



**REQUEST FOR STATEMENT OF QUALIFICATIONS**

**PWC2526074 REBID**

**ELECTRICAL SYSTEM SUPPORT GAP ANALYSIS  
AND DOCUMENTATION PROJECT**

**Date of Issue: May 20, 2026  
Submission Deadline: June 9, 2026  
3:00 p.m.**

**Direct all inquiries concerning this RFQ to:**

**Nikole Bohannon  
Procurement Manager  
[procurement@faypwc.com](mailto:procurement@faypwc.com)**

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**REQUEST FOR STATEMENT OF QUALIFICATIONS FOR PROFESSIONAL SERVICES  
ELECTRICAL SYSTEM SUPPORT GAP ANALYSIS AND DOCUMENTATION PROJECT  
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 electrical engineering/industrial/safety/electric power/energy production consultant to provide professional services related to Electrical System Support Gap Analysis and Documentation Project.

**PURPOSE AND BACKGROUND**

PWC is seeking to conduct a Gap analysis of existing documentation and processes, and to develop standard operating procedures and processes for the maintenance of current equipment in PWC substations, in accordance with industry standards. The analysis of current documentation, identification of gaps, development of site- and equipment-specific troubleshooting trees, and development of site- and equipment-specific maintenance and troubleshooting procedures will assist PWC in ensuring all equipment is maintained, reducing outages, and increasing safety within the organization.

**PROJECT SCOPE**

PWC is seeking a qualified electrical engineering/industrial/safety/electric power/energy production consultant to provide a comprehensive Gap analysis of documentation for all current equipment in PWC’s substations, and to develop processes and standard operating procedures. The consultant will be required to visit all substation locations to prepare the Gap analysis, provide recommendations to improve current documentation, and develop operating procedures for site and specific equipment maintenance and troubleshooting. The consultant should be prepared to provide digital photographs catalogued to show equipment by class, type, test setups, and troubleshooting. Documentation development will ensure that equipment is properly maintained to meet PWC standards and improve operational reliability.

**TASKS**

1. Gap Analysis of Existing Documentation & Processes
  - a. Consultant will be required to visit all substation locations to review and evaluate equipment and establish development priority with PWC for completeness and accuracy.
  - b. Collect information for each site to establish a comprehensive equipment list for establishing assessment criteria to include:
    - i. OEM Model Number
    - ii. Customer Equipment Naming Convention
    - iii. Site Location
    - iv. Voltage Class (as applicable)
    - v. Transmission System Location (as applicable)
    - vi. Development Priority

- c. Perform a Gap analysis of existing maintenance, testing, and troubleshooting documentation to include the following:
    - i. Develop Gap analysis criteria for maintenance, testing, and troubleshooting procedures specific to PWC's goals and review with PWC.
    - ii. Incorporate PWC's comments and update criteria as necessary.
    - iii. Review PWC provided technical materials against the developed equipment list to determine the following:
      - 1. Sufficient technical material exists to develop site and equipment-specific maintenance, testing, and troubleshooting procedures, and
      - 2. The existence of existing PWC developed procedures, processes, and/or "best practices" that could be incorporated into future procedures
    - iv. Develop a deficiency list associated with the overall completeness of the PWC-provided technical materials and suggested resolution.
  - d. Perform a Gap analysis of existing Lockout/Tagout (LOTO) and job safety process documentation to include the following:
    - i. Develop GAP analysis criteria for existing LOTO and job safety process documentation specific to industry standards and AWARDED CONSULTANT's standards and review criteria with PWC.
    - ii. Incorporate PWC comments and update criteria as necessary.
    - iii. Review the PWC provided LOTO program and job safety processes against industry standards to determine the following:
      - 1. Processes exist that sufficiently cover the minimum industry standard for job safety and LOTO programs, and
      - 2. PWC employees are sufficiently trained in existing PWC-specific processes, and
      - 3. Recommendations to improve existing safety processes and LOTO program.
    - iv. Develop a deficiency list associated with the existing LOTO program and job safety processes.
  - e. Develop an overall Gap Analysis Report and PowerPoint Presentation with detailed results of all analysis, criteria, deficiencies, and recommended solutions.
  - f. Review findings and recommendations with PWC for disposition.
  - g. Issue Change Order for balance of Scope of Work, as required.
  - h. Transmit electronic versions of the Gap Analysis Report and PowerPoint Presentation to PWC in both native and PDF format.
2. Develop Site and Equipment-Specific Troubleshooting Tree
- a. Based on a list of PWC sites and specific equipment, develop the following based on development priority:
    - i. Equipment testing and troubleshooting tree (flow chart) based on site, equipment, voltage class, system location, and list of potential faults.

- ii. Based on fault criteria, provide procedure options to follow established per Task 3:
  - 1. General Repair Procedure
  - 2. Parts Replacement Procedure
  - 3. Parts Removal and Installation Procedure
- b. PWC Review and Comment Incorporation
  - i. Submit draft versions to PWC for review
  - ii. Receive, incorporate comments, and finalize the troubleshooting tree
  - iii. Transmit electronic versions to PWC in both native format and PDF format
- 3. Develop Site and Equipment-Specific Troubleshooting and Maintenance Procedures
  - a. Based on a list of PWC sites and specific equipment, develop the following based on development priority:
    - i. Level 1: Per the OEM requirements, PWC SME, and AWARDED CONSULTANT's SME, develop testing procedures for each piece of equipment specific to each site location
      - 1. Quantity to be determined and finalized based on the established equipment list from Task 1 with subsequent Change Order.
    - ii. Level 2: Per the OEM requirements, PWC SME, and AWARDED CONSULTANT's SME, develop General Repair Procedures for each piece of equipment specific to each site location based on specific faults as determined by the testing procedures.
      - 1. Quantity to be determined and finalized based on the established equipment list from Task 1 with subsequent Change Order.
    - iii. Level 3: Per the OEM requirements, PWC SME, and AWARDED CONSULTANT's SME, develop Parts Replacement Procedures for each piece of equipment specific to each site location based on specific faults as determined by the testing procedures.
      - 1. Quantity to be determined and finalized based on the established equipment list from Task 1 with subsequent Change Order.
    - iv. Level 4: Per the OEM requirements, PWC SME, and AWARDED CONSULTANT's SME develop Parts Removal and Installation Procedure for each piece of equipment specific to each site location based on specific faults as determined by the testing procedures.
      - 1. Quantity to be determined and finalized based on the established equipment list from Task 1 with subsequent Change Order.
    - v. AWARDED CONSULTANT's standard format must include the following:
      - 1. Purpose
      - 2. Safety Precautions
      - 3. Required Tools and Materials

4. Required Parts
  5. Required Consumables
  6. LOTO Requirements
  7. Prestart Checklist
  8. Procedure Checklist
  9. Quality Point Identification Checklist
  10. Documentation of Results
  11. References
  12. Attachments
- vi. As required, schedule call(s) and interview(s) with PWC SMEs to obtain site-specific details.
- b. Coordinate with PWC SME onsite to perform the following:
    - i. Observe in progress equipment maintenance activities and capture all relevant details while maintenance is being performed.
    - ii. Take equipment-specific photos for inclusion into the final set of procedures while maintenance is being performed, to include:
      1. Catalogue of photos by class, type, and test setups
      2. Photos of equipment for troubleshooting key areas of focus
      3. Photos of equipment in various stages of disassembly or maintenance activities
      4. Photos to support proper setup of tools
      5. Photos of inspection result findings
      6. Photos of improper setup
  - c. Provide drafted procedures for final technical review:
    - i. Provide procedures to Electrical SMEs working in high and medium voltage substations for review
    - ii. Provide procedures to Safety SMEs for review
    - iii. Incorporate SME comments into draft procedures
  - d. PWC Review and Comment Incorporation
    - i. Submit draft versions of technical materials to PWC for review.
    - ii. Receive, incorporate comments, and finalize technical materials.
    - iii. Transmit electronic versions to PWC in both native format and PDF format.

## **DELIVERABLES**

1. Gap Analysis Report for existing maintenance, testing, and troubleshooting documentation

2. Gap Analysis Report for existing LOTO documentation, to include improvements and training recommendations
3. PowerPoint Presentation of findings of Gap Analysis
4. Site and equipment-specific troubleshooting trees
5. Site and equipment-specific testing procedures
6. Site and equipment-specific general repair procedures
7. Site and equipment-specific parts replacement procedures
8. Site and equipment-specific parts removal and installation procedures
9. Provide digital photographs to catalogue equipment by class, type, and test setups, and for troubleshooting of key areas of focus to identify issues

**EXPERIENCE REQUIRED**

Firms should demonstrate experience in:

- Electrical and mechanical systems, specifically substations, system voltage, sub-transmission, and distribution of electricity to the power grid
- NESC, OSHA, LOTO, and other safety requirements for work within the electric substation and utility space
- Preparation of Gap analysis and recommendations
- Preparation of documentation of procedures and processes as it relates to substation equipment, to include the following:
  - Digital photography of equipment
  - Site and equipment-specific troubleshooting tree
  - Site and equipment-specific testing procedures
  - Site and equipment-specific general repair procedures
  - Site and equipment-specific parts replacement procedures
  - Site and equipment-specific parts removal and installation procedures

**RFQ SCHEDULE**

Action	Responsibility	Date/Time
Question Deadline	Vendors	Friday, May 29, 2026, at 3:00 p.m.
Addendum Deadline	PWC	Tuesday, June 2, 2026, at 5:00 p.m.
RFQ Submission Deadline	Vendors	Tuesday, June 9, at 3:00 p.m.
Award Contract	PWC	June 2026

**QUESTIONS**

Written questions shall be e-mailed to [procurement@faypwc.com](mailto:procurement@faypwc.com) by the date and time specified in the RFQ schedule. Firms will enter “RFQ #PWC2526074– Questions” as the subject of the email.

Questions received prior to the submission deadline date, the Procurement Manager’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.

If an Addendum is issued that requires acknowledgment, signature, or submission, it must be included with the firm's Statement of Qualifications. Firms are responsible for incorporating any required information from the Addendum into their response. However, acknowledgment and submission of the Addendum are only required if the Addendum specifies such requirements. Failure to comply with these instructions may result in disqualification of the proposal. Firms are responsible for ensuring that all issued Addendums are received and reviewed as part of their submission.

## **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 (30% 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 (20% 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 at least three (3) similar projects.
  - References that list PWC will not count toward the required three (3).

#### **Section 5 – Project Approach and Understanding (15% 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 firm’s 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.

#### **ECONOMIC IMPACT (EI) PROGRAM PARTICIPATION**

Fayetteville PWC supports fair and open competition in all procurement activities and encourages participation from qualified businesses of all sizes. For the purposes of PWC procurements, a qualified business is one that demonstrates the capacity, capability, and resources to perform in accordance with the specifications, terms, and conditions of the solicitation. PWC also recognizes the value that small and locally based suppliers bring to the community and to the efficiency of its operations.

While no specific business certification is required for award, bidders that are certified as a North Carolina Historically Underutilized Business (HUB), Disadvantaged Business Enterprise (DBE),

Small Business Administration (SBA)-certified firm, or PWC Small Local Supplier (SLS) are encouraged to participate and, when applicable, to indicate that status on the SDDBE/SLS/Local Disclosure Form included in this solicitation.

## **VENDOR REGISTRATION VIA ISUPPLIER**

All vendors interested in doing business with PWC must register as a vendor through the iSupplier Portal using the link below. The iSupplier self-service portal enables vendors to have real-time access to information regarding purchase orders, invoices, and payments through a secure environment. Attach a copy of your W9 to your online registration.

<https://www.faypwc.com/isupplier-doing-business-with-pwc/>

## **SUBMISSION INSTRUCTIONS**

Email an un-redacted and redacted PDF of the Statement of Qualifications to the PWC Procurement Department at [procurement@faypwc.com](mailto:procurement@faypwc.com) no later than the date and time specified in the RFQ schedule.

## **AWARDING OF PROJECTS**

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. 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, 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**

Firms 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. Firms 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). Firms hereby pledges, attests, and warrants through execution of this Agreement that the firm 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 the firm 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), the firm 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. The firm 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. The firm certifies that the signatory to this Contract is authorized by the firm to make the foregoing statement.

**ATTACHMENT A: CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

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The Primary Participant, \_\_\_\_\_ (major third party contractor), certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(If the primary participant is unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification.)

THE PRIMARY PARTICIPANT \_\_\_\_\_ CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE THERETO.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**ATTACHMENT B: SMALL AND DISADVANTAGED BUSINESS (SDBE), SMALL LOCAL SUPPLIER (SLS), AND LOCAL BUSINESS DISCLOSURE FORM**

Prime Contractor: \_\_\_\_\_  
 Address & Phone: \_\_\_\_\_  
 Project: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Pay Application # \_\_\_\_\_

Please complete the form below by providing the necessary information for the payments made to each subcontractor, vendor, or supplier for the work associated with the identified contractor application for payment. This form must be fully completed and attached to each contractor application for payment.

<b>Firm Name</b>	<b>SDBE, SLS, or Local</b>	<b>Construction Trade or Supplies</b>	<b>Payment Amount</b>
<i>Ex. ABC Company</i>	<i>SDBE – NC HUB M</i>	<i>Hauling</i>	<i>\$25,000.00</i>
<i>Ex. DEF Enterprise</i>	<i>SLS – PWC</i>	<i>Paint</i>	<i>\$600.00</i>
<i>Ex. GHI Incorporated</i>	<i>Local – Fayetteville</i>	<i>Tire Repair</i>	<i>\$2,000.00</i>

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Printed Name

\_\_\_\_\_  
 Title

\_\_\_\_\_  
 Date

# ATTACHMENT C: AT A GLANCE

PLACEHOLDER (to be replaced once bid document is converted to PDF)

## PWC At A Glance

**PWC Fayetteville's Holytown Utility**

### Customers

- In operation since 1905 (116 years)
- Provide Electric, Water and Wastewater Services
- Total Customers: 119,380
- Number of Services: 273,794
  - Electric: 82,304
  - Water: 90,430
  - Wastewater: 89,913
- Customers with 2+ services: 75%
- Annual Customer Turnover: 20-25%

### Customer Service

- Annual Customer Contacts: 433,794
- Average Monthly Calls: 31,452
- Annual Bills Generated: 1.4 Million
- Customer Incentive Programs: 13
- Annual Water Leak Notifications: 21,850

### Employees

- Number of Employees: 651
- Average Tenure of Employees: 10.37 years
- Average Age: 44.59
- Annual Turnover: 6.0%\*
- Annual Hours Worked: 1.2 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)
- Electric Service Area: 147 Sq. Miles
- Water Service Area: 163 Sq. Miles
- Wastewater Service Area: 142 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: 99.9906%
- Electric Distribution Substations: 32
- Distribution Lines: 1,351 miles
- Transmission Lines: 142 miles
- Streetlights/Area Lights: 37,441

### Water/Wastewater Operations

- Population Served: 225,000
- Drinking Water Treated: 11.2 Billion Gallons/Year
- 100% Complaint for all EPA Drinking Water Standards
- Daily Water Treatment Capacity: 57.5 Million Gallons
- Daily Wastewater Treatment Capacity: 46 Million Gallons
- Water/Wastewater Infrastructure: 2,700 miles
- Hydrants: 8,300
- Sanitary Sewer Lift Stations: 82

### Financial

- Annual Operating Budget: \$405.2 Million
- Total Assets: \$1.44 Billion
- Bond Rating: Aa2 (Moody's), AA (Standard and Poor), AA (Fitch)
- Annual Local Purchases: \$25 Million
- Operations & Maintenance Expenses per Customer: \$432 (\$556 National Median)
- Annual Contributions to City of Fayetteville in Lieu of Taxes: \$11.4 Million
- Annual Streetlight Services: \$3.9 Million
- Annual Economic Development: \$1.2 Million (thru 2021)

# ATTACHMENT D - SERVICE AGREEMENT SAMPLE

**PLACEHOLDER FOR SERVICE AGREEMENT SAMPLE. Will combine the file with the RFQ PDF.**

Last revised September 5, 2023

For the internal use of Fayetteville Public Works Commission only		
Requester/Responsible Employee:		
Project Title:		
Contract Number:		(Assigned by Procurement)
Purchase Order Number:		
Bid Number (if applicable)		
Account String (w/Budget Code):		(for project funding)
Not to Exceed Amount:		
Completion or Termination Date:		
Work Scope/Purpose:		
<p><b>Notes: (1) This Amendment may be utilized for all services (including legal, accounting, and consulting services). However, (a) for services subject to G.S. 143-64.31 (including but not limited to engineering and surveying services), PWC must first comply with the applicable RFQ requirement, unless exempted by law; and (b) for Information Technology, as defined in G.S. 143B-1320, PWC must first comply with applicable RFP requirements set forth in G.S. 143-129.8.</b></p> <p><b>(2) A purchase order must be generated by Procurement and approved by the CFO to encumber funds.</b></p>		

**SERVICE AGREEMENT**

This Service Agreement ("Agreement") is made by and between Fayetteville Public Works Commission ("PWC"), a North Carolina public authority, and \_\_\_\_\_ ("Provider"), a \_\_\_\_\_ (each of PWC and Provider is referred to herein as a "Party" and collectively as the "Parties"), as of the date of execution last written below (the "Effective Date"). For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

- Services.** PWC retains Provider to \_\_\_\_\_ as more particularly described in Exhibit A attached hereto and incorporated herein by this reference (the "Services"). The Services shall be completed on or prior to the deadline(s) set forth in Exhibit A, but in any event no later than \_\_\_\_\_. In the event of a conflict between the provisions of this Agreement and the provisions of any attachment or exhibit to this Agreement, the terms of this Agreement shall govern. Provider shall not use the existence of this Agreement or the name of Fayetteville Public Works Commission as part of any commercial advertising or marketing of products or services without the prior written consent of PWC.
- Service Standards.** Provider shall perform and deliver the Services in accordance with (a) the professional skill and care ordinarily exercised by other providers delivering services on the same or similar projects; (b) Provider's professional licensing obligations; and (c) all applicable laws. Provider shall notify PWC promptly of the discovery of errors, omissions, discrepancies, or inconsistencies in the Services rendered. If any of the Services that Provider renders or work product, which includes but is not limited to reports, analyses, designs, specifications, plans, drawings, and other documents, that Provider delivers to PWC contain