



CITY OF LEMOORE

REQUEST FOR PROPOSALS (RFP)

CHIEF PLANT OPERATOR, WATER TREATMENT & WATER DISTRIBUTION SERVICES

1. INTRODUCTION

The City of Lemoore ("City") is soliciting proposals from qualified firms (Firm) to provide Chief Plant Operator ("CPO"), Water Treatment and Water Distribution services for the City's Water System.

The Firm shall provide professional operational oversight, regulatory compliance management, emergency response support, maintenance coordination, reporting, and technical expertise necessary to ensure the safe, reliable, and compliant operation of the City's water facilities.

The City intends to enter into a professional services agreement with the Firm determined to be most qualified and whose proposal is in the best interest of the City.

2. BACKGROUND

Lemoore is located in the Tulare Lake Hydrologic Region and extracts groundwater from the Tulare Lake Sub-basin to meet all of the City's water supply needs. The shallowest groundwater aquifers range from three to seven feet below the land surface. Water is taken from the underground aquifers via eleven active groundwater wells. Currently, these wells have a combined capacity of approximately 19.2 million gallons per day.

The City is required to maintain safe operation of all facilities and ensure water quality through routine sampling and reporting. The City follows all federal and state requirements for drinking water systems.

Water is conveyed from the wells to four above-ground storage reservoirs/tanks with a total capacity of 4.4 million gallons and delivered to consumers via a distribution pipe system. The City's main water storage and distribution plant is located at 40 G Street, just west of Lemoore Avenue.

The City currently contracts out operational services for treatment and distribution.

3. SCOPE OF SERVICES



The City is seeking professional consulting services for its Chief Plant Operator position for treatment and distribution as well as all operational staff required to complete all treatment and distribution services. The individual proposed to act as Chief Plant Operator by the selected Firm must be certified for Treatment and Distribution. Minimum certification requirements for this individual shall be: Distribution 3 (D3) and Treatment 4 (T4). Firms that do not propose an individual with at least a D3 and T4 certification will not be considered as Lemoore is required by the State to maintain a Chief Plant Operator with at least a D3 and T4.

The successful Firm shall provide professional operational oversight, regulatory compliance management, emergency response support, maintenance, reporting, sampling, metering and technical expertise to ensure a safe, reliable and compliant operation of the City's water treatment and distribution system.

The successful Firm shall maintain regular CPO, water treatment and water distribution services to the City Monday through Friday from 8:00 a.m. to 5:00 p.m. and maintain twenty-four (24) hour emergency response.

The successful Firm shall become familiar with all applicable permits, operating procedures, emergency response plans, monitoring requirements, and regulatory obligations associated with the City's facilities.

The City will provide facility information, permits, monitoring reports, compliance records, operational data, and other relevant documentation to the selected proposer upon contract award.

3.01 Operational Responsibility Matrix (or incorporate with next section)

The City intends for the selected Firm to provide complete operation, maintenance, monitoring, staffing, management, and regulatory compliance services for the City's water treatment and distribution system.

Unless specifically identified as a City responsibility, all labor, supervision, equipment, vehicles, tools, administrative support, regulatory compliance activities, reporting, monitoring, maintenance, and operational functions necessary to safely and compliantly operate the system shall be the responsibility of the Firm.

Firm Responsibilities

- Operation of all wells, storage facilities, treatment facilities, booster facilities, controls, SCADA systems, and distribution infrastructure.
- Provision and supervision of all operations personnel.
- Regulatory compliance and reporting.
- Water quality monitoring and sampling.
- Preventive and corrective maintenance.



- Water meter replacement and maintenance.
- Fire hydrant inspection, testing, maintenance, and painting.
- Emergency response.
- USA marking services associated with water facilities.
- Cross-Connection Control and Backflow Prevention Program administration.
- Inventory management.
- Operational reporting and recordkeeping.
- Recommendations for asset replacement and operational improvements.
- Immediately report theft of water/suspected theft of water/improper use of water to City Finance Director.

City Responsibilities

- Ownership of all facilities and assets.
- Capital improvement projects.
- Approval of budgets and expenditures.
- Utility billing and customer account administration.
- Utility rate setting.
- Development fee administration.
- Engineering design services.
- Procurement of major capital projects.
- Contract administration.
- Policy decisions and governing body actions.

Shared Responsibilities

- Regulatory inspections.
- Long-range capital planning.
- Grant-funded projects.
- Emergency management coordination.
- Water conservation initiatives.

3.1 Chief Plant Operator Responsibilities

The Firm shall designate a qualified California-certified Chief Plant Operator who shall serve as the City's Operator of Record and be responsible for operational oversight of the Water Treatment Plant and Distribution Systems.

The CPO shall:

- Serve as the primary technical advisor to the City.
- Maintain all required operator certifications.
- Ensure regulatory compliance.
- Supervise operational activities.
- Review treatment and distribution processes and performance.



- Coordinate with regulatory agencies.
- Attend City meetings as requested.
- Provide recommendations for operational improvements.

3.2 Operations Oversight

The CPO shall provide operational oversight including:

- Evaluation of treatment and distribution processes.
- Process optimization.
- Review of operational data.
- SCADA system review.
- Operational troubleshooting.
- Provide direction, supervision and oversight of all of Firm's staff assigned to City's water treatment and distribution systems.
- Review of plant performance.
- Water sampling.
- Waterline repair.
- Water metering and meter replacement.
- Fire hydrant testing, painting and curb painting.
- Dead meter replacement within thirty (30) calendar days.
- Water testing and reporting at City splash pad(s).
- Oversee Firm's staff in public Underground Service Alert (USA) markings for water.

3.3 Regulatory Compliance

The Firm shall:

- Ensure compliance with all applicable federal, state, and local regulations.
- Maintain compliance with permit requirements.
- Coordinate inspections and audits.
- Respond to regulatory inquiries.
- Prepare and submit required reports including, but not limited to, electronic Annual Report (eAR), Consumer Confidence Report (CCR), Annual Water Loss Audit Report, and Public Health Goal Reports.
- Maintain operational records.
- Assist with permit renewals and amendments.
- Ensure Firm has all necessary vehicles and equipment for Firm's staff to perform assigned duties.
- Administer City's Cross-Connection Control/Backflow Program responsibilities shall include:
 - Maintenance of backflow prevention device records.
 - Annual test tracking and compliance monitoring.
 - Customer notification and follow-up.
 - Coordination with certified backflow testers.



- Enforcement of testing requirements.
- Regulatory reporting.
- Maintenance of program records and compliance documentation.

The City currently maintains a Cross-Connection Control Program management system. The Firm shall utilize the City's designated system and shall maintain all inspections, testing records, notices, compliance activities, and program documentation within that system.

- Assist the City in maintaining compliance with the America's Water Infrastructure Act (AWIA), including updates to the Risk and Resilience Assessment (RRA), Emergency Response Plan (ERP), and related compliance documentation as requested by the City.
- Monitor regulatory changes and advise the City regarding new or revised drinking water system requirements.
- Track water loss performance and provide quarterly recommendations to reduce real and apparent water losses.
- Identify significant water loss trends and recommend corrective measures including leak detection, meter replacement, pressure management, and operational improvements.

Applicable agencies may include:

- California State Water Resources Control Board
- Division of Drinking Water
- Regional Water Quality Control Board
- Kings County Department of Public Health
- Other applicable regulatory agencies

3.4 Water Quality and Laboratory Oversight

The Firm shall oversee:

- Drinking water monitoring.
- Sampling schedules.
- Laboratory coordination.
- Data review and validation.
- Regulatory reporting.

The Firm shall immediately notify the City of any:

- Permit exceedance.
- Water quality violation.
- Positive bacteriological sample.
- Treatment process failure.



- Distribution process failure.
- Spill or unauthorized discharge.
- Regulatory notice of violation.

3.5 Preventive Maintenance and Asset Management

The Firm shall:

- Develop and maintain preventive maintenance schedules.
- Review equipment condition.
- Coordinate maintenance activities.
- Recommend repairs and replacements.
- Maintain equipment, asset and inventory records.
- Assist with capital planning.

New Section 3.5A Electronic Records and City Systems

The Firm shall utilize all City-designated software systems, databases, and electronic recordkeeping platforms associated with operation of the water treatment and distribution system.

The Firm shall utilize the City's Tyler Technologies systems, GIS systems, SharePoint systems, asset management systems, and any successor systems designated by the City.

The Firm shall maintain current electronic records for:

- Work orders.
- Preventive maintenance activities.
- Water sampling and monitoring data.
- Meter installations and replacements.
- Hydrant inspections and maintenance.
- Asset inventories.
- Regulatory compliance records.
- Customer-related field activities.

All records shall be maintained in a timely manner and in accordance with City standards.

(a) Confidentiality & Data Ownership

All operational records, SCADA data, customer billing/usage records, water quality reports, system schematics, GIS data, network layouts, and electronic information collected, processed, or stored by the Firm in performance of this Agreement (collectively, "City Data") shall remain the sole and exclusive property of the City. City Data is confidential and protected under California law, including the California Public Records Act (Gov. Code § 7920.000 *et seq.*). The Firm shall



not disclose, sell, assign, or use City Data for any purpose other than fulfilling its contractual obligations under this Agreement without express prior written approval from the City Attorney.

b) Network Architecture & Access Separation

The Firm shall maintain strict structural network separation between administrative/enterprise systems and critical infrastructure networks:

- **Separate Access Paths:** The Firm shall maintain completely independent, logically or physically separated access paths for the City's administrative systems (e.g., Tyler Technologies / MUNIS) and the City's Operational Technology (OT) / SCADA control system. Cross-network routing or dual-homing between administrative databases and SCADA control networks is strictly prohibited.
- **Multi-Factor Authentication (MFA):** The Firm shall enforce mandatory Multi-Factor Authentication (MFA) for all user accounts, remote access tools, VPNs, and system administrative interfaces accessing City systems or City Data.
- **Employee-Specific Credentials:** Every individual assigned by the Firm to perform work under this Agreement must use unique, employee-specific access credentials. Group, shared, or generic system credentials are strictly prohibited.
- **Immediate Access Termination:** The Firm shall notify the City's Information Technology Department in writing within **three (3) hours** of the separation, resignation, termination, or reassignment of any Firm employee or subcontractor who holds access credentials to City systems. The Firm shall immediately terminate such employee's access to all City systems, networks, and facilities upon separation.

c) Security Training & Background Checks

- **Background Checks:** Prior to granting access to City facilities, networks, or SCADA systems, the Firm shall conduct comprehensive background checks (including LiveScan fingerprinting and criminal history checks through the California Department of Justice) on all assigned personnel and subconsultants. The City reserves the right to reject any personnel based on background check results.
- **Annual Cybersecurity & Privacy Training:** All Firm personnel with access to City networks, systems, or data shall complete annual cybersecurity awareness and data privacy training meeting California state standards. The Firm shall maintain and provide proof of training completion to the City annually.

(d) Cybersecurity Insurance, Incident Reporting & Breach Notification

- **Cyber Insurance:** The Firm shall procure and maintain Cyber Security / Technology Errors & Omissions Insurance with minimum coverage limits of \$5,000,000 per occurrence, as specified in Section 11 of this RFP.



- **Security Incident & Breach Notification:** In the event of any suspected or confirmed unauthorized access, ransomware attack, data breach, SCADA interference, or security incident affecting City Data or systems, the Firm shall:
 - Verbally notify the City Manager and City Attorney within **two (2) hours** of detection.
 - Provide written notice within **twelve (12) hours** detailing the nature of the breach, affected systems, and initial remediation steps.
 - Fully cooperate with the City and state law enforcement, pay all statutory notification costs required under California Civil Code Section 1798.82, and provide up to 12 months of credit monitoring to affected consumers if customer personal information is compromised.

e) Records Retention & Right to Audit

- **Records Retention:** The Firm shall retain all electronic records, work orders, logs, water sampling data, testing results, maintenance logs, and financial accounts related to Firm's services to the City for a minimum of **five (5) years** following contract termination or expiration, or until all pending audits or legal claims are resolved, whichever is longer.
- **Right to Audit:** The City, its designated auditors, or state/federal regulatory agencies shall have the right to audit, inspect, review, and copy all electronic files, system access logs, operational records, and financial books maintained by the Firm relating to the scope of services during normal business hours.

3.5B Ownership of Records and Data

All operational records, maintenance records, compliance records, GIS information, asset data, inspection records, monitoring records, photographs, reports, and other information generated, collected, or maintained under any resulting agreement shall remain the property of the City.

The Firm shall provide such records to the City upon request and upon expiration or termination of any resulting agreement.

The Firm shall not withhold City records due to the use of proprietary software or internal recordkeeping systems.

3.6 Annual Facility Assessment

Within ninety (90) days of contract execution and annually thereafter, the Firm shall provide a written report identifying:

- Facility conditions.
- Equipment deficiencies.
- Remaining useful life estimates.



- Capital improvement recommendations.
- Estimated replacement costs.
- Operational risks and vulnerabilities.

3.7 Emergency Response

The Firm shall maintain twenty-four (24) hour emergency response capability.

The Firm shall:

- Respond to emergencies within one (1) hour of notification.
- Assist City personnel during operational emergencies.
- Coordinate emergency notifications.
- Assist with regulatory reporting.
- Provide written incident reports within forty-eight (48) hours.

Emergency situations include:

- Water quality violations.
- Permit violations.
- Equipment failures.
- Treatment process failures.
- Chemical spills.
- Power outages affecting treatment or distribution operations.
- Natural disasters.
- Other significant operational events.

3.8 Monthly Reporting

The Firm shall provide monthly reports including:

Operations Summary

- Plant performance.
- Compliance status.
- Operational issues.
- Well production.
- Unaccounted for water.
- Broken, damaged or non-functional water meters.

Maintenance Summary

- Completed maintenance.
- Outstanding maintenance items.
- Equipment failures.

Regulatory Summary

- Reports submitted.



- Inspections conducted.
- Regulatory correspondence.

Inventory Summary

- Chemical inventories.
- Critical spare parts inventories.
- Asset and equipment inventories.
- Meter inventories.
- Supply recommendations.

3.9 Meetings and Communication

The Firm shall:

- Attend monthly staff meetings as requested.
- Attend City Council meetings when requested.
- Attend regulatory meetings and inspections.
- Provide presentations regarding performance and compliance.

3.10 Performance Standards

The Firm shall meet the following minimum performance standards:

- **Emergency Response**
 - Remote response within fifteen (15) minutes of notification.
 - Qualified field personnel physically on-site within one (1) hour of notification.
- **Meter Services**
 - Dead or non-functioning water meters replaced within thirty (30) calendar days of identification.
 - Meter accuracy complaints investigated within five (5) business days.
- **USA Marking Services**
 - Respond to all Underground Service Alert notifications within legally required response times.
 - Maintain records of all USA markings performed on behalf of the City.
- **Hydrant Maintenance**
 - Complete annual testing and inspection of fire hydrants.
 - Maintain records of hydrant inspections and maintenance activities.
- **Reporting**
 - Submit monthly operational reports by the tenth (10th) day of the following month.
 - Submit all regulatory reports by applicable regulatory deadlines.

4. STAFFING REQUIREMENTS



The Firm shall identify:

- Chief Plant Operator.
- The physical office location of the proposed Chief Plant Operator and support personnel.
- Backup Chief Plant Operator.
- Staffing Plan.
- Qualifications of all assigned personnel.
- Proof of certifications of all assigned personnel.
- The number of certified operators available for emergency response and backup coverage.
- Emergency response personnel.
- Typical response times for routine and emergency situations.
- The Firm's ability to provide on-site support during regulatory inspections, emergencies, and operational incidents.

The City reserves the right to approve replacement personnel during the contract term. The proposed Chief Plant Operator and Backup Chief Plant Operator shall be considered key personnel. The City places significant weight on the qualifications and experience of these individuals during proposal evaluation. Firms shall identify these individuals and describe procedures for ensuring continuity of operations in the event replacement becomes necessary.

5. CONTRACT TERM

The City anticipates awarding a Professional Services Agreement for a term of three (3) years with the option to renew up to two (2) additional one-year periods; the total term of the agreement shall not exceed five (5) years.

6. PERFORMANCE STANDARDS

The Firm shall perform services in a manner that:

- Protects public health.
- Maintains regulatory compliance.
- Protects public infrastructure.
- Minimizes permit violations.
- Maintains operational reliability.

The Firm may be held responsible for regulatory penalties resulting from negligence, failure to perform contracted services, or failure to maintain required certifications.

7. PROPOSAL REQUIREMENTS

Proposals shall include the following:



A. Cover Letter

Include:

- Firm name.
- Contact information.
- Statement of interest.
- Authorized signature.

B. Qualifications and Experience

Include:

- Firm history.
- Relevant municipal experience.
- Similar projects.
- California utility experience.

C. Project Team

Include:

- Organization chart.
- Resumes.
- Certifications.
- Roles and responsibilities.

D. Staffing Plan

Include:

- Staffing levels.
- Emergency response procedures.
- Backup coverage plans.
- Location of assigned personnel.
- Identification of personnel who would be responsible for emergency response.
- Estimated travel times to the City of Lemoore.
- Description of emergency response capabilities.

E. References

Provide a minimum of three (3) municipal references.

F. Litigation Disclosure

Identify:

- Contract defaults.
- Regulatory enforcement actions.
- Litigation within the last five years.

G. Cost Proposal

Provide:



- Annual fee.
- Hourly rates.
- Emergency response rates.
- Additional services rates.
- Reimbursable expenses.
- If Firm plans to rent 40 G Street from City, include proposed rental information.
- Equipment rates

H. Technology and Information Management

- Description of experience utilizing GIS-based asset management systems.
- Description of experience utilizing electronic work-order systems.
- Description of experience utilizing mobile field reporting systems.
- Description of experience utilizing SCADA monitoring and reporting systems.
- • Description of how operational information and records will be integrated into City-managed systems.

8. EVALUATION CRITERIA

Proposals shall be received and evaluated by a selection panel organized by the City. The proposals will be evaluated based on the contents of the proposal. An interview may be scheduled if deemed necessary. Staff will make a recommendation to the City Council, who will award the work to the Firm. All Firms will be notified in writing of the outcome of the selection process.

9. SUBMISSION REQUIREMENTS

Proposals must be submitted by Thursday, October 29, 2026, by 2:00 p.m. (late proposals will not be considered) either in person, by mail or by recognized carrier to the following address:

City of Lemoore
Attn: Marisa Avalos, City Clerk
711 W. Cinnamon Dr.
Lemoore, CA 93245

Three (3) printed copies and one (1) electronic version (on a flash drive or FTP site) of the proposal must be submitted in an enclosed envelope, box or similar container. No softcopy submitted by electronic means will be accepted in lieu of the specified hardcopies as both formats are required. Costs of preparation and submittal of a proposal will be wholly borne by the Firm. This Request for Proposal (RFP) does not constitute an offer of contract for services. The City reserves the option to retain all proposals received. The City reserves the option to reject any or all proposals, wholly or in part.

10. SUBMITTAL OF QUESTIONS

All questions associated with this RFP shall be submitted in writing to Marisa Avalos, City Clerk, via email to: cityclerk@lemoore.com. All questions shall clearly identify that they are in



association with this RFP. The deadline for submitting questions is 5:00 p.m. on the seventh business day following the City's RFP advertisement date. Answers to questions will be posted as an addendum at least 72 hours prior to the proposal due date.

11. INSURANCE REQUIREMENTS

The selected proposer shall maintain:

General Liability

\$2,000,000 per occurrence

Professional Liability

\$1,000,000 per claim

Automobile Liability

\$1,000,000 combined single limit

Workers Compensation

Statutory limits

Cyber Security Insurance

\$5,000,000 per occurrence

Certificates of insurance shall be provided prior to contract execution.

The City reserves the right to require a performance bond.

12. CITY BUSINESS LICENSE

Selected Firm will be required to obtain a City of Lemoore Business License and maintain a valid City of Lemoore Business License for duration of the Professional Services Agreement.

13. TERMS AND CONDITIONS

The City reserves the right to:

- Reject any or all proposals.
- Waive minor irregularities.
- Request additional information.
- Negotiate scope and compensation.
- Cancel the solicitation at any time.

The selected Firm shall enter into a Professional Services Agreement approved by the City Attorney.

14. EQUAL OPPORTUNITY

The City of Lemoore is an Equal Opportunity Employer and encourages proposals from all qualified firms.

END OF REQUEST FOR PROPOSALS