



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

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Concord, New Hampshire 03301
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Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

November 15, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

Re: Statewide Civil-Structural Engineering Services Consultant Agreement – HEB Engineers, Inc. for Professional Design and Construction Documents, On-site Observation, and Inspection for Civil-Structural Engineering Services for Public Works' Projects.

REQUESTED ACTION

Authorize the Department of Administrative Services, Division of Public Works Design and Construction to enter into an agreement with HEB Engineers, Inc. (Vendor Code 155401) PO Box 440, 2604 White Mtn. Highway, North Conway, NH 03860 for Civil-Structural Engineering Services required for planning, design and construction of various Public Works' Projects as necessary and required by the Department. The contract is effective from the date of Governor and Council approval through June 30, 2027. The amount expended under this agreement shall not exceed \$500,000.

EXPLANATION

The Department proposes to retain the private consulting firm to expedite the current project workload and provide appropriate technical expertise as required for specific projects. This is one (1) of four (4) open-ended agreements for Civil-Structural Engineering Services that will be presented for approval. The agreement will enable the Department to respond quickly to unscheduled project requests and possible emergencies regarding Civil-Structural Engineering issues. The decision as to which projects will be assigned will be made on a case-by-case basis depending on the particular expertise required and the firm's current workload.

This type of consulting agreement will be funded from the monies for each project. The majority of projects needing this type of Civil-Structural Engineering Services consultant work are maintenance and capital funded projects.

This agreement is a proposed contract with the Civil-Structural Engineering Services firm selected to provide on-call Civil-Structural Engineering Services. It is anticipated that Civil-

Structural Engineering Services can be handled by four (4) Engineering firms through the contract period.

The consultant selection process employed by the Department for this project is in accordance with RSAs 21-I:22, 21-I:22-c, and 21-I:22-d, all applicable Federal Laws and the Department's procedures for "Selection of Engineers, Architects and Surveyors" dated July 28, 2005. Consensus scoring was used in this selection process in order to assure that the perspective of each committee member received proper consideration during scoring deliberations. The following members of the NH Division of Public Works Design and Construction were on the selection committee: Michelle Juliano, P.E. – Deputy Director; Roger Dionne – Public Works Project Manager IV, and Scott Carri – Public Works Project Manager III. Each member brings different strengths and knowledge to the table. This allows thorough discussion and weighing of the different perspectives during the scoring process. This process also makes follow-up explanations to the unselected firms easier.

In June 2023, the Division of Public Works Design & Construction solicited Registered Civil-Structural Engineers, by public announcement in the State, for interest in providing on-call Civil-Structural Engineering Services. The following eleven (11) consultant firms submitted letters of interest.

DuBois & King	Oak Point Associates, P.A.
Gale Associates	Ranger Engineering Group
Greenman-Pedersen, Inc.	SMRT, Inc.
HEB Engineers, Inc.	Underwood Engineers
HL Turner Group	Wright-Pierce
McFarland-Johnson, Inc.	

These firms were evaluated based on years of experience, experience on relative projects and past experience with the Division of Public Works, if any. The seven (7) rated firms listed below, were sent a Request for Technical Proposals:

DuBois & King	SMRT, Inc.
Greenman-Pedersen, Inc.	Underwood Engineers
HEB Engineers, Inc.	Wright-Pierce
McFarland-Johnson, Inc.	

The proposals were rated on the comprehension of the assignment, clarity of the proposal, capacity to perform in a timely manner, quality and experience of the project manager and team, and overall suitability for the assignment.

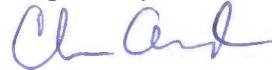
It is now the Department's intent to enter into Statewide Consultant Service Agreements with the four (4) highest rated firms as their legal documentation and Certificate of Insurance become available.

Greenman-Pedersen	Underwood Engineers
HEB Engineers, Inc.	Wright-Pierce

A copy of HEB Engineers, Inc.'s Statement of Qualifications is provided, herewith, for your information and convenience.

The subject agreement has been approved by the Attorney General as to form and execution. Copies of the fully executed agreement are on file at the Secretary of State's Office and the Department of Administrative Services, Division of Public Works Design & Construction.

Respectfully submitted,



Charles M. Arlinghaus,
Commissioner

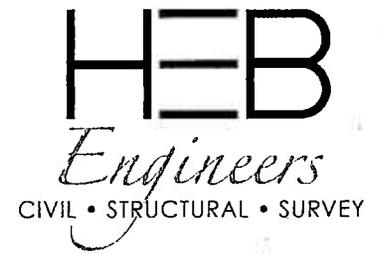
Attachments: HEB Engineers, Inc.'s Statement of Qualifications

cc: Theodore Kupper, P. E.,
Director

Proposals Due: 9/29/2023
 Interview/Selection date: 10/6/2023

**COMMITTEE PROPOSAL RATING FOR
 CIVIL/STRUCTURAL STATEWIDE**

Consultant Name	Comprehension of Assignment	Clarity of Proposal	Capacity to Perform in a Timely Manner	Quality and Experience of PM/Team	Overall Suitability for the Assignment	Total Score	Cumulative Score	
DuBois & King						0	56.0	
Michelle Juliano	4	4	4	4	4	20		
Roger Dionne	4	4	4	3	3	18		
Scott Carri	3	4	4	4	3	18		
Greenman-Pedersen						0	64.5	<===== Highest Rating
Michelle Juliano	4.5	4.5	4.5	5	5	23.5		
Roger Dionne	4	4	4	4	5	21		
Scott Carri	4	4	4	4	4	20		
HEB Engineers						0	66.0	<===== Highest Rating
Michelle Juliano	5	5	5	5	5	25		
Roger Dionne	4	3	4	4	5	20		
Scott Carri	4	4	4	4	5	21		
McFarland Johnson						0	58.0	
Michelle Juliano	5	4.5	4.5	4.5	4.5	23		
Roger Dionne	3	3	4	3	4	17		
Scott Carri	3	3	4	4	4	18		
SMRT						0	64.0	<===== Highest Rating
Michelle Juliano	4	5	5	4	5	23		
Roger Dionne	5	4	4	4	4	21		
Scott Carri	4	4	4	4	4	20		
Underwood Engineering						0	65.0	<===== Highest Rating
Michelle Juliano	5	4.5	4.5	5	5	24		
Roger Dionne	4	3	4	5	5	21		
Scott Carri	4	3	4	5	4	20		
Wright-Pierce						0	63.0	
Michelle Juliano	5	4.5	4.5	5	5	24		
Roger Dionne	4	4	3	4	5	20		
Scott Carri	4	4	3	4	4	19		



Quality Control / Quality Assurance Manual

Revised August 15, 2022

HEB Engineers, Inc. • www.hebengineers.com

New Hampshire: Office (603) 356-6936 • Fax (603) 356-7715 • PO Box 440 • 2605 White Mountain Highway • No. Conway, NH 03860

Maine: Office (207) 803-8265 • PO Box 343 • 103 Main Street • Suite 6 • Bridgton, ME 04009

Quality Control/Quality Assurance Manual

Introduction

The intent of this manual is to outline HEB's procedure for Quality Control and Quality Assurance. The process was developed as a daily practice that is consistently implemented.

Quality Control – actions that ensure our services meet the project requirements. This involves:

- Application of standard processes such as: codes, guidelines, technical standards, checklists, templates, procedures, examples, and design tools.
- Execution of multiple aspects of reviewing: calculation, constructability, drafting, and context.

Quality Assurance – oversight of the integrity and follow-through of Quality Control. This involves:

- Identification and administration of training opportunities.
- Regular assessment, maintenance, and updates of standard processes.
- Documentation and completion of Quality Control.

This manual will further outline Definitions, the Quality Control (QC) process, and Quality Assurance (QA) responsibilities and commitments.

Definitions

Document – the result of our service to undergo a QC Review.

Deliverable – a type of Document, the end result of our service, to be delivered to the recipient (often the Client) after Quality Control has been completed.

Lead – the individual responsible for the completion of the Document. Typically, this is the project manager and/or the licensed professional in responsible charge (Engineer/Surveyor of Record). The Lead designates the Preparer, Technical Reviewer, and Independent Peer Reviewer (if necessary). The Lead can act as the Preparer or the Technical Reviewer, not both, and cannot be the Independent Peer Reviewer.

Preparer – the individual who creates the Document.

Technical Reviewer – the individual who conducts a Technical Review of the Document. Either the Preparer or the Technical Reviewer must be a licensed professional.

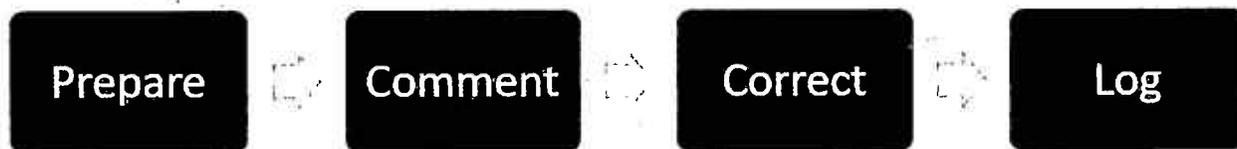
Independent Peer Reviewer – the individual who conducts a supplemental technical review of the Document. The Independent Peer Reviewer must be a licensed professional who has not been substantially involved with the project. The focus of the review is typically overall feasibility, constructability, and public safety, but is ultimately for the lead to determine.

Standards Reviewer – the individual who conducts a non-technical review of the Document. The focus is to eliminate inconsistencies within HEB standard aesthetics, grammar, and formatting.

Quality Control (QC)

Review Process

This section explains the Review Process, which is utilized in the Technical Review, Independent Peer Review, and Standards Review steps of the QC Process.



- I. Prepare: The Preparer completes the Document and coordinates with the Reviewer.
- II. Comment: The Reviewer conducts their review by marking-up the Document with comments. This can be completed using various ways to communicate the revisions required (For example: using 'tracked changes' in Microsoft Word or redlining in Bluebeam or by hand.)
- III. Correct: The Preparer addresses the comments.
 - a. Based on the severity of the comments, the Reviewer shall coordinate, with the Lead, as to who will be addressing the comments. Preferably the comments are addressed by the Preparer, but minor comments could be addressed by other staff, who would then assume the role of Preparer.
 - b. Multiple iterations of comments and corrections may be needed.
 - c. Upon completely addressing the comments, the Reviewer and Preparer should communicate to ensure the sufficient resolution of all comments.
 - d. It is the Preparer's responsibility to consult with previous reviewers in the case of major changes (i.e., restart the QC Process below).
 - e. The Lead will resolve all conflicts between Preparers and Reviewers.
- IV. Log: Upon resolution of all comments, the Reviewer will log the completion of their review in the QC Log.

QC Process



- 1) Preparation:
 - a) Quality begins with the Preparer. Understanding of the project goals, effective use of standard processes, and thoughtful consultation with appropriate staff during the creation of the Document, will start the process on the right foot.
 - b) The Preparer performs a personal review of their work.
- 2) Technical Review:
 - a) The Lead selects the Technical Reviewer to perform the Technical Review.
 - b) The Technical Reviewer will assume the role of Reviewer for this step of the QC Process, completing all steps as outlined in the Review Process.
- 3) Independent Peer Review:
 - a) As an optional step, The Lead can request an Independent Peer Reviewer.
 - b) The Independent Peer Reviewer shall serve as the role of Reviewer for this step of the QC Process, completing all steps as outlined in the Review Process.
- 4) Standards Review:
 - a) The Lead will request a Standards Review.
 - b) The Standards Reviewer shall serve as the role of Reviewer for this step of the QC Process, completing all steps as outlined in the Review Process.
- 5) Deliverable Preparation:
 - a) The Lead is accountable for proper logging of the QC Process completion, utilizing the QC Log.
 - b) Once the QC Log is complete, the Lead will identify who will prepare the Deliverable.
 - c) The Quality Control Process is now complete.

Quality Assurance (QA)

Quality Assurance is the responsibility of HEB's Executive Team. As such, HEB commits to:

- Annual review of this Manual.
- Annual evaluation of HEB's overall competencies to determine strengths and areas of improvement.
- Annual funding of training opportunities to continuously improve HEB's knowledge base.
- Encourage individuals to conduct "brownbag" sessions after attending an external training to share new knowledge with other staff members.
- Allocate time to assessment, maintenance, and updating of standard processes.
- Adhere to internally published project file organization. In general, this includes file naming and folder structure standards aligned with the processes in this manual.
- Provide an Independent Peer Reviewer when deemed necessary by the Lead or Client.
- Assure the Quality Control process has been properly followed and logged for each project.

INTERNAL MANUAL SUPPLEMENTS

Document Specific Guidelines

Some Deliverables have specific intricacies that require deviation from the standard QC Process. They are noted below:

Agreements/Amendments

Agreements / Amendments / Scope and Fees – If the signer is the Preparer, only a Standards Review is required. Otherwise, the standard QC Process should be implemented, but QC logging is not necessary. Additionally, it is recommended that contracts greater than \$50,000 have an Independent Peer Review.

Project Manuals / Specifications

Bidding and Contract Documents – typically, an Administrative Resources Team member is the Preparer and the Lead is the Technical Reviewer. In this case, no Standards Review is required. Otherwise, the standard QC Process should be implemented.

Calculations (Engineering, Quantities)

Calculations – typically calculations are not Deliverables. A Standards Review is only required if the Calculations are a Deliverable. QC logging is not required.

Quantities – A Standards Review is only required if the Quantities are a Deliverable. QC logging is not required.

Construction Administration Documents

This includes submittal reviews, payment applications, change orders, field reports, and RFI responses. If the Lead is the Preparer, a Technical Review is not required. Otherwise, the standard QC Process should be implemented, but QC logging is not required.

Communications

Agendas/Minutes/Letters of Transmittal- If the Lead is the Preparer, a Technical Review is not required. Otherwise, the standard QC Process should be implemented. QC logging is not required.

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that HEB ENGINEERS, INC. is a New Hampshire Profit Corporation registered to transact business in New Hampshire on January 14, 1981. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **9012**

Certificate Number: **0006323768**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 20th day of September A.D. 2023.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan
Secretary of State

HEB Engineers, Inc.

Certificate of Authority

I, Joshua McAllister, hereby certify that I am duly elected Secretary of HEB Engineers, Inc.

I hereby certify the following is a true copy of a vote taken at a special meeting of the Board of Directors of the Corporation held on November 14, 2023, at which time a quorum of the Board was present and voting.

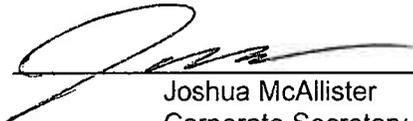
Voted:

Jay Poulin, President of HEB Engineers, Inc. is duly authorized by the Corporation to enter into a specific contract with the State of New Hampshire, Department of Administrative Services and further is authorized to execute any documents which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effects as of November 14, 2023, and that Jay Poulin is the duly elected President, respectively, of this Corporation. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupies the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Attest:

Date: November 14, 2023



Joshua McAllister
Corporate Secretary

State of New Hampshire
County of Carroll

Subscribed and sworn to (or affirmed) before me this 14th day of November 2023 by Joshua McAllister.



Notary Public

My commission expires: _____
Alison Harris
NOTARY PUBLIC
State of New Hampshire
My Commission Expires 11/08/2025

