

KIOWA WATER AND WASTEWATER AUTHORITY

REQUEST FOR PROPOSALS to provide MANAGEMENT AND UTILITY BILLING SERVICES

April 10, 2024

General Information:

The Kiowa Water and Wastewater Authority (Authority) is soliciting proposals from qualified firms (Consultant), to provide the Authority with Management and Utility Billing services on a consulting basis.

Administrative Services:

As the Manager, the Consultant will be expected to perform a proactive role in the management of the Authority. Additionally, the Consultant shall support, coordinate efforts with and maintain open communications with the Board of Directors, the Authority's legal counsel and other consultants.

The services performed by the Consultant shall generally include, but are not limited to:

- a. Attendance at regular or special meetings of the Board, as requested by the Authority.
- b. Conferences with Board members and/or Authority consultants as requested.
- c. Representing and/or assisting the Authority in dealings with:
 - i) Town of Kiowa
 - ii) Customers.
 - iii) Developers.
 - iv) Other government agencies.
 - v) Others having business with the Authority.
- d. Prepare / submit reports and forms as required by the above identified agencies.
- e. Manage the Authority's telephone (including 24/7 emergency coverage), website, and provide an Authority office address.
- f. Respond timely to customer questions, concerns, and issues.
- g. Perform other miscellaneous services at the request of the Authority Board.

Utility Billing Services:

The Authority has approximately 400 customers. Utility billing occurs on a monthly basis. The services performed by the Consultant shall generally include, but are not limited to:

Establish customer utility billing records
Print and mail monthly utility billings

Receive, post and deposit customer payments
Provide customer service on billing questions
Provide on-line payment service
Collection of delinquent accounts, including annual certification if necessary
Act as a liaison with title companies on transfer of property
Provide utility billing reports to Board as requested

Proposal Requirements:

Experience and Qualifications:

Provide the relevant experience and qualifications of your firm, including key staff, and the individual assigned to provide the above requested services to the Authority.

General Conditions:

During the performance of the Services under this Agreement, the Consultant shall maintain the following insurance. Confirm in your proposal that your firm meets the following insurance requirements. Certificates of insurance will be required at the time of contract signing.

- General Liability Insurance, with an annual limit of \$1,000,000; \$1,000,000 per occurrence.
- Automobile Liability Insurance, with a combined single limit of \$1,000,000 for each person and \$1,000,000 for each accident.
- Workers' Compensation Insurance in accordance with statutory requirements of Colorado.
- Professional Liability Insurance, with a limit of \$1,000,000 annual aggregate; \$500,000 per occurrence.

Firm Details:

Provide the following firm details:

- a. Firm Name.
- b. Year Established.
- c. Former Firm Names, if any.
- d. Home Office Business Address & Telephone Number.
- e. Office Location Address & Telephone Number serving the Authority, if different than the Home Office.
- f. Key Personnel to be involved in the provision of these services.
- g. Total Personnel of the Firm.
- h. List up to Three Relevant Representative Projects in which your firm has been involved with, including key personnel. Provide reference contact information for each project identified.
- i. Discuss how your firm will respond timely to the Authority's needs.
- j. Provide a discussion of your firm's familiarity with typical issues which may arise.
- k. Provide any additional information which you feel may be pertinent to the provision of these services.
- l. Address your approach to on-site accessibility, when required for meetings, coordination, etc.

Fee Schedule:

Provide a proposed hourly rate schedule for providing the services.

Selection Process and Criteria:

- The approach to and understanding of the scope of work.
- Experience with similar contracts and clients.
- Experience and qualifications of your firm and proposed staff.
- Extent to which previous clients have found the firm's services acceptable.
- Communication and presentation skills
- Availability when required.

The maximum page limit for each proposal shall be eight (8) 8-1/2" x 11" pages, excluding a one-page cover letter and resumes.

The recommendation for Authority Manager and Utility Billing Services will be presented to the Authority Board for consideration timely, following review and selection, at a board meeting. The Authority Board will consider the appointment of the Manager and approval of the contract.

The Authority reserves the right to withdraw this RFP at any time without prior notice and to reject any and all proposals without cause or reason. All responses shall become the property of the Authority and will be retained or disposed of accordingly. The Authority shall not be liable for any pre-contractual expenses incurred by any applicant. Any award of contract will be subject to successful negotiation between the Consultant and the Authority. Any award of contract for services shall be made to the Consultant best qualified and responsive as may be determined at the sole discretion of the Authority.

Submittal:

To be considered, submit a comprehensive proposal addressing all of the above. Email one PDF copy of the proposal to: tmparker4558@yahoo.com

Proposals must be received no later than 5:00 p.m. on April 30th, 2024 to be considered.

Any questions regarding this Request for Proposal should be directed to: tmparker4558@yahoo.com

Thank you for your interest and we look forward to receiving your proposal.