



The Metropolitan District
water supply · environmental services · geographic information

**PERSONNEL, PENSION & INSURANCE COMMITTEE
REGULAR MEETING
MONDAY, APRIL 29, 2024
4:00 PM**

<u>Location</u>	<u>Commissioners</u>	
Board Room	Avedisian	Magnan
District Headquarters	Currey (Ex-Officio)	Patel
555 Main Street, Hartford	Desai	Salemi
	Drake	Steuber
Dial in #: (415)-655-0001	Gentile	Taylor (C)
Access Code: 2319 280 6977#	Lester	Woulfe (VC)
Meeting Video Link		
	Quorum: 6	

1. CALL TO ORDER
2. PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS
3. APPROVAL OF MEETING MINUTES OF MARCH 25, 2024
4. DISCUSSION RE: DRAFT EMPLOYEE CLIMATE STUDY RFI
5. REPORT RE: PRIOR MONTH'S RETIREMENTS, RESIGNATIONS, TERMINATIONS INCLUDING EMPLOYEE'S YEARS OF SERVICE, GENDER, RACE & CLASSIFICATION
6. OPPORTUNITY FOR GENERAL PUBLIC COMMENTS
7. COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS
8. ADJOURNMENT



**THE METROPOLITAN DISTRICT
HARTFORD COUNTY, CONNECTICUT
REQUEST FOR INFORMATION 2024-RFI-02**

For

**Industry Information on Technology for
Conducting Employee Climate Survey**

ISSUE DATE: TBD

QUESTIONS DUE: TBD

RESPONSES DUE: TBD

**Responses to this RFI will be received by the District Clerk until the
date and time specified above.**

**Office of the District Clerk
555 Main Street
Hartford, CT**

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PART I

INTRODUCTION AND PURPOSE

1.1 INTENT

The Metropolitan District (referred herein as “MDC” or the “District”), a municipal water and sewer utility with a primary service area in the Capitol Region of Connecticut, is seeking information regarding industry standard commercially available technology and data analytics tools for conducting a comprehensive employee climate survey. The District’s goal is to leverage industry’s standard technology and survey methods to gain valuable insights into its current workplace climate, and through positive employee engagement and feedback, gather important quantitative data to benchmark, analyze, communicate, and act upon survey results.

The District’s goal

This Request for Information (RFI) is being issued for pre-procurement planning/scope development purposes only and does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit the MDC to contract for any product or service whatsoever. All costs associated with responding to this RFI will be solely the Respondents’ responsibility. Failure to respond to this RFI will not preclude participation in any future RFP for related goods or services related to this RFI, if any RFP is subsequently issued. It is the responsibility of respondents to monitor MDC sources for additional information regarding this RFI or any related future requirements.

1.2 ABOUT THE METROPOLITAN DISTRICT

The Metropolitan District is a specially-chartered municipal corporation established by special act of the Connecticut State Legislature in 1929, and includes the municipalities of Hartford, Bloomfield, East Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor. The District provides water and sewer services to approximately 400,000 people.

The District is governed by a board of thirty-three (33) commissioners (the “Board”) - with twenty-nine voting members from District member towns and four non-voting commissioners, each appointed by the “non-member” towns of the MDC, namely, Glastonbury, Farmington, South Windsor and East Granby. Of the voting members, seventeen (17) are appointed by the legislative bodies of the eight (8) member municipalities, eight (8) by the Governor of the State of Connecticut, and four (4) by the leadership of the Connecticut General Assembly (the “Board”).

The District is managed by a Chief Executive Officer supported by a senior executive leadership team and employs over four hundred and forty (440) full-time personnel, approximately seventy five percent (75%) of which are represented by one (1) of three (3) affiliated collective bargaining

units of AFSCME, Council 4. Under the present organizational structure, there are two (2) functional divisions: Operations & Engineering, and Business Services.

Sanitary sewer services are funded through an ad valorem tax on member municipalities and, for high flow users, a sewer user charge. The funding of water services and related operations is principally through a direct use charge to customers.

Major capital improvements in excess of \$25.829 million for a single project must be approved by the electorate of the member municipalities and are financed primarily through bonding. The 2024 combined water and sewer budgets for all District operations totaled approximately \$213.5 million.

The water distribution system consists of upland impoundments in the Farmington River watershed, two (2) filtration plants and approximately 1,600 miles of distribution mains. Flows in the system are primarily by gravity, with the exception of some limited pumping of treated water to higher elevations. Average treated water use is about 50 million gallons per day and all services are metered.

The sewage collection system consists of almost 1,200 miles of sanitary sewers serving the member municipalities. Four (4) water pollution control plants treat an average of 65 million gallons per day.

The District operates within a range of facilities and settings. In addition to the administrative and management staffs (executive, legal, finance, information technology, engineering, procurement, and human resources) based at the District's headquarters building in downtown Hartford, CT, the District also operates from several other facilities within a 30-mile driving distance from the headquarters building. They include (not all facilities listed):

- Water treatment and distribution facilities
- Wastewater treatment facilities including three multi-hearth sewage sludge incinerators
- Operations Command Center – emergency services/response; training facility
- Customer Service Center
- Fleet and equipment maintenance facility
- Hydro-electric generating facility
- Fresh water reservoir facilities, including associated public recreation areas, reservoirs and contiguous woodland areas.

The District has full control of its water sources. All fresh water the District supplies to its customers comes from the District's own reservoirs. There is no dependency on another agency or supplier within or outside the State for the District to meet its demand for fresh water.

There are occupational categories that may not be as common in other water districts or agencies. For example, the District has a small police force ("patrol") to protect property and

equipment at its more remote facilities and also to protect the public using the designated recreation areas at the reservoirs. Another somewhat unique job category is “foresters” who maintain the watershed woodland areas that surround and feed into the reservoirs.

The District utilizes SAP (an integrated ERP system) with other network and web-based technology. Technological change drives improvement and has, as a result, changed the required knowledge, skills, and attributes of our workforce.

For years, the District, as a municipality, submitted its affirmative action plan and goals to the federal government. This changed in 2009. Pursuant to Public Act 09-87, the District is considered a Connecticut state agency for the sole purpose of developing and implementing an affirmative action plan that commits the District to a program of affirmative action in all aspects of personnel and administration.

1.3 RFI PURPOSE AND BACKGROUND - Request for Information on Technology for Conducting an Effective Employee Climate Survey

1.3.1 Statement of Need

Employee Climate Survey

In summary, this RFI is intended to provide the MDC with the most current industry trends and standards in software technology or cloud-based applications for conducting a successful employee climate survey. Responses to this RFI should consider: (1) commercially available technology with employee survey questionnaire designs appropriate for similar sized public entities; (2) technology that drives a high rate of positive employee engagement, while maintaining employee anonymity; and (3) technology that includes essential data analytics and reporting capabilities for benchmarking and analysis of results.

Statement of purpose: This is a **Request For Information (RFI) only**. This RFI is issued solely for information gathering, market research, and planning purposes – it does not constitute a request for proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit The MDC to contract for any product or service whatsoever. Further, The MDC is not at this time seeking proposals and will not accept unsolicited proposals. All costs associated with responding to this RFI will be solely the respondents’ responsibility. Failure to respond to this RFI will not preclude participation in any future RFP, if any is issued. It is the responsibility of the Respondent to monitor (MDC) sources for additional information regarding any future solicitation for services.

1.3.2 Background

In December of 2023, the District’s Board of Directors determined the need for an Employee Climate Survey to be conducted. In early, 2024, the District Board Personnel Pension and Insurance Committee requested that staff formally issue a Request for Information (RFI) to

industry to gather relevant information for the development of a scope of work to potentially be included in a subsequent Request for Proposals (RFP) for conducting a climate survey.

1.3.3 Technical Submission Requirements

Respondents are requested to provide the following in their submissions to the MDC:

- Provide a detailed explanation of the most current industry trends and standards in software technology or cloud-based applications for conducting a successful employee climate survey.
 - Detailed information of the features of the application(s) and/or software available that are important to the District include:
 - Questionnaire design features for the development of key questions that are quantitative, concise, clear, specific, and unbiased in order to elicit meaningful results, essential to gaining positive employee engagement and feedback
 - Security features for the protection of employee anonymity and confidentiality of survey responses
 - Reporting and data analytics features including benchmarking of peer organizations as well as internal benchmarking over time
 - Employee communication features (both pre- and post-) to ensure employees understand the purpose of the climate survey and how their input can contribute to positive changes in the workplace
 - Management communication features (post-) to ensure management is prepared to take action on feedback to maintain and/or improve employee workplace experiences.
 - Pricing estimate for License and or Software as a Service cost to the organization assuming both single and multi-year license or subscription options
- Based on the technology solution(s) identified in this submission, provide information regarding any additional industry standard scope requirements the District should consider in its procurement planning for conducting a successful employee climate survey. Examples may include:
 - Technology training
 - Consulting services for analysis of post- survey results and debriefing to leadership
- Provide a detailed description of the Respondent's company and industry experience.
 - If a software or application provider, include reference(s) and summary example(s) of successful use cases for client(s) of similar size as the District, preferably public entities such as municipalities, state agencies, or public utilities.

- If an employee climate survey project provider, include summary example(s) of successfully delivered projects for client(s) of similar size as the District, preferably public entities such as municipalities, state agencies, or public utilities. Summary(s) should highlight project scope, technology utilized, employee participation rates achieved, and general results of the survey.

PART II SUBMITTAL INSTRUCTIONS

2.1 RFI SUBMITTAL INSTRUCTIONS

Paper Responses shall be submitted in a sealed envelope that is clearly marked with the RFI Number 2024-RFI-02, and RFI Title “Industry Information on Conducting an Employee Climate Survey” and mailed to:

District Clerk
The Metropolitan District
555 Main Street
Hartford, CT 06103

Electronic Responses may be submitted to the District via email with the RFI Number 2024-I-02, and RFI Title “Industry Information on Conducting an Employee Climate Survey” in the subject line, to the Contract Specialist identified below by the submission due date.

2.2 QUESTIONS AND ADDENDA

All questions and/or requests for additional information regarding this RFI must be submitted in writing via email (Subject line: RFI Number) to lmadison@themdc.com by **4:00 p.m. Eastern Time on “TBD”**.

Questions must be received no later than the date and time specified herein. Questions received after that date and time will not be answered.

Contact with any other person(s) employed by, or associated with, the District, other than the designated contact above regarding this RFI is strictly prohibited. Failure to adhere to this requirement may disqualify a Respondent from consideration under any related Request for Proposals (RFP), and such decision shall be made by the MDC in its sole and absolute discretion.

Material clarifications or revisions to this RFI, as well as answers to any questions submitted in a timely manner will be answered in the form of addenda to this RFI which will be published on the MDC ProcureWare Site at <https://mdc.procureware.com/home>. Addenda will be posted no

later than seven (7) calendar days prior to the deadline for responses to this RFI. It is each Respondent's responsibility to register with and check the MDC ProcureWare Site for addenda.

2.3 SUBMISSION DEADLINE

Responses to this RFI must be received by the MDC by 2:00PM EDT on "**TBD.**"

The MDC will not be liable for responses not received by the specified due date. It is the Respondent's sole responsibility to ensure that its RFI Response is delivered by the specified due date. RFI responses or updates received after the specified due date will not be considered by the District.

DRAFT

PART III

RFI RESPONSE REVIEW

3.1 REVIEW OF SUBMISSIONS

The members of the District Board's Personnel Pension and Investment Committee have been formally assigned as "Reviewers" of the responses to this RFI.

Reviewers will have an established time period to complete their response reviews, and then reconvene as a group with District staff to discuss the RFI responses and determine any necessary follow up with Respondents.

If Reviewers determine that more information or clarification is needed from individual respondents, the District Contracting Officer may follow up with one or more Respondents. In such an event, all Respondents will have access to the information and/or clarification requested. Upon completion of any follow up written questions, the Reviewers, together with the appropriate District staff, will determine whether to recommend if any further follow up action is necessary.

3.2 RESPONDENT ATTESTATION

By submission of a response to this RFI, the Respondent attests that no person or Commissioner acting for, or employed by, the MDC is now, or will hereafter benefit financially directly or indirectly from, the Respondent's participation in this RFI process, or any future related Request for Proposal (RFP).

3.3 CONFIDENTIALITY OF RFI RESPONSE

Respondents acknowledge that the District is a specially chartered municipal corporation and subject to Connecticut's Freedom of Information Act ("CT FOIA"). Respondents should be aware that all submittals provided to the District are therefore subject to the provisions of the CT FOIA relating to public disclosure and the applicability of any exemption(s) to such public disclosure. Respondents claiming, in good faith, that its response contains information that is exempt from disclosure under CT FOIA (for example, see Conn. Gen. Stat. § 1-210(b)(5)) shall clearly segregate and mark information as confidential and provide the specific statutory citation for such exemption. Be aware that the designation of an item as exempt from disclosure may be challenged in court by any person or entity. By the designation of material as exempt in a submittal, the Respondent agrees to indemnify, hold harmless and defend the District and its employees and agents for any award to a plaintiff for damages, costs and attorneys' fees, and for costs and attorney's fees incurred by the District by reason of any claim or action related to the Respondent's designation of materials as exempt. The MDC agrees, to the extent permitted by applicable laws and regulations, to hold all material information belonging to the Respondent, which it deems to be confidential, in strictest confidence.

**PERSONNEL, PENSION AND INSURANCE COMMITTEE
REGULAR MEETING
The Metropolitan District
555 Main Street, Hartford
Monday, March 25, 2024**

Present: Commissioners John Avedisian, David Drake, Pasquale Salemi, Alvin Taylor, James Woulfe and District Chairman Donald Currey (6)

Remote

Attendance: Commissioners Dimple Desai, Byron Lester, Maureen Magnan and David Steuber (4)

Absent: Commissioners Joan Gentile and Bhupen Patel (2)

Also

Present: Commissioner Allen Hoffman
Commissioner Dominic Pane
Commissioner Jackie Mandyck (Remote Attendance)
Scott Jellison, Chief Executive Officer
Christopher Stone, District Counsel
John S. Mirtle, District Clerk
Christopher Levesque, Chief Operating Officer
Kelly Shane, Chief Administrative Officer
Robert Barron, Chief Financial Officer
Jamie Harlow, Director of Human Services
Susan Negrelli, Director of Engineering
Robert Schwarm, Director of Information Systems
Thomas Tyler, Director of Facilities
Rita Kelley, Equal Employment Opportunity Compliance Officer
Diana Phay, Treasury Manager (Remote Attendance)
Carrie Blardo, Assistant to the Chief Executive Officer
Victoria Escoriza, Executive Assistant
Amanda Litvak, IT Professional Level Associate (Remote Attendance)
Jacob Aviles, IT Consultant (Remote Attendance)

CALL TO ORDER

Chairman Taylor called the meeting to order at 4:02 PM

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MEETING MINUTES

On motion made by Commissioner Woulfe and duly seconded, the meeting minutes of February 26, 2024 were approved.

Commissioner Steuber entered the meeting remotely at 4:06 PM

REPORT BY DAHAB ASSOCIATES INC

David Lee from Dahab Associates Inc. gave a presentation regarding the District's pension investment performance, and OPEB investment performance.

ORGANIZATIONAL CHARTS

Scott Jellison, Chief Executive Officer, provided a presentation regarding the District's organizational charts.

OPPORTUNITY FOR GENERAL PUBLIC COMMENTS

No one from the public appeared to be heard.

COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS

Chairman Taylor requested that an update regarding a Request for Information on the Climate Study be discussed at the next meeting.

ADJOURNMENT

The meeting was adjourned at 5:33 PM

ATTEST:

John S. Mirtle, Esq.
District Clerk

Date Approved