

# **CITY OF ROLLINGWOOD - REQUEST FOR PROPOSALS: WATER AND WASTEWATER SYSTEM OPERATIONS & MAINTENANCE & EMERGENCY RESPONSE**

## **I. BACKGROUND**

The City of Rollingwood (“City”) is seeking Proposals to provide operations and maintenance (O&M) services and emergency response to ensure the continuous and efficient operation of all components of the City’s Water and Wastewater Systems (the “Systems”). The Systems are owned and operated by the City.

The water system generally consists of the following:

- No water treatment plants or water storage facilities
- 77,944 LF of 2 to 12-inch water mains; three (3) connections to the City of Austin water system
- 150 system valves
- 108 fire hydrants and hydrant valves
- Approximately 609 water accounts: 539 residential, 70 commercial

The wastewater system generally consists of the following:

- No Wastewater Treatment Plants – raw wastewater is delivered to the City of Austin collection system
- Seven (7) Lift Stations – lift stations are equipped with auto-dialers
  - LS A – Two pumps, three phase, 25 HP each, permanent generator installed
  - LS B – Two pumps, single phase, 5 HP each, no permanent generator
  - LS C – Two pumps, single phase, 5 HP each, no permanent generator
  - LS D – Two pumps, three phase, 23 HP each, no permanent generator
  - LS E – Two pumps, single phase, 2 HP each, no permanent generator
  - LS F – Two pumps, single phase, 2 HP each, no permanent generator
  - LS G – Two pumps, single phase, 2 HP each, no permanent generator
  - City owns 2 portable generators for temporary installation at Lift Stations B through G
- 47,529 LF of 8 to 12-inch diameter gravity mains and 9,692’ of 2 to 6-inch diameter pressure/force mains; one (1) point of entry into the City of Austin wastewater system
- 549 wastewater connections: 493 gravity and 56 low pressure
- The 56 low pressure connections include grinder pumps (E-One, Barnes, Myers) at each connection which are owned and maintained by the City

Each Proposer shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work. It is expected that the Proposer will obtain information concerning the conditions that may affect its work. The failure or omission of any Proposer to receive or examine any form, instrument, addendum or other document, or to acquaint itself with conditions existing, shall in no way relieve it of any obligations with respect to its Proposal or to the ultimate contract entered into with the City. The City shall make all such documents available to those submitting proposals.

This RFP includes the following attachments: A – Map of City Wastewater System; B – Map of City Water System;

## **II. STANDARD SCOPES OF WORK**

The Contractor shall provide, in a good workmanlike manner, the services called for and described herein for the City to ensure the continuous and efficient operation of all components of the Systems. The City requests all required daily, weekly, monthly and annual water and wastewater operations, maintenance and upkeep activities in compliance with standards promulgated by the Texas Commission on Environmental Quality (TCEQ), the City of Austin Agreements for water/wastewater service, and City ordinances; and to perform as-needed repairs in a prompt and timely manner. Contractor shall provide 24-hour, 365 days per year communication/response to City water and wastewater system issues.

***Standard Water System Activities include (items to be included in the standard monthly cost for water system operation and maintenance):***

- 1) **General Water System:** Providing services and operation of the City's existing water system facilities in accordance with applicable regulatory permits and TCEQ regulations and as requested by the Director of Public Works (DPW) or City Administrator (Manager). Regular exercising of valves and recording of any issues with existing valves.
- 2) **Water System Daily Operations:** Conducting chlorine residual tests seven (7) days per week based on the City's Water System Sampling Plan in accordance with TCEQ. Maintain a daily log containing chlorine residual tests and locations and make the logs available to TCEQ during the annual water system inspection. Perform fire hydrant flushing, system valve exercising, and checking operation of air valves on an ongoing/as-needed basis for general system operation and maintenance. Communication of issues/concerns with the system and recommendations for needed improvements and ongoing maintenance. Assist in providing information for updating system mapping and equipment inventory.
- 3) **Water System Bacteriological Sample Testing:** Taking monthly bacteriological samples per the City's Water System Sampling Plan, delivering the samples to an independent lab, and receiving test results. In the event of a sample failure, coordinate with the DPW for resampling to meet the regulations of TCEQ regarding repeat sampling and customer notification if necessary. The City shall pay for the cost of independent lab analysis and resampling testing, if necessary, based on agreed upon rates.
- 4) **City of Austin Contract Compliance:** Compliance with City of Austin contract standards. The City has been granted limited capacity from the City of Austin. Companies are required to review the City of Austin contract.

- 5) **Monthly Reporting:** Monthly reports of system maintenance, individual customer service reports, and any other information relevant to efficient O&M.
- 6) **TCEQ Compliance:** Staffing to meet required TCEQ standards for licensed water operators, laborers, technicians and other personnel to ensure continuous operation and maintenance of the System for all services.
- 7) **Operator of Record:** Serving as the “Operator of Record” with the TCEQ.
- 8) **Third Party Utility Coordination:** Coordination with private utility companies and other contractors to mark mains and prevent line breaks. Documentation of damage and coordination with City to bill third parties for damage. Supervision of repairs by third parties to ensure that repairs meet System standards.
- 9) **Expenditure Coordination:** Coordination with City personnel on all expenditures.
- 10) **O&M Meeting Attendance:** Attendance at periodic O&M meetings with the City, as requested.

***Standard Wastewater System Activities include (items to be included in the standard monthly cost for wastewater system operation and maintenance):***

- 11) **Wastewater System Daily Operations:** Performing operations of the City of Rollingwood’s existing wastewater system facilities in accordance with applicable regulatory permits and TCEQ regulations five (5) days per week. Communication of issues/concerns with the system and recommendations for needed improvements and ongoing maintenance. Assist in providing information for updating system mapping and equipment inventory.
- 12) **Lift Station Daily Operations:** Daily operations checks at all City wastewater lift stations for proper functioning by qualified personnel five (5) days per week. Maintain a logbook of all lift station operations activities.
- 13) **Lift Station Monitoring:** Lift stations have auto-dialers for remote monitoring. Monitoring of odor control chemical treatment and ordering of chemicals as needed. Chemical purchases may be routed through this contract as an additional material cost.
- 14) **Gravity and Force Main Maintenance:** Standard gravity and force main maintenance including manholes and clean-outs, repair of city owned low pressure service lines and gravity sewer services in the right-of-way, as needed. Regular exercising of force main valves to ensure they are operational, checking of air valve operations, etc.
- 15) **Lift Station Maintenance:** Cleaning (removal of debris and grease) of each lift station wet well, typically twice per year. Report if additional cleanings are required based on visual inspection during daily operations for grease, debris, or other build-up which can adversely affect the lift station facilities. Must use a local license wastewater hauler for removal of wastewater.
- 16) **Monthly Reporting:** Monthly reports including LS operations and other System maintenance, individual customer service reports, and any other information relevant to

efficient O&M. Individual grinder pump work orders must provide sufficient documentation to determine cause of failure (manufacturer's defect or customer/customer contractor abuse) to enable the contractor to file warranty claims and to enable the City to bill customers for abuse.

- 17) **City of Austin Contract Compliance:** Compliance with City of Austin contract standards. The City has been granted limited capacity from the City of Austin with specific provisions limiting the amount and strength of sewage that can go into the Austin system. Companies applying to provide O&M are required to review the City of Austin contract.
- 18) **TCEQ Compliance:** Staffing to meet required TCEQ standards for licensed wastewater operators, laborers, technicians and other personnel to ensure continuous operation and maintenance of the System and rates for all services.
- 19) **Operator of Record:** Serving as the "Operator of Record" with the TCEQ.
- 20) **Third Party Utility Coordination:** Coordination with private utility companies and other contractors to mark mains and prevent line breaks. Documentation of damage and coordination with City to bill third parties for damage. Supervision of repairs by third parties to ensure that repairs meet System standards.
- 21) **Expenditure Coordination:** Coordination with City personnel on all expenditures.
- 22) **O&M Meeting Attendance:** Attendance at periodic O&M meetings with the City, as requested.

### III. AS-NEEDED SCOPES OF WORK

Additional Services that the City anticipates will be required on an as-needed basis, with reimbursement based on actual hourly personnel and equipment effort, and other associated expenses. This list is provided as examples only and is not exhaustive of all types of work that will be requested of the Contractor to operate their systems:

- 1) **Portable Lift Station Generator Installation/Operation:** In the event of a power outage, Contractor shall monitor lift stations, and be able to move and install/operate the City's portable generators to operate lift stations as needed to prevent overflows. Contractor may be asked to provide additional generators as needed. Contractor to have vehicle(s) with the towing capacity to move the City's large generator (Baldor/John Deere TS80T), and which is able to be towed in winter/icy conditions. Response time shall be under 1.5 hours 24/7 for the tow vehicle to be at the City and ready to move generators as needed.
- 2) **Grinder Pump Services:** Grinder pump service calls and after-hours availability to respond to grinder pump emergencies 24 hours per day, 365 days per year. Coordinate with the certified manufacturers to perform grinder pump maintenance and repairs including filing warranty claims. Grinder pumps have 5-year warranties from date of installation. Maintenance of a database of grinder pump serial numbers by address, also noting at what address any spare parts were used for repairs. Assist City in determining cause of failures.

- 3) **Wastewater Line Inspection & Cleaning:** As-needed television inspection and cleaning of gravity sewer main issues.
- 4) **Water and Wastewater System Emergency Response:** 24/7, 365 days per year availability to respond to emergencies within 1 hour of notification during normal working hours and 1.5 hours during after-hours and holidays. In the event of a water or wastewater system emergency, notifying and consulting with the DPW to determine the proper course of action. In the event the DPW is unavailable, notifying the Manager. In an emergency, taking any actions necessary to sustain the water system, providing an update to the City's DPW or Manager as soon as information is available. In the case of an emergency when the DPW and Manager are unavailable and action is necessary to sustain the water or wastewater system, subcontracting any services needed to sustain the systems and purchasing needed materials.
- 5) **Customer Service:** Customer service from the point of entry (the clean-out at the property line for a gravity connection, and from the control panel/grinder pump unit for a low pressure connection). Responding to on-site to repair calls from residents or City staff within one (1) hour of receiving the call for service during normal working hours. Responding within one and one half (1.5) hours after hours or on holidays. Determining if repair is needed on City's system or if the issue is the property owner's responsibility.
  - a. If it is the property owner's responsibility, informing the property owner and providing an update to the City DPW via email.
  - b. When a City system repair is needed, consulting with the DPW to determine whether City or Contractor shall make the repair. If directed by the City to make the repair, taking all actions necessary to complete the repair and updating the DPW upon completion.
- 6) **Other Items:** Provide other items, as-required, vital to the operation of the City's water and wastewater systems.

The City will:

- 1) Coordinate with Proposer on purchase orders to ensure the continuous and adequate operation and maintenance of the System.
- 2) Provide information to the Proposer from historical O&M records, as requested.
- 3) Provide third party plumbing and electrical inspection services, and engineering consultation, as needed.
- 4) Maintain a final records depository for Systems transactions and documents.
- 5) Provide support for improved O&M by addressing operations and policy issues raised by the Proposer through City staff, the Utility Commission and the City Council. Promulgate ordinances and send out information to customers to improve System O&M.

#### **IV. PREPARATION OF THE PROPOSAL**

**Formal proposals shall be received by the City on or before 4:00 p.m. on Thursday, April 15. Physical address is 403 Nixon Drive, Rollingwood, Texas 78746. Mailing address is 403 Nixon Drive, Rollingwood, Texas 78746. For information call 512.327.1838.**

Only the services listed in this Request for Proposal and included in addenda will be considered.

All Proposals must be prepared and signed by the Proposer.

Four (4) hard copies and one (1) electronic copy (pdf format) of the Proposal must be submitted in a sealed envelope bearing on the outside the name of the Proposer, its address, and plainly marked "City of Rollingwood Water & Wastewater Operations and Maintenance." If forwarding by mail, the sealed envelope containing the Proposal must be enclosed in another envelope addressed as specified in the Proposal. The City shall consider informal any proposal not prepared and submitted in accordance with the provisions hereof.

Any Proposal may be withdrawn prior to the above-scheduled time for the opening of Proposals or authorized postponement thereof.

Any Proposal received after the time and date specified above shall not be considered.

Any questions regarding this proposal shall be directed to Carrie Caylor, Director of Development, via email at [ccaylor@rollingwoodtx.gov](mailto:ccaylor@rollingwoodtx.gov). Questions received less than 48 hours prior to the submittal due date/time may not be answered.

#### **IV. PROPOSAL REQUIREMENTS**

Proposals shall include the following information:

##### **Section A: Proposer Information and O&M Summary**

- 1) The legal status of the Proposer, whether corporation, partnership, or individual, must be provided. A corporation shall execute the Proposal by its duly authorized officers in accordance with its corporate by-laws and shall also list the state in which it is incorporated. A partnership shall give full names and addresses of all partners. Partnership and individual Proposer will be required to state in the proposal the names of all persons interested therein. If the Contractor is a joint venture consisting of a combination of any or all of the above entities, each joint venture shall execute the Proposal.
- 2) List years in business as a company and years providing utility operations and maintenance in the Central Texas area.
- 3) Local address of the Office that will manage this Contract, and any other offices that will supply staff.
- 4) Current number of staff, and numbers of licensed operators with classifications, located in the local office(s).
- 5) Names and resumes of key staff members who would be involved with providing the services herein. Must include the overall Contract Manager and lead operators for water and wastewater systems (same person may serve multiple roles).
- 6) Provide a list of all existing and/or past O&M water and wastewater clients you have provided service to within the last five (5) years.

- 7) Submit references who have contracted with Proposer to provide O&M services for water and sewer systems. The Proposer is to submit at least three (3) references and may include additional clients if available. Reference information shall include the following: Entity name, contact person, address, telephone number, email address. Note: Failure to supply complete reference information may be grounds for Proposal disqualification.
- 8) Provide information regarding any investigations or disciplinary proceedings regarding the Proposer's license(s), and any safety or health concerns raised regarding the Proposer's operation of water and wastewater systems.
- 9) Provide an example of a monthly O&M report that documents all O&M activities.
- 10) Provide an example of a service call report.

Section B: Water System Maintenance (1 page max)

- 1) Describe your typical/recommended water system maintenance program.
- 2) Describe how you would respond to a water main break.

Section C: Wastewater System Maintenance (1 page max)

- 1) Describe your typical/recommended wastewater maintenance program including gravity mains and lift stations.
- 2) Describe any experience with low pressure sewer systems with individual grinder pumps located at each property.
- 3) Describe how you would respond to a system overflow.

Section D: Budget

Provide a monthly budget for Standard Water and Wastewater System Operations & Maintenance for all items as described in **Item II: Standard Scope of Work**. Break out the monthly costs for water and wastewater separately. Include standard rate schedules for personnel (broken down by title), standard equipment/vehicles proposed to be used, and proposed multipliers, markups, and yearly rate escalation. The required cost breakdown shall include the following items at a minimum:

SERVICES	UNIT COST
Standard Water System Maintenance & Operations	Monthly
Standard Wastewater System Maintenance & Operations	Monthly
Rate Schedule for Personnel	Hourly (include subcontractors as needed)
Rate Schedule for Equipment/Vehicles	Hourly (fully loaded, including fuel/mileage)
Proposed Multipliers for After Hours/Holiday Work	
Proposed Markup on Materials, Subcontracts, other outside services	
Proposed Yearly Rate Escalation Method/Amount	

Section E: Indemnity and Insurance

The Proposer will indemnify and hold harmless the City, its officers, and employees from and against any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, and attorney’s fees arising out of a willful or negligent act or omission of the Proposer in the performance of this contract. City will not be responsible for negligence of Proposer, or any of its agents, employees, or customers.

The successful Proposer shall procure and maintain for the duration of the contract with the City, insurance against claims for injuries to persons or damages to property, which may arise from or in conjunction with the performance of the work hereunder by the Proposer, its agents, representatives, employees, or subcontractors. The cost of such insurance shall be borne by the Proposer and a Certificate of Insurance evidencing that such insurance has been procured and is in force will be forwarded to the City before commencement of work hereunder.

**Minimum Limits of Insurance:**

Type Coverage	Per Occurrence Minimum	Aggregate Minimum
Workers Compensation	As required by law; shall cover all employees.	As required by law.
Comprehensive & General Public Liability	\$1,000,000	\$2,000,000
Property Damage	\$1,000,000	\$1,000,000
Comprehensive Auto - Bodily Injury	\$1,000,000	
Comprehensive Auto - Property Damage	\$1,000,000	

**Section F: Sample Contract.**

Provide a sample contract.

**Section G: Certification.**

Include the following certification with the proposal, executed before a notary public:

I, \_\_\_\_\_, authorized representative for \_\_\_\_\_ hereby certify that the answers provided in this proposal to Part IV, Sections A-F are true and complete and shall be used in determining whether my company is a qualified, responsible Proposer.

I also certify that my company has obtained all licenses and permits required to perform the work described in the City’s RFP.

I also certify that my company is in good standing with the State and has paid all taxes required by any city or county, the State of Texas, and the United States.

**V. START DATE AND TERM**

The City anticipates commencing daily operations of the System under this O&M contract approximately by the date of June 7, 2021.

The term of service shall be one (1) year, with optional one (1) year renewals moving forward. Should either the City or Contractor elect not to renew and extend the contract for an additional one year period, notice must be given, by certified mail (return receipt requested) to the other party in writing not less than 180 days prior to the expiration of the Contract.



The agreement between the City and Contractor shall be terminable by the City at any time with sixty (60) days written notice to the Contractor. Notwithstanding the requirements set forth, the agreement may be terminated by the City at any time without notice for cause.

## **VI. SELECTION**

The City will evaluate and rank all complete and timely submissions received in response to this RFP based on the information submitted. The City may require an interview of shortlisted Contractors prior to selection. The City strives to identify and enter into a contract for services with the most qualified Proposer at a competitive price. The City reserves the right to: 1) reject any and all proposals; 2) seek clarification of particular proposals; 3) request additional information from proposers; and 4) provide supplemental data to proposers in order to improve the pool of potential Proposers from which the City can select a candidate (or candidates) for award of a contract.



**Legend**

- Lift Station
- Manhole
- Gravity Sewer
- Force Main
- City Limits

**Rollingwood Parcels**

- Rollingwood Parcels

**Rollingwood Parcels**

**Lift Station No.**

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7

- = Residential
- = Commercial

City of Rollingwood



# City of Rollingwood Wastewater System Map

July 2017





# City of Rollingwood



## Water System Map Pipe Age

May 2020

### Legend

- ◆ Fire Hydrants (2019)
- Valves
- COA Connection
- PRVs

### Water Pipe Age and Linear Feet

- Unknown (61,572')
- 2009 (4,159')
- 2012 (6,592')
- 2014 (5,621')

10' Contours

New Meters

City Limits

Parcel

### Pressure Zone

- 1
- 2

