



The City of Hickory

Request for Qualifications

Professional Services

Project:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

Request Number 25-015

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

SECTIONS WITHIN THIS DOCUMENT

The pages of this agreement consist of:

- a. [Notice of RFQ and Submittal Information](#)
- b. [Request for Qualifications](#)
- c. [Statement of Qualifications Content Requirements](#)
- d. [Sample Statement of Qualifications Evaluation Form](#)
- e. [Special Terms and Conditions](#)

NOTICE OF REQUEST FOR QUALIFICATIONS AND SUBMITTAL INFORMATION

NOTICE IS HEREBY GIVEN THAT THE CITY OF HICKORY IS CONDUCTING A PROCESS TO RETAIN A PROPONENT TO RECEIVE DETAILED TECHNICAL PROPOSALS FOR A PAVEMENT MANAGEMENT SURVEY AND PAVEMENT MANAGEMENT SOFTWARE SYSTEM (PMS) AND RELATED CONSULTING SERVICES.

Questions regarding this RFQ must be directed to the Purchasing Department.

Oral statements or instructions shall not constitute an amendment to the RFQ.

All submittals must be received by the due date specified herein. The Public Works Department will reject and return any proposal received after the time and date set or any request for withdrawal or request for modification received after the time and date set for submission. The submittal must be delivered in a sealed envelope. Proposers should clearly identify the submittal envelope with “**Pavement Management Software & Consulting Services**”.

The City of Hickory reserves the right to reject any or all submittals, or to withhold the award for any reason it may determine, and to waive or not to waive any informalities in any submittal. All information regarding the content of the specific submittals will remain confidential until a contract is finalized or all proposals are rejected.

If use of a subcontractor is proposed, it must be noted in the Qualification Statement. All Qualification Statements submittals become the property of the City and will be kept confidential until after an award of the successful proposal is made.

Deadline to submit qualifications: 12:00 PM EST on Friday, March 21st, 2025

Address Proposals to:

Mail:

City of Hickory
Street Division
PO Box 398
Hickory NC 28603

Physical:

City of Hickory
Street Division
1441 9th Ave NE
Hickory NC 28601

Direct Questions To:

Caroline M. Kone, PE
Transportation and Engineering Manager
(828) 323-7500
ckone@hickorync.gov

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

REQUEST FOR QUALIFICATIONS

1. PURPOSE OF REQUEST

The City of Hickory wishes to receive detailed Technical Proposals for a Pavement Management Survey and Pavement Management Software System (PMS) and related Consulting Services as outlined in this Request for Qualifications (RFQ).

The City of Hickory maintains approximately 480 lane miles of roadway. The proposed solution will be a vendor hosted web-based pavement management software system. The system will allow the City of Hickory to integrate and maintain an inventory, analyze condition data, track construction history, and conduct multi-year analyses to guide sound, defensible decisions about investment of available resources for pavement maintenance and rehabilitation.

2. DEFINITIONS

- A. "The Owner" means officers or employees of the City of Hickory.
- B. "Proponent" means the person or firm responding.
- C. "Statement of Qualifications" or "SOQ" means the submission received from a Proponent in response to this RFQ.
- D. "Request for Qualifications" or "RFQ" means this entire document, including all of the documents and any addenda thereto issued before the RFQ closing time.

3. SCOPE OF SERVICES

The Scope of Work for this Project shall consist of the seven (7) tasks as defined below.

I. Needs Analysis Meeting

- Consultant shall meet with the City's pavement management committee to discuss current business practices, discuss potential modifications to current practices and determine system configuration requirements. Consultant shall submit a report summarizing the agreed upon configuration requirements to the City.

II. Street Inventory File Import

- City will provide the Consultant with the street centerline inventory file in ESRI format of all city-maintained pavement sections. Consultant shall import the street inventory file into the Software System.

III. Pavement Condition Survey

- Perform a complete pavement condition survey of the entire network and populate the PMS database. All surveys shall utilize a visual (windshield) evaluation of the entire area of each pavement section.
- The pavement condition evaluation shall be performed in accordance the Distress Identification Manual for the Long-term Pavement Performance (LTPP) Program utilizing severities and extents of distresses. The City will not consider the use of ASTM D-6433 pavement condition evaluation methodology. All streets are flexible HMA pavements. The Consultant shall evaluate the level of severity of each street segment based on the definitions as set forth by the LTPP Manual. Levels of Extent shall vary up to six different levels based on the type of distress. All Extents shall be based

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

on percentage of gross area of the pavement segments except for Transverse Cracking which shall be based on average spacing of cracks and Longitudinal Cracking based on linear feet of cracks.

Distress types shall be as follows:

- Fatigue Cracking (6 Levels of Extent)
- Transverse Cracking (4 Levels of Extent)
- Block Cracking (4 Levels of Extent)
- Defective Patches and Potholes (6 Levels of Extent)
- Surface Defects - Oxidation/Raveling (4 Levels of Extent)
- Longitudinal (Linear Feet)

IV. Software Implementation

- The City is looking for pavement management software to increase cost-efficiencies and decision-making capabilities. The system selected shall have the following capabilities:
 - Be a City or vendor hosted web-based application accessible using popular internet browsers.
 - Be highly configurable to allow refinement in the future and expansion to other asset types. As such, must have the capability of being configured to be tightly integrated into a broader infrastructure asset management system utilizing the same software.
 - Store all pavement condition data and convert that data to user-defined condition indices.
 - Have a flexible table structure that will allow for adding additional attributes to existing tables and creating new tables for additional types of data without requiring additional software development.
 - Must allow for unlimited number and types of pavement distresses. The software must allow for user-defined condition data including at least three levels of severities and at least six levels of extents.
 - Must allow for unlimited types of pavement repairs.
 - Must allow for deterioration of individual distress indices as well as general condition indices within the system. The system must allow the user to define an unlimited number of performance models by pavement type or repair treatments by deteriorating any condition indices over time.
 - Must have unlimited flexibility in creating decision trees, pavement repair strategies and performance models. These are to be based on user-defined decision and performance variables available in the database.
 - Must calculate Benefit of any given repair based on a standard Benefit definition utilizing the area between the “current” performance model and the “potential” repair-specific performance curve. The system must provide the ability to allow users to modify the defined standard Benefit of a potential repair with any user-specific variables that may be contained within the database such as risk, traffic, safety, importance, etc.
 - Have the capability to analyze various “what if” scenarios to determine future funding needs and alternative repair scenarios. Users must be able to apply unlimited constraints to any analysis. When running optimization scenarios, user-defined constraints will include but should not be limited to:
 - Budgets
 - Budgets by repair type (preservation, rehabilitation, reconstruction)
 - Budget by maintenance or areas within City
 - Condition indices
 - Maximum percentage of pavements below a specified condition threshold.
 - Other levels of service as user-defined

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

- Provide unique multi-year work plans that identify the type of repair and associated costs for all pavement segments for each year of the analysis period for any funding or performance scenario.
- Allow for the running of scenarios utilizing an optimized solution that selects projects and groups of projects which provide the maximum benefit solution for the defined constraints.
- The optimization scenario functionality must have goal setting capabilities to determine the specific optimized projects that would need to be completed yearly to meet any user-defined goal or set of goals.
- Allow for analysis to take into account any planned utility projects so as to ensure that streets are not selected for repairs if utility work is planned as identified in the City's CIP on those streets.
- Allow for the yearly automated updating of the individual pavement condition indices based on construction history data. Repair exclusion years, condition improvement rules, age counters and treatment counters to be used in the optimization scenarios shall be user-defined.
- Allow for the linking and storing of electronic documents and images including photos, construction documents, testing results, etc. related to each specific pavement management section.
- Provide standard report capabilities including configurable graphs, charts and GIS mapping and the ability to develop customized reports within the application.
- Must be able to export data to Microsoft Excel or Access for City use in other applications.
- Compatible with the City's GIS system (ArcGIS Enterprise version 11.3, Microsoft SQL Server 19, SDE 11.3, and ArcPro 3.x). The pavement management system shall be integrated with the City's existing GIS system to provide maps.

V. Software Testing

- Consultant shall test the configuration to ensure that all configuration requirements are properly functioning as defined in Task 1 – Needs Analysis Meeting.

VI. Staff Training

- Consultant shall provide three (3) days of on-site training, for up to of six (6) City staff members. Training will take place at a City Facility.

VII. Software as a Service (SaaS)

- Annual software maintenance and technical support shall be provided for a minimum of one year plus six (6) additional consecutive years for a total of seven (7) years.
- Five concurrent license users are required by the City.

4. SELECTION PROCESS

The SOQ will be used to determine the successful candidate firm. Following the review of all responsive SOQ's and the technical evaluation process, the review committee will determine which proposal is most advantageous to the City. Failure to comply with any requirements may disqualify a firm's submittal. Immaterial or inconsequential irregularities in SOQ may be waived, when it is determined to be in the best interest of the City. After the selection process has been completed, applicable price information will be requested from the successful candidate. If an interested firm is requested to submit a priced proposal, the proposal should substantially reflect the same composition and area of involvement as the original SOQ submission.

5. SUBMISSION INSTRUCTIONS

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

1. No contact shall be made with City of Hickory City Council, Catawba County Commissioners or other Officials as this shall be grounds for dismissal of RFQ submittal.
2. SOQ's will be received in person at Public Services or by mail.
3. SOQ's submitted via fax or e-mail are not acceptable and will not be considered.
4. Proponents will be evaluated on experience and qualifications. Fee related information is not requested and will not be used in the evaluation process.
5. Refer to the section SOQ Content Requirements, for detailed instructions.
6. There will not be a pre-proposal conference for this project, as the requirements as laid forth in this document are sufficient for Proponents to establish their firm's qualifications and fit for the project based on the outlined selection criteria.
7. There will not be a public opening of the SOQ's with Proponents present.
8. No promotional materials or brochures to be included as part of the Qualification Statement package.

6. COST OF SUBMISSION and OWNERSHIP OF SOQ

1. The City of Hickory is not responsible for any costs incurred by Proponents in preparing, submitting, or presenting their SOQ's.
2. Except as otherwise provided in this RFQ, all SOQ's become the property of the City upon submission and will not be returned.

7. EVALUATION PROCESS and INTERVIEWS

1. Qualification and performance analysis will be employed for this selection. The successful proponent will need to demonstrate experience in the scope and types of work as described herein.
2. Following the evaluations team's initial evaluation of each SOQ, the City may require some Proponents to attend an interview. Unsolicited supplementary or clarifying information received after the RFQ closing time will not be considered.
3. Interview Information:
 - a. The purpose of the interviews will be to obtain supplementary clarifying information in addition to the written SOQ.
 - b. The City would notify those Proponents selected for an interview.
 - c. The interviews would take place at a place and time determined by the City, anticipated to be within 30 days after the RFQ closing time.
 - d. Selected Proponents will receive supplemental information regarding the interview process with notification of selection.
 - e. A principal of the Proponent's firm, the Proponent's team leader for the project and key personnel of major disciplines and/or sub-Proponents should plan to attend.
4. The City reserves the right to independently verify the past performance of any Proponent or any member of the Proponent's project team.
5. Following the interviews, the evaluation team will make a selection based on a tabulation of the evaluation sheets from all the team members. Final results of the evaluations and selection will be presented to City Council for final approval.
6. The City intends to award the project on the basis of a technical evaluation process, including the consideration of software functionality as well as the consultant's qualifications, experience, efficiency and work load.
7. There will be no debriefing with firms not selected.

8. TERM OF AGREEMENT

Software subscriptions will be for one year plus six (6) additional consecutive years for a total of seven (7) years. In the event the resulting agreement is terminated for any reason at any time, the successful proposer shall provide the City's database information in a readable, useable format acceptable to the City on a flash/thumb drive, USB drive, or portable hard drive.

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

9. PROJECT MILESTONES

The City will process invoices based on completion of the following milestones:

1. Needs Analysis Meeting
2. Street Inventory File Import
3. Pavement Condition Evaluation
4. System Implementation
5. Software Testing
6. Staff Training
7. Software as a Service (SaaS)

10. PROJECT SCHEDULE

This project shall be completed by July 1st, 2025

11. ANTICIPATED PROJECT COST

The cost of this project is estimated to be at or below \$110,000.00

12. PRE-SELECTION INVESTIGATION

The City reserves the right to conduct a pre-selection investigation of any proposer to review information furnished by the proposer or potential subcontractor or to require evidence of managerial, financial, technical, and other operating capabilities the City deems necessary for the successful performance of the Agreement.

The City or its agent may interview proposers during the Letters of Interest evaluation period. During these interviews, clarifications will be sought where determined necessary by the City.

13. PROJECT MANAGEMENT

The City will assign a Project Manager who will be responsible for management and coordination of the project. The proposer will designate an individual who will be responsible for the successful completion of this project and will have authority to speak on behalf of the firm.

During the course of the project, the firm and City Project Manager may have regular meetings to discuss technical issues and progress, if needed. Progress meetings will be scheduled on an as needed basis. Written progress reports detailing the work completed to date, milestones met, upcoming deliverables, open issues, anticipated problems and recommended solutions will be sent to the City monthly.

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

STATEMENT OF QUALIFICATIONS CONTENT REQUIREMENTS

This section specifies in detail the form and minimum content requirements for information required to be submitted in each SOQ. Proponents may at their discretion include additional information which they consider relevant to ensure a full and proper evaluation, provided that the specified maximum allowable number of pages is not exceeded.

1. SUBMITTAL FORMAT

- A. Original (loose) and (4) bound copies are required for each SOQ. The material should be in sequence and related to the solicitation. The sections of the submittal should be tabbed and clearly identifiable. The City will not provide any reimbursement for the cost of developing or presenting the submittals in response to this solicitation. Failure to include any requested information may have a negative impact on the evaluation and/or may result in the rejection of the proponent's submittal. The SOQ shall be presented as a "booklet" style.
- B. Cover letter expressing interest in the available project. It shall also identify a principal and secondary individual as point of contact for any future correspondence.
- C. Page size of the SOQ shall be 8 ½" x 11" with a minimum font size of 10
- D. No more than 15 pages, single sided.

2. SOQ CONTENT

Please provide the following information in this order:

- A. Cover Letter/Letter of Interest
 - 1. Principal and secondary contact for the project including mailing address, email, phone numbers, and appropriate License numbers. These individuals shall have the ability to negotiate Contract conditions for the Proponent. Identify who the proposed project manager will.
 - 2. Describe your proposed data collection methodology.
 - 3. Availability of personnel for immediate placement.
 - 4. Sub-consultant usage if anticipated. Indicate the percentage of work estimated to be performed by the sub vs. the prime. Also, indicate if the prime consultant has previously worked with the proposed sub and give a brief example of the previous relationship(s).
- B. Experience and Qualifications of the Firm
 - 1. Statement that the Proponent is licensed to provide required services in the state of North Carolina.
 - 2. Statement (confirmation) of current general/liability insurance as required to provide services.
 - 3. List completed similar projects for which your firm was responsible in which you consider to be a demonstration of your firm's design ability, including project title, address, construction cost, and year completed. Note local government and/or State projects.
 - 4. Submit qualifications of the firm and explain why your firm is especially well qualified to perform the required services.
 - a. Include experience with providing prompt services as described in the Scope of Services.
 - b. Include a Project Organization Chart – Limited to 1-single sided sheet of paper.
 - 5. Provide the experience of the proposed firm on similar projects. Identify type and location of similar work to illustrate the work quality. Show how the experience relates to the categories outlined.

NOTE: Projects used as examples of similar work shall be clearly noted if the work was done by individuals while employed by other firms. The only projects which you may claim without attribution are those projects actually produced by your firm. Improper or misleading credit for

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

projects, in our view, is an adverse reflection on a firm's integrity and may be grounds for rejection of those projects from your experience record.

C. References

Provide a list of References who have personal knowledge of the prime consultant's and the sub-consultant's previous performance. Provide three (3) client references each for both the prime and the sub-consultant(s). The references must include verified addresses and telephone numbers, contact persons, and a brief description of services that have been provided similar to those described for this project.

D. Experience and Qualifications of Proposed Team

1. Provide experience and qualifications of key team members via resumes for these key individuals who will be responsible for this project (with any critical sub proponents or subcontractors). Include work experience, education, licenses, registrations, or certifications applicable to the proposed work.
2. Identify team experience on similar projects and the extent of team involvement including time commitment.
3. Include current work load of proposed team projected out 6 months.

E. Project Approach

Work plan that clearly and concisely defines the approach taken. The approach section shall provide a detailed description of how your company anticipates accomplishing the project relative to methodology, tools, personnel, phasing, etc. The work plan shall demonstrate to the City that your firm understands the tasks involved to produce each of the required deliverables, and shall identify what is required of the City to prepare for the firm's solution, if chosen.

1. The work plan shall include: major project milestones, activities, tasks, and deliverables; customization approach; data conversion/data migration approach; "go live" approach; assumptions or constraints on which the work plan is predicated.
2. Provide a description of the software application being proposed in terms of capabilities, functionality, and features.
3. Describe the application hosting environment.
4. Describe the approach for ongoing system security in terms of anti-virus and Internet vulnerability management. Focus on the methods and schedules for security updates and patch distribution.
5. Describe the approach with respect to data backups and archives.
6. Describe GIS capabilities or describe the process required to integrate the data in the PMS to a geographic data in ArcGIS. Approach to assigning personnel (man-loading) to a project of this size, duration, and how such relates to the proposed scope of services.



CITY of HICKORY Request for Qualifications

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES

25-015

SAMPLE STATEMENT OF QUALIFICATIONS EVALUATION FORM

The criteria that will be used by the evaluation committee for the technical evaluation of the proposals for this specific procurement are listed below. Each committee member will score the proposals on each major category. The committee will determine the final rankings of the proposals.

Item Description	Possible Points
Staff qualifications and experience	20
Firm experience in Pavement Management	25
Work plan approach and timing of completion	20
Project management and implementation	10
Software functionality	25
Total	100

The scores from the technical evaluation will be summed, and the Letters of Interest will be ranked by final total score. The Contract will be awarded to the responsive and responsible proposer with the highest total number of points.

Project Title:

Request Number:

PAVEMENT MANAGEMENT SOFTWARE & CONSULTING SERVICES	25-015
---	---------------

SPECIAL TERMS AND CONDITIONS

1. **Software Compatibility:** For the purposes of aiding the Proponent in the performance of their obligation under this Contract, the City shall furnish upon request all relevant data in the City's possession and shall direct City officers, agents and employees to render all reasonable assistance to Proponent in connection with Proponents performance under this Contract. The provision of such aid, assistance, information or services as received from the City shall in no way relieve the Proponent from obligations under this Contract. The City does not warrant the compatibility of City furnished data, either electronic or in any form, with the Proponent's software. All costs associated with data conversion or software upgrades and conversions shall be borne by the Proponent.

2. **Insurance Provisions:**

COVERAGE AFFORDED	LIMITS OF LIABILITY
Worker's Compensation	Statute
Employer's Liability	\$100,000
Commercial General Liability	\$1,000,000 – Bodily Injury
Insurance	Combined Single Limit
Including:	\$100,000 Property Damage
A. Products & Completed Operations	
B. Blanket Contractual	
C. Premises-Operations-Personal Injury	
Professional Liability	\$2,000,000 (Minimum)
Insurance (Errors and Omissions)	Combined Single Limit
(See Special Conditions)	
The following Automobile Liability Insurance coverage will also be required for all professional services contracts which include surveying and/or construction surveillance.	
Comprehensive Automobile Liability	\$1,000,000 - Bodily Injury
Insurance including: non-owned, and	Combined Single Limit
Hired vehicles	\$100,000 Property Damage

3. **Key Personnel:** It is essential that the Proponent provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this Contract. The Proponent agrees to assign specific individuals to the key positions.

The Proponent agrees that once assigned to work under this Contract, key personnel shall not be removed or replaced without written notice to the City.

If key personnel are not available for work under this Contract for a continuous period exceeding five (5) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Proponent shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

Selected Proponent must be able to appropriately staff the project within (10) days of City Council award

4. **Other Contracts:** The City may, as its sole option, enter into Contracts for additional work related to this project. The Proponent shall fully cooperate with other contractors and proponents and with City employees to accommodate such other work. The Proponent shall not commit or permit any act that interferes with the performance of such work by other contractors.

5. **Compensation and Method of Payment:** In consideration of the performance of the services described in the Scope of Services, the City shall pay the Proponent in accordance with the negotiated contract rates, and the Proponent shall charge the City only in accordance with those same rates. The City will pay the Proponent following the submission of itemized invoice(s). Each itemized monthly invoice must bear a written certification by an authorized City representative confirming the services for which payment is requested.