

# Request for Proposal (RFP) Questions

No. 2010-0010

From

Wai He Nui

1. Please specifically define the term “licensed contractor”. [HI DSO 1 licensed](#)
2. There are many different contractor license classifications (electrical, construction, mechanical, excavation, general). Is the HI DSO1 certification sufficient, or are other classifications required? [HI DSO 1 will suffice.](#)

*RFP Reference: Page 1, paragraph 3, “Work shall be provided by a licensed contractor”*

3. Please define the term “repairs”. [To bring back to good or usable condition; to fix](#)
4. Is the contractor expected to provide all system repairs, minor, major, and capital replacements as part of the “Full Service Water Operation and Maintenance” price quoted? [No, capital replacements will not be included in the RFP. Please do not quote for #17 on page 6.](#)
5. If not, which of the above mentioned repairs specifically are to be included.

We offer the following as example descriptions for “repairs”:

Minor repairs – those repairs or replacements of minor system components that can be affected with simple hand tools and require only excavation by hand tools, not to exceed a total of 20 cu. ft. of material.

Major repairs – those repairs or replacements of minor or major system components that require specialized tools, power tools, equipment, backhoe, a 3<sup>rd</sup> party contractor licensed for the task, or excavation in excess of 20 cu. ft. of material.

Capital replacement of system components.

*RFP Reference: Page 6, #8 – “Perform and/or assist with equipment repairs; #17 – “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 systems hardware”; page 7, Operations Tasks #1 – “Provide for and manage...repair of the treated water distribution system...”; #5 – “Backfill, compact,...all excavations.”*

6. Please define the terms “emergency”, “emergency expenditures”, “rates” and “emergency repairs”. [Any unexpected event that occurs that may disrupt service to a homeowner and threatens the health and safety of our water supply; and will cause any significant loss of water.](#)
7. Is the contractor expected to provide all emergency repairs - minor, major or capital replacements as part of the “Full Service Water Operation and Maintenance” price quoted? [Yes, except where a third party contractor is needed.](#)
8. If not, what emergency services / repairs are specifically to be included?

[Emergency services/repairs are no different then a normal repair work.](#)

We offer the following as an example description for the terms related to emergencies:

Emergency – any situation occurring that will cause significant loss of water or risk to public health or safety.

Emergency expenditures, rates – the billable cost of materials including a reasonable markup, plus labor charges at a previously agreed upon hourly rate, plus any necessary 3<sup>rd</sup> party contractor costs. Such expenditures for emergency work outside normal working

hours will be billed to KPHA as services additional to the “Full Service Water Operation and Maintenance” price quoted.

Emergency repairs – minor repairs, major repairs or capital replacements that are completed by the contractor during emergency situations.

*RFP Reference: Page 6, #12 “Monitor all emergency expenditures...”*

*Page 7, #3 In the event of natural disaster or emergency, rates shall include...”*

9. Please provide clarification regarding the contractor’s responsibilities related to backflow prevention. Is the contractor expected to provide the following services related to Backflow Prevention Assemblies (BPA) as part of the “Full Service Water Operation and Maintenance” price quoted?

- \*Development of KPHA Policy and Rules regarding Cross Connection Control - No
- \* Cross Connection Survey of individual users and system overall - No
- \* Determine requirement for BPA at service connections or other location - No
- \* Enforcement of Policy - No
- \* Purchase of BPA’s required - Yes
- \* Installation of BPA’s as part of the new service connections - Yes
- \* Daily Inspection of all BPA’s in service - Yes
- \* Annual Certification, repair and / or re-certification by a Qualified Backflow Prevention Assembly Tester - Yes
- \* Purchase required parts and supplies for the repair of BPA’s - Yes
- \* Repair of BPA’s as needed - Yes
- \* Testing and certification of repaired BFA. – Not sure what a BFA is.

10. If not, what Cross Connection Control services are specifically to be included? [Please see above.](#)

*RFP Reference: Page 8, #11 – “Determine where backflow prevention is needed, inspect backflow prevention devices, and keep records...”*

*Page 8, “Specific Services...Daily... Inspection shall include...h. Backflow Assemblies”*

*Page 9, “Annual...4. Provide labor and materials to test backflow assemblies.” “As Needed...1. Provide labor and materials to install...backflow assemblies.”*

11. Please define which party, KPHA or the contractor, is responsible for the purchase of materials, supplies, parts, minor components and major components. [KPHA will authorize the purchase and payment of inventory.](#)

12. Please also define which party is responsible for the rental of equipment and 3<sup>rd</sup> party contractor services. [KPHA will be responsible.](#)

13. Is the contractor expected to provide the above mentioned materials, supplies, parts and components as part of the “Full Service Water Operation and Maintenance” price quoted? [Yes, if it is not included in the RFP or contract.](#)

14. If not, which are specifically to be included?

*RFP Reference: Page 6, #8 “Perform and/or assist with equipment repairs...”*

*Page 6, #23 “Maintain sufficient spare parts inventory...”*

*Page 7, #32. “Install/repair/replace water meters and services...”*

*Page 7, “Fluctuating Tasks...#3. In the event of ...emergency, rates shall include the rental and/or the operation of equipment...”*

*Page 7, “Fluctuating Tasks...#4. Successful offerer(s) shall be responsible for managing inventory...KPHA will procure and/or authorize the purchase of...”*

*Page 7, #7 “Install new water service connections...”*

15. Will KPHA consider awarding more than one contract; i.e., operations, repairs / replacement, cross connection control? **No**

16. What is the interpretation of the phrase included on the two documents (pg 1 & 11), that Jeff Spencer, Board President would sign? **The Board President will be certifying that all information requested for in the RFP is received.**

*RFP Reference: Page 1, 11. “I hereby certify that prices(s) contained herein include all costs of permits, fees, labors, materials, equipment, maintenance, and services.”*

17. Please define KPHA intention for treatment of proprietary information, for example; to whom will the technical and price proposals be disclosed? **Proposals will be disclosed to KPHA Board and General Manager as well as any consultant we deem necessary to help us thru this process. However, we still reserve the right to determine what is propriety.**

*RFP Reference: Page 1. “KPHA reserves the right to determine which information is considered propriety.”*

18. Does KPHA expect the resulting negotiated contract from this RFP process to be null in favor of the RFP and offeror’s signed proposal? **No, only if there is a conflict between the two documents.**

*RFP Reference: Page 2. “Unless stated otherwise herein, the basic and governing language of the contract resulting from this solicitation shall be comprised of the RFP documents, including any attachments and Addendums, and the successful offeror’s signed proposal. In the event of the conflict between the two documents, the RFP shall govern.”*

19. How does the offeror demonstrate financial capabilities? **Waived due to Wai He Nui being an established business.**

*RFP Reference: Page 2. #2. “financial capabilities”*

20. Define the term “effective operational plans” (scenarios). **Your answer is the definition; i.e., “How would you run this system?”**

RFP Reference: Page 2. #3. “Effective operational plans (scenarios)”

21. How does the offeror demonstrate “cost effective and efficient ....”, as stated on page 2, #4?  
[This is reflected in your price proposal.](#)

RFP Reference: Page 2. #4. “Cost effective and efficient labor, equipment, ....for the water system.”

22. Within the evaluation criteria, how will the points be arrived at in each section? [Board determination.](#)

RFP Reference: Page 3. “1. Prior experience operating similar systems and qualifications. 2. Monthly fixed rate. 3. Emergency Response / Disaster Mitigation Price. 4. Proximity to project.”

23. Please define the term “specified time for reviewing”. [60 days from submittal deadline of March 01, 2010.](#)

RFP Reference: Page 4. *Corrections of Errors On Response Form(s):* “No proposal shall be altered or amended after specified time for reviewing.”

24. Do you anticipate the system to include “compressors, grinders and blowers”? [No, we do not anticipate having these components in the system but we can not foresee the future.](#)

RFP Reference: Page 5. *Essential Tasks.* #3. “Start up, shut down, regulate and adjust motors, pumps, compressors, grinders, blowers, valves and other apparatus to meet changing operating conditions and adjust chemical rates as necessary.”

25. Please define the term “conduct field tests results”. [Please change the word conduct to assess.](#)

RFP Reference: Page 5. *Essential Tasks.* #4. “Conduct field test results and initiate corrective action as necessary.”

26. Define which “laboratory results” require daily entry? [Any laboratory results you received that day.](#)

RFP Reference: Page 6. *Essential Tasks* #5. “Monitor and process data: enter data and laboratory results into log books and / or computer system daily and generate required reports.”

27. Define the term “troubleshooting “. [To assess the cause of equipment performing outside it’s normal parameters, within your capability and effect corrective action.](#)

RFP Reference: Page 6. *Essential Tasks* #6. “Troubleshooting technical and mechanical equipment.”

28. Define the term “on-site”? **Any KPHA property where any water system component exists; i.e., base yard, SCADA room, crossovers.**

*RFP Reference: Page 6. Essential Tasks #11. “Properly .... Operations. Contractor will be available on-site for all chemical and equipment deliveries.”*

29. Define “monitor all emergency expenditures” **Self explanatory.**

*RFP Reference: Page 6. Essential Tasks. #12. “Monitor all emergency expenditures and prepare justification related reports.”*

30. Please define the term “visual inspection of the .... distribution lines ...”. **Self explanatory**

*RFP Reference: Page 6. Essential Tasks. #19. “Conduct site visits with visual inspection of the system, daily. Inspection shall include but not limited to, all wells, storage tanks, pump stations, distribution lines, chlorination system.”*

31. Define the term “all duties & requirements related to service and / or work orders ...”. **Self explanatory; work order – i.e., install meters.**

*RFP Reference: Page 6. Essential Tasks. #24. “Perform all duties and requirements related to service and / or work orders provided to Contractor by owner on a daily basis.”*

32. Define the term “assist owner and other external consultants ...”. **Self explanatory**

*RFP Reference: Page 6. Essential Tasks. #26. “Assist owner and other external consultants on proposed improvements or expansions of the system;”*

33. Define “assist in overseeing related work”. **Is self evident this is related work that may affect your work in operating the system, i.e., water leak requiring outside contractor in order for you to do your work the leak must be repaired.**

*RFP Reference: Page 7. Essential Tasks. #31. “In any instance where a third party contractor is required to effect repairs, successful Offeror will assist in overseeing related work.*

34. Define “all necessary actions ...man-made emergency situations”. **Actions that would create an emergency situation**

*RFP Reference: Page 7. Fluctuating Tasks. #1. “Contractor will take all necessary actions and use best judgment practices to minimize and prevent man-made emergency situations.”*

35. In the event of a natural disaster or emergency, is the contractor expected to provide rental equipment, operators and all system repairs, as part of the “Full Service Water Operation and Maintenance”, “standard hourly repair rates”, and “premium hourly repair rates” prices quoted. **No, please provide these rates separately.**

*RFP Reference: Page 7. Fluctuating Tasks. #3. In the event of natural disaster or emergency, rates shall include the rental and/or operation of equipment, such as (but not limited to) Trucks, Trailers, Backhoes, Tanks, Pumps, Generators.*

36. Who is responsible for the cost associated with inventory supplies? **Unless otherwise specified in the RFP inventory cost will be carried by KPHA.**

*RFP Reference: Page 7. Fluctuating Tasks. #4. “Successful offeror(s) shall be responsible for managing inventory and shall submit requisitions for routine supplies in as needed quantities to avoid stock depletion. KPHA will procure and/or authorize the purchase of routine supplies and chemicals in a timely manner. Successful offeror will attempt to get prior authorization for the purchase/rental of equipment and supplies if other than routine or if Emergency takes place during normal business working hours.”*

37. Define “.... proper notification to residents”. **Main signage at the entrance, notice to individual lots, etc.**

*RFP Reference: Page 7. Water Supply Operations Tasks. #3. “Manage the repair of any water distribution system leaks or breaks which occur within any water and/or service lines up to and including the water meter installation, including proper notification to residents of water outages.”*

38. Define who bears the cost of “... warning signs ... “ and protective structures for excavation and traffic control? **KPHA will purchase**

*RFP Reference: Page 7. Water Supply Operations Tasks. #4. “Manage related traffic control in accordance with HIDOT standards, including warning signs and proper maintenance of open cuts and excavation.”*

39. Please define who bears the material cost for “backfill, ... sod ....”, cold patch / asphalt, etc. **Contractor**

*RFP Reference: Page 7. Water Supply Operations Tasks. #5. “Backfill, compact, sod, and/or repair all excavations.”*

40. Is the contractor required to inspect every electrical component, transmission and distribution waterline, water meter, backflow assembly, gate valve, ARV, PRV and hydrant on a daily basis? **Certainly not every electrical component but our major components. All things out of the ordinary should be looked at further.**

41. Please define the word “inspection” in this section. **Self explanatory**

*RFP Reference: Page 8. Specific Services. Performed Daily (Monday through Friday). #1. “Provide .... Hydrants.”*

42. Please define “operational status”. Is it performing under operational standards?

*RFP Reference: Page 8. Specific Services. Performed Daily (Monday through Friday). #3. “At the pumping systems .... motors.”*

43. Please define “water system journal”. **Log book**

*RFP Reference: Page 8. Specific Services. Performed Daily (Monday through Friday). #5. “Maintain water system journal.”*

44. Please define “Coordinate with KPHA to maintain housekeeping...”. **Coordinate with General Manager to utilize KPHA staff and water operators to maintain landscaping near and around the major areas of the distribution system. Maintenance around service meters and hydrants shall be the responsibility of the contractor.**

45. Define responsibilities within the fenced areas. **Fenced area shall include the well sites, pump station any area or property in which a water component is located.**

*RFP Reference: Page 8. Specific Services. Performed Daily (Monday through Friday). #6. “Coordinate with KPHA to maintain housekeeping for the tank sites, well sites, pump and booster stations, and distribution lines (i.e., crossover). Area of responsibility shall be within the fenced area.”*

**46. Please define “...electrical demand”. What is the demand of electrical that the wells are pulling.**

*RFP Reference: Page 9. Specific Services. Performed Weekly. #1. “Provide weekly reports to include well flows and highlights of events that occurred. Weekly reports are due the following Wednesday to also include the pumping rate and electrical demand.”*

47. Is the service of electrical equipment required to be provided by a qualified electrician? **No, not in all cases.**

*RFP Reference: Page 9. Specific Services. Semi-Annually.*

*1. Provide labor and materials for preventive maintenance on electrical controls for the pumps to include:*

- a. Check wiring and connections and clean Motor Control Center.*
- b. Check and calibrate monitoring equipment, if applicable.*

48. Who bears the cost of material and parts to maintain hydrants / standpipe”. **KPHA**

*RFP Reference: Page 9. Specific Services. Annual. #3. “Provide labor and materials to maintain hydrants/standpipes.”*

49. Will KPHA allow the contractor to use BPA repair parts currently in inventory? **Yes**

*RFP Reference: Page 9. Specific Services. Annual. #4. “Provide labor and materials to test backflow assemblies.”*

50. Will KPHA allow the contractor to use the equipment currently on hand for system flushing? [Yes](#)

*RFP Reference: Page 9. Specific Services. Annual. #5. "Provide labor and materials to flush systems."*

51. Please define "...Operation and Maintenance Plan...". [Self explanatory](#)

*RFP Reference: Page 9. Specific Services. Annual. #9. "Update Operations and Maintenance Plan, to include Emergency Plan."*

52. Define the term "Assist" relative to "...creating a capital replacement budget". [Offer input based on real world observations.](#)

*RFP Reference: Page 9. Specific Services. Annual. #10. "Assist KPHA in creating a capital replacement budget."*

53. Please define preventative maintenance requirements for SCADA. [We will defer this to Pacific Electro Mechanical.](#)

*RFP Reference: Page 9. Specific Services. Annual. #11. "Provide preventive maintenance check on SCADA system."*

54. Who bears the cost of new meters and backflow assemblies? [KPHA](#)

*RFP Reference: Page 9. Specific Services. As needed. #1. "Provide the labor and materials to install meters and backflow assemblies."*

55. Please define the phrase "service check of SCADA system" relative to preventative maintenance requirements. [Check to see SCADA system is functional.](#)

*RFP Reference: Page 9. Specific Services. As needed. #6. "Service check of SCADA system."*