



**Backflow Customer Management Services RFP
Solicitation Number: R-23-009-LE**

**ADDENDUM 1
September 22, 2023**

To Respondent of Record:

Responses to Questions

1. Where is this estimated revenue number below coming from?

SAWS Estimated Project Cost

- a. The revenue generated by this contract will be based on the fee charged to BPAT testers and the number of T&M tests and CSI Certificates that are submitted annually. It is projected there will be up to 48,000 T&M tests annually and 14,500 CSI reports submitted annually. The estimated annual revenue is \$312,500. The revenue is expected to grow with the addition of new customers and finding existing customers that should be complying with the Backflow assemble testing requirements.

Response: SAWS has over 48,000 backflow assembles that are being tracked and 14,500 CSI reports submitted annually. We multiplied the combined amount by a very conservative of \$5.00 per report submitted. Please note the consultant will set the cost report submitted in the proposal. We expect the number of backflow assembles being tracked to grow at a 2% to 3% rate each year (not a guaranteed growth rate, just an estimate).

2. Will the pre-submittal conference be recorded for later viewing by a potential bidder who cannot attend the meeting?

Response: No, it will not, but the PowerPoint presentation from the meeting will be posted on the SAWS website, [SAWS Contract Solicitations - Backflow Customer Management Services](#).

3. SC Tracking offers multiple options for paying, Option A, Option B, and Option C. Is the fee structure you are referring to in the proposal that the Testers pay a reporting fee? Would you like additional pay options in the proposal?

Response: SAWS desires that the Testers pay a reporting fee. We are not interested in a fee option that would require SAWS to pay the reporting fee.

4. I was able to download the attached VTAQ form in the Excel version from the SAWS website. This document is required for the RFP response but is only provided in the pdf which will be difficult to fill out. Can you confirm the attached Excel version of the document is the correct version and that we should just fill out the "Assessment" Tab.

Response: An Excel version of the VTAQ form has been posted to the SAWS website, [SAWS Contract Solicitations - Backflow Customer Management Services](#). The tab labeled Assessment is the tab the Respondent should complete for their submittal. The VTAQ form can be submitted as an Excel file with the Respondent's submittal.

5. The VTAQ Form is currently in PDF format. Is this available via Excel or do you want respondents to fill in the PDF?

Response: Please refer to the response to question #4 in this addendum.

6. Are CSIs performed by SAWS internally or are these certificates submitted by third-party consultants like the T&M reports are done?

Response: The certificates are submitted by third-party consultants.

7. Is SAWS employees completing the CSI inspection that will be imputed in the system or SAWS is allowing 3rd party inspectors to enter the reports?

Response: The 3rd party inspectors do the inspection and then submit the report to SAWS.

8. Is SAWS adding any additional fees to the reporting fee of the chosen company?

Response: No. There are no SAWS fees for submitting a report.

9. Can you elaborate how the estimated annual revenue of \$312,500 was calculated and respective assumptions?

Response: Refer to the response to question #1 in this addendum.

10. What is the desired Go Live date for the new system?

Response: We are targeting January 1, 2024. However, this data could be adjusted based on input from the consultant selected.

11. Can you share the Pre-Submittal Conference presentation and list of attendees?

Response: This has been posted to the SAWS website, [SAWS Contract Solicitations - Backflow Customer Management Services](#).

12. Will SAWS be requiring integration with the SAWS CIS system to the new backflow management software to ensure device owner mailing addresses are up to date? Or is the successful vendor responsible for checking county records to update addresses?

Response: The Vendor selected will not be directly integration with the SAWS CSI system. SAWS will provide all available billing system data related to CSI, which will include billing addresses, account numbers, and primary billing points of contact. The Vendor selected may need to do additional research from other sources.

13. What is the name of the county tax record system to retrieve updated address?

Response: SAWS does not currently use the county tax records for CSI billing information. SAWS uses information from an internal billing system.

14. If the Vendor is required to check County records to update addresses, how frequently do those updates need to be done? Do they only have to be updated when mail is returned?

Response: SAWS does not currently use the county tax records for CSI billing information. SAWS uses information from an internal billing system.

15. Are personalized letters only sent to high-hazard backflow assembly owners or all assembly owners? How many of the 48,000 devices are high hazard?

Response: Personalized letters are currently only being sent to high-hazard backflow assembly owners. Currently, SAWS is tracking over 48,000 devices considered as high hazard.

16. Are notifications of backflow requirements sent to property owners or property occupants, or both?

Response: Personalized letters are currently only being sent to Customers of SAWS that are known to have high-hazard backflow assembly.

17. Is the successful Vendor responsible for creating the mailings? Shall the Vendor include the cost of printing, preparation, and postage in this proposal? Or is the cost of mailings billed back to SAWS separate from this proposal?

Response: The selected Vendor will be responsible for the cost of all forms of communication with customers who are known to have high-hazard backflow assembly. Including communication costs for USPS mail.

18. When should mailings be sent out in relation to the test due date?

Response: The selected Vendor will be responsible for determining the method, timing, and amount of communication with customers who are known to have high-hazard backflow assembly.

19. Does SAWS have any email addresses of existing backflow assembly owners?

Response: No, SAWS does not have a complete list of email addresses of existing backflow assembly owners.

20. SAWS estimates there will be \$312,500 of revenue generated by the test fees to testers. That revenue is based on 48,000 test reports and 14,500 CSI reports, correct? Is this the estimated revenue available to pay for 2 or more mailings per device, the software, and the administration work required by this RFP?

Response: SAWS has over 48,000 backflow assemblies that are being tracked and 14,500 CSI reports submitted annually. We multiplied the combined amount by a very conservative of \$5.00 per report submitted. Please note the Respondent will set the cost

per report submitted in the proposal. We expect the number of backflow assemblies being tracked to grow at a 2% to 3% rate each year (not a guaranteed growth rate, just an estimate). The estimated \$312,500 of revenue generated was a conservative estimate. The cost per test submitted is just one of many factors considered when selecting a Vendor.

21. What is the maximum number of mailings this vendor will be required to send before SAWS enforces compliance from device owners?

Response: The selected vendor will be responsible for determining the method, timing, and amount of communication with customers who are known to have high-hazard backflow assembly.

22. How will SAWS ensure all device owners submit their tests annually so that mailing costs are not lost due to a lack of test submissions? Will SAWS disconnect water for non-compliant customers? How many tests were submitted in 2022?

Response: SAWS plans to do a limited number of service interruptions to encourage compliance. Due to the type of connections not all accounts can have their service interrupted. Customers that cannot have their service interrupted include, but are not limited to hospitals and medical facilities, fire lines, schools, governmental offices, etc.

23. It is understood that the date to start work is January 2024. Is there a goal or expectation for a go-live date?

Response: Refer to response to question #10 in this addendum.

24. Does the successful consultant have to confirm backflow tester credentials are legitimate with the issuing agency? Or is it sufficient to collect their certificates and test kit calibration paperwork through the software to validate expiration dates?

Response: The Vendor should use their best professional judgment when confirming backflow tester credentials are legitimate. This should be done in alignment with the issuing agency, the Texas Commission on Environmental Quality (TCEQ).

25. Can SAWS please provide the VTAQ document in excel format? The pdf will be very difficult to properly fill out.

Response: Please refer to the response to question #4 in this addendum.

26. Collected tester data must be populated on the TCEQ form and available electronically to SAWS, correct?

Response: Yes, collected tester data must be populated on a TCEQ-approved form and available electronically to SAWS

27. SAWS must be able to view all test data and CSIs in real time, correct?

Response: SAWS must be able to view all test data and CSIs in near real-time.

28. Are SAWS personnel submitting the CSIs or are those submitted by 3rd party contractors?

Response: The CSIs will be submitted by 3rd party contractors.

29. BPAT licenses and test gauge calibrations shall be reviewable by SAWS personnel through the software provided in this proposal, correct?

Response: Correct. It is important that SAWS Staff can see BPAT licenses and test gauge calibrations through the software provided.

30. How is SAWS currently tracking backflow devices and submitted tests?

Response: Yes, through an internal software system. The software provided is Infor.

31. How is the cross-connection program managed currently? Is it managed internally or is it managed as a service performed by a service provider? If its currently a managed service, what company is providing this service currently and what is the reason for this change?

Response: The cross-connection program is managed internally, by SAWS Staff.

32. How many employees are currently engaged in cross-connection management?

Response: SAWS has thirteen (13) assigned to cross-connection management functions. One (1) Supervisor, six (6) new construction inspector positions, two (2) administrative positions, two (2) outreach positions, one (1) BPAT outreach position, and one (1) data analyst position.

33. Are you committed to a completely outsourced management of backflow assembly testers as a solution or looking for a Software as a service (SaaS solution) that effectively manages the entire lifecycle of cross-connection management?

Response: SAWS is looking for more than a Software as a service (SaaS solution). We want to outsource all the backflow customer interactions with known high-hazard backflow assembly owners.

34. Does SAWS currently use any digital tools to manage the cross-connection lifecycle management? If so, what is/are the digital tool(s) currently in use?

Response: SAWS currently does not have any digital tools to manage the cross-connection lifecycle management.

35. Does the customer data, and Backflow assembly information currently integrated into the SAWS Customer Billing Systems and/or computerized asset management systems?

Response: The backflow customer data and Backflow assembly information are currently integrated into the SAWS Customer Billing Systems, the system of record.

36. What data format will be used to transfer the current data to the new vendor? Is any part of the data needing to be digitized from manual records?

Response: Most of the data is in a digitized format. We currently require the T&M report to be submitted electronically. Some CIS reports are submitted on paper and then entered in a software system.

37. Do you have the current cross connection workflows mapped and available for reference? If so, is it possible to provide this information to the proposers for reference?

Response: SAWS does not have the cross-connection workflows mapped and available for reference.

38. Is the new system's capability to integrate to SAWS cross-connection management workflows a desired feature?

Response: SAWS's desire is to have a high-functioning cross-connection system that is results-oriented and archives a high compliance rate. The tools that the Vendor provides should be customer friendly, easy to use and support staff needs for data analysis. The overriding goal of the cross-connection function is to protect the system's water supply from cross-connection.

39. Do you have cybersecurity standards that need to be followed for data integration? If so, please articulate any standards needed.

Response: There is no particular security standard for data integration. We would require that all data exchanges be done securely using a method that encrypts the data.

40. Does the new system need to be GIS capable?

Response: GIS capability would be considered a plus.

41. Do you prefer the system to be integrated into a seamless customer experience as a SAWS branded activity or a standalone vendor-provided service?

Response: The customer experience is important whether integrated into a SAWS-branded activity, or a standalone vendor-provided service.

42. Are there SAWS' specific service level requirements (SLA) needed for software availability, customer support and technical support? If so, please articulate those requirements.

Response: The Vendor should propose service level requirements (SLA) needed for software availability as part of their submission.

43. Due to the timing of your RFP, Ampcus respectfully requests that SAWS extends the due date for the proposal from September 29th, 2023, to October 20th, 2023.

Response: Refer to Changes to the RFP #2 and #3 in this addendum.

Changes to the RFP

1. All references to Consultant throughout the RFP are hereby now referenced to as Vendor.

2. **Cover Page:** Deadline is modified as follows:
“Deadline: October 10, 2023, at 10:00 a.m. (CDT)”
3. **Page 6, Section I.E. Estimated Timeline.** The fifth line is modified to read as follows:
“October 10, 2023, by 10:00 a.m. (CDT) Proposals Due”
4. **Page 5, Scope of Services,** section 4.a, is removed, and the remainder of the section is renumbered from the RFP in its entirety. This will no longer be needed in this scope of work.
5. **Page 18, Exhibit A,** is removed in its entirety and replaced with the attached Revised Exhibit A, Fee Schedule. Respondents shall use this revised Exhibit A when submitting their proposal.

Clarifications to the RFP

1. Though respondents will be providing their proposed teams to perform the scope of services in this RFP, SAWS prefers to work directly with the Vendor who will perform the work.

This Addendum is eight (8) pages in its entirety, including its attachments.

Attachments:

Fee Schedule (1 page)

EXHIBIT A
Backflow Customer Management Services RFP
Solicitation No.: R-23-009-LE

Fee Schedule

Service	Fee	Comments
Initial Configuration (Data Upload estimated 48,000 records)		
Cost per Test & Maintenance Report (T&M) Submission (estimated 48,000 annually)		
Cost per Customer Service Inspection (CSI) Submission (estimated 16,500 annually)		
Annual Maintenance Cost 2024		
Annual Maintenance Cost 2025		
Annual Maintenance Cost 2026		
Annual Maintenance Cost 2027		
Annual Maintenance Cost 2028		

Additional Information:

1. What payment terms do you offer?

2. Describe your firm's invoicing capabilities.
