

EMERALD COAST UTILITIES AUTHORITY
BID 2015 02
RESIDENTIAL WATER AND SEWER SERVICE LINE PROTECTION PROGRAM
October 22, 2014

ADDENDUM NUMBER 1

Prospective Bidders:

This addendum is issued to answer the following questions that were received regarding the specifications in the bid package:

1. Page 5: Section 2.1: Does the ECUA have sewer only customers?
Response: Yes.
2. Page 6: Section 2.2: Will AWR be able to market to commercial customers? If so, approximately how many connections?
Response: No, the RFP is for ECUA residential customers only.
3. Page 7: Section 2.4.3: The ECUA covers the service line from the meter to the residence. Where is the meter located? Do the sewer laterals run to the property line or all the way to the main?
Response: Water meters are located in the public right of way. The ECUA is responsible for the water service line from the main to the water meter. The customer is responsible for the water service line from the meter to the residence. The customer is responsible for the sewer lateral from the residence to the connection with the sewer main.
4. Page 7: Section 2.4.3: Will AWR be allowed to direct mail the ECUA's customers outside of the bill insert marketing?
Response: Yes.
Will the ECUA's endorsement, with logo, be part of the program?
Response: No.
5. Page 7: Section 2.4.1: With regards to walkways, is the ECUA referring to the public sidewalks typically required by ordinance?
Response: Any existing walkway, public or private, that is damaged to make a repair will be restored.
6. Page 9: Section 3:A: Can AWR get a breakdown of the ECUA's customers by single family dwellings, condominiums (with separate unit services), town homes, and duplexes?
Response: Somewhat, on the attached report, the accounts labeled residential (Res.) are single family dwellings, those labeled multi (Mul.) are town homes, duplexes and triplexes with less than five total units, those labeled M6 are multifamily locations with more than six units.

7. Page 10: Section 3.1:5: What is the clarification for the two hour response time? Does it pertain to calling and scheduling?

Response: A plumber should arrive on scene within two hours of the customer's notification to the vendor of a covered problem. If the customer requests to schedule the repair for a later time, the two hour requirement would not apply.

8. Page 10: Section 3.2:C: Can the ECUA provide an approximation of the percent of galvanized pipe in the residential system?

Response: Staff estimates 3,000 feet of residential service lines are utilizing galvanized pipe.

9. Understand ECUA bills on a monthly basis, approximately what percentage of customers receive a paper bill and what percentage are electronic?

Response: 96% of customers receive a paper bill. 4% receive an electronic bill.

10. Does ECUA currently inspect all repairs on homeowner water and sewer lines?

Response: No.

From Section 3.2.C (page 10), ECUA states in cases where the qualifying leak or failure occurs on a customer service line that is galvanized pipe, that customer's service line shall be replaced in its entirety with PVC pipe by the responding contractor ...

11. What percentages of homes do you estimate have galvanized pipes?

Response: Staff estimates 3,000 feet of residential service lines are utilizing galvanized pipe.

From Section 3.11.C (page 14), ECUA requires the contractor to notify the ECUA of any repairs at any residence under this Program to assure that all lines that are the responsibility of the ECUA are inspected and if necessary, repairs are scheduled.

12. Will the ECUA clarify their wish to be notified at any time: i.e. day or night, for all repairs, emergency or otherwise, for the purposes of inspection and additional repair scheduling? Or does the ECUA want to be notified only when/if a problem gets assessed that looks to extend into the ECUA responsibility?

Response: ECUA will only be notified if the problem is ECUA's responsibility.

From Section 4.3.C (page 16), ECUA asks to describe how the list of their customers will be obtained.

13. Please confirm that the ECUA is asking how the Provider will transmit the data between the two companies. If there is any other meaning to the word "obtain," please clarify what the ECUA is looking for in the response.

Response: ECUA is asking which format would the vendor like the list to be provided in, i.e. Excel spreadsheet.

From Section 4.6.B.5 (page 18), ECUA requests the number and type of satisfied customers regarding claims management and contractor performance.

14. Please clarify the “type” of distinctions the ECUA is looking for in the response.

Response: Type refers to single family residential or multi-family customer.

From Section 6.1 (page 21), in the Evaluation Criteria ECUA has listed “Schedule” as worth up to 15 points.

15. Is it correct to assume ECUA wants clarification on the project implementation schedule, or are there additional schedules to address in the response?

Response: Yes, the project implementation schedule.

If you have any questions, please call my office at 850-969-6531, or email me at amy.williamson@ecua.fl.gov.

Regards,

Amy Williamson, CPPB, FCCM
Senior Purchasing Agent