will assure a high degree of capability and reliability to comply with Part II ([12VAC5-590-340 et seq.](#)) of [the Waterworks Regulations]. This requirement shall pertain to the source water, transmission, treatment, storage, and distribution system facilities and the operation thereof. The owner shall identify and evaluate factors with the potential for impairing the quality of the water delivered to the consumers. Preventative control measures identified in Part II of [the Waterworks Regulations] shall be promptly implemented to protect public health.”
17. The Waterworks Regulations at [12VAC5-590-450](#) state, “Waterworks operation comprises the constant oversight and management of the facilities and personnel. Consideration shall be given to such factors as the competency of personnel; water quality, including drinking water standards; water treatment plant maintenance and cleanliness; analytical laboratory control; and the operation and maintenance of the facilities, including water treatment plant equipment, distribution system equipment, and piping. As the complexity of the waterworks increases, so does the expertise and skill required of the operating staff.”
18. The Waterworks Regulations at [12VAC5-590-461.B](#) state, in part, “Operator requirements. The operation of all waterworks must rest in the hands of qualified staff. The number and qualifications of persons constituting the operating staff at a waterworks depend principally upon the capacity of the waterworks, the number of persons served by the waterworks, and the complexity of the treatment process or processes... 1. The operator attendance requirements specified in subsection C of this section are a minimum

to protect the health of the consumer and safety of the operating staff. [VDH] may increase the required operating attendance when appropriate to protect human health.”

19. The Waterworks Regulations at [12VAC5-590-470](#) state, “The waterworks shall be maintained in a clean and orderly condition.”
20. The Waterworks Regulations at [12VAC5-590-480.E](#) state, in part, “Process control instruments, monitors, gauges, and controllers, including reading, recording, and alarm features, required in Part III, Manual of Practice ([12VAC5-590-640 et seq.](#)), shall be maintained fully operational and calibrated in accordance with the manufacturer instructions.”
21. The Waterworks Regulations at [12VAC5-590-505.A – B](#) state, “A. The owner of a community waterworks (including consecutive waterworks) shall develop and maintain an emergency management plan for extended power outages. B. The plan shall be kept current and shall be retained at a location that is readily accessible to the owner in the event of an extended power outage.”
22. The Waterworks Regulations at [12VAC5-590-510.C](#) state, “All waterworks shall provide a minimum working pressure of 20 psigauge (psig) at all service connections.”
23. The Waterworks Regulations at [12VAC5-590-725](#) state, in part, “The design of computers, including supervisory control and data acquisition (SCADA) systems if used to monitor and control water treatment and distribution system facilities, shall meet the following general requirements:... 4. Waterworks pumps, chemical feeders, and other essential electrical equipment controlled through a SCADA or an automated control system shall have the capability for independent manual operation. Where a high degree of reliability is required, a backup control system shall be provided.”
24. The Waterworks Regulations at [12VAC5-590-730](#) state, “A. An emergency management plan for extended power outages shall be developed for each community waterworks as specified in 12VAC5-590-505. B. Alternative power sources at all waterworks shall be considered in the design to maintain a minimum level of service during an electrical power outage.”

This Notice is to advise that, based on the observations outlined above and ODW’s investigation to date, the waterworks may have violated the Public Water Supplies Law, Title 32.1, Chapter 6, Article 2 of the Code of Virginia, and the following sections of the Virginia *Waterworks Regulations*:

1. Section [12VAC5-590-510.C](#) of the Waterworks Regulations, in that pressures within the City of Richmond waterworks fell below 20 psig on January 6, 2025, when the water levels in distribution system storage tanks fell below normal operating levels and ultimately were emptied. Normal water pressure started to return by January 9, 2025, and the distribution system was fully pressurized by January 10, 2025.

2. Section [12VAC5-590-360.A](#) of the Waterworks Regulations, in that multiple failures at the WTP resulted in the loss of water service to the City of Richmond and portions of the consecutive waterworks that the City of Richmond waterworks provides wholesale water to, resulting in a Boil Water Advisory that was in place from January 6, 2025, to January 11, 2025.

#### *Observations & Requested Corrective Actions*

ODW asserts that the water crisis should never have happened and was completely avoidable. The City of Richmond could have prevented the crisis with better preparation, by verifying critical equipment was functional before the storm event, ensuring sufficient staffing was physically present at the WTP in the event of a power outage, and making sure staff present at the WTP during the storm event had appropriate training to effectively respond to the temporary power outage.

As a matter of routine practice, waterworks owners must anticipate, prepare for, practice, and train staff to overcome a temporary power outage. The City of Richmond waterworks experienced a complete loss of pressure in the distribution system and had inadequate pressure for more than three days in the distribution system. Multiple, redundant, back-up, fail-safe power systems did not function properly, or, in certain cases, were not operational, did not function long enough, or took too long to become operational. Not enough staff were present at the WTP by ODW's observations to effectively respond to the power outage. WTP staff did not adequately respond to the power outage, possibly because of a lack of awareness of what needed to happen quickly, ineffective training, or other reasons as might be identified through the ongoing investigation.

VDH wishes to address all aspects of the observations made from January 6, 2025, through January 11, 2025, including actions needed to ensure compliance with state law and regulations. VDH is very concerned about the events that occurred. VDH is also concerned about receiving timely, accurate, and informative notice about significant equipment failures. VDH emphasizes that the City of Richmond must provide proper and adequate notification to consumers whenever there is or may be an imminent threat to public health caused by the actual or potential loss of pressure. To reduce future risks to the reliability of the waterworks, VDH asks that the City of Richmond take these specific actions:

1. Within 30 days of the City of Richmond's receipt of this Notice, please submit to ODW's Richmond Field Office, by electronic mail ([James.Reynolds@vdh.virginia.gov](mailto:James.Reynolds@vdh.virginia.gov)), the following:
  - a. Confirm in writing that the City of Richmond has verified and trained all licensed and in-training operators and other staff on power outage response. Please ensure WTP employees are properly trained and understand standard procedures when responding to a power outage. Please describe how training was delivered, when that training was delivered, and the content of that training. The date of training



must be later than January 6, 2025.

- b. Include the City of Richmond's standard operating procedures at the WTP for responding to a power outage, including roles and responsibilities of employees.
- c. Present documentation to show that all emergency back-up systems (such as secondary power feeds, generators, and UPS) have been tested and are functioning properly, including but not limited to allowing continued functioning of SCADA in an emergency; and if not, the plan to return those systems to normal function.
- d. Describe the City of Richmond's plan to ensure that back-up power systems are routinely exercised and tested, especially before storm events, such that any future power outage does not cause flooding or other damage to the WTP or loss of water service. Please describe the frequency and procedures to test critical equipment and back-up power supplies before storm events. Please describe the frequency and procedures to practice transitioning the WTP from commercial power to emergency power and returning to commercial power.
- e. Describe expected staffing level and role/responsibility of that staffing at the WTP during a significant storm event going forward.

2. Continue to allow unfettered and complete access to the WTP, other facilities, and employees during ODW's investigation as directed by Governor Glenn Youngkin. Continue to cooperate and help with ODW's investigation. ODW expects its investigation to conclude by April 7, 2025.

Appropriate timely action and response to this Notice will ensure a cooperative understanding and positive outcome.

Pursuant to [Code of Virginia § 2.2-4019](#) and [12VAC5-590-115](#) of the Waterworks Regulations, the City of Richmond may request an informal fact-finding proceeding (IFFP) if it disagrees with the allegations in this Notice or wishes to obtain a determination as to whether a violation has occurred. Please advise VDH in writing within 15 business days of the City of Richmond's receipt of this notice if the City of Richmond wishes to request an IFFP. To request an IFFP, please contact Grant Kronenberg, ODW Director of the Division of Compliance, Enforcement, and Policy, at [grant.kronenberg@vdh.virginia.gov](mailto:grant.kronenberg@vdh.virginia.gov). If the City of Richmond fails to attend a scheduled IFFP absent good cause, VDH may issue an adverse case decision against the City of Richmond pursuant to Code of Virginia § 2.2-4020.2.

Failure by the City of Richmond to comply with the Virginia Public Water Supplies Law or the Waterworks Regulations may result in VDH taking enforcement action. Enforcement actions include permit revocation, administrative orders, and civil or criminal proceedings, and civil charges or penalties of up to \$5,000 per day for each violation. Va. Code §§ 32.1-26, 32.1-27, 32.1-175.01 and 32.1-176.

If you have questions, you may reach me directly at [James.Reynolds@vdh.virginia.gov](mailto:James.Reynolds@vdh.virginia.gov) or (757) 406-1252. You can also contact Dwayne Roadcap, Office Director, at (804) 338-0371 or [Dwayne.Roadcap@vdh.virginia.gov](mailto:Dwayne.Roadcap@vdh.virginia.gov).

The Honorable Danny Avula  
Interim Director Scott Morris  
Page 8 of 8

Sincerely,

A handwritten signature in black ink, appearing to be 'JR', with a long horizontal stroke extending to the right.

James Reynolds, PE  
Field Director, Richmond Field Office

cc: Dr. Elaine Perry, Health Director, Richmond Henrico Health District  
Dr. Thomas Franck, Health Director, Chickahominy Health District  
Mr. Dwayne Roadcap, Director, Office of Drinking Water

Attachment A:

## **Request for Proposal (RFP) – Statement of Work (emergency procurement)**

Issue Date: January 16, 2025

Title: City of Richmond Comprehensive Waterworks Evaluation and Cost Estimate

Project Code: VDH103-2025-RFP1

Commodity Code: PROFESSIONAL SERVICES - 90607 & 92533

Issuing Agency & Address: Virginia Department of Health, Office of Drinking Water (ODW)  
Attn: Dwayne Roadcap, Director, ODW  
109 Governor Street  
Richmond, VA 23219  
[Dwayne.Roadcap@vdh.virginia.gov](mailto:Dwayne.Roadcap@vdh.virginia.gov)

Location of Work: City of Richmond Water Treatment Plant & Distribution System

Period Of Contract: Single project services. Requested information is due to the Virginia Department of Health (VDH) in PDF no later than 4 p.m. on January 27, 2025. Information will not be accepted after this date and time.

Any questions to this request for information should be directed via e-mail to:

Dwayne Roadcap, Director, ODW  
email: [Dwayne.Roadcap@vdh.virginia.gov](mailto:Dwayne.Roadcap@vdh.virginia.gov)  
Phone: 804-338-0371

### **I. PURPOSE**

The purpose of this RFP is to solicit proposals with the intent to enter into a contract through competitive negotiations for the professional services of an Architectural/Engineering (A/E) firm, authorized to do business in the Commonwealth of Virginia. The A/E firm must have experience in the design and comprehensive evaluation of large public water systems serving more than 50,000 customers, with similar scope to those described in this RFP Section IV, Scope of Services. The A/E firm cannot have any conflict of interest, such as having provided services to the City of Richmond in the past or present.

### **II. BACKGROUND**

The City of Richmond water treatment plant lost system-wide water pressure on January 6, 2025, and did not lift a boil water advisory until January 11, 2025 (hereinafter described as the “City of Richmond’s water crisis”). The current water service provider, the City of Richmond, demonstrated that it does not have sufficient, proven capabilities to support its customers, businesses, and healthcare facilities. To guarantee that the City of Richmond’s water crisis does not happen again, and to ensure compliance with water quality requirements, the water treatment plant, the distribution system, water storage reservoirs and storage tanks, water production capabilities, processes, procedures, training, and staffing level at the treatment plant and overall waterworks must be evaluated and improved.

This RFP is designed to assist ODW, VDH to perform a root-cause evaluation, including other evaluations and investigations to accurately describe what happened, what did not happen (but should have), effectiveness and timeliness of communication (or lack thereof), and other analysis to be described in a report of findings, observations, and recommendations no later than April 7, 2025. The A/E will assist ODW with a comprehensive investigation of the City of Richmond’s water crisis. ODW will help ensure cooperation and collaboration with any independent evaluation and or other analysis that the City of Richmond might engage to complete its own investigation of the City of Richmond’s water crisis.

### **III. INFORMATION AVAILABLE**

- US EPA inspection report from 2022.
- VDH inspections, observations, and initial impressions before and during the City of Richmond’s water crisis from January 6, 2024 through January 11, 2024.

### **IV. SCOPE OF SERVICES:**

This RFP is designed to investigate the City of Richmond’s failure to reliably operate its waterworks in accordance with 12VAC5-590-360. Scope of services includes the following elements:

- Provide a project manager and licensed professional engineer to ensure an appropriate team of professionals will have effective project management, project planning, and leadership to complete a root-cause analysis and comprehensive evaluation as described herein;
- Develop a comprehensive timeline of events from January 6, 2025, through January 11, 2025, that led to the City of Richmond’s failure to provide adequate water service, including the City of Richmond’s communication to customers, neighboring jurisdictions, and regulatory agencies (what happened);
- Clarify the roles and responsibilities of the water treatment plant’s leadership and operators based on the timeline of events developed;
- Completely understand and describe why the City of Richmond’s water crisis happened through detailed interviews and investigations (root cause analysis);
- Perform an in-depth review of the water treatment plant’s redundant, back-up fail-safe

- systems for power, including standard operating procedures to ensure fail-safe systems will effectively work when needed;
- Evaluate existing staffing levels, staff training, and provide recommended staffing plan to ensure reliable 24/7 operation of the waterworks;
  - Inspect the water treatment plant, the distribution system, plant equipment, power supplies, electrical and switchgear systems;
  - Review and provide recommendations for each of the following elements with respect to the City of Richmond’s waterworks:
    - Capital improvement plan and its implementation;
    - Asset management plan and its implementation;
    - Cybersecurity;
    - Emergency response plan, staff exercises for emergency response (roles and responsibilities), especially for power outages and other natural and man-made disasters;
    - Operation and maintenance manual and its implementation;
    - The waterworks’ preventative maintenance program and its implementation;
    - Documentation of operator activities, implementation, and quality of documentation;
    - Operator and staff training on standard operating procedures, emergency procedures, and related exercises to address emergencies, including, but not limited to:
      - Loss of commercial power,
      - Loss of SCADA and/or computer control,
      - Emergency plant shutdown.
  - To the extent possible working within the deadlines described herein, provide system assessments and recommended improvements as follows:
    - Current water demands and the future water demand projections,
    - Wholesale water agreements,
    - Waterline, Distribution System Pump Stations, and Storage Tank Evaluation,
    - Byrd Park Reservoir Water Improvements,
    - Consecutive System Water Delivery Resiliency,
    - Potential Regional Solutions to Increase Resiliency,
    - Water Treatment Plant Design and Operational Improvements,
    - Cost Estimates for Improvements,
    - Proposed Design and Construction Schedule.
  - Provide recommendations to VDH, which VDH can share with the City of Richmond, on how to ensure that the City of Richmond does not have another water crisis;
  - Complete a report of findings and recommendations with analysis of the elements described herein by April 7, 2025, including a recommended listing of what the City of Richmond must do immediately (within 3 months), over the short-term (within 12 months), medium-term (24 months), and long-term (more than 24 months) to ensure that the City of Richmond’s water crisis does not happen again;

VDH documents in Section IV (Scope of Services) describe the appearance, aesthetics, functional arrangement, timing, and quality expected.

The selected A/E shall furnish all expertise, labor, and resources for completion of the above-described professional services and report elements.

The selected A/E will work closely with VDH and ODW to study the City of Richmond's waterworks and its water crisis, provide detailed recommendations for improvements to support the potable and fire protection water needs of customers, and ensure that another water crisis is prevented in the future. Any recommendation for proposed improvements to system processes, employee staffing, employee training, infrastructure or other needs shall not be limited to only repairs and replacement, but to modernize the existing waterworks.

**V. DELIVERABLES:**

- A. Proposal due by 4 p.m. January 27, 2025.
- B. Weekly status updates on the project plan and preliminary observations must be provided to VDH.
- C. Weekly coordination meetings with VDH, including PowerPoint presentations to describe status.
- D. Completion of a report with appropriate engineering stamp, including an executive summary, methods, findings, recommendations, and conclusions, to ODW no later than April 7, 2025.
- E. Ability to start on the project no later than February 5, 2025.
- F. Provide up to three presentations on the final report as requested by VDH.

**VI. PROPOSAL REQUIREMENTS:**

- A. Proposals shall be signed by an authorized representative of the A/E. By submitting a proposal, the Offeror certifies that all information provided in response to this RFP is true and accurate. Failure to provide information required by this RFP will ultimately result in rejection of the proposal.
- B. Proposals should be prepared simply and economically, providing a straightforward, concise description of the A/E's capabilities for satisfying the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- C. One electronic copy of the Proposal must be submitted to the attention of the Owner/Agency Representative listed below ([Dwayne.Roadcap@vdh.virginia.gov](mailto:Dwayne.Roadcap@vdh.virginia.gov)).
- D. All documentation submitted with the proposal shall be included in the one electronic copy. A zip file is acceptable if attachments are too large (over 25 mb). Elaborate brochures and other representations beyond those sufficient for presenting a complete and effective proposal are neither required nor desired.
- E. Any information thought to be relevant, but not specifically applicable to the

enumerated Scope of Work, may be provided as an appendix to the proposal. If publications are supplied by the Offeror to respond to a requirement, the response should include reference to the document number and page number. Publications provided without such reference will not be considered relevant to the RFP.

## **VII. EVALUATION AND AWARD OF CONTRACTS:**

- A. Evaluation Criteria: Proposals shall be evaluated by the Agency using the following criteria and weighting (out of 100 points):
1. A statement from the A/E that there is no conflict of interest that would prohibit participation in ODW's investigation. A description of any possible conflict of interest. 5 points.
  2. Expertise, experience, staffing capacity, and qualifications of the A/E's primary designer in each relative discipline for providing the services described in Section IV, Scope of Services. 40 points.
  3. Expertise, experience and qualifications of any special consultants proposed for providing the services described in Section IV, Scope of Services. 20 points.
  4. Geographic location of the A/E's office where work will be performed in relation to the project location(s). 5 points.
  5. Current and projected workload, plan to complete the work, and ability to meet the schedule requirements for deliverable timeline and quality as outlined in Section V, Deliverables. 15 points.
  6. Budget to complete the work. 15 points.

VDH will provide highest weighting to expertise, experience and qualifications and ability to complete the services with best quality as described in Section IV.

- B. AWARD OF CONTRACT: After evaluation of the Proposals received in response to the RFP, the Agency shall immediately issue the purchase order within 2 days of the submission, if it is confirmed that the proposal best satisfies all evaluation criteria as outlined in Section VII.

Proprietary information from competing Offerors (including any data on estimated manhours or rates and the plan for accomplishing the scope of work) will not be disclosed to the public or to competitors, provided such information is duly marked as "Proprietary Information" by the Offeror and the designation is justified as required by Section 2.2-4342, Code of Virginia, as revised.

## **VIII. FEES:**

The fee for services shall be negotiated on a lump sum basis considering the Scope of Services required, the estimated manhours required for each level/discipline and the typical labor rates for the various skill levels required for the work. With regard to the proposal, include a sheet of the billable manhour costs by title for each individual who will be assigned to the project. The Memorandum of Understanding prepared by the Agency will document the negotiated acceptable labor rates for the various levels/disciplines and these rates will be used for any hourly rate work of the A/E that is authorized by the Agency.

**IX. ATTACHMENTS**

Attachment A: US EPA inspection from 2022