



CITY OF SAN ANTONIO

FINANCE DEPARTMENT – PURCHASING DIVISION

ADVERTISEMENT ONLY

Solicitation Type and Name: Request for Proposal Utility Service Line Warranty Program

Solicitation Number: RFP-016-010

Description: The City of San Antonio (“City”) through its Office of Public Utilities is requesting submissions for a Water and Sewer Line Service Warranty program. The service provider will contract directly with residents for warranty issues and repairs. The City owns the San Antonio Water System (SAWS). SAWS currently provides service to approximately 477,000 residential water customers and 426,000 residential wastewater customers. Respondents to this RFP should note that neither SAWS nor the City of San Antonio will bill on behalf of the firm that is selected for this proposal. Payments will be sent directly to the service provider and the service provider will field all warranty related questions.

To be considered for this partnership with the City, the Respondent must submit a proposal addressing and demonstrating that it is qualified and capable of achieving the City’s goals for this program. The service provider will be responsible for all aspects of the warranty program, including, but not limited to, marketing the program to City residents and addressing any inquiries regarding the warranty program or claim process. The City will not be responsible for any cost in regards to marketing the program to residents; however, **the City must approve all marketing materials prior to the dissemination to residents. The City will not be responsible or liable for any action or omission by the selected firm concerning the Water and Sewer Line Service Warranty program.**

Date Issued: October 30, 2015

Due Date & Time: December 4, 2015, at 11:00 a.m.

Pre-Submittal Conference: 9:00 a.m., Monday, November 9, 2015 at Riverview Towers, 11th Floor in the Hill Country Conference Room located at 111 Soledad, San Antonio, Texas 78205. Attendance at the Pre-Submittal Conference is optional, but highly encouraged. Respondents that are not able to attend in person may participate by Conference Call. Respondents may call the toll free number listed below and enter access code to participate the day of the conference.

Toll Free Dial-In Number: 1-877-226-9790

Access Code: 4511640

Staff Contact Person: Debra Light, Procurement Specialist 3, debra.light@sanantonio.gov

Evaluation Committee Voting Members:

Troy Elliott, Director of Finance, Finance Department

Jeff Pullin, Public Utilities Administrator, Finance Department

Morris Harris, Public Utilities Manager, Finance Department

Richard Keith, Assistant Director, Human Services Department

Anthony Chukwudolue, Assistant Director, Transportation and Capital Improvements Department

Robert Perez, Operations Manager, Transportation and Capital Improvements Department

~~Val Ruiz, Vice-President, Facilities and Maintenance, San Antonio Water System~~

~~Cristina Hernandez, P.E., Executive Technical Advisor, San Antonio Water System~~

Pursuant to Section 011 – Restriction on Communications, Respondents are prohibited from

communicating with: 1) elected City officials and their staff regarding the RFP or proposals from the time the RFP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFP has been released until the contract is awarded.

Exceptions to the Restrictions on Communications:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until **2:00 p.m.**, Central Time, on **Friday, November 13, 2015**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail to:

Debra Light, Procurement Specialist III
City of San Antonio, Finance Department, Purchasing Division
Debra.Light@sanantonio.gov

Questions submitted and the City's responses will be posted with this solicitation.

TO REGISTER AS A VENDOR: You will need to complete the vendor registration by accessing the SAePS Vendor Registration at <http://www.sanantonio.gov/purchasing/SAePS.aspx>. Questions regarding registration may be submitted to the SAePS Hotline at: (210) 207-0118 or by email at: vendors@sanantonio.gov.

Applicable Product Categories: 91060 and 91876

To view this solicitation, go to the City of San Antonio's website, Bidding and Contracting Opportunities, <http://www.sanantonio.gov/RFPListings/>.