

# Request for Proposal for Sewer/Water Line Warranty Program

## Official Notice #170-2013

Addendum #2

Answers to questions:

- 1.) Which is the correct date for submission? In the RFP it says January 20<sup>th</sup> on the cover and page 3 but on page 11 it states January 15<sup>th</sup>. We just want to make sure we have the correct date for submission.

Answer: RFP responses are due on or before January 21, 2014 at 4pm CST. See Addendum #1.

- 2.) In reference to Scope A: Scope, section 1 a. There is a reference that proposer is responsible for the billing, which we do with other partners and are very successful with it. However, we wanted to clarify if there was an opportunity to bill on the bill which would improve customer satisfaction, retention and participation? Would you be open to an option that includes billing on the utility bill?

Answer: The City will not permit billing for this contract using the Water Utility billing system.

- 3.) In regards to the minimum 33% royalty payments; how did you arrive at that number? We want to make sure we understand your philosophy to deliver the best proposal for The City.

Answer: The 33% figure was chosen by City staff. Our philosophy is that interested providers will provide the proposals that provide maximum benefit to City of Milwaukee residents.

- 4.) Official notice cover letter signed by Ghassan Korban states RFP responses accepted until January 20, 2014 @ 4:00 pm.....Actual RFP document timeline states January 15, 2014 at same time. Can you clarify which is correct.

Answer: RFP responses are due on or before January 21, 2014 at 4pm CST. See Addendum #1.

- 5.) Can you provide the number of potential homeowner laterals (i.e. qualifying meter accounts) Our experience is that most cities consider up to 2" water laterals to qualify as homeowner/residential so just wanted a little clarification on this area.

Answer: The number of City of Milwaukee residential customers is 130,076

- 6.) What will happen to all of the customers who were enrolled through Utility Service Partners. I assume all contracts were between USP and the customer so they attempt to re-enroll these customers but wanted to make sure.

Answer: The customers of USP will remain customers of USP at their sole option.