

REQUEST FOR STATEMENT OF QUALIFICATIONS

PWC2324055

GLENVILLE LAKE WATER TREATMENT FACILITY RELIABILITY STUDY

Date of Issue: March 5, 2024 Submission Deadline: Wednesday, April 3, 2024 5:00 p.m.

Direct all inquiries concerning this RFQ to:

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procurement@faypwc.com

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REQUEST FOR STATEMENT OF QUALIFICATIONS FOR PROFESSIONAL SERVICES GLENVILLE LAKE WATER TREATMENT FACILITY RELIABILITY STUDY FAYETTEVILLE PUBLIC WORKS COMMISSION

In accordance with N.C.G.S. 143-64.31, Fayetteville Public Works Commission ("PWC") is seeking the services of a qualified professional engineering firm to provide engineering services to identify, evaluate, and design potential reliability-related projects at the Glenville Lake Water Treatment Facility. PWC is seeking a firm whose combination of experience and personnel will provide timely, cost-effective, and quality professional services to support this project.

PURPOSE AND BACKGROUND

The Glenville Lake Water Treatment Facility ("Facility") was constructed in the 1940's and has undergone several renovations and upgrades since that time. The Facility is currently rated at 18 million gallons per day (MGD). It is a conventional water treatment facility that employs rapid mix, flocculation, sedimentation (with tube settlers), and rapid sand dual media filtration. Chlorine as sodium hypochlorite solution (NaOCI) is the primary disinfectant and is followed by the introduction of ammonia to form chloramines for secondary disinfection immediately prior to distribution. Primary raw water supply is from the Glenville Lake watershed with secondary supply available from the Cape Fear River via a Raw Water Pump Station located on the site of the P.O. Hoffer Water Treatment Facility. Filtered water storage at the Glenville Lake WTF is provided by two concrete ground storage tanks with a total capacity of 6.50 MG. Recent structural evaluation of the 5 MG clearwell provided options and recommendations for improvements that include replacing it with a new pre-stressed concrete structure.

PROJECT SCOPE

PWC is seeking the services of a consulting engineer to evaluate the processes and equipment located at the Glenville Lake Water Treatment Facility (Facility), determine any necessary upgrades (and their associated costs) that are needed to ensure that the Facility can meet the 18 million gallons per day (MGD) rating, and evaluate the pre-requisite considerations needed for replacing the clearwell. The selected consultant will prepare a Preliminary Engineering Report (PER) outlining their recommendations, associated costs, potential funding sources, and a proposed schedule.

The following is a general description of the tasks that may be required. This is not intended to be all-inclusive, nor is it guaranteed that all the tasks will be utilized. A detailed Scope of Services will be negotiated between the PWC and the Consultant. Anticipated services to be provided include, but are not limited to:

- Site evaluation
- Investigate whether the existing 5 MG pre-cast concrete clearwell that is planned to be replaced with a new pre-stressed concrete structure should be upsized to accommodate expansion of treatment capacity.
- Review of typical operating practices.
- Review of proposed granulated activated carbon (GAC) upgrades and how those fit in the recommended upgrades.

- Preliminary evaluation of various technologies to increase the Facility capacity to 24 MGD, to include potential location of equipment, costs, and operational concerns.
- Outline necessary permits and their timeline.
- Proposed schedule for completion of the various upgrades and repairs.
- Preliminary cost estimates.
- Identification of potential funding sources.

Upon completion of the PER, PWC may elect to engage the selected consultant to complete the design of any or all of the proposed upgrades. Alternatively, PWC may elect to issue a separate Request for Qualification package for any or all of the proposed upgrades.

EXPERIENCE REQUIRED

The selected Consultant will be required to have experience in the design and upgrade of water treatment facilities, to include, but not limited to the following – treatment processes, structural evaluations, various treatment technologies, electrical, and mechanical design, operation, and maintenance.

OBJECTIVE OF THE REQUEST

The selected Consultant will prepare and submit a PER to PWC for their review and approval. The PER will address the items outlined above and include estimated costs and a proposed schedule.

RFQ SCHEDULE

Action	Responsibility	Date/Time
Submit Written Questions	Vendors	Tuesday, March 12, 2024, by 5:00
		P.M ET
Provide Response to Questions	PWC	Wednesday, March 20, 2024, by 5:00
		P.M. ET
Submit RFQ	Vendors	Wednesday, April 3, 2024, by 5:00 P.M.
		ET
Award Contract	PWC	May 2024

QUESTIONS

Written questions shall be e-mailed to procurement@faypwc.com by the date and time specified in the RFQ schedule. Firms will enter "RFQ #PWC2324055 – Questions" as the subject of the email.

Questions received prior to the submission deadline date, the Procurement Advisor's response, and any additional information deemed necessary by PWC will be posted in the form of an addendum to the PWC website and shall become an Addendum to this RFQ. No information, instruction, or advice provided orally or informally by any PWC personnel, whether made in response to a question or otherwise concerning this RFQ, shall be considered authoritative or binding. Firms shall rely only on written material contained in an Addendum to this RFQ.

Inquiries should be submitted no later than the date and time noted in the RFQ schedule. Questions answered verbally will be followed up by written addenda as deemed necessary; oral interpretations shall have no effect.

QUALIFICATION STATEMENT REQUIREMENTS

The qualifications statement shall consist of the following information, tabbed as identified and in the order indicated below:

Section 1 – Letter of Transmittal (maximum of two pages not including COI/s)

- Firm(s) name, year established, address, telephone number, fax number and contact person.
- Identify if the firm(s) is classified as a Disadvantaged Business Enterprise (DBE), Historically Underutilized Business (HUB), or Small Local Supplier (SLS).
- Provide copies of Certificates of Insurance (COI) showing General Liability, Automotive, Worker's Compensation, and Professional Liability Coverage (Certificate of Insurance will not count towards page limit). If two (2) or more firms are collaborating to form a Joint Venture Team, then each individual firm shall meet the required insurance coverage.
- State any conflicts of interest your firm or any key individuals of the firm may have with the Project or PWC.

Section 2 – Personnel (20% of score)

- Specify professional qualifications of key management and staff personnel to be assigned to the Project. If two (2) or more firms are collaborating to form a Joint Venture, then each firm shall provide the qualifications of key staff.
- Identify specialty, level of expertise, education, and any direct work experience on projects similar in scope to the one being proposed.

Note: Substitution of other personnel after the selection is made must be approved by PWC.

Section 3 – Consultants/Sub-consultants/Other Participants (15% of score)

- Provide a list of consultants who would be retained to provide services on the Project. For informational purposes, please include the business classification of any proposed Consultants/Sub-consultants.
- Provide a synopsis for each to include the size of staff, names of key personnel and services to be provided, and past experience.
- Specify the percentage of work anticipated to be attributed to these consultants. Note: If the respondent will self-perform all work the respondent must specify such in their submission.

Section 4 – Project and Project Management Experience (25% of score)

- Document expertise in those specific engineering tasks and/or technologies required to successfully complete the scope of work associated with the Project.
- Provide a brief description of the firm's project management experience and style, including a description of quality control methods.

- Provide a brief description of similar projects completed in the last five (5) years.
- Provide names and contact numbers for references for similar projects.

Section 5 – Project Approach and Understanding (30% of score)

- Include a listing and description of each phase of the Project and identify key staff who will be assigned to each phase of the Project.
- Provide a proposed schedule for completing the work.
- Describe why your firm or Joint Venture Team should be selected.

Ten percent (10%) of the submittal score will come from the firm's general qualifications including the completeness of the submittal, the firms operating history, insurance and licensing, and compliance with the RFQ requirements.

NOTE: The qualifications submittal shall be limited to a maximum number of twenty (20) pages. This page limit includes the tabs and/or other dividers. Also, note that double-sided pages will be counted as two (2) pages. Failure to comply with the page limits will result in automatic disqualification of the submittal. The front and back cover and copies of the COI do not count towards the total page limit.

No additional information regarding this Project will be provided prior to the award. The interested firm shall focus their response to this RFQ on their qualifications to complete the work, and why they should be selected for the specific project.

MINORITY, WOMEN, AND DISADVANTAGED BUSINESS ENTERPRISE (MWDBE) PROGRAM / SMALL LOCAL SUPPLIER (SLS) PROGRAM

PWC is committed to promoting the utilization of Minority, Women, and Disadvantaged Businesses in PWC's geographical statistical area (GSA) by providing equal opportunity for participating in all aspects of PWC's contracting and procurement programs. The GSA consists of NCDOT division areas 3-8, and 10. PWC is also committed to promoting the utilization of small, local businesses in the Fayetteville Metropolitan Statistical Area (MSA) by increasing opportunities for those businesses to participate in PWC procurements. The MSA consists of Cumberland County, Hoke County, and Harnett County.

PWC requires Firms to report efforts to utilize Minority, Women, and Disadvantaged Business Enterprises (MWDBEs) and Historically Underutilized Businesses (HUBs) for specific projects and requires all Firms to report all such efforts for MWDBEs, HUBs, and Small Local Suppliers regardless of the requirements of a specific project. **Bidders shall document any good-faith efforts and utilization in the MWDBE forms provided within Attachment F.**

In accordance with PWC's MWDBE Program, the goal shall be to award six percent (6%) of the total contract dollars to MBE firms and five percent (5%) to WBE firms. A complete copy of PWC's MWDBE Program is available for inspection at PWC Procurement Department.

The following is a list of the efforts that should be made by the prime service provider to encourage MWDBE participation. In order to receive credit for having made "good faith efforts", the prime service provider should document all actions taken to include the following:

- 1. Attending pre-bid meetings scheduled by the department;
- 2. Identifying selected specific items of the project which could be executed by a MWDBE;

- 3. Soliciting MWDBE service provider participation in a reasonable time before the proposals are due through advertisements in circulation media, trade publications, and minority-focused media;
- 4. Contacting local firms, firms owned by minorities or women, and associations or business development centers which disseminate information to local businesses and businesses owned by minorities or women in a timely manner to allow sufficient time for MWDBEs to respond;
- 5. Following up on initial solicitations of interest by contacting the MWDBE to determine whether the MWDBE was interested in performing specific items of the project;
- 6. Attempting to enter into joint venture or partnership arrangements with MWDBEs and provide interested MWDBEs with information about the requirements for the project;
- 7. Providing assistance to MWDBEs in the review of proposals and work to be done by sub-service providers;
- 8. Using available directories of certified MWDBEs and other available resources;
- 9. Ensuring that the proposer negotiated in good faith with the MWDBE and did not unjustifiably reject as unsatisfactory quotes prepared by any Minority, Women, or Disadvantaged Business Enterprise;
- 10. Making every effort to obtain Minority, Women, or Disadvantaged Business Enterprise participation that could reasonably be expected to produce a level of participation sufficient to meet the goals of PWC; and
- 11. Providing interested minority, women, and disadvantaged businesses with information relative to project requirements.

SUBMISSION INSTRUCTIONS

Interested firms shall submit an electronic PDF copy via e-mail of their Statement of Qualifications no later than <u>Wednesday</u>, <u>April 3</u>, <u>2024</u>, <u>by 5:00 P.M. ET.</u>

Qualification packages should be emailed to Carla Wint using the following e-mail address: procurement@faypwc.com.

AWARDING OF PROJECTS

The Fayetteville Public Works Commission will consider and evaluate Statements of Qualifications in accordance with N.C.G.S. 143-64.31. Statements of Qualifications will be reviewed by a committee composed of PWC personnel. Qualification packages will be ranked based on this review, which will consider the criteria described above. The Fayetteville Public Works Commission will attempt to negotiate a Service Agreement with the highest-ranked firm. Should the parties be unable to reach an agreement, the Fayetteville Public Works Commission reserves the right to continue scope and fee negotiations with the other firms, in order of their proposal rankings.

PWC reserves the right to reject any or all submittals.

E-VERIFY

Consultant hereby acknowledges that "E-Verify" is the Federal E-Verify program operated by the US Department of Homeland Security and other Federal agencies which is used to verify the work authorization of newly hired employees pursuant to Federal law and in accordance with Article 2, Chapter 64 of the North Carolina General Statutes. Consultant further acknowledges that all

employers, as defined by Article 2, Chapter 64 of the North Carolina General Statutes, must use E-Verify and after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with North Carolina General Statutes §64-26(a). Consultant hereby pledges, attests, and warrants through execution of this Agreement that Consultant complies with the requirements of Article 2, Chapter 64 of the North Carolina General Statutes and further pledges, attests and warrants that any sub-consultants currently employed by or subsequently hired by Consultant shall comply with any and all E-Verify requirements. Failure to comply with the above requirements shall be considered a breach of this Agreement.

IRAN DIVESTMENT ACT

As mandated by North Carolina General Statute 147-86.59(a), Consultant hereby certifies that it is not listed on the Final Divestment List created by the North Carolina State Treasurer pursuant to North Carolina General Statute 147-86.58. Consultant further certifies that in accordance with North Carolina General Statute 147-86.59(b) that it shall not utilize any sub-consultant found on the State Treasurer's Final Divestment List. Consultant certifies that the signatory to this Contract is authorized by the Consultant to make the foregoing statement.

FAYETTEVILLE PUBLIC WORKS COMMISSION'S MWDBE COMPLIANCE PROVISIONS

APPLICATION:

The requirements of Fayetteville Public Works Commission (PWC) Minority, Women, and Disadvantaged Business Enterprise (MWDBE) Program for participation specific contracts are hereby made part of the Contract Documents. Copies of the Program may be obtained from:

Fayetteville Public Works Commission Economic Inclusion Programs P.O. Box 1089 Fayetteville, North Carolina 28302 Phone (910) 223-4016 Fax (910) 483-1429 E-mail: ElProgram@faypwc.com

NCDOT DBE Directory: <u>www.ebs.nc.gov/VendorDirectory</u>
HUB Directory: <u>https://ncadmin.nc.gov/businesses/hub</u>

MWDBE Compliance Requirements:

- The Bidder shall provide, with their Bid Form, at the time bids are due, the
 documents set forth below, properly executed. Returning executed copies
 indicates and establishes that the Bidder understands and agrees to any
 incorporated MWDBE contract provisions.
- 2. All Bidders must provide with their Bid Form, at the time bids are due, a properly completed and executed copy of either:
 - Affidavit A Listing of Good-Faith Efforts OR
 - *Affidavit B Intent to Self-Perform with Own Workforce.
 - *Affidavit B should **only** be used if the Contractor will perform **ALL Elements** of the Work on this project with their own forces **AND** will complete **ALL Elements** of this project **WITHOUT** the use of subcontractors, material suppliers, or providers of professional services.
- 3. Upon being identified as the apparent lowest responsive, responsible Bidder, a Bidder shall, within <u>twenty-four (24) hours</u> of PWC's notification provide a properly completed and executed copy of <u>either</u>:
 - Affidavit C Percentage of MWDBE Participation <u>OR</u>
 - Affidavit D Good-Faith Efforts.
- 4. All Bidders must provide with their Bid Form, at the time bids are due, a properly completed and executed copy of Affidavit E- Identification of MWDBE/Local Participation Form

All written statements, certifications, or intentions made by the Bidder shall become a part of the agreement between the Contractor and Fayetteville Public Works Commission for performance of this contract.

SUBCONTRACTOR PAYMENT REQUIREMENTS:

North Carolina General Statutes 143-134.1 (N.C.G.S.) states that the percentage of retainage on payments made by the prime contractor to the subcontractor shall not exceed the percentage of retainage on payments made by the Fayetteville Public Works Commission to the prime contractor. Failure to comply with this provision shall be considered a breach of the contract, and the contract may be terminated in accordance with the termination provisions of the contract.

The Contractor shall provide an itemized statement of payments to each MWDBE subcontractor before final payment is processed.

The Contractor shall provide an itemized statement of payments to each NON-MWDBE subcontractor before final payment is processed.

Contractor	
Signature	
Printed Name	, Title
Date	

Affidavit A: Listing of the Good Faith Efforts

Affidavit of	
	(Name of Bidder)

I have made a good faith effort to comply under the following areas checked:

		y under the following areas checked:			
Total Available	e GFE Points: 155	Minimum Number GFE Points Required: 50			
Points					
10	quote and that were known to the government-maintained lists at le notifying them of the nature and s	hat reasonably could have been expected to submit a e contractor or available on State or local east 10 days before the bid or proposal date and scope of the work to be performed.			
10	prospective minority businesses	Making the construction plans, specifications and requirements available for review by prospective minority businesses or providing these documents to them at least 10 days before the bid or proposals are due.			
15	Breaking down or combining elen facilitate minority participation.	ments of work into economically feasible units to			
10		munity, or contractor organizations identified by the ed Businesses and included in the bid documents that tof minority businesses.			
10	Attending any pre-bid meetings so	cheduled by the public owner.			
20	Providing assistance in getting re to bonding or insurance for subco	equired bonding or insurance or providing alternatives ontractors.			
15	as unqualified without sound reas	erested minority businesses and not rejecting them sons based on their capabilities. Any rejection of a of qualification should have the reasons documented			
25	equipment, loan capital, lines of c supplies, or letters of credit, inclu Assisting minority businesses in c	wise qualified minority business in need of credit, or joint pay agreements to secure loans, iding waiving credit that is ordinarily required. obtaining the same unit pricing with the bidder's y businesses in establishing credit.			
20	Negotiating joint venture and part	tnership arrangements with minority businesses in or minority business participation on a public			
20		and policies to enable minority contractors and			
Total GFE Poir	nts (Claimed by Bidder):	Total GFE Points (Assessed by PWC):			

In accordance with NCGS 143-128.2(d) the undersigned will enter into a formal agreement with the firms listed in the Identification of Small Disadvantaged Business Participation schedule conditional upon execution of a contract with the Owner. Failure to abide by any applicable statutory provision may constitute a breach of the contract. The undersigned hereby certifies that he or she has read the terms of the MWDBE business commitment and is authorized to bind the Bidder to the commitment herein set forth.

Date:	Name of Authorized Officer:		
	State of North Carolina, County of		
SEAL	Subscribed and sworn to before me this Notary Public	day	20
	My commission expires		

Affidavit B: Intent to Perform Contract with Own Workforce

Affidavit of	
	(Name of Bidder)
I hereby certify that it i	s our intent to perform 100% of the work required for contract:
	(Name of Project)

In making this certification, the Bidder states that the Bidder does not customarily subcontract elements of this type project, and normally performs and has the capability to perform and will perform all elements of the work on this project with his/her own current workforces; and will complete all elements of this project without the use of subcontractors, material suppliers, or providers of professional services.

The Bidder agrees to provide any additional information or documentation requested by the Owner in support of the above statement.

The undersigned hereby certifies that he or she has read this certification and is authorized to bind the Bidder to the commitments herein contained.

Date:	Name of Authorized Officer:			
	State of North Carolina, County of			
(SEAL)	Subscribed and sworn to before me this Notary Public	day	20	-
	My commission expires			

ATTACH TO BID ATTACH TO BID ATTACH TO BID

Affidavit C: Percentage of MWDBE Participation

Affidavit of			
	(Name of	Bidder)	
I hereby certify that on contract:			
	(Name of		
\$			
	(Dollar Amour	nt of Total Bid)	
I will expend a minimum of% Disadvantaged Business Enterprises (M providers of professional services. Such	WDBE). MWDBE	s will be employed as:	subcontractors, vendors, or
Name, Address, & Phone No.	*MWDBE Category	<u>NAICS</u>	% of Contract

^{*}MWDBE categories: Black-African Americans (B), Hispanic-Americans (H), Asian- Americans (A), Native-Americans (I), Women (F), Socially/Economically Disadvantaged (D)

Pursuant to NCGS 143-128.2(d), the undersigned will enter into a formal agreement with MWDBEs for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the Bidder to the commitment herein set forth.

Date:	Name of Authorized Officer:	
	State of North Carolina, County of	
SEAL	Subscribed and sworn to before me thisday20 Notary Public	
	My commission expires	

Affidavit D: Good Faith Efforts

If Owner determines using reasonable discretion that Affidavit C is insufficient, Bidder agrees to provide the following information regarding any good-faith efforts.

Name, Address, & Phone No.	*MWDBE Category	NAICS	<u>% Value</u>

*MWDBE categories: Black-African Americans (B), Hispanic-Americans (H), Asian-Americans (A), Native-Americans (I), Women (F), Socially/Economically Disadvantaged (D)

Bidder may be requested to provide documentation of the Bidder's good-faith efforts. Examples of documentation may include the following:

- a. Copies of solicitations for quotes to MWDBEs. Each solicitation may include a specific description of the work to be subcontracted, location where bid documents can be reviewed, representative of the Prime Bidder to contact, and location, date and time when quotes must be received.
- b. Copies of quotes or responses received from each firm responding to the solicitation.
- c. A telephone log of follow-up calls to each firm sent a solicitation.
- d. For subcontracts where a MWDBE is not considered the lowest responsible sub- bidder, copies of quotes received from all firms submitting quotes for that particular subcontract.
- e. Documentation of any contacts or correspondence to MWDBE, community or contractor organizations in an attempt to meet the goal.
- f. Copy of pre-bid roster.
- g. Letter documenting efforts to provide assistance in obtaining required bonding or insurance for MWDBEs.
- h. Letter detailing reasons for rejection of a MWDBE due to lack of qualification.
- i. Letter documenting proposed assistance offered to MWDBEs in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letter of credit, including waiving credit that is ordinarily required.

Failure to provide the documentation as listed in these provisions may result in rejection of the bid and award to the next lowest responsible and responsive Bidder.

Date:	Name of Authorized Officer:			
	State of North Carolina, County of			
(SEAL)	Subscribed and sworn to before me this Notary Public	day	20	
	My commission expires			

Affidavit E: Identification of MWDBE/Local Participation

	(Name of Bidder)		
I hereby certify that on contract:			
	(Name of Project)		
We will use the following Minority, W Local (Cumberland, Hoke, Harnett C providers of professional services.	•	• •	•
Name, Address, & Phone No.	*MWDBE Category / **Local	NAICS	% Value
*MWDBE categories: Black-African Americans (I), Women (F), Socially/ **Local: Fayetteville Metropolitan St County, and Harnett County. PWC use of local entities will not be conserved.	Economically Disadvantaged (D) atistical Area (MSA) comprising of is requesting this information for re	Cumberland Co	ounty, Hoke es only, and
The total value of MWDBE/loca	al business contracting will be	%	
Date:	_Name of Authorized Officer:		
/	te of North Carolina, County of		
	oscribed and sworn to before me the cary Public		
My	commission expires		

FAYETTEVILLE PUBLIC WORKS COMMISSION MWDBE ADD / CHANGE FORM

If a MWDBE subcontractor fails to complete work under the subcontract for any reason, the recipient must require the prime contractor to employ the good faith efforts set forth in the MWDBE Program if soliciting a replacement or additional subcontractor.

For MWDBE Change Request, please provide all information below:

Prime Contractor:				
Subcontracted Work:				
Previous Subcontractor:				
Reason this for change requ	ıest:			
New Subcontractor:		MWE	DBE Category:	
To Add MWDBE Subcontra	actor/Subcontra	cted work:		
Project Bid Information subroriginal MWDBE instructions firms contacted to perform the not reasonably available firm	nittal, then good to sindicate. Please his work along with his in the work are ullest extent prac	faith efforts to solicit a M\ e provide all good faith eff th any additional good fai ea. PWC's MWDBE Prog ticable. If solicitations we	not documented in the original NDBE must be documented, as the forts below showing all the MWDBE th efforts or evidence that there are ram requires that good faith efforts are not carried out due to being	
Name, Address, & Conta	ct Information	MBE or WBE and Certifying agency	How was this firm contacted (email, letter, or Phone) and what was the result of the solicitation? *	
*Must submit copies of emails o	r letters. If phone ca	alls were made this sheet ca	n serve as documentation of calls	
Date:	Name	of Authorized Office	r:	
State of North Carolina, County of				
SEAL Subscribed and sworn to before me thisday20				
	My commiss	sion expires		

SMALL LOCAL SUPPLIER / MWDBE SUBCONTRACTOR DISCLOSURE FORM

Contractor:		
Address & Phone:		_
Project:		
Name:		
Pay Application #		
Please complete the below form by providing the to each subcontractor, vendor, or supplier for the application. This form must be fully completed a	ne work associated with the	identified pay
Firm Name, Address, and Contact Information	Payment Amount	Type of Work/Commodity (Include NAICS Code)
	_	
Signature		
Printed Name	Title	
Date	-	

PWC At a Glance



Customers



· In operation since 1905 (117 years)

· Provide Electric, Water and Wastewater Services

Total Customers: 119.788

· Number of Services: 284,395

•Electric: 82,376 •Water: 90,548

·Wastewater: 90,226

· Customers with 2+ services: 75%

Annual Customer Turnover: 20-25%

Customer Service



· Annual Customer Contacts: 444,622

· Average Monthly Calls: 30,468

· Annual Bills Generated: 1.4 Million

· Customer Incentive Programs: 13

· Annual Water Leak Notifications: 22,476 (19.4 million gal)

Employees



· Number of Employees: 622

· Average Tenure of Employees: 10.33 years

· Average Age: 44.77

Annual Turnover: 9.6%*

Annual Hours Worked: 1.3 Million

*non retirement

Facilities



· Butler-Warner Generation Plant (268 MW)

PO Hoffer Water Treatment Facility (39.5 MGD)

· Glenville Lake Water Treatment Facility (18.0 MGD)

· Cross Creek Water Reclamation Facility (25 MGD)

Rockfish Creek Water Reclamation Facility (21 MGD)

· Electric Service Area: 147 Sq. Miles

Water Service Area: 115 Sq. Miles

Wastewater Service Area: 108 Sq. Miles

Electric Operations



Purchase Wholesale Power from Duke Energy

· Only NC municipal system to own/operate a generation plant (Dispatched for use by Duke Energy)

Generation Capacity: 268 MW

· Annual MWH Sold: 1.9 Million

System Peak: 499 MW (Feb. 9, 2015)

Reliability Rate: 99.97%

• Electric Distribution Substations: 32

· Distribution Lines: 1.351 miles

· Transmission Lines: 123 miles

Streetlights/Area Lights: 37,580

Water/Wastewater Operations



· Population Served: 225,000

· Drinking Water Treated: 10.6 Billion Gallons/Year

• 100% Compliant for all EPA Drinking Water Standards

Daily Water Treatment Capacity: 57.5 MG/Day

Daily Wastewater Treatment Capacity: 46 MG/Day

· Water/Wastewater Infrastructure: 2,772 miles

• Hydrants: 8,423

Sanitary Sewer Lift Stations: 78

Manholes: 32.855

Financial



Annual Operating Budget: \$397.5 Million

Total Assets: \$1.5 Billion

 Bond Rating: Aa2 (Moody's), AA (Standard & Poor) AA (Fitch)

Annual Local Purchases: \$9.4 Million

 Operations & Maintenance Expenses per Customer: \$505 (\$557 National Median)

· Annual Cash Contributions to City of Fayetteville in Lieu of Taxes: \$12.4 Million

Annual Streetlight Services: \$3.9 Million

Annual Annexation Construction Costs: \$5.9 Million

Total Annual Contributions to City of Fayetteville:

\$24.1 Million