

CLAYTON COUNTY WATER AUTHORITY

Request for Proposal

JDE E-1 CNC MANAGED SERVICES AND IBM POWER 6/7 SUPPORT SERVICES

Proposal Opening: Tuesday, June 17, 2014 at 3:00 p.m. (local time)

A D D E N D U M # 1

Dated: June 05, 2014

*Acknowledgment of receipt of this addendum **MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.***

REVISIONS:

- 1) **Division 1 – Section 2: General Overview** on page 1-2.14 has been revised. Please delete paragraph 2.9 (Evaluation Criteria) and replace it with the following revised paragraph:

2.9 Evaluation Criteria

Proposals will be evaluated by CCWA staff and ranked based on the following criteria items 1-4 below. CCWA staff will then evaluate the cost submission portion of the proposals. Ranking of proposals and proposed contract award will be made at the sole discretion of the CCWA.

- 2) **Division 2 – Section 4: Required Proposal Forms** on page 2-4.1 was revised to include the “Special Provisions” Form provided on page 1-2.15 of the RFP package as part of the required proposal submittals. Please replace page 2-4.1 of original proposal package with **page 2-4.1 R** provided with this Addendum.
- 3) **Division 3 – Section 1: Master Service Agreement Form** Attachment B – Compensation, on pages 3-1.22 through 3-1.24 of the bid package has been modified. Please replace those pages with the revised Attachment B, pages **3-1.22 R through 3-1.24 R** provided with this Addendum.

QUESTIONS:

- 1) **If we would like to make changes to the MSA, when do those changes need to be submitted by?**

Response: Any exceptions to the MSA must be submitted in writing with your proposal response.

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- 2) **Please could you send us minutes of the Pre-Proposal Conference Call meeting or any other addendums/notes that are pertinent to the RFP response?**

Response: Please refer to Revisions 1 and 2 above which were covered in the Pre-Proposal Conference Call meeting.

- 3) **Please could you also advise of the list of respondees / attendees on this RFP to date.**

Response: A list of attendees to the Pre-Conference Call Meeting is provided below. Please note this list includes the vendors who provided their phone number information prior to the conference call, as requested by CCWA:

COMPANY NAME	REPRESENTATIVE	CONTACT INFORMATION
CSS International, Inc.	George Mah	Phone: 678-957-1915 Email: george_mah@cssus.com
Enspire Partners	Brian Whitfield	Phone: 678-730-6966 Email: brianw@espirepartners.com
iConsortium, INC.	Tony Brackett	Phone: 603-487-5477 Email: t.brackett@theiconsortium.com
Manageforce Corporation	John Hughes	Phone: 630-592-8727 Email: jhughes@manageforce.com
PCM	Trish Sutterfield	Phone: 770-752-0900 Ext. 5521 Email: Trish.Sutterfield@pcm.com
PCM	Peder Lundblad	Phone: 770-752-0900 Ext. 75535 Email: Peder.Lundblad@pcm.com
Velocity Technology Solutions, Inc.	Michael Caponigro	Phone: 646-884-6638 Email: Michael.caponigro@velocity.cc
Clayton County Water Authority	Daniel Holverson	Phone: 770.960.5676 Email: DHolverson@ccwa.us
Clayton County Water Authority	Karen Riser	Phone: 770-960-5236 Email: KRiser@ccwa.us
Clayton County Water Authority	Kathy Bogaert	Phone: 770-960-5223 Email: KBogaert@ccwa.us

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- 4) Division 1, Section 2.5 – Executive Summary: Section requesting bidder to document our upgrade, implementation and support methodology.
Other than E1 tools release upgrades, are there additional implementations and/or upgrades planned/anticipated during the support contract's period of performance?

Response: See response to question #6.

- 5) Division 1, Section 2.5 – Executive Summary: Section requesting bidder to document our upgrade, implementation and support methodology.
If so, do you expect that these upgrade and/or implementation activities will take place under this contract?

Response: See response to question #6.

- 6) Division 1, Section 2.5 – Project Understanding and Approach: A.9. Upgrade Support.
Can you please explain what upgrades and mock upgrades, other than E1 tools releases, are planned that would be included under this contract?

Response: Minor tools releases which CCWA would expect to be covered in this proposal might trigger the utilization or at least the configuration of the items in the list. In addition, CCWA has the Employee Self Service Portal implemented, and does plan to start using Business Services, so CCWA would expect the proposer to be fully knowledgeable in these areas. In addition, the JDE philosophy change to quarterly releases may also have an impact on these areas.

- 7) Division 2, Section 1 – Item #12: Proposals for public works whose price exceeds \$100,000.00 must be accompanied by a certified check, cashier's check, or acceptable bid bond in an amount not less than five percent (5%) of the amount proposal.
Please reiterate what was stated on the pre-proposal conference: that this paragraph does not apply to this contract, even if the price exceeds \$100,000.

Response: Bonds including bid, payment and performance are not required for this procurement.

- 8) Division 2, Section 1 – Item #36: Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the successful Proposer understands and

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agrees that compliance with the requirements of O.C.G.A.13-10-91 and Georgia Department of Labor Rule 300-10-02 are conditions of this proposal and contract document. The Proposer further agrees that such compliance shall be attested by the Proposer and any of his Subcontractors by execution of the appropriate Affidavit and Agreement included after the Agreement Form of these documents.

Please clarify if the following stated requirements apply to subcontractors if they are located off-shore (e.g., India) and will not be performing any physical activities within the United States.

Response: The immigration requirements are for physical activities/services provided in Georgia.

- 9) Division 2, Section 1 – Item #36: Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the successful Proposer...

Does such a subcontractor need to certify/sign the included affidavits and agreements?

- O.C.G.A 13-10-91
- GA Dept of Labor Rule 300-10-1-.02

Response: The immigration requirements, whether for the prime contractor or any subcontractor, are for physical activities/services provide in Georgia.

- 10) Division 2, Section 5 – Cost Proposal Form:

For the Development work, is there an expectation of only a single rate?

The Cost Proposal Form only has a single spot for a single rate.

However on Attachment B - Compensation for the Statement of Work shows that there can be several rates based on labor categories.

Response: See Revision #3.

- 11) **General:**

- a) **How much will the lack of “Utility or Water Service” specific type of references impact selection process?**

Response: It will be given due consideration as part of the evaluation based on the points outlined in the respective criteria component. However it is not the only factor for the respective criteria component.

- b) **Page 1-2.3, Section 2 - Top indicates list customers in last 2 years where you have gained skills for a list of CNC type projects however, it states at**

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the bottom of the list it needs how we would recommend to CCWA pursuing the list of initiatives above for the same list. Please provide clarity of the request for this section?

Response: This section was included to gauge proposers overall level of competency in these areas, as subjects may come up that are related to these areas.

- c) **Page 1-2.6, Section A - Item 2 – Does CCWA have an estimated amount of hours in mind?**

Response: Hours should be estimated as to whatever the proposer feels is appropriate to accomplish the defined objectives, or do provide an estimate if you feel comfortable proposing fee for the activities regardless of hours required.

- d) **Page 1-2.8, Section D - Items 1- 3 – High Availably is reference to JDE up time and issue resolution only. This is not intended to be an RFP for Disaster recovery, correct?**

Response: That is correct. It is CCWA's expectation that that the JD Edwards environment will be available per agreed on uptime.

- e) **Section E – Item 1 - Will RPG programing or CL programming skills be needed by CCWA from the proposer?**

Response: It is possible, but unlikely that these skills would be needed. CCWA have some items written in RPG and CL that run on the job scheduler.

- f) **Page1-2.11, Section I Item 10 – Coordination of installation of servers – This will be the CNC internal support to another CNC actually performing the work or one in the same?**

Response: It is CCWA's expectation the proposer would lead the efforts, potentially supported by an internal CCWA resource.

12) Work Processing details:

- a. **What level of batch activity do you expect for your environment? High, Medium, Low**

Response: CCWA does not consider our activity level to be high, however, we do have approximately 15-20 batch jobs that run on a highly scheduler.

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- b. Estimate of the number of concurrent high priority batch jobs that will be run during times when users are also active on the system.**

Response: Job Queues are threaded, so we have some jobs running when users are on the system, but do not consider them to be high priority.

- c. Estimate/average number of Batch jobs submitted per month including Scheduled Jobs**

Response: CCWA estimates the max number of jobs at approximately 40/day including scheduled jobs.

- d. Peak Sales Orders per hour:**

Response: CCWA does not use JDE Sales Order.

- e. Average Lines per sales Order:**

Response: CCWA does not use JDE Sales Order.

- f. Job/Batch Scheduling tools used:**

Response: JDE built in scheduler, IBM Power 7 built in scheduler.

- g. Average Number of Update packages per month:**

Response: Approximately 3-5.

- h. Average Number of User/Password/Role/Security changes per month:**

Response: The majority of our changes are password resets, very few additional changes.

- i. Average number of ESUs per month:**

Response: Approximately 1-2, if that many.

13) EDI/Interfaces:

- a. Receiving and/or sending transactions through EDI? Y/N**

Response: NO

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- b. **Approximate peak lines per hour to be processed in each time frame***

Day _____ Night _____

Response: N/A

- c. **Provide 3rd party interfaces used to provide input into the JD Edwards EnterpriseOne applications:**

Response: DSI (Inventory) Harris (A/P related refund checks)

- d. **Interfaces to be CNC responsibility or Business Units or Mixed:**

Response: Mixed.

14) Portals

- a. **How many total registered users will there be?**

Response: NOTE: Portal may go away with the next upgrade which is anticipated to occur in 2015, replaced with JDE Pages. Approx. 380 Employee self Service.

- b. **How many active users will there be during the peak hours?**

Response: Seasonal at present.

- c. **List specific WebSphere Portal requirements**

Response: We run standard Employee Self Service Portal utilizing JDE functionality with minor wording modification. So we expect standard requirements of Portal using IBM Power 7/6 (production and development).

15) Other requirements:

Response:

- | | | |
|------------------------------|-----|-----|
| a. LDAP | Y/N | NO |
| b. SSO | Y/N | NO |
| c. Oracle BI Publisher | Y/N | NO |
| d. 3rd Party Forms Software | Y/N | YES |
| e. 3rd Party Database tools | Y/N | NO |
| f. Oracle OneView Reports | Y/N | NO |
| g. 3rd Party Reporting Tools | Y/N | YES |
| h. High Availability | Y/N | YES |

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- | | | |
|------------------------|-----|---|
| i. Failover | Y/N | YES (Not automatic) |
| j. Replication | Y/N | YES (Not real time, ftp in the evening) |
| k. In-house Developers | Y/N | YES |

16) Contract/Proposal Requirements

a. Division 2 Section 1:5.

In the event that PCMG's proposal contains proprietary information, the RFP states that the information must be identified and accompanied by a signed affidavit. Is there a standard affidavit that CCWA requires or should we provide one of our own?

Response: There is not a standard affidavit form as you will have to develop your own and identified all protected information.

b. Division 2 Section 1:6.

The RFP states that proposals must be made on the enclosed Proposal Form. Reference is also made in other areas of the RFP to the Proposal Form and the information that it's required to contain. Is CCWA referring to the Cost Proposal Form or is there an additional Form?

Response: Yes, the Cost Proposal Form.

c. Division 2 Section 1:12.

The RFP states that Proposals whose price exceeds 100K must be accompanied by a bid bond check. My understanding from our representative at the pre-proposal meeting was that an addendum would be issued to remove this requirement. Has an addendum been issued? Can addenda be viewed and printed from the CCWA website?

Response: Bonds are not required for this procurement. This is the first addendum and yes, this addendum will be posted on CCWA website.

d. Division 2 Section 1:18.

The RFP states that copies of all communication pertaining to proposals must be sent to the Contracts, Compliance and Risk Management Section. Can CCWA please clarify and/or provide contact information for this requirement?

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Response: All communications are to be sent via email to CCWA_Procurement@ccwa.us which is the Contracts, Compliance and Risk Management monitored email address.

e. Division 2 Section 1:23.

The RFP states that failure to complete the work within the period specified in the Proposal Form shall result in payment to CCWA of liquidated damages in an amount provided for by contract for each calendar day in excess of contract time. There is no prepared space on the Cost Proposal Form for work completion time periods. Where would CCWA prefer that this information be provided? Also, how will liquidated damages amounts be determined in the contract?

Response: The RFP is to establish costs and rates. Work will be assigned on a per Statement of Work in which liquidated damages will be addressed, if required for that specific project.

17) System Support

a. Details on IBM i Configurations: SPT/Rack configs/details etc. if available.

Response: Power 720, Power 520 with Hardware Management Console

b. Total # of partitions (instanced) to be monitored (including OS version, and CPU/memory allocation and primary function)

Response:

Power 720 – 1 Host, 3 Virtual Lpars

Power 520 – 2 physical Lpars

c. Any associated Windows systems requiring monitoring? If so, please provide server function, OS version, HW configuration

Response: Deployment server, Windows base VM, running Win 2008 R2 64 bit.

d. Is onsite support required for CNC Support only or is there a requirement for iSeries System support onsite on occasion also?

Response: Requirement for onsite support, although rare, is possible for both CNC and IBM Power series. We would expect escalation to onsite if proposer cannot address issues remotely.

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- e. **Expectations for System Service provider for disaster recovery declaration and testing**

Response: CCWA Responsibility.

- f. **What is the RPO (Recovery Point Objective) and RTO (Recovery Time Objective)**

Response: RPO 24 Hours, RTO 48 hours.

- g. **DR Testing (Simulated or real)**

Response: CCWA Responsibility.

- h. **If provider has DR responsibilities, can provisions be made to charge a Declaration Charge (charge for priority services during a disaster declaration)?**

Response: CCWA Responsibility.

- i. **Will the system provider be required to manage the tape backup processes? If so, please provide backup schedule(s) and drive/media types**

Response: CCWA Responsibility.

- j. **Are tapes going offsite?**

Response: Yes.

- 18) **Section 2, A #2: Please clarify CCWA's expected frequency for the following CNC activities. (These activities are on request and can vary depending on the customer's needs).**

Activity	Recommended	CCWA Expectations
Full PD Package Build/Deploy	Monthly	Quarterly
Full PY Package Build/Deploy	Monthly	Quarterly
Full DV Package Build/Deploy	Monthly	Quarterly
PD Update Package Build/Deploy	Weekly	As needed, 2-3 per week
PY Update Package Build/Deploy	Daily	As needed, 2-3 per week

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DV Update Package Build/Deploy	Daily	As needed, 2-3 per week
Technical Tools Release Update	Semi-Annually	Semi annual
Data Refresh	Quarterly/As-needed	6 times a year
ESU/ASU Install	As-needed	As-needed
User Security Changes	As-needed	As-needed
Performance Tuning	Quarterly/As-needed	As-needed
Job Queue management	Monthly	Monthly
WC message purge	Monthly	User Managed
Package management	Monthly	Monthly
Print Queue Management	Monthly	Every 45 days
Log File Cleanup	Weekly	Monthly JDE, daily in Power 7
Temp file cleanup	Weekly	Monthly JDE, daily in Power 7
SQL Package cleanup	Monthly	Nightly
Server/Service restart	Monthly	JDE services 5 days a week

- 19) Section 2, A #3: With agreed upon SLA's, what would be the expectation of the dedicated resource? (We assign our customers with a primary and secondary CNC, but in the event they are unavailable, we typically involve our other CNC's to help out. Would CCWA allow this?)**

Response: Yes, allowed.

- 20) High Availability Support: What are the anticipated needs and hours for HA? Is your business from 8-5 Monday through Friday or do you need HA 24/7/365?**

Response: While our business hours are more 8-5, it is our expectation that the system will be monitored 24x7. In addition, many JDE activities are usually performed in off hours.

- 21) High Availability #3: Sometimes UBE errors can be normal, what is your threshold for your decision?**

Response: Depends on the specific UBE.

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- 22) **MSA:** It appears you would like us to sign the MSA “as is”, how do you propose we handle changes to the MSA? If changes are allowed, do the changes need to be submitted before proposal is due?

Response: See response to question #1.

- 23) **What are CCWA maintenance windows?**

Response:

System is down from 5:30 pm – 7:30 pm for backups
Scheduled jobs run from 7:30 pm – 12:00 midnight Mon-Fri
Also, Scheduled jobs run from 12:00 midnight – 12:30 am Saturday
Weekly backup starts at 1 am Monday and runs until complete.

NOTE: Amount of time required for backups will be reduced due to new disk to disk backup solution being acquired July 2014 (current backup is LTO3 tape).

- 24) **What are CCWA expectations for hardware and OS support? What is CCWA’s proposal for troubleshooting issues below the application layer?**

Response: Expect proposer to be responsible for care and feeding of IBM Power 7/6 environments, including troubleshooting, PTF’s tools and escalation of issues to vendor. Physical access to equipment to be coordinated with CCWA staff – CCWA staff to perform tasks on equipment as required. Windows hardware and OS and associated equipment to be coordinated with CCWA designated staff.

*Acknowledgment of receipt of this addendum **MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.***

SIGNATURE

COMPANY NAME

Date

Division 2

Proposal Submittals

Section 4: Required Proposal Forms – R E V I S E D

The following forms must be submitted with the proposals:

- A) Cost Proposal Form – This must be submitted in a separate sealed envelope and placed within the completed sealed RFP submittal package.
- B) Partnership Certificate. If this form does not apply to your company, please write “Non-Applicable” or “N/A” and submit with your proposal package.
- C) Proposer Qualification Information, including References.
- D) Georgia Security and Immigration Compliance Act of 2006 (2-9.1)
- E) Contractor Affidavit and Agreement (2-9.2)
- F) Sub-Contractor Affidavit (2-9.3)

If a Contractor/Subcontractor will not be performing any services under this contract, the Contractor/company submitting the proposal MUST also complete, sign, date, and have both Affidavit forms notarized, and make proper notation of "N/A" - Not Applicable.

Clayton County Water Authority (CCWA) cannot consider any proposal which does not include the completed affidavits. It is not the intent of this notice to provide detailed information or legal advice concerning the Georgia Security & Immigration Compliance Act of 2006, as amended on May 11, 2009. All Proposers intending to do business with CCWA are responsible for independently apprising themselves and complying with the requirements of that law and its effect on CCWA procurements and their participation in those procurements.

➤ Division 1 – Section 2: General Overview:
Special Provisions Form on page 1-2.15.

END OF SECTION

Division 3

Contract Forms

Section 1: Agreement Forms

ATTACHMENT B — COMPENSATION - Revised

This attachment is to the AGREEMENT between _____, ("Service Provider"), and CLAYTON COUNTY WATER AUTHORITY ("CCWA"), for a PROJECT generally described as: **JDE E-1 CNC Managed Services and IBM Power 6/7 Support Services** as executed on the ____ day of _____, 20____. All terms and conditions of said AGREEMENT and STATEMENT OF WORK NO. _____ are incorporated herein by reference.

The purpose of this Attachment is to define the manner of compensation of Service Provider by CCWA regarding the above-mentioned Project.

ARTICLE I. COST REIMBURSABLE - PER DIEM COMPENSATION

Under the Cost Reimbursable-Per Diem Compensation method, payment by CCWA to Service Provider will be as follows:

A. COST REIMBURSABLE-PER DIEM (TIME AND EXPENSE)

For Services enumerated in ARTICLE 1, Service Provider shall be paid Service Provider's Per Diem Rates as listed below plus Direct Expenses if Service Provider is not paid a Fixed Price (see Section B below). There shall be no service charge due on sales and use taxes.

Service Provider's Per Diem Rates, for each employee category, will be the rates in effect as the time that each Statement of Work was executed and dated as shown on Attachment A to the AGREEMENT. Generally speaking, compensation schedules will have the following format;

INSERT FEE/RATE SCHEDULE which is all-inclusive for all services.

B. FIXED PRICE PAYMENT

In the event CCWA and Service Provider determine not to compensate Service Provider pursuant to the Cost Reimbursable-Per Diem structure described in Section A above, Service Provider shall be paid a Fixed Price by CCWA. The Fixed Price sum shall be considered the total and complete payment for all Services and Work Product rendered by Service Provider pursuant to the Statement of Work from the date said Statement of Work was executed and dated, as shown on Attachment A to the AGREEMENT, through the date of Final Acceptance. There shall be no service charge due on sales and use taxes.

Division 3

Contract Forms

Section 1: Agreement Forms

Service Providers' Fixed Price sum shall be as follows:

C. BUDGET

A budgetary amount, excluding taxes, will be established in the Statement of Work for Services in ARTICLE 1. Service Provider will make reasonable efforts to complete the work within the budget and will keep CCWA informed of progress toward that end so that the budget or work effort can be adjusted if found necessary.

Service Provider is not obligated to incur costs beyond the indicated budgets, as may be adjusted, nor is CCWA obligated to pay Service Provider beyond these limits.

When any budget has been increased, Service Provider's excess costs expended prior to such increase will be allowable to the same extent as if such costs had been incurred after the approved increase provided Service Provider provides written notice to CCWA of such excess costs prior to any approved increase.

D. PER DIEM RATES

Per Diem Rates are those hourly rates charged for work performed on the project by Service Provider's employees of the indicated classifications. These rates are subject to annual calendar year adjustments by agreement of CCWA and Service Provider, include all allowances for salary, overheads and fees, but shall not include allowances for Direct Expenses, subcontracts and outside services.

E. DIRECT EXPENSES

Direct Expenses are those necessary costs and charges incurred for the project and are specifically identified as the direct costs of transportation, meals and lodging, mail, special CCWA approved project-specific insurance, letters of credit, bonds, and equipment and supplies; (2) Service Provider's current standard rate charges for direct use of Service Provider's vehicles, laboratory test and analysis, printing and reproduction services, and certain field equipment; and (3) Service Provider's standard project charges for computing systems, special health and safety requirements of OSHA, telecommunications services, and, if applicable (4) _____

Division 3

Contract Forms

Section 1: Agreement Forms

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature _____

Name (printed) _____

Title _____

Dated this _____ day of _____, 2014

Attest: _____

Affix Seal

For [insert Service Provider's name] _____

Signature _____

Name (printed) _____

Title _____

Dated this _____ day of _____, 2014

Attest: _____

Affix Seal

END OF SECTION