TOWN OF LADYSMITH

Celebrate our Present. Embrace our Future. Honour our Past.

LADYSMITH

Infrastructure Services

Request for Proposals

No. 2026-IS-02

WWTP SCADA Upgrades

For further information
please contact:
Tim Tanton
Director of Infrastructure Services
250-245-6440
ttanton@ladysmith.ca

RFP Issue Date: **March 11, 2026**
RFP Closing Date: **Wednesday, April 15, 1:30 pm,**
RFP Opening: **Wednesday, April 15, 1:45 pm,**
Location of Bid Opening: **Ladysmith City Hall**

1. Introduction

The Town of Ladysmith (the Town) is seeking proposals from qualified firms to upgrade the existing process control graphics at the Ladysmith Wastewater Treatment Plant (WWTP). The purpose of this project is to replace the current GeoSCADA graphics platform with a modern, reliable, and user-friendly Human-Machine Interface (HMI) system using VTSCADA software.

The upgraded graphics system will enhance clarity, usability, and functionality for plant operators, while addressing aging hardware and software compatibility concerns. The project will also incorporate improvements to alarm annunciation, ensuring that operational staff receive timely and reliable notifications of plant events.

This Request for Proposals (RFP) outlines the Town's requirements and expectations for the design, development, configuration, testing, and commissioning of a new graphics and alarming system at the Ladysmith WWTP.

2. Project Overview

The Ladysmith WWTP is currently operating on GeoSCADA graphics hosted on outdated hardware. With hardware replacement required, continued reliance on legacy software poses cybersecurity risks and limits access to new features.

Following positive experiences by other municipalities in the region, the Town has identified VTSCADA as the preferred replacement platform. Local contractor familiarity with VTSCADA will also simplify implementation and long-term support.

The Town has recently purchased a new server to host multiple Virtual Machines (VMs) for VTSCADA deployment. This virtualization approach, supported by Scale Computing's hypervisor system, will improve system resilience and high availability.

As part of this project, the Town also intends to upgrade its alarm annunciation system. The existing Win-911 dialer is not fully compatible with VTSCADA and has shown reliability issues. The project will implement a new alarm management approach leveraging VTSCADA's integral capabilities, supplemented by a hardware-based alarm dialer for redundancy.

Ultimately, this upgrade will modernize the WWTP's graphics and alarm systems, reduce cybersecurity vulnerabilities, enhance operational awareness, and provide reliable communications for plant staff.

3. Scope of Work

The successful proponent will provide all necessary services, materials, and expertise to complete the following scope of work:

Graphics Upgrades

- Configure two new owner-supplied Graphics Servers to host and develop WWTP Human-Machine Interface (HMI) graphics.

- Facilitate meetings with Town staff to define goals, objectives, and graphical requirements.

- Develop Graphical Design Guidelines (aligned with Appendix A) and present them for Town review and approval.

- Develop and install new HMI graphics in accordance with the approved guidelines.

- Configure existing thin clients for access to the new Graphics Servers.

Alarming Upgrades

- Supply, install, and configure a new hardware landline alarm dialer.

- Configure the plant controller to annunciate alarms via the hardware dialer in the event of SCADA software failure.

- Integrate VTSCADA software alarm annunciation using VoIP, SMS, and landline in accordance with the Alarm Philosophy.

Commissioning and Testing

- Develop and submit a Site Acceptance Testing (SAT) Plan.

- Commission the graphics and alarming systems in collaboration with Town operations staff.

- Conduct a transition period with both old and new graphics systems running concurrently.

- Provide operator training in two 4-hour training sessions.

- Deliver complete documentation and handover of the upgraded system.

4. Enquiries

All enquiries related to this "Request for Proposals" are to be directed to:

Tim Tanton
ttanton@ladysmith.ca
250-245-6440

5. RFP Addenda

It is the responsibility of the proponents to check periodically for any addenda that may be issued by the Town of Ladysmith. Addenda will be posted on the Town of Ladysmith website (www.ladysmith.ca/city-hall/bid-opportunities) and on BC Bid.

6. Proposal Submission

Proponents are requested to submit their proposals **no later than 1:30pm on Wednesday, April 15, 2026** to the attention of:

> Attention: Sue Bouma, Manager of Corporate Services
>
> Town of Ladysmith
>
> 410 Esplanade
>
> PO BOX 220
>
> Ladysmith, BC V9G 1A2

Proposals are to be submitted by E-bidding on [BCBid's](#) secure portal or delivered by courier, mail, or in person., Late receipt of Proposals via BCBid or courier, mail, or in person will be cause for rejection of a Proposal.

All submissions must be clearly marked "Request for Proposals No. 2026-IS-02".

The successful bidder will be required to obtain and provide proof of the following:

- A current business licence for operating in the Town of Ladysmith
- A Clearance Letter from WorkSafe BC that confirms they are registered and in good financial standing with WorkSafe BC
- Minimum $2 million liability insurance with the Town of Ladysmith named as additional insured
- Federal, provincial and municipal permits when and where applicable

Submissions in response to this RFP will be opened publicly at the Town of Ladysmith City Hall on **Wednesday, April 15, 2026 at 1:45pm.**

7. Submission Requirements and Evaluation

Submission Requirements

Proponents must submit a proposal that clearly demonstrates their qualifications, experience, and approach to delivering the WWTP SCADA Upgrades. At minimum, submissions must include the following:

Company Information

- Legal name of the company, head office address, and primary contact information.

- Summary of company history, size, and areas of specialization.

Project Team

- Names, roles, and qualifications of the proposed project team members.

- Description of relevant experience of each team member, particularly in SCADA integration and HMI development.

- Identification of any subcontractors and their roles.

Relevant Experience

- Demonstrated experience with VTSCADA software in municipal water and wastewater applications.

- At least three examples of successfully completed projects that are comparable in scope and complexity. For each example, include:

  o Project name and location

  o Brief description of the work completed

  o Contract value and duration

  o Client contact (name, title, phone/email) for reference

Technical Approach

- Description of the proponent's approach to:

  o Developing and implementing HMI graphics that comply with Appendix A – HMI Programming Standards

  o Configuring alarm dialers and annunciation systems in compliance with Appendix B – Technical Specifications

  o Commissioning and testing, including proposed methodology for the Site Acceptance Testing (SAT) Plan

- Identification of any risks and proposed mitigation measures.

Training and Support

- Outline of training program for operators, including delivery methods and materials.

- Description of warranty, ongoing support, and availability for remote troubleshooting.

Fee Proposal

- A detailed breakdown of fees, including:

  o Engineering and design services

  o Supply and installation of equipment

  o Programming and configuration

- o Commissioning and training

- Hourly rates for key personnel for any additional work not included in the fixed price.

The Town reserves the right to accept or reject any or all proposals either whole or in part at any time, or waive formalities in, or accept a proposal either whole or in part which is deemed most favourable in the interest of the Town. The Town will be under no obligation to proceed further with any submitted proposal and, should it decide to abandon same, it may, at any time, invite further proposals for the supply of the described services or enter into any discussions or negotiations with any party for the provision of the services. No alterations, amendments or additional information will be accepted after the closing date and time unless invited by the Town.

The lowest or any submission in response to this RFP will not necessarily be accepted. The bids will be considered on their merits and it is not the intention of the Municipality to buy on price alone.

The Town of Ladysmith Purchasing Policy entails the following Principles of "Best Value":

- Procure the goods and services requirements of all departments in an efficient, timely and cost effective manner while maintaining the necessary controls;

- Engage in an open bidding process wherever practical;

- Ensure maximum value is obtained during the acquisition of goods and services. Where applicable, the total cost of the goods and services purchased should be taken into account. Total cost may include but not be limited to acquisition cost, disposal cost, residual value, training cost, maintenance cost, product performance and environmental impact;

- Take into account wherever practical the commitment to protection of the environment, and energy conservation;

- Ensure the acquisition of goods and services meets the requirements of applicable legislation and trade agreements, including the New West Partnership Trade Agreement, and the Agreement on Internal Trade; and

- Ensure that maximum value is realized when disposing of surplus goods, materials and equipment.

Refer to Appendix C for further clarification on the proposal evaluation process and scoring.

8. Ownership of Proposals

All Proposals and subsequent information materials shall become the property of the Town of Ladysmith after the closing date and time and will not be returned.

The Proposals will be held in confidence by the Town subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. This Request for Proposals and all

associated documentation is the property of the Town of Ladysmith and shall not be copied or distributed without the prior written approval of the Town.

Appendix A – Recommended HMI Programming Standards

This appendix provides standards for HMI development, including:

- Operator access levels and security requirements

- Navigation structure and screen layout conventions

- Alarm philosophy and colour coding standards

- Motor popup design requirements

- Trending, reporting, and remote access protocols

All graphics must conform to these standards. Proponents should review Appendix A carefully and ensure their proposals demonstrate compliance.

Appendix B – Technical Specifications (MasterFormat)

This appendix provides detailed technical specifications for system hardware, software, alarming, and commissioning. Sections include:

- 40 62 00 – Computer System Hardware and Accessories

- 40 68 00 – Process Control Software

- 40 78 63 – Alarm Dialers

- 40 80 00 – Commissioning of Process Systems

These specifications define required equipment, installation methods, configuration details, and testing protocols. Proponents must deliver the project in accordance with these specifications.

Appendix C - Evaluation

TECHNICAL EVALUATION

Proposals will be evaluated by a minimum of two Ladysmith staff. The scoring criteria shown below will be used to assist in the evaluation; however, the highest scoring proposal will not necessarily be selected. Other evaluation criteria may impact the selection, such as an interview, reference checks, scheduling or value-added services.

COSTS INCLUDED IN PROPOSAL EVALUATION

All personnel fees, salaries, wages and reimbursable expenses will be considered in the proposal evaluation. Points will be awarded based on a combination of rates, proposed budget relative to scope, suitable budget allocation to tasks, and value.

MINIMUM TECHNICAL SCORE

Each technical presentation will be evaluated on the basis of the firm's experience, competence of its personnel and acceptability of the method proposed. Technical portions of proposals must achieve a score of at least 70% to be considered "technically qualified".

SCORING

The table below describes the weighting that will be used to evaluate all proposals.

THE METHOD	40
General Approach	8
Proposed list of activities and reporting	10
Understanding of objectives	12
Proposed level of effort	10
FIRM PROFILE	10
Experience with similar projects	5
Location of the firm	2
Practices and/or policies within the organization governing its work with First Nations	3
THE PERSONNEL	15

Project Manager - How will they support the delivery of services by the firm? - What is their experience with similar projects on Vancouver Island and within BC? - Provide details on times when they challenged conventional wisdom and/or engineering standards in order to provide the best solution for the client.	5
Project Members - Provide a half-page bio of why each key staff member is suited for this role. Include project examples showcasing experience, qualifications, and local knowledge.	5
Team Organization	5
PRESENTATION	**10**
Quality - clear and concise	5
Content -relevant information provided without redundancies	5
PRICE PROPOSAL	**25**
Cost	15
Breakdown of costs	10
TOTAL	**100**

INTERVIEWS AND REFERENCES

The Town may request an interview and/or reference checks with any or all shortlisted firms. An interview format has not been determined and would likely focus on areas of a proposal that are unclear to the evaluation team. The outcome of an interview would be used in the evaluation. If an interview is requested, an in-person or Microsoft Teams online meeting would be made available.