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CITY OF SANTA BARBARA

COUNCIL AGENDA REPORT

AGENDA DATE: May 10, 2022

TO: Mayor and Councilmembers

FROM: Water Resources Division, Public Works Department

SUBJECT: Contract For Environmental Laboratory Accreditation, Implementation, And Support Services

RECOMMENDATION: That Council:

- A. Authorize the Public Works Director to award a Professional Services Contract to A2LA Workplace Training, Inc., in the amount of \$148,300 for laboratory environmental accreditation, implementation, and support services; and approve expenditures of up to \$14,830 for extra services that may result from necessary changes in the scope of work; and
- B. Authorize the Public Works Director to exercise up to three one-year renewal options with A2LA Workplace Training, Inc., to provide quality control services in the annual amount of \$83,000.

DISCUSSION:

Background

The City's Water System maintains State Water Resources Control Board (SWRCB), Division of Drinking Water permits, and operates in accordance with Title 22 regulations. The City's Wastewater System maintains and operates under a Regional Water Quality Control Board National Pollutant Discharge Elimination System Permit. The Water Resources Laboratory (WR Lab) is an environmental laboratory that provides analytical services for the City's Water Resources Division. Laboratory analyses required by regulatory agencies must be performed by a certified laboratory, such as the WR Lab.

The WR Lab is currently certified by the SWRCB Environmental Laboratory Accreditation Program (ELAP), with approximately 54 fields of accreditation in microbiology, inorganic chemistry, metal, and trace elements, for potable, non-potable, and ambient waters. The WR Lab performs the analytical testing for the regulatory requirements for the City's drinking water and wastewater permits.

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Project Description

On May 5, 2020, the SWRCB adopted regulations requiring ELAP-certified laboratories to implement the 2016 National Environmental Laboratories Accreditation Conference Institute (TNI) standard, by January 1, 2024. These nationally accepted standards affect various aspects of how the laboratory is run and accredited, including staff training.

The new TNI Standard is primarily focused on quality control tasks, detailed documentation, and management review, which includes, but is not limited to the following:

- Updates to all Standard Operating Procedures and Quality Manuals
- Implementation of a new Quality System
- Documentation of all Quality Assurance/Quality Control tasks and their integration into logbooks
- Additional and ongoing training of laboratory personnel on the Quality System
- Monthly audits of laboratory's staff adherence to the Quality Manual
- Data review for each type of analysis performed for verification of methods and reporting limits, including confirmation that quality control was within limits, and identification of, and action on, any result above the maximum contaminant level or permit limit
- Appointment of a Quality Manager to perform duties as defined in the TNI Standard, and ongoing adherence to the Quality System.

The WR Lab must implement the new TNI requirements for laboratory accreditation to maintain its ELAP certification, and to continue providing the City with laboratory services. While the new TNI requirements must be implemented by January 1, 2024, WR Lab staff desire to implement the new requirements at the time of the WR Lab's certification renewal, which is April 30, 2023.

Implementing the new TNI Standard is a significant workload, and is anticipated to take 600 to 800 hours of staff time for compliance. Furthermore, upholding the WR Lab's ELAP certification will require approximately 500 hours of staff time annually. Because of this significant workload, combined with the existing and ongoing workload for the WR Lab, staff is seeking consultant support for the TNI implementation and accreditation effort.

Consultant Services

The City released a Request For Proposal (RFP) for TNI Implementation and Accreditation Support Services. The RFP's scope of work has two distinct phases, Year 1 and Year 2. Year 1 work consists of implementation and accreditation support with assisting the WR Lab in complying with the new regulations and renewing the WR Lab's current ELAP certification. Year 2 work consists of providing Quality Manager services as defined in the TNI Standard, and ongoing support for the WR Lab's adherence to the Quality System.

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The City received four acceptable proposals and staff has determined A2LA Workplace Training, Inc., (AWT) is best suited to provide the services based on the proposed approach, qualifications, successful experience with similar work efforts, references, and overall responsiveness to the RFP. AWT's proposal is within the budgeted amount.

Staff recommends that Council authorize the Public Works Director to award a Professional Services Contract to AWT in the amount of \$148,300 for laboratory environmental accreditation, implementation, and support services; and approve expenditures of up to \$14,830 for extra services that may result from necessary changes to the scope of work. Additionally, staff recommends that Council authorize the Public Works Director to exercise up to three one-year renewal options with AWT to provide Quality Control services for the annual amount of \$83,000.

BUDGET/FINANCIAL INFORMATION:

The negotiated contract with AWT is acceptable to perform the specified contract services, and there are sufficient appropriated funds in the adopted Wastewater and Water Funds to cover the proposed costs.

At the meeting on April 21, 2022, the Board of Water Commissioners voted **X-0-0** to concur with the staff recommendation.

The following summarizes all estimated total Project costs:

ESTIMATED TOTAL PROJECT COST

Year 1 (Tasks 1, 2, and 3) – Implementation and Accreditation	\$65,300
Year 2 (Tasks 4, 5 and 6) – Quality Manager Services	\$83,000
TOTAL PROJECT COST	\$148,300

A copy of the contract may be requested from the Public Works Department for public review by contacting PWInfo@SantaBarbaraCA.gov.

ENVIRONMENTAL REVIEW:

Laboratory environmental accreditation, implementation, and support services are categorically exempt from California Environmental Quality Act review.

PREPARED BY: Catherine Taylor, Water Supply and Services Manager/GF/Im

SUBMITTED BY: Clifford M. Maurer, P.E., Public Works Director

APPROVED BY: City Administrator's Office



PUBLIC WORKS DEPARTMENT
WATER RESOURCES DIVISION

WATER RESOURCES LABORATORY

APRIL 21, 2022

Professional Services For Laboratory Accreditation, Implementation, And Support Services

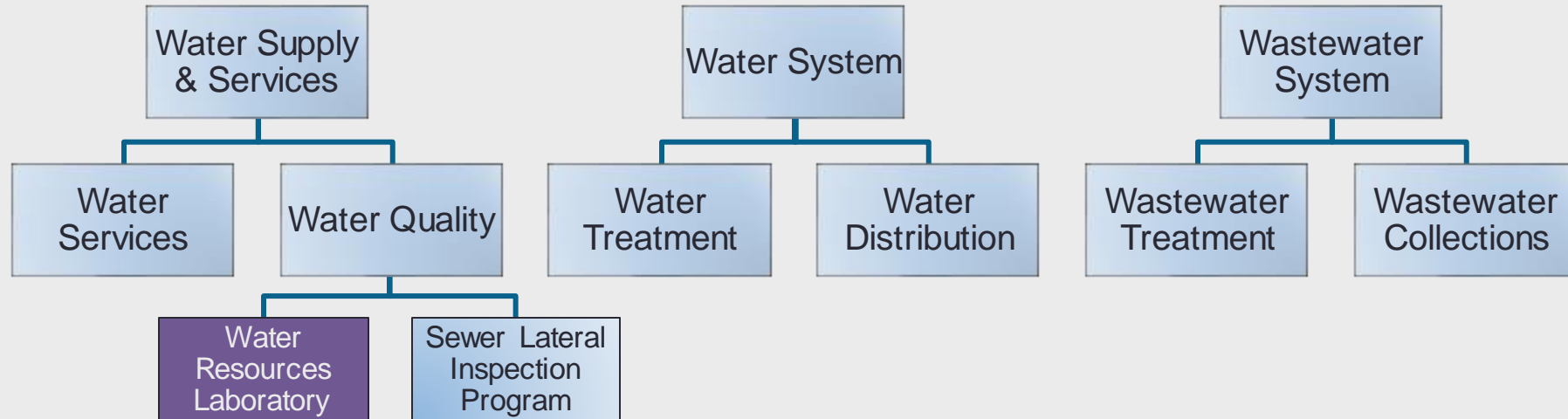
Presentation Overview

- Lab Staffing & Operations
- Lab Certification
- New Regulations
- Consultant Selection & Future Needs



LABORATORY STAFFING & OPERATIONS

Organizational Structure – Water Resources



Who we are, What we do

- Water Resources Laboratory supports City departments in analytical testing needs
 - Regulatory compliance
 - Process control for water and wastewater treatment
- Document and report compliance with regulations
- Investigate water quality concerns
- Safeguard public health

EI
Estero
WRC

Waste-
water
Collect
Sys

Cater
WTP

Water
Dist.

Creeks
Div.

Water-
front
Dept.

Public

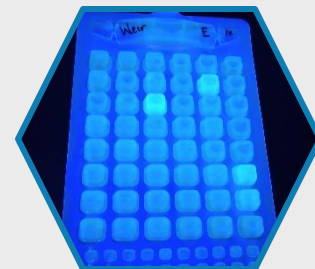
Water Resources Lab

- Staffing:
 - Water Quality Superintendent
 - Laboratory Supervisor
 - Laboratory Coordinator
 - Pretreatment Coordinator
 - 4 Laboratory Analysts I/II
 - 3 Hourly Laboratory Analysts I
- Lab is staffed 7 days/week, 365 days/year



Laboratory Operations

- Regulatory Compliance
- Sample Collection
- Analytical Testing
- Quality Control
- Pretreatment
- Reporting and Documentation
- Data Management



Laboratory Operations

- Variety of Samples:
Surface Water, Groundwater, Drinking Water, Wastewater, Industrial Wastewater, Recycled Water, Storm water
- Wide Range of Analyses:
Microbiological, physical, chemical
 - Wet chemistry and sophisticated instrumentation



Laboratory Operations

Annual Performance:

- 15,000 samples
- 45,000 analyses performed
- 9,000 quality control (QC) analyses
- 99% testing performed in-house; 1% contracted out



Quality Assurance & Quality Control

- Data produced must be scientifically validated and of known quality
- Quality Assurance (QA) refers to a broad plan for maintaining quality of a program; to ensure the reliability of data
- Quality Control (QC) are the activities or steps taken to determine validity of specific sampling and analytical procedures
 - *Acceptable precision and accuracy*



Data Management & Reporting

- Detailed record-keeping for traceability
- Laboratory Information Management System (LIMS)
 - Data management system
 - Organizes, stores and retrieves sample information and analytical results
- Laboratory compiles and submits regulatory reports
 - Drinking Water Reports
 - Wastewater Reports
 - Consumer Confidence Report – Water Quality Data



LABORATORY CERTIFICATION & NEW REGULATIONS

Laboratory Certification

- Administered by State Water Resources Control Board (SWRCB), Environmental Laboratory Accreditation Program (ELAP)
- Certification is required to report analytical data for regulatory compliance with:
 - Clean Water Act, National Pollutant Discharge Elimination System (wastewater)
 - Safe Drinking Water Act, Division of Drinking Water (drinking water)
 - Environmental Protection Agency (Biosolids & Industrial Waste/Pretreatment)
- Ensures laboratories generate data of known quality



Laboratory Certification

- Water Resources Lab is certified in 54 Fields of Accreditation (FOA)
 - Ex: pH, *E. coli*, copper, hardness, TSS
 - Include potable, non-potable and ambient water matrices
- Annual Proficiency Testing required for each FOA
 - Testing of blind samples to verify accuracy of test methods/assess routine performance
- On-Site Assessment
 - Spot check analytical methods for some FOAs
 - Review quality control criteria
- Certification renewal required every 2 years



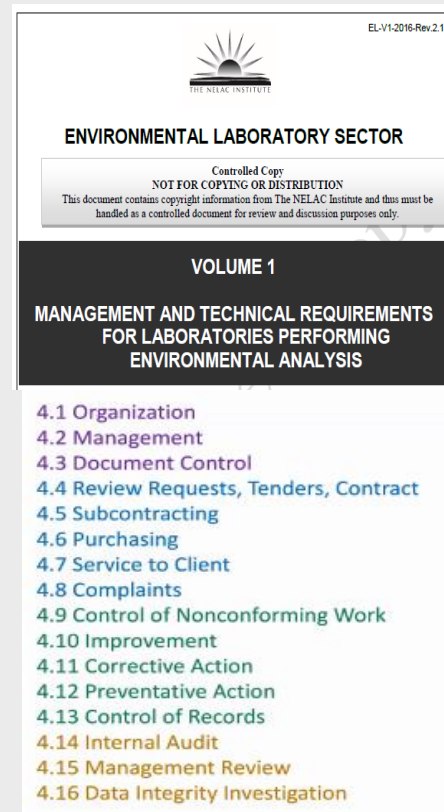
Changes to Lab Certification

- ELAP regulations had not been updated since 1994
 - Vague and outdated
 - Inconsistent enforcement from assessors
 - No requirement for a comprehensive quality system
- 2016: ELAP began considering new accreditation standards, known as The NELAC Institute (TNI) 2016 Standard
- May 2020: SWRCB adopted the 2016 TNI Standard
- April 30, 2023 - WR Lab ELAP certification expires, and the Lab will be in compliance with the 2016 TNI Standard
- January 1, 2024 - All CA labs must be in compliance with the 2016 TNI Standard



What is the 2016 TNI Standard?

- Nationally accepted standard based on an International Organization for Standardization standard (ISO 17025 – Testing & Calibration Labs)
- Used to manage all factors that can affect quality of lab results
 - Supplies
 - Equipment
 - Training
- Volume 1: Management & Technical Requirements for Laboratories Performing Environmental Analysis
 - 180 page standard; 7 Modules



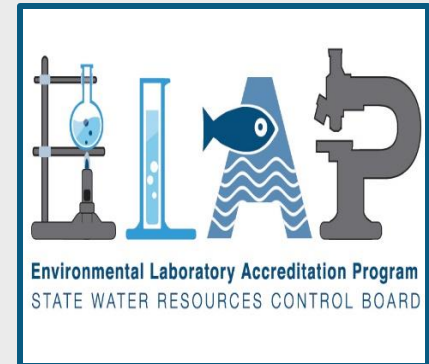
New ELAP Requirements

- Must follow 2016 TNI Standard
 - Additional QA/QC requirements
 - Focus on traceability
- Standard Operating Procedures for all activities
 - Analytical methods
 - Policies and procedures
- Implement a Quality Management System
 - Document control system
 - Internal audits, corrective actions
 - Data validation, data review process
- Must appoint a Quality Manager to perform duties as defined in the standard
 - Responsible for oversight and review of QC data & the quality management system



New ELAP Requirements

- Current Lab staffing and workload prevents implementation being done in-house
 - Need consultant expertise
 - Estimated 1000+ hours for implementation
- Additional resources will be required to maintain certification
 - Estimated 500+ hours annually
 - Consultant to serve as the Quality Manager (current staff cannot absorb this workload)



CONSULTANT SELECTION

Consultant Selection



PLANETBIDS

- Developed a Request for Proposals (RFP)
 - Implement TNI Standard in the Lab
 - Perform duties for on-going compliance
- RFP scope of work has two distinct phases:
 - Year 1: Implement new TNI requirements and assist Lab with certification renewal
 - Year 2: Provide Quality Manager services for adherence to regulations

Consultant Selection



- Received four proposals
- Selection base on experience, approach to scope of work, references and project timeline
- Wide range in estimated hours for each year
 - Year 1 - Implementation: 900 – 250 hours
 - Year 2 - Quality Manager Services: 1040 – 250 hours
- Staff selected A2LA Workplace Training, Inc. (AWPT) to provide the services requested

Recommendation

That Water Commission supports staff recommendation that Council:

- Award a Professional Services Contract to AWPT; and
- Authorize PW Director to exercise up to three one-year renewal options with AWTP to provide Quality Manager services



QUESTIONS?

Thank You

