

## City of San Antonio

**SUBJECT:** Request for Proposal (RFP) for Utility Service Line Warranty Program (RFP 016-010), Scheduled to Open: **December 4, 2015**; Date of Issue: **October 30, 2015**

**FROM:** Denise D. Gallegos, C.P.M., CPPB  
Procurement Administrator

**DATE:** November 18, 2015

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED  
REQUEST FOR PROPOSALS**

**THE ABOVE MENTIONED REQUEST FOR PROPOSALS IS HEREBY AMENDED AS  
FOLLOWS:**

1. **Add: Exhibit 6**, Pre-Submittal Sign in sheet dated November 9, 2015 – Exhibit is posted as a separate document.
2. **Add: Exhibit 7**, SBEDA PowerPoint Presentation – Exhibit is posted as a separate document.
3. **Change Section 12- Evaluation Criteria to read:**

**Evaluation Criteria:**

Experience, Background, Qualifications **(30 points)**

Proposed Plan **(30 points)**

Cost/Compensation Proposal **(25 points)**

M/WBE Subcontracting Program **(22%, no points)**

Local Preference (LPP) Ordinance **(up to 10 points)**

10 evaluation points for local businesses headquartered for one year or more within the incorporated San Antonio city limits,

OR;

5 evaluation points for a business with an office within the incorporated limits of the City, **which has been established for one year or more**, from which at least 100 of its employees OR at least 20% of its total full-time, part-time and contract employees are regularly based or a minimum of 100 employees; and from which a substantial role in the business's performance of a commercially useful function or a substantial part of its operations is conducted by those employees.

Veteran-Owned Small Business (VOSB) Preference Program (5 points)

4. PROPOSAL DUE DATE HAS BEEN EXTENDED TO FRIDAY, DECEMBER 11, 2015 AT 11:00 A.M. CENTRAL TIME.

**QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS ON COMMUNICATION:**

**Question 1:** How soon after the award would you want the program rolled out to your customers?

**Response:** The program should be rolled out as soon as reasonably possible and no later than within the second quarter of 2016.

**Question 2:** Regarding infrastructure, what pipe material do you have within the City and what percentages of material composition? (i.e. water: 50% lead, 30% galvanized and sewer: 30% clay, 30% cast iron)

**Response:** The pipe materials in the City consist of the following:

CEMENT/CONCRETE	22%
IRON/STEELE	24%
PVC/HDPE	43%
CLAY	11%

**Question 3:** For water and sewer service lines, respectively, for what portion of the line is the homeowner "solely responsible" for repairs?

**Response:** For water service lines, from the meter box back to the residence/business is the homeowner/business owner's responsibility. For sewer laterals, homeowners/business owners are responsible from property line back to the house/business. Generally, the property line starts 8-10 feet from face of curb. From the property line to the sewer main in street/easement is SAWS responsibility.

**Question 4:** Are you able to identify rental properties in your customer database/system? Do the utility bills go to the renter or the landlord/homeowner?

**Response:** No. SAWS billing system does not identify if the customer is the landlord of the renter. The bills go to whoever orders the services – the name that the meter is in.

**Question 5:** Will the City of San Antonio provide the customer list and use of the City logo for marketing purposes?

**Response:** No. The City does not have nor maintain a database of SAWS customers. SAWS cannot provide any confidential customer information. The City's logo may be used for marketing purposes; however, the City would approve all marketing materials prior to being sent to customers.

**Question 6:** Can the City provide customer email addresses?

**Response:** No. The City does not have nor maintain a database of SAWS customers. SAWS

cannot provide any confidential customer information.

**Question 7:** What is the average water and sewer bill?

**Response:** The average combined water and sewer bill is \$58.60. This includes \$26.77 for sewer service, \$28.88 for water service, and \$2.95 for other fees (TCEQ and EAA).

**Question 8:** Will only residential customers be eligible for the program (no commercial customers)? San Antonio's Water and Sewer Ordinance defines a "residential customer" as a "single or multifamily dwelling unit containing two (2) or less family units." Will this be the applicable definition of a residential property for purposes of the RFP?

**Response:** Both residential and commercial customers are eligible for the program. For the purpose of this RFP, please consider the following the definition of residential customer: a single or multi-family dwelling unit for which each unit's occupant is responsible for paying the water/sewer bill and each dwelling unit is separately metered for water/sewer service.

**Question 9:** What percentage of your customers are single family dwelling units versus two family units?

**Response:** SAWS system currently does not have the information that distinguishes whether or not an account is a single or multiple family property.

**Question 10:** Are small mixed use properties (for example, store downstairs and a single dwelling unit upstairs) considered "residential" and eligible for the program?

**Response:** No. Small mixed use properties, if designated and active as commercial properties are not considered residential properties. However, the program may include commercial properties.

#### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE**

On November 9, 2015, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Utility Service Line Warranty Program. Below are questions that were asked at the Pre-Submittal Conference.

The City's official responses to questions asked are as follows:

**Question 11:** Of the 477,000 residential water customers and 426,000 residential wastewater customers, are these areas self contained? Of that total population, are any of these residents uniquely just sewer customers or uniquely just water customers? Do these numbers cover Balcones Heights or Live Oak?

**Response:** These are the number of customers in SAWS service territory. Of this total population, there are 84 sewer-only customers and 19,647 water-only customers as of 11/10/15. These numbers include 20 customers for Balcones Heights and 3 customers for Live Oak (water only).

**Question 12:** Is the Veteran Owned Small Business program different that the SCTRA certification process?

**Response:** The City does not have its own certification program for Veteran Owned Small Businesses. A business that is certified by the SCTRA as a Small Business Enterprise and a Veteran Owned Business Enterprise would qualify for a preference under the City's Veteran Owned Small Business Program.

**Question 13:** I am looking for information regarding the Veteran-Owned Small Business Preference Program (VOSB) Identification Form. In filling out the requirement for the RFP, there is a VOSB certification form. We are requesting a list of vendors that qualify for the VOSB Certification for us to make contact with them to reply back to the RFP.

**Response:** VOSB Points can only be awarded at the PRIME level. Subcontractor contribution is not sufficient for award of VOSB points.

**Question 14:** If we are providing SAWS with an actual, active Certificate of Insurance that already meets all of their requirements, is it still necessary to provide a "proof of insurability" letter? (Side Note: It would seem that the "proof of insurability letter" requirement is more applicable to smaller vendors who are not in a position to obtain policies that meet San Antonio's requirements unless they receive the contract).

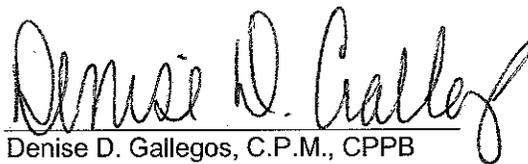
**Response:** Yes, a current copy of the insurance certificate is a requirement in section 008-Proposal Requirements of this RFP.

**Question 15:** If San Antonio sticks to the "proof of insurability letter" requirement, do they have a preferred form or at least some specific verbiage?

**Response:** The letter does not have to be in any specific form. The City needs something from your agent/carrier stating that they will continue existing coverages and/or provide additional coverages required in the RFP, should Respondent/insured be awarded the contract.

**Question 16:** How do we ensure we are only marketing to eligible properties without a customer list? Will the City of San Antonio or SAWS be able to provide any guidance?

**Response:** It is the City's initial view, subject to future discussions, that the Utility Line Service Warranty Program Agreement will cover all areas included in the City of San Antonio. Areas that fall outside of the City limits will be outside of the scope of this program.



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