

Kawela Plantation Water System RFP (No. 2010-0010) Technical Questions

1. What is the term of the contract? A single year or is it multi-year? If a single year contract, will the contract be rolled over? If so, will inflation escalation in the subsequent years be allowed? If multi-year, the duration period (in years) is necessary to properly address inflation. **3 years, inflation will be allowed and at your discretion.**
2. What is your expectation for operator presence onsite at the water system? Do you expect an operator to be onsite at all times during normal business hours (e.g., Monday through Friday from 7:00 AM to 3:30 PM)? Or will a part-time operator suffice (provided all of the requirements are satisfied)? **We expect to have an operator on site at all times during normal business hours. However, we will entertain the thought of a part-time operator provided that they meet all requirements and one of our employees be trained.**
3. Could you please confirm that the former separate agricultural water system is no longer in service, and that the agricultural water is being provided by the potable water system. If the system provides both ag and potable water, all service connections should have backflow preventers. The RFP states that there are currently approximately 147 service connections. **Yes, the agricultural system is no longer in service, all agricultural waters is being provided by the potable system. Yes, there are approximately 155 service connections with the possibility of 215 at full build out.**
  - a. Of this number how many are actively providing water? **110**
  - b. How many of the present service connections have backflow preventers installed? **All**
  - c. The RFP requires that new backflow preventer installation be performed by the water system operations contractor. Will installation of all the new backflow preventers be a cost that the lot owner/Kawela Plantation Homeowners Association (KPHA) will pay for separately from the O&M contract, or will the backflow preventers installation be a part of the contractor's fixed monthly price? **It will be within the contract on a as needed basis.**
  - d. What is the point of demarcation between the distribution system and the lot owner's service responsibility? Is it the outlet of the water meter? Is it the outlet of the backflow preventer downstream of the water meter? **Point of demarcation will be the outlet of the backflow preventer downstream of the water meter.**
4. How close to the system capacity is the water currently operating at?
  - a. What are the size and capacities of each of the wells, well pumps, booster pumps, storage tanks, and mains? What are their conditions, dependability, and reliability? **The current system is in good shape and reliable. The capacity of our wells is rated at 75gpm, we are currently pumping an ~ 183gpm. With our two new wells coming on line we will be able to pump at a 100gpm each.**
  - b. What are the condition of the storage tanks? Are there any significant losses from leaks throughout the system? Are all tank height indicators (visual tank height indicators or pressure transducers with readout) working properly? **Our tanks were inspected and found to be in good shape. Our system loss is ~16% average.**
  - c. Average daily demand is reported to be 150,000 gpd. What are the seasonal maximum and minimum daily demands. What are the daily maximum hourly demand and the peak demand? **I do not have this information readily available.**
  - d. Previous experience with the water system was, that due to high consumption and limited capacities it was difficult to maintain adequate storage in the tanks. It is our impression that the situation has improved due to implementation of a rate structure. Can you please confirm this? The closer delivery capacity is to demand, will entail increased manning and higher pricing. **Yes, we are well below our water use permit allotment and we are able to maintain adequate storage in our tanks.**
  - e. Can the system provide adequate fire flow when needed? **Yes, with the system modifications being done this year we will be able to meet both fire flow and storage capacity more efficiently.**
5. The RFP requires that backflow preventer replacements are to be performed by the water system operations contractor. Are backflow preventer replacements a cost that the lot owner/KPHA will pay for separately from the O&M contract, or will any backflow preventer replacements be a part of the O&M contract's fixed monthly price? If it is part of the O&M contract's fixed monthly price, please provide an estimate of the number and sizes of anticipated backflow preventer replacements by year for the duration of the contract. **KPHA will bill the homeowner. We will be the interface between homeowner and contractor.**
6. Please confirm that annual testing and inspection of backflow preventers is included in the water system

operations contractor's monthly fixed price. Further, if the annual testing and inspection of a unit reveals that repairs to the unit is required, please clarify whose responsibility the cost to repair the unit will be with—lot owner/KPHA or the contractor. The exact number and extent of backflow preventers requiring repairs is currently unquantifiable and thus if the contractor is responsible for the cost of repairs in his fixed monthly charge, this will result in a higher pricing because of the uncertainty. At other water systems, the cost of the annual backflow inspection, testing, and repair is typically the lot owner's responsibility. [Any backflow testing or repairs will be billed to the homeowner by KPHA. We will be the interface between contractor and homeowner.](#)

7. The RFP requires that new meter installations are to be performed by the water system operations contractor. Are new meter installations a cost that the owner/KPHA Plantation will pay for separately from the O&M contract, or will any new meter installation be a part of the O&M contract's fixed monthly price? If it is part of the O&M contract's fixed monthly price, please provide an estimate of the number and sizes of anticipated new meter installations by year for the duration of the contract. [Meter installations will be a part of the monthly fixed price. We estimate 2 installations per year.](#)
8. The RFP requires that existing meter replacements are to be performed by the water system operations contractor. Are existing meter replacements a cost that the lot owner/Kawela Plantation will pay for separately from the O&M contract, or will any meter replacements be a part of the O&M contract's fixed monthly price? If it is part of the O&M contract's fixed monthly price, please provide an estimate of the number and sizes of anticipated replacements by year for the duration of the contract. [Replacements will be apart of the monthly fixed price. We are on a 10% replacement program for ¾" meters.](#)
9. The RFP requires that testing of existing meters are to be performed by the water system operations contractor. Are water meter testing performed routinely or are they performed only when requested? Is meter testing a cost that the lot owner/Kawela Plantation will pay for separately from the O&M contract, or will any service connection meter testing be a part of the O&M contract's fixed monthly price. If it is part of the O&M contract's fixed monthly price, please provide an estimate of the number and sizes of anticipated meter tests by year for the duration of the contract. [Any service connection meter testing shall be a part of the O&M contract. ¾" meter with a 10% change out rate.](#)
10. The RFP requires the water system operations contractor perform work specified in "Work Orders" issued by the owner. Implicit in the process of issuing a Work Order is the possibility that the specified work may be out of the ordinary and possibly beyond the normal scope of the O&M contract. Please provide clarification on how extraordinary work will be charged or will be subject to negotiation. [Any extraordinary work will be charged to and subject to negotiations. All questions regarding in and out of scope will be at the discretion of the General Manager. The General Manager will make the final decision on what is in and out of scope.](#)
11. Is a parts inventory currently being maintained? Who is responsible for the cost of stocking and maintaining the required inventory? Are backflow preventers, water meters, and ancillary materials and supplies to be part of the inventory? [Yes, the contract operator must maintain the required inventory to include water meters, backflow preventers, etc.](#)
12. On page 6, item 28 of the RFP, the requirement is to "Properly collect, preserve, and deliver required water and samples to a certified laboratory, as chosen and contracted with by owner." The implication is that the cost of shipping and the laboratory water analyses is borne by the owner/KPHA and not by the contractor—please confirm this. [Yes, shipping and analyses is borne by KPHA.](#)
13. Chlorine is an explicit part of contractor's cost (page 8 item 2.c.). However on page 7, item 4 (Fluctuating Tasks) stipulates that "KPHA will procure and/or authorize the purchase of routine supplies and chemicals in a timely manner." The implication of this statement is that the cost of the other treatment chemicals and supplies is the owner's responsibility and not the contractor's responsibility--please confirm or clarify. Note that it is understood that the reagents for daily chlorine residual and DO readings are the contractor's responsibility—are there any other daily analyses requirements? [Yes, you are correct. The chlorine is apart of the contractor's cost, the supplies and reagents will be the responsibility of KPHA. No other daily analyses.](#)
14. Item 17 on page 6 stipulates that the contractor's O&M duties include "Test, install, operate and repair all required equipment such as boosters, pumps, motors, main valves, heavy equipment, meters, or the application of software for meters, or other system hardware." With respect to install and repair major equipment, could you

please clarify who is responsible for covering the cost of equipment installation or repair? The occurrence and need for installation and repair of major equipment is generally unpredictable and could be potentially very expensive, and does not fit well within the context of an O&M contract, and generally should be excluded. Could you please clarify your intent? [This line item will be eliminated from the RFP.](#)

15. Could you please provide a map or drawing of the water system's transmission and distribution mains? The drawing should locate the deadend mains, the PRVs, isolation valves, ARVs, and fire hydrants. Alternately, please provide the number and sizes of the deadend mains, the PRVs, the isolation valves, the ARVs and fire hydrants in the system. [Yes, these will be sent digitally.](#)
16. Does your SCADA system provide for monitoring from a remote computer or via a secure website? Is an autodialer or other alarm notification system provided and utilized? [We are working on providing remote access. We do have an auto dialer and notification system.](#)
17. On page 11 of the pricing submittal form for price item "C" (premium hourly repair rates), there appears to be a discrepancy between the stated 100 hours in the extended price formula, and the asterisked note ("25 hr. annually, estimated NTE (not to exceed)"). Please clarify which number should be used to arrive at the extended price. [Not to Exceed is eliminated from the RFP. Please provide rates based on 100 hours.](#)
18. With regard to the Groundwater Rule, is the water system following "Triggered" monitoring or "Compliance" monitoring? If "Compliance" monitoring, is the chlorine residual monitored continuously, or is it monitored once daily at peak flow? [Triggered](#)
19. Please clarify if the completed page 1 of the RFP needs to be included in the Technical Proposal submittal. We infer so, but desire clarification. [Yes](#)
20. Please describe the contractor's point of contact and who its supervisor at KPHA will be? Will it be the General Manager? What is KPHA's decision and decision implementation process like with regards to emergency repairs and system upgrades and renewal and replacements? [General Manager](#)
21. Please confirm that the General Manager will be the official point of contact between the water system and DOH or otherwise clarify your intentions. [Yes](#)
22. Please confirm that the General Manager will be the official point of contact between the water system and the State Water Commission or otherwise clarify your intentions. [Yes](#)



