



Engineering Services Committee
Meeting

Commission Chamber- 9/23/2013- 1:00 PM

ENGINEERING SERVICES

1. Approve and authorize execution of an agreement between Augusta and the University of Georgia Research Foundation, Inc. Savannah River Ecology Laboratory (SREL) for the continuation of research and data collection related to bird activity around the constructed wetland treatment system. ☐ Attachments
2. Provide necessary signatures on furnished Memorandum of Understanding to include Augusta Utilities Department water and sanitary sewer main relocations in the Georgia Department of Transportation contract, through competitive bidding, for GDOT Projects STP00-1105-00(004) & BHSLB-1105-00(005), PI No. 245320 & 245325, Richmond County C.R. 65/Windsor Springs Road from S.R. 88 to Willis Forman Road - TIA and C.R. 65/Windsor Springs Road at NS # 734145P in Hephzibah. ☐ Attachments
3. Consider proposal from Woolpert, Inc. to provide and implement Citiworks at a cost not to exceed \$627,355. RFQ 12-221 ☐ Attachments
4. Discuss Augusta Utilities changing the "due dates" of water payments and the impact it is having on the citizenry. ☐ Attachments
(Requested by Commissioner Mason)
5. Approve/ratify the application from GDOT for Local Maintenance and Improvement Grant (LMIG), to be used for Belair Road construction, as requested by AED. ☐ Attachments
6. Motion to approve the minutes of the Engineering Services Committee held on September 9, 2013. ☐ Attachments
7. Motion to approve the continued funding of the current On- ☐ Attachments

Call Tree Removal Services Contract in the amount of \$200,000, and the On-Call Vegetation Maintenance Contract in the amount of \$500,000 from the Transportation Investment Act (TIA) discretionary account. Funding is solely for the purposes of hazardous tree removal and pruning; and vegetation maintenance along the county's roadway system, which is within the criteria of transportation discretionary fund usage, as requested by AED.

8. Motion to approve an Option for the purposes of acquiring a Right-of-Way between George Bowen, as owner, and Augusta, Georgia, as optionee, in connection with the Marks Church Road Reconstruction Project, 0.008 acre (366.85 sq. ft.) in fee more or less and N/A acre of permanent easement, more or less; and (1,075.02 sq. ft.) of temporary construction easement, more or less, and N/A temporary driveway easement on Project Marks Church Road Reconstruction, from property located at: 2906 Raes Creek Road, private, at the purchase price of \$1,800.00. ☐ Attachments
9. Motion to approve an Option for the purposes of acquiring a Right-of-Way between James C. Folk as Successor Trustee to the James M. Green Trust, as owner, and Augusta, Georgia, as optionee, in connection with the Belair Road Improvement Project, consisting of (1,642 sq. ft.) in fee, more or less, and (110 sq. ft.) of permanent easement, more or less; and (1,390 sq. ft.) of temporary construction easement, more or less, on Project the Belair Road Improvement, from property located at: 3840 Belair Road, private, at the purchase price of \$2,754.00. ☐ Attachments
10. Motion to approve an Option for the purposes of acquiring a Right-of-Way between Claude Robert Wilkes, Sr., and Barbara A. Wilkes, as owner, and Augusta, Georgia, as optionee, in connection with the Belair Road Improvement Project, consisting of (N/A sq. ft.) in fee, more or less, and (1,050 sq. ft.) of permanent easement, more or less; and (1,050 sq. ft.) of temporary construction easement, more or less, on Project the Belair Road Improvement, from property located at: 3830 Belair Road, private, at the purchase price of \$1,950.00. ☐ Attachments
11. Presentation by Ms. Peccola Turner regarding maintenance of the city. ☐ Attachments
12. Notice of \$144,548.45 payment to Blair for emergency ☐ Attachments

support services, to provide appropriate fire protection and water quality in the Berckmans Road area.

13. Receive as information Traffic Engineering's purchase of materials to upgrade traffic signals on Reynolds Street. (Referred from September 9 Engineering Services Committee) ☐ Attachments
14. Receive as information a review of the first 60 days of the solid waste collections contract. ☐ Attachments

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**Engineering Services Committee Meeting
9/23/2013 1:00 PM**

2013-2014 Agreement Between Augusta and Savannah River Ecology Laboratory

Department:	Utilities
Caption:	Approve and authorize execution of an agreement between Augusta and the University of Georgia Research Foundation, Inc. Savannah River Ecology Laboratory (SREL) for the continuation of research and data collection related to bird activity around the constructed wetland treatment system.
Background:	In the late 1990's Augusta negotiated an agreement with the Federal Aviation Administration (FAA) to allow the Utilities Department to continue to develop the constructed wetland treatment system which follows the James B. Messerly Water Pollution Control Plant. One of the conditions of that agreement is that Augusta will monitor the activity of birds in the vicinity of the constructed wetland and the Augusta Regional Airport in order to insure there is no adverse impact on airport operations due to the wetland construction. Augusta has enlisted the services of the Savannah River Ecology Laboratory to conduct this monitoring as a research program funded by the Utilities Department. The proposed program for this includes activities which are designed to study the effects of methods used to reduce the attractiveness of the wetland system to certain types of birds during the migratory season. The total cost of the proposed research program for this year is \$108,038.00.
Analysis:	The research program to date has yielded important data to support the development of the constructed wetland system at the current location. Continued monitoring of the bird activity and development of additional data will provide valuable information about the effectiveness of wildlife management activities as well as document the continued beneficial use of the wetlands as a wildlife habitat. This program should continue for at least another 3 years to provide this documentation.
Financial Impact:	The total cost of the proposed research program for 2013-2014 is \$108,038.00. Three additional years would not exceed \$120,000.00 per year.

Alternatives: 1) Approve the program for the 2013-2014 plus three additional years, 2) Approve the program for just one year, 3) Discontinue the research program, or 4) Negotiate a scaled-back program at a lower cost.

Recommendation: We recommend that the proposed research program be approved and executed by the Mayor on behalf of Augusta. We further recommend that this program be extended for an additional 3 years at a maximum annual cost of \$120,000.00. The cost and scope of the program would be negotiated annually by the Utilities Department and approved by the Administrator based on the results of the previous year's research. If the negotiated cost exceeds \$120,000.00 in any year the agreement would be brought back to the Commission.

**Funds are Available
in the Following
Accounts:** 507043420-5212115

REVIEWED AND APPROVED BY:

**Finance.
Procurement.
Law.
Administrator.
Clerk of Commission**

AGREEMENT BETWEEN
THE UNIVERSITY OF GEORGIA RESEARCH FOUNDATION, INC.
SAVANNAH RIVER ECOLOGY LABORATORY
AND
AUGUSTA - RICHMOND COUNTY, GEORGIA

Effective, October 1, 2013, the University of Georgia Research Foundation, Inc., Savannah River Ecology Laboratory, hereinafter called the “University”, accepts from Augusta - Richmond County, a political subdivision of the state of Georgia through its Board of Commissioners, hereinafter called the “Sponsor”, a research grant, the conditions of which are as follows:

I. Objectives: There are six objectives of this research grant. **First**, the University will continue to develop and add to a previously-established aerial survey database describing the abundance and distribution patterns of waterfowl (ducks, geese, and swans), wading birds (herons, egrets, ibises, wood storks), other waterbirds (American coots, grebes, gallinules, cormorants, anhingas, gull species), raptors, and avian species of special interest (bald eagles, ospreys) using man-made wetlands in the vicinity of Augusta Regional Airport at Bush Field, hereinafter called the “Airport”. Specifically, additions to this database will continue to describe use by the aforementioned species of the nearby Messerly Wastewater Treatment Plant’s artificial wetlands and Merry Land and Investment Company’s Brickyard Ponds. **Second**, the University will continue to conduct ground-based bird movement surveys at both the Airport and the adjacent artificial wetlands. These ground-based surveys are designed to provide time-and location-specific information regarding the daily patterns of movement, altitude, and behavior of flocking bird species such as blackbirds and larger-bodied bird species including waterfowl, wading birds, and birds of prey. **Third**, the University will continue to serve as a resource to Airport personnel by providing assistance for the purpose of identifying birds involved in collisions with aircraft at the Airport and otherwise consulting with Airport personnel on bird issues. **Fourth**, the University will continue to examine historical and updated bird strike data from the Airport to identify patterns that may be associated with the construction and operation of the artificial wetlands. **Fifth**, the University will conduct a once-per-week evening qualitative assessment of blackbird use of the wetlands during October – March to guide bird harassment efforts conducted by the Sponsor’s bird-harassment team. At the time of these assessments, University personnel will also provide assistance to the bird-harassment team members to refine their use of bird-harassment tools. **Sixth** and finally, the University will summarize the above data in a manner so as to provide Airport and Augusta Utilities Department officials useful information for identifying potential bird hazards in the vicinity of the Airport, guiding bird control efforts, and gauging the effectiveness of bird control measures over time.

II. Programs: The co-principal contractors/investigators, Robert A. Kennamer and Dr. I. Lehr Brisbin, Jr., Savannah River Ecology Laboratory, will direct the programs. The contractors/investigators will be assisted by certain technical consultants. Commitments as to the extent of the obligations of these investigators will be the responsibility of the co-principal

investigators, within the scope of the work plans approved by the Sponsor. Work plans for accomplishing each of the objectives listed above are attached.

III. Funds: (a). For the work accomplished by the University during the grant period from October 1, 2013 – September 30, 2014 (total cost - \$108,038), the Sponsor will pay the University \$108,038 upon submission of periodic invoices and upon receipt of evidence approved by the Sponsor that the work programs are progressing. Budgets for the research programs are attached.

(b). If this research grant is terminated prior to the end of the grant period, payments by the Sponsor shall be provided based on the actual incurred and/or obligated expenditures as of the date of termination.

(c). Expenditures shall be made at the discretion of the co-principal investigators in conformity with the approved budgets and work plans and in relation to the fiscal policies of the University.

IV. Liability: To the extent provided by Georgia law, each party agrees to be responsible for any and all liability including claims, demands, losses, costs, damages, and expenses of every kind and description, or damages to persons or property, arising out of or in connection with, or occurring during the course of this contract, where such liability is founded upon or grows out of the acts or omissions of any of the officers, employees, or agents of the party. The University assumes no responsibility for its interpretation of the data collected under these studies, with regard to aircraft accidents occurring as the result of bird strikes at the Airport.

V. Reports: The co-principal investigators will submit eight (8) copies of a final report to the Sponsor on November 1, in the year of the investigation's completion, covering all aspects of these investigations, in accordance with the conditions defined in the work plan agreed to by the University and the Sponsor. Interim presentations summarizing the results to date of the study, as described above, may be provided to the Sponsor if requested.

VI. Records: The University agrees to abide by the General Services Administration Federal Management Circular O.M.B. A-21 in regard to accounting for staff workloads.

VII. Publications: (a). The University shall have freedom of publication of the research conducted under this contract.

(b). All manuscripts written for publication will be a collaborative effort between the co-principal investigators and a designee of the Sponsor. In the event that no Sponsor collaborator is designated, the Sponsor will be provided two (2) courtesy copies of any manuscripts written by the co-principal investigators prior to publication.

(c). In the event that the Sponsor elects to provide data collected by the University under this research program to a third party for publication purposes, the co-principal investigators shall have the following options in regard to such publications: (1) The co-principal investigators and/or other University staff involved in the work may choose to be co-author(s) of the publication, with editorial privileges and/or (2) The co-principal investigators shall be allowed the option of having a disclaimer appear in the publication claiming no responsibility for the use and interpretation of data collected by the University.

VIII. Duration: (a). The period of performance shall be from October 1, 2013 – September 30, 2014.

(b). This research grant may be terminated at any time upon 30 days written notice by either party.

(c). The contract covering these research programs shall be renewable on an annual basis upon agreement of both the Sponsor and the University.

IX. Equal Opportunity Employment: During the performance of this contract, the University/Contractor agrees not to discriminate in its employment practices or subcontracts with regard to race, color, sex, age, religion, national origin or disability.

X. Inventions: Investigators/Contractors shall comply with the stipulations of P.L.96-517.

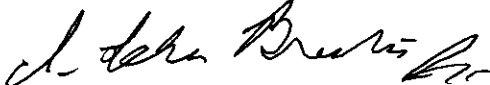
CO-PRINCIPAL CONTRACTOR/INVESTIGATOR

BY: 

DATE: 8/15/13

Robert A. Kennamer,
Research Professional I (Savannah River Ecology Laboratory)

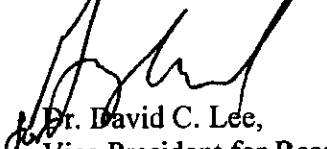
CO-PRINCIPAL CONTRACTOR/INVESTIGATOR

BY: 

DATE: 8/15/13

Dr. I. Lehr Brisbin, Jr.,
Senior Ecologist Emeritus (Savannah River Ecology Laboratory)

UNIVERSITY OF GEORGIA RESEARCH FOUNDATION, INC.

BY: 

Gary Rachel
Senior Grants Officer

DATE: 8/15/13

Dr. David C. Lee,
Vice President for Research and Associate Provost

AUGUSTA - RICHMOND COUNTY

BY:

DATE:

David S. Copenhaver,
Mayor

Attest: _____
Clerk of Commission

General Scope of Work for a Bird Study at Augusta Regional Airport at Bush Field and Messerly Wastewater Treatment Plant Constructed Wetlands Project

To effectively monitor bird populations that may or may not pose a hazard to air traffic operations, Savannah River Ecology Laboratory (SREL) proposes to continue aerial survey coverage of: (1) the artificial wetlands (i.e., Constructed Wetlands Project) constructed to process effluents from the Messerly Wastewater Treatment Plant, and (2) the Merry Land and Investment Company Brickyard Ponds. Continuation of minimal aerial bird surveys at only those two wetlands mentioned above is based upon prior weekly survey results (1998–2001) from a larger wetland complex indicating that these are the wetlands in the vicinity of Bush Field Airport that consistently attract the largest numbers of heavily-bodied birds such as geese, other waterfowl, wading birds, and flocking blackbirds to the vicinity of the airport where such species are of particular concern from the perspective of a potential aircraft-bird strike hazard. We will continue the minimal aerial bird surveys by maintaining the reduced frequency of these surveys at bi-weekly.

Item # 1

While limiting the extent of aerial surveys as described above, we also propose to continue ground-based bird movement surveys at both the airfield and the adjacent constructed wetlands. These ground-based surveys are designed to provide time- and location-specific information regarding the daily patterns of movement, altitude, and behavior of the larger-bodied bird species including waterfowl, wading birds, and birds of prey, as well as flocking blackbirds. This specific information will provide the type of detail that will allow airport management and flight controllers to continue to predict times, locations, and conditions of increased bird-strike hazard potential that would be of particular consequence to aircraft in the area. Furthermore, with the habitat alterations now being implemented at the artificial wetlands during fall/winter (i.e., airboat crushing of vegetation) and with active bird dispersal activities (e.g., pyrotechnics, or acoustics) now being used at the airfield and the artificial wetlands, these ground-based bird movement surveys have the further importance of helping to evaluate the effectiveness of these techniques and identifying any new problematic bird movement patterns that might be created by such bird disturbances.

This contract period will also include a series of qualitative assessments of blackbird use of the entire artificial wetlands and surrounding tree-line that will be used to guide the bird harassment activities conducted there. Particular areas within the wetlands harboring relatively large numbers of roosting blackbirds will be identified before, during, and after Augusta Utilities Department vegetation crushing by airboats. The results from these once-per-week assessments (conducted from October through March) will be communicated to the bird-harassment team so that optimizing adjustments can be made quickly to the bird harassment activities. These same evening visits to the wetlands will also be used to meet with the Sponsor's bird-harassment team members to train and refine their use of all the tools they have to work with, including the Avian Dissuader laser and various pyrotechnic/launcher devices. These qualitative assessments will further be used in the decision-making process to determine if and when vegetation crushing by airboats will need to be carried out.

In addition to bird surveys described above, the SREL co-principal investigators and/or technical consultants supported under this contract will act as an avian information resource by providing professional consultation to the Sponsor's bird-harassment team and Bush Field Airport personnel with regard to bird issues, including help in identifying the remains and/or photographs of any birds involved in aircraft strikes in the vicinity of Bush Field or in the effective use/deployment of bird-harassment techniques (e.g., sound, lasers, pyrotechnics, etc.) that may be used.

In order to keep the cost of this work as low as possible, we propose to continue to provide an annual report to Augusta that is similar in detail to the previous year's (2013) version that includes a comprehensive, yet simplified approach of summarizing the results primarily in tabular and graphical form (excluding detailed statistical analyses), with an accompanying Executive Summary explaining the meaning and importance of the data that have been collected. We will be available however to verbally discuss our findings with Augusta Utilities Department and Bush Field officials, including the Wildlife Control Specialist, as necessary. This approach will continue to be the most cost-effective in terms of directing a greater proportion of the overall budget to personnel who are involved directly with the collection and reporting of critical data.

Specific details for carrying-out the research programs of this study ([I] conducting aerial surveys of bird, [II] conducting ground-based bird-movement surveys, [III] conducting qualitative assessments of roosting blackbirds in the Constructed Wetlands Project with bird-harassment techniques refinement) are provided in the three individual scope of work plans that follow. Separate budgets for each of the three major study components are also provided.

RESEARCH PROGRAM I :

Scope of Work for Aerial Surveys of Birds at the Constructed Wetlands Project and the Merryland Ponds

(12 months, beginning October 1, 2013)

Wetland vegetation alteration such as the crushing by airboats now being used at the Constructed Wetlands has the potential to increase the undesired use of the Constructed Wetland Project by waterfowl and wading birds by reducing vegetation density and placing much of that vegetation at or below the water surface. Habitually, wading birds and in particular waterfowl, which may be drawn to the artificial wetland cells as a result of a vegetation crushing program, often remain at the water surface for much of the day once arriving at these destinations; they may even spend the night at such destinations with negligible/absent flight activity. Ground-based bird movement surveys of Research Program II are not designed to detect birds in wetlands unless they are visible to observers from ground level while actively engaged in flight. Maintaining a minimal plan for aerial bird surveys of the Constructed Wetlands of the Messerly Wastewater Treatment Plant and the Merry Land and Investment Company Brickyard Ponds will assure the detection of such undesired bird use should it occur. SREL personnel will engage the services of Augusta Aviation, Inc., based at Daniel Field Airport in Augusta, to provide aircraft and pilots for conducting aerial bird surveys over these study areas. These aerial surveys will be conducted in close coordination with Bush Field administrative officials and air-traffic controllers to assure safety of all aircraft operating in the vicinity of the airfield during the execution of these surveys.

During aerial surveys, SREL observers will reference only species and numbers of individuals from the following list: waterfowl (ducks, geese, and swans), wading birds (herons, egrets, ibises, wood storks), other large and/or flocking waterbirds (coots, cormorants, anhingas, gull spp.), and raptors (hawks, kites, vultures, bald eagles, ospreys). Sightings will be map-referenced at the time of occurrence. Other data to be included with each aerial survey are: date, beginning and ending times of the survey, local weather conditions (including temperature, wind speed, extent of wetland icing in winter, etc.), and sightings (map-referenced) of people, watercraft, or other disturbance-related activities taking place during the aerial survey. Actual duration of these aerial surveys will be approximately 45 minutes each, allowing additional flight time of about 10 minutes for travel time to and from Daniel Field and the possibility of surveys being interrupted by air-traffic controllers while other aircraft move through the survey area. Aerial surveys will be conducted from a height of approximately 400–500 ft and at a minimal, but safe airspeed given the prevailing weather conditions.

This project will include twenty-five (25) flights over a contract period of twelve (12) months to be executed at approximately bi-weekly intervals (no aerial surveys will be undertaken during the week of the Masters Golf Tournament). If inclement weather or aircraft unavailability precludes the completion of more than four (4) flights over the contract period, flights may be added to the end of the contract period or unused funds may be used for other purposes related to the study during the contract period, at the discretion of the Sponsor.

For the purposes of electronic data storage and summarization, map-referenced data from the aerial surveys will include only the Constructed Wetlands Project near the Messerly Wastewater Treatment Plant and the Merry Land and Investment Company Brickyard Ponds. Birds will be identifiable to individual wetland cells of the Constructed Wetlands Project. Data will be stored on a networked PC-workstation operating in a Microsoft-Windows environment. Upon project completion, all data will be provided to the Sponsor in a mutually agreeable database format (e.g., Microsoft Excel). Data summaries will be performed using the Statistical Analysis System (SAS Institute, Inc.). Summaries will include locational (wetland cell) differences in avian species assemblages and numbers, as well as temporal changes in bird distributions among wetland cells. Since bird use of the Constructed Wetlands Project will be specified by individual wetland cells, this aerial survey data will be used in conjunction with the vegetation alteration (i.e., airboat crushing) program conducted in wetland cells to determine if such alteration of the vegetation increases undesired use by waterfowl and other wetland bird species.

RESEARCH PROGRAM II :

Scope of Work for Ground-Based Bird-Movement Surveys at the Augusta Regional Airport at Bush Field and the Constructed Wetlands Project

(12 months, beginning October 1, 2013)

Based on previous aerial surveys of bird abundance and distribution in wetlands near the Augusta Regional Airport at Bush Field, relatively large numbers of large-bodied aquatic birds are found in the area, particularly during the winter period when migratory waterfowl are most abundant. In addition to the many waterfowl found in the area, numerous wading birds, divers including cormorants and anhingas, blackbirds, gulls, and raptors including vultures are known to frequent the area as well. Wetlands near Bush Field harboring the majority of these birds include the Merry Land and Investment Company Brickyard Ponds and the Constructed Wetlands Project of the Messerly Wastewater Treatment Plant. Based on previous ground-based bird-movement surveys, extremely large numbers (in the millions) of migrant blackbirds may move through airspace in the vicinity of Bush Field and the Constructed Wetlands Project in the fall/winter period on a twice-daily basis. These blackbirds, in particular, have created an annual period of increased hazardous conditions to aircraft operating in the area.

SREL personnel will continue to collect ground-based bird data to determine daily behavior and movement patterns (i.e., timing, directions, altitudes) of birds moving through the airspaces of Bush Field and the Constructed Wetlands Project. Emphasis will be placed on documentation of movements of flocking bird species such as blackbirds and large-bodied bird species such as waterfowl that are most likely to produce serious consequences when involved in collisions with aircraft.

Bird movements will be documented from routinely-monitored ground stations at Bush Field and the Constructed Wetlands Project. Stations selected at Bush Field (3) and at the Constructed Wetlands Project (1) in December 2001 will continue to be used to ensure adequate coverage of the areas of interest. The daylight hours will be divided into four approximately equal time blocks: (1) 15 minutes before sunrise until 9:00AM, (2) 9:01AM until 12:00PM, (3) 12:01PM until 3:00PM, and (4) 3:01PM until 15 minutes after sunset (Eastern Standard Times; one hour added when Eastern Daylight Saving Time is in use). Emphasis will be placed on the time blocks coinciding with sunrise and sunset, because most bird movements occur during these times of the day. Observations will be made at two different stations within two different time blocks daily, for two days each week, for four weeks each month of the study. This methodology allows for all possible combinations of the four locations and the four time blocks to be chosen monthly in a randomized design. Observations will be made over a 2.5 hr period and will consist of four 30-minute observation bouts with a 10-minute lapse between each observation period. Observations will be initiated at the beginning of a time block with the exception of the last time block, which will be timed so that the final 30-minute observation bout ends approximately 15 minutes after sunset. During the observation bouts, observers will scan the 360° horizon with binoculars, attempting to collect data on as many flying birds as possible with no upper limit on distance from the observer. Short movements by birds (<100m) or movements by small

passerine birds in flocks of less than 20 birds will not be recorded. Emphasis will be placed on movements of waterfowl (ducks and geese), wading birds (herons, egrets, ibises, wood storks), other large and/or flocking waterbirds (coots, cormorants, anhingas, gull spp., blackbird spp.), and raptors (hawks, kites, vultures, bald eagles, ospreys). During times of intense movements, observers will give priority to larger birds and larger flocks. Observations will be conducted regardless of weather conditions. In addition to meteorological data, the following data will also be recorded for each observation: time, species, actual or estimated number of individuals, approximate distance from the observer, approximate direction from observer, estimated altitude above land or water, approximate direction of bird movement, and flight behavior (e.g., level flight, soaring, landing, taking-off).

Data will be stored on a networked PC-workstation operating in a Microsoft-Windows environment. Upon project completion, all data will be provided to the Sponsor in a mutually agreeable database format (e.g., Microsoft Excel). For the purposes of electronic data storage and summarization, bird movement data from Bush Field and the Constructed Wetlands Project will be retained according to each of four observational stations. Data summaries will be performed using the Statistical Analysis System and/or JMP Pro (SAS Institute, Inc.). Summaries will be made for each observation station and will be comprised of avian species movement patterns including timing and direction of flight, flight altitudes, and temporal (annual and seasonal) changes in bird movement patterns.

As a part of this Research Program, the SREL co-principal investigators and/or technical consultants will act as an avian information resource by providing professional consultation to Bush Field Airport personnel with regard to bird-strike issues, including help in identifying the remains and/or photographs of any birds involved in aircraft strikes in the vicinity of Bush Field or in the effective use/deployment of bird-harassment techniques (e.g., sound, lasers, pyrotechnics, etc.) that may be used.

RESEARCH PROGRAM III :

Scope of Work for Conducting Qualitative Assessments of Roosting Blackbirds in the Constructed Wetlands Project with Bird-Harassment Techniques Refinement

(6 months, beginning October 1, 2013)

Based on previous ground-based surveys of bird abundance and movements in and around the Constructed Wetlands Project of the Messerly Wastewater Treatment Plant (WTP) near the Augusta Regional Airport at Bush Field, blackbirds numbering into the millions have been shown to roost at night within and adjacent to the Constructed Wetlands where they use the standing vegetation of the wetland cells as a roosting substrate. This behavior is particularly notable in the fall/winter months (November–February) when migratory blackbirds frequent the area. Fall crushing of standing vegetation in the entire Constructed Wetlands was first used as a successful habitat alteration for dissuading use of the wetlands by roosting blackbirds in November and December 2008, and the process was continued again in 2009 through 2012, each time successfully removing the blackbird roost. This vegetation crushing will be carried out once again as early as mid-October in 2013 by contractors working for the Augusta Utilities Department. Although not necessary in past years, multiple airboat crushing events in the same fall/winter may be required to maintain the desired vegetation alteration and thus keep roosting blackbird numbers in check as the season progresses, so insight as to whether/when vegetation re-crushing is needed will be valuable. In addition to altering habitat as a bird deterrent, the WTP operator prior to December 31, 2009, Operations Management International (OMI), Inc., first assembled a bird-harassment team in late 2008 to begin actively engaging the roosting blackbirds with the aid of propane cannons and other pyrotechnic/acoustic devices. Since January 1, 2010, operations of the WTP have been assumed by Environmental Services Group (ESG), Inc. and they have provided a bird-harassment team to continue the bird abatement program. As in 2009 through 2012, and with a continued desire to develop the activities of the bird-harassment team, SREL personnel will again make qualitative assessments of numbers of roosting blackbirds in the fall/winter of 2013-14 at all wetland cells and the surrounding tree-line that will be used to guide and coordinate the activities of the bird-harassment team. These same qualitative assessments will further be used in the decision-making process to determine whether/when vegetation re-crushing by airboats will need to be carried out. Additionally, SREL personnel will work with the bird-harassment team to increase basic bird knowledge and provide further training and refinement in their use of bird-harassment tools.

During this contract period, once-per-week visits to the Constructed Wetlands will be made from October through March. Since blackbirds roosting in the wetland cells arrive in the evening and depart at dawn, the assessments will concentrate on the evening arrival period. Observations will be conducted from 30 minutes before sunset until 30 minutes after sunset (Eastern Standard Times). Each evening while at the Constructed Wetlands, SREL personnel will qualitatively examine blackbird use of all wetland cells and the surrounding tree-line while traversing the site in a vehicle, noting areas of high-density bird-use and prioritizing areas for the concentration of bird harassment activities. SREL personnel will communicate the findings of these assessments within 24-hours to designated ESG and/or Augusta Utilities Department

personnel via e-mail (primary) or voice communication (secondary). SREL personnel will also assemble the communications/assessments made over the course of the 6-month period into a text record (pdf file) for inclusion with annual final report documents. SREL personnel will also coordinate to meet with bird-harassment team members while at the Constructed Wetlands for the purpose of general consultation on matters related to wetlands and birds, improving basic knowledge of bird identification/behavior, and providing training/refinement in the use of such devices as the Avian Dissuader laser, propane cannons, and various pyrotechnic/launcher devices.

Under this agreement, SREL personnel will only be responsible for conducting the assessments of bird use of the artificial wetlands and offering refinement of bird-harassment techniques associated with this scope of work. SREL will not assume responsibility for conducting the vegetation crushing or any other type of vegetation alteration. Costs and logistics for conducting the vegetation alteration and costs associated with bird-scaring devices and the actual bird harassment will be the responsibility of the Sponsor.

RESEARCH PROGRAM I :

Budget for Aerial Surveys of Birds at the Constructed Wetlands Project and the Merryland Ponds

(12 months, beginning October 1, 2013)

Personnel costs, including benefits

R.A. Kennamer (Co-PI; Research Professional, 5.0% FTE)	\$ 3,611.00
Salary: \$2,425 Actual Benefits @ 48.9%: \$1,186	
C. Eldridge (Research Professional, 5.0% FTE)	\$ 2,415.00
Salary: \$1,665 Benefits @ 45%: \$750	

Aircraft and pilot (Augusta Aviation, Daniel Field)

bi-weekly aerial surveys @ approx. 0.81 hr each	\$ 2,835.00
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Vehicle expenses

	\$ 700.00
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Expendable supplies

	\$ 150.00
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RESEARCH PROGRAM I DIRECT COST	\$ 9,711.00
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UGA/SREL INDIRECT COST (@ 34%)	\$ 3,302.00
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RESEARCH PROGRAM I: TOTAL COST	\$13,013.00
---------------------------------------	--------------------

Item # 1

RESEARCH PROGRAM II :

Budget for Ground-Based Bird-Movement Surveys at the Augusta Regional Airport at Bush Field and the Constructed Wetlands Project

(12 months, beginning October 1, 2013)

Personnel costs, including benefits

I.L. Brisbin, Jr. (Co-Principal Investigator, 3.56% FTE)	
Salary: \$4,249 Actual Benefits @ 12%: \$510	\$ 4,759.00
R.A. Kennamer (Co-PI; Research Professional, 65% FTE)	
Salary: \$31,525 Actual Benefits @ 48.9%: \$15,416	\$46,941.00
C. Eldridge (Research Professional, 20.0% FTE)	
Salary: \$6,659 Benefits @ 45%: \$2,997	\$ 9,656.00

Vehicle expenses

\$ 2,250.00

RESEARCH PROGRAM II DIRECT COSTS

\$63,606.00

UGA/SREL INDIRECT COSTS (@ 34%)

\$21,626.00

RESEARCH PROGRAM II: TOTAL

\$85,232.00

Item # 1

RESEARCH PROGRAM III :

Budget for Conducting Qualitative Assessments of Roosting Blackbirds in the Constructed Wetlands Project with Bird-Harassment Techniques Refinement

(6 months, beginning October 1, 2013)

Personnel costs, including benefits

R.A. Kennamer (Co-PI; Research Professional, 5% FTE)

Salary: \$2,425 Actual Benefits @ 48.9%: \$1,186 \$ 3,611.00

C. Eldridge (Research Professional, 6.0% FTE)

Salary: \$1,998 Benefits @ 45%: \$899 \$ 2,897.00

Vehicle expenses

\$ 700.00

Expendable supplies

\$ 100.00

RESEARCH PROGRAM III DIRECT COSTS

\$ 7,308.00

UGA/SREL INDIRECT COSTS (@ 34%)

\$ 2,485.00

RESEARCH PROGRAM III: TOTAL

\$ 9,793.00

RESEARCH PROGRAM II: TOTAL (from page 13)

\$85,232.00

RESEARCH PROGRAM I: TOTAL (from page 12)

\$13,013.00

GRAND TOTAL:

\$108,038.00

Item # 1

Prepared by: Robert A. Kennamer and Dr. I. Lehr Brisbin, Jr.
The University of Georgia
Savannah River Ecology Laboratory
P.O. Drawer E, Aiken, SC 29802

(803) 725-0387
rkennamer@srel.edu



Engineering Services Committee Meeting

9/23/2013 1:00 PM

Accept terms of memorandum of understanding with Georgia Department of Transportation concerning the costs of relocating water and sanitary sewer mains on GDOT Projects STP00-1105-00(004) & BHSLB-1105-00(005), PI No. 245320 & 245325, Richmond County C.R.

Department: Augusta Utilities Department

Caption: Provide necessary signatures on furnished Memorandum of Understanding to include Augusta Utilities Department water and sanitary sewer main relocations in the Georgia Department of Transportation contract, through competitive bidding, for GDOT Projects STP00-1105-00(004) & BHSLB-1105-00(005), PI No. 245320 & 245325, Richmond County C.R. 65/Windsor Springs Road from S.R. 88 to Willis Forman Road - TIA and C.R. 65/Windsor Springs Road at NS # 734145P in Hephzibah.

Background: The Georgia Department of Transportation is widening C.R. 65/Windsor Springs Road from S.R. 88 to Willis Forman Road - TIA and C.R. 65/Windsor Springs Road at NS # 734145P in Hephzibah. Due to these improvement the Augusta Utilities Department needs to relocate existing water and sewer lines that are in conflict with the proposed GDOT project. The Augusta Utilities Department will be solely responsible for the cost of the relocations. The Augusta Utilities Department has, with the permission of the commission, retained Jacobs Engineering Group to provide the design plans for the water and sewer relocation to be included in the GDOT project.

Analysis: Approving this memorandum of understanding will allow GDOT and the Augusta Utilities Department to move forward with their plans to include the relocation of the water and sewer in the GDOT project.

Financial Impact: At this time there will be no financial impact.

Alternatives: No alternatives are recommended.

Recommendation: We recommend the Commission agree to the terms of the memorandum of understanding with GDOT.

Cover Memo

Item # 2

**Funds are Available
in the Following
Accounts:**

At this time there will be no financial impact.

REVIEWED AND APPROVED BY:

**Finance.
Procurement.
Law.
Administrator.
Clerk of Commission**



Office of the Administrator

Frederick L. Russell, Administrator

Tameka Allen, Deputy Administrator
William Shanahan, Deputy Administrator

Room 801 - Municipal Building
530 Greene Street - AUGUSTA, GA. 30901
(706) 821-2400 - FAX (706) 821-2819
www.augustaga.gov

May 7, 2013

Mr. Tom Wiedmeier
Utilities Director
360 Bay Street
Augusta, GA 30901

Dear Tom:

The Augusta-Richmond County Commission, at their regular meeting held on Tuesday, May 7, 2013 took action on the following items.

14. Approved AUD's plan to change the billing cycle due by a net of 21 days over a 10-month period. (Approved by Engineering Services Committee April 22, 2013)
15. Approved engineering services agreement in the amount of \$91,330.00 to Jacobs Engineering Group Inc. for the Windsor Spring Road Utility Relocation Phases IV and V Project. (Approved by Engineering Services Committee April 22, 2013)
20. Approved funding in the amount of \$141,538.60 for the purchase of additional wetland mitigation credits to offset wetland areas disturbed during the Fort Gordon Force Main Sanitary Sewer Connection project. (Approved by Engineering Services Committee April 22, 2013)
29. Received as information the discussion regarding pay raises in the Augusta Utilities Department. (Requested by Commissioner Marion Williams)

If you have any questions, please contact me.

Yours truly,

Tameka Allen
Deputy Administrator

05-07-13: #14, #15, #20, #29

cc: Ms. Donna Williams
Ms. Geri Sams
Ms. Tanika Bryant

Georgia DOT Project: STP00-1105-00(004) & BHSLB-1105-00(005)
County: Richmond
GDOT P.I.: 245320 & 245325

MEMORANDUM OF UNDERSTANDING

between the
Georgia Department of Transportation (hereafter the DEPARTMENT)
and
Augusta/Richmond County(hereinafter called the OWNER)

Whereas the DEPARTMENT proposes to undertake a project to [CR 65/Windsor Springs Road from SR 88 to CR 1515/Willis Foreman Road & CR 65/Windsor Springs Road @ NS # 734145P in Hephzibah](#) in [Richmond](#) County by contract through competitive bidding, and:

Whereas the OWNER has the following utility facilities which will be within the project limits: [Water and Sewer](#).

Whereas the OWNER does not have adequate equipment and staff to adjust its facilities or for other reasons considers it advantageous to have this work included in the roadway contract to be let by the DEPARTMENT; and, now therefore:

The following is hereby mutually agreed to and understood by both parties:

1. The preliminary engineering, including preparation of detailed plans and contract estimate for the required water items will be accomplished by the OWNER or OWNER'S Consultant, the cost of which will be the responsibility of the OWNER. The plans shall provide for adjustment, relocation, or new installation of the OWNER'S facilities in accordance with the OWNER'S customary practices, standards, and details subject to conformance with the DEPARTMENT'S standard pay items and procedures for including such items in the project contract. In cases of discrepancy, the governing descending order will be as follows: (1) Special Provisions, (2) Project Plans (prepared by OWNER'S Consultant) including Special Plan Details, (3) Supplemental Specifications, (4) Standard Plans including DEPARTMENT'S Standard Construction Details, (5) Standard Specifications. The OWNER'S standard details should be labeled as "Special Plan Details" and included immediately in sequence behind the OWNER'S plans to avoid confusion with the DEPARTMENT's Standard Plans and Standard Construction Details. The OWNER shall provide plans using the DEPARTMENT'S title block design and in Microstation file format, and, if requested, on mylar sheets.
2. The plans and estimate shall be subject to approval by both the DEPARTMENT and OWNER prior to advertising for bids.

3. All work necessary for the adjustment or relocation of the described facilities in accordance with the final plans when approved shall be included in the highway contract and let to bid by the DEPARTMENT except as follows:

If necessary, the Owner will provide additional temporary and permanent easements, at its own expense, for any work outside of the acquisition limits shown on the project right of way plans, and shall certify possession in accordance with DEPARTMENT requirements prior to the Certification deadline for the project.

4. All construction engineering (layout, inspection) and contract supervision shall be the responsibility of the DEPARTMENT and the DEPARTMENT shall be responsible to assure that all utility work is accomplished in accordance with plans and specifications and to consult with the OWNER before authorizing any changes or deviations which might affect the OWNER'S facility. Engineering for plan revisions for the OWNER'S facilities shall be the responsibility of the OWNER and OWNER'S Consultant.
5. The OWNER and OWNER'S Consultant shall have the right to visit and inspect the work at any time and advise the DEPARTMENT'S Engineer of any observed discrepancies or potential problems. The cost of any OWNER or OWNER'S Consultant's visits or inspections will be the responsibility of the OWNER. The DEPARTMENT agrees to notify the OWNER when all utility work is complete and ready for final inspection and invite the OWNER to attend the final inspection or provide a corrections list to the DEPARTMENT prior to the final inspection.
6. After award of the highway contract, the OWNER will continue to maintain its facilities until adjustment or relocation begins on any segment of the facilities. Once adjustment or relocation begins on a segment of the facilities, the DEPARTMENT or its contractor will be responsible for the maintenance of the adjusted or relocated facilities until final acceptance is made for the work. Upon acceptance of the work and upon certification by the DEPARTMENT'S Engineer that the work has been completed in accordance with the plans and specifications, the OWNER will accept the adjusted or relocated facilities and will thereafter operate and maintain said facilities without further cost to the DEPARTMENT and its contractor.
7. The DEPARTMENT and OWNER agree that all matters will be governed by the DEPARTMENT'S Utility Accommodation Policy and Standards. It is contemplated by the DEPARTMENT and OWNER that a Contract Item Agreement will be executed by both parties that will supersede this memorandum. The cost for the water/sewer facilities shall be the responsibility of the OWNER and reimbursement to the DEPARTMENT shall be handled thru a Contract Item Agreement.

APPROVED FOR THE OWNER BY:

(Signature)

(Date)

(Title)

APPROVED FOR THE DEPARTMENT BY:

(Signature)

(Date)

State Utilities Engineer

(Title)

Contract Item Agreement to be required? YES
Preliminary Engineering Agreement to be required? No



**Engineering Services Committee Meeting
9/23/2013 1:00 PM**

Augusta Utilities Computerized Maintenance Management System (CMMS)

Department:	Utilities
Caption:	Consider proposal from Woolpert, Inc. to provide and implement Citiworks at a cost not to exceed \$627,355. RFQ 12-221
Background:	Augusta Utilities began to evaluate alternatives to its current Computerized Maintenance Management System for a number of reasons. These include the inability to open and close work orders in the field, the lack of an integrated inventory module, and the lack of communication between the CMMS and other software platforms the department utilizes such as our metering and billing system. Our current CMMS system is cumbersome and requires two full time staff to enter data. Managers do not have quick and easy access to work order information, making it more difficult to evaluate the productivity and efficiency of our staff.
Analysis:	We received six statements of qualifications representing five different software packages in response to our RFQ. The evaluation team selected Woolpert, Inc. to provide and implement the CMMS. The proposed fee includes providing the software, migrating legacy data from our current CMMS and develop custom integrations to the following systems: Motorola Customer Service Reporting (311 Center), our metering and billing system, and our financial accounting system. Woolpert will customize the system to support our processes and train our staff. We feel that the ability to better evaluate and manage data better is key to improving our efficiency and accountability.
Financial Impact:	Woolpert has proposed to provide the services described above and in the attached proposal on an time and materials basis not to exceed \$627,355. This project is budgeted, and funds are available in account 507043490-5424120/81300015-5424120.
Alternatives:	The Commission could elect not to approve this proposal.

Recommendation: We recommend that the proposal from Woolpert be approved.

**Funds are Available
in the Following
Accounts:** 507043490-5424120/81300015-5424120.

REVIEWED AND APPROVED BY:

Finance.

Procurement.

Law.

Administrator.

Clerk of Commission

City of Augusta, Georgia

Utilities Department

Cityworks Enterprise Asset Management System Implementation



STATEMENT OF WORK

July 2, 2013



Statement of Work

Cityworks Enterprise Asset Management System Implementation

City of Augusta, Georgia
Utilities Department

July 2, 2013

Prepared by Woolpert, Inc.
375 North Ridge Road, Suite 100
Atlanta, GA 30350
www.woolpert.com





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Cityworks Enterprise Asset Management System Implementation
Statement of Work

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DOCUMENT ACCEPTANCE

Table 1: Document Acceptance

Name		Date:	
Client, Project Manager	_____		_____
Name		Date:	
Woolpert, Project Manager	_____		_____
Name		Date:	
Woolpert, Project Director	_____		_____

CHANGE CONTROL

Table 2: Document Control

Change Record			
Date	Author	Version	Change Reference
2013.07.22	Ed Singer	02	Added scope items for the WTP implementation and integration with the City's IFAS application.

File name: Statement of Work_Cityworks AMS Implementation_Cityof
Augusta_Version01_20130702.docx



GENERAL

The City of Augusta Cityworks Server AMS implementation project consists of four main components:

1. Implementation of Cityworks Server AMS software (including Storeroom for materials management, and an integration to the City's existing CCTV pipe inspection application),
2. Integration of Cityworks Server AMS with the City's Motorola CSR application (for service requests),
3. Integration of the Cityworks Server AMS solution with the City's Customer Information System (yet to be selected and implemented), and
4. Conversion of legacy data into the Cityworks Server PLL database.

There are many related tasks and sub-tasks that have to be properly executed to ensure a successful outcome to this important project (such as business process review, custom application configuration, training, and testing). Our project methodology addresses all of the details of this complex project and ensures all aspects (people, processes, and technology) are comprehensively addressed in a logical order.

Our approach includes many opportunities for our technical staff to work alongside Client staff to transfer knowledge, such that by the time we take you live with your new Cityworks Server AMS solution, you will be system experts in your own right.

Services, and associated deliverables, are categorized into four (4) major phases, as presented in the following sections. Completion of each phase (in order) will culminate with the execution of a Phase Acceptance and Close document signifying the Client's acceptance of the services rendered to date and authorization for Woolpert to proceed with work on the next subsequent task. Each of these phases, along with the relevant tasks / Subtasks is described in detail in the following sections.

Our project plan and associated budget and schedule were developed based on the following bounding assumptions based on the City's RFP and subsequent discussions with Utilities Department staff:

- The following Utility Divisions will be implemented in the first phase (this Scope of Services)
 - Water Distribution
 - Sewer Collections
 - Lift Stations
- Water Distribution and Sewer Collections can be implemented as a common track
- The system will support a multitude of service request, work order, and inspection workflows
- Work orders will be configured to support the range of maintenance activities including preventative maintenance, scheduled corrective maintenance, un-planned reactive maintenance
- System configuration (service requests, work orders, inspections, and system reports) will provide full support of the City's CMOM program and meet existing permitting and consent order requirements
- Full system implementation is to occur over a multi-year period and include system use at the Water Treatment Plant, integration of SCADA systems, and advanced asset sustainability functionality. Future phases have not yet been scoped or scheduled
- The City is to identify and empower a Project Manager
- The City is to identify and empower two power users from each of the utility divisions to be implemented (water distribution, sewer collections, lift stations) for a total of six power users and one project manager. This will constitute the Client Core Team.



PROJECT MANAGEMENT

TASK PM.1: PROJECT ADMINISTRATION

Woolpert will provide the following general project management services:

- Develop, in cooperation with the Client's project manager, a project plan and schedule;
- Proactively manage and update project plan and schedule, as required, throughout the duration of the project. Project plan and schedule modifications will be facilitated upon common agreement between the Client and Woolpert in accordance with the issue control process detailed in the project plan;
- Coordinate project events with the Client's project manager and Woolpert team members;
- Author, edit, review, and distribute project documentation and technical reports as required;
- Facilitate in-process review meetings with the Client's project manager, committees, management, and end-users as scheduled, and appropriate, throughout the duration of the project;
- Perform miscellaneous project administration (e.g. arrange travel, internal project updates); and
- Anticipate problem areas and propose and facilitate solutions

Deliverables

- Draft and final project plan
- Monthly project status reports
- On-going project management, including resource allocation, invoicing and general consulting
- Password protected project collaboration environment and issue log management

Assumptions

- The activities discussed in this section will begin once a Written Notice-to-Proceed is received from the Client

Client Responsibilities

- Assemble a team of domain and technical experts and have representation of all divisions / work groups involved throughout all phases of the project
- Provide a point of contact for all project management issues and questions
- Review, comment and accept draft project work plan within five days of document delivery
- Schedule appropriate internal staff and provide facilities for on-site meetings and off-site conference calls
- Review and accept project status reports, or otherwise provide comments on same within a reasonable time frame

TASK PM.2: PROJECT KICK-OFF MEETING

As soon as is reasonably feasible, following receipt of the Written Notice to Proceed, Woolpert's project manager will work with the Client's project manager to schedule the kick-off meeting. This meeting will be facilitated on-site at the Client's offices for the purpose of: 1) establishing the necessary Project Management protocols to be adhered to by all stakeholders, 2) reviewing the Client's implementation goals and objectives with all team members, 3) identifying any Client-owned source documentation necessary to support the project, 4) identifying all critical path schedule milestones, and 5) addressing any outstanding scope or schedule questions that Client stakeholders may have. Said meeting shall be of a duration suitable for addressing each of the items previously listed. Development of



the kick-off meeting agenda shall be the joint responsibility of Woolpert's and the Client's project managers.

Deliverables

- Kickoff meeting agenda
- On-site project kick-off meeting (half day)

Assumptions

- The activities discussed in this section will begin once a Written Notice-to-Proceed is received from the Client

Client Responsibilities

- Schedule meeting space and supporting technology peripherals suitable for the kick-off meeting
- Coordinate and schedule meeting attendees

TASK PM.3: PROJECT SCHEDULE COORDINATION

Project schedule coordination and management will be performed using Microsoft Project software. Project schedules and tasks will be monitored and adjusted as needed, depending upon the Client's priorities and ability make its staff and facilities available at the appropriate times throughout the project. An updated project schedule delineating resources, scheduled tasks, and completed tasks will be maintained and available to all Woolpert and Client project participants.

Deliverables

- Project schedule maintained and monitored on an on-going basis

Assumptions

- The activities discussed in this section will begin once a Written Notice-to-Proceed is received from the Client

Client Responsibilities

- Review project schedule on an on-going basis

TASK PM.4: CLIENT STATUS MEETINGS

Woolpert will facilitate a regular occurring status meeting. Woolpert's Project Manager will participate in regularly scheduled project status meetings with the Client's Project Manager and designees for the purpose of reviewing project issues including: 1) activities, action items, and deliverables completed to date; 2) activities, action items, and deliverables in process or scheduled; 3) technical or contractual issues that require corrective action. Woolpert meeting participants will include Woolpert's Project manager and ad hoc team members, as required. Client meeting participants will be as deemed necessary by the Client's project manager, or as requested by Woolpert's project manager.

Deliverables

- Monthly project status reports upload to project website
- Monthly project status meetings

Assumptions

- The activities discussed in this section will begin once a Written Notice-to-Proceed is received from the Client

Client Responsibilities



- Schedule appropriate internal staff and provide facilities for on-site meetings and off-site conference calls
- Review and accept project status reports, or otherwise provide comments on same within a reasonable time frame
- Schedule meeting space and supporting technology peripherals suitable for on-site meetings
- Coordinate and schedule meeting attendees

TASK PM.5: INTERNAL COORDINATION MEETINGS

Internal coordination meetings will be held on a regular basis to ensure continuous communication about tasks in process, scheduled tasks, and any issues impacting a successful implementation. Woolpert's project manager will also utilize these meetings to gather information from project team members required to manage on-going resource loading.

Deliverables

- Regularly scheduled internal coordination meetings

Assumptions

- The activities discussed in this section will begin once a Written Notice-to-Proceed is received from the Client

Client Responsibilities

- None

Quality Management

Knowledge Transfer and Change Management

Project Plan

- Project Management Plan
- Change Control Plan
- Communications Plan



TECHNICAL APPROACH

Five-phased implementation approach with continuous project management, quality management, knowledge transfer, and change management:

- Phase 1: Implementation Planning
 - Phase 2: System Design and Configuration
 - Phase 3: System Integrations
 - Phase 4: System Deployment
 - Phase 5: Extended Support
-
- Project Management (Duration of Project)
 - Knowledge Transfer & Change Management (Duration of Project)
 - Quality Management (Duration of Project)

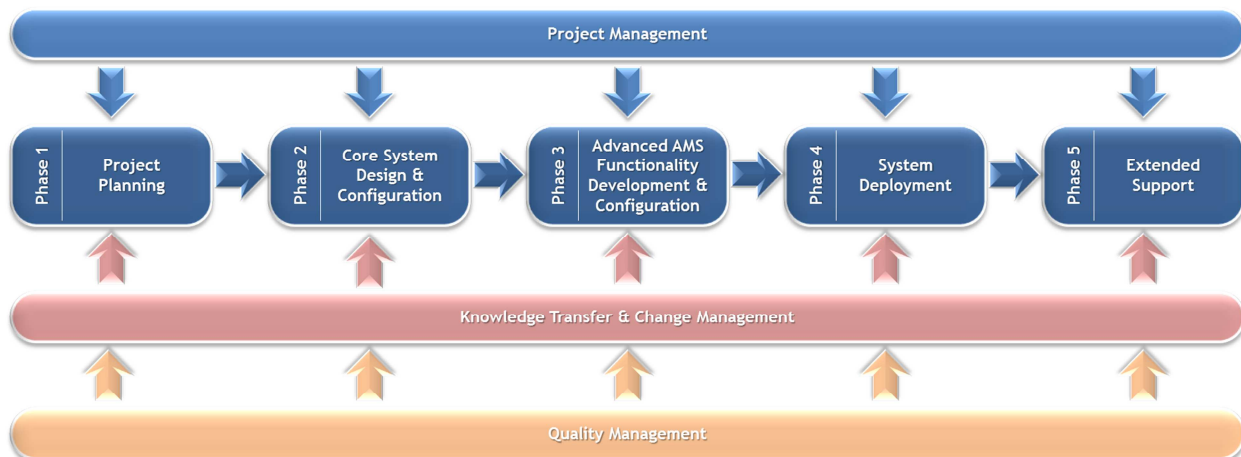


Figure 1: Implementation Phases



PHASE 1 - IMPLEMENTATION PLANNING

TASK 1.1: CONDUCT PRE-PLANNING DISCOVERY

A pre-planning discovery task will be facilitated by Woolpert's Project Manager for the purpose of aligning the Client's implementation / functionality requirements with the project plan. This discovery process will clarify implementation objectives defined in the RFP, as well as uncover other factors (system interfaces, workflow details, reporting requirements, data conversion requirements, etc.) that may not have been clearly addressed to date. In these events, a decision will be made by the Client's Project Manager to update the Project Plan to include these additional tasks, or place them in a parking-lot for future attention. Based upon the results of this discovery, Woolpert will make any necessary adjustments to the Project Plan and obtain acceptance from the Client.

Related sub-tasks are as follows:

- Sub-Task 1.1.1: Prepare Request for Information
- Sub-Task 1.1.2: Submit RFI to Client PM
- Sub-Task 1.1.3: Client PM to Facilitate Data Gathering Process and Provide Data to Woolpert (Client-Owned Task)
- Sub-Task 1.1.4: Woolpert to Perform Desktop Audit of Collected Information
- Sub-Task 1.1.5: Woolpert to Prepare for On-Site Discovery Workshops
- Sub-Task 1.1.6: Woolpert to Facilitate Pre-Planning Discovery Workshops (On-Site Task)
- Sub-Task 1.1.7: Woolpert to Document Workshop Findings and Update Implementation Scope of Services, Assumptions, and Risk Plan
- Sub-Task 1.1.8: Woolpert to Submit Updated Documentation to Client PM
- Sub-Task 1.1.9: Woolpert to Facilitate Remote Review Meeting with Client Technical Team

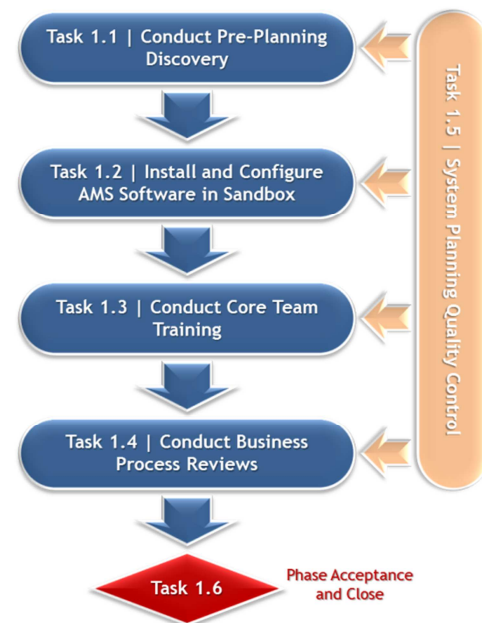


Figure 2: Phase 1 - Implementation Planning

Deliverables

- Woolpert will prepare a Request for Information and submit it to the Client PM
- Woolpert will perform a desktop review of the data provided by the Client PM
- Woolpert's Project Manager and a Systems Analyst will facilitate a series of discovery workshops, on-site at the Client's facilities, over the course of two (2) consecutive business days
- Woolpert will document the workshop discussions and finding in the form of a Technical Memorandum and submit it to the Client PM
- Woolpert will facilitate a remote conference call meeting with the Client team to review the contents of the Technical Memorandum

Assumptions

- The Client's project manager will provide the Data gathered from the Request for Information no later than one week before the pre-discovery workshops



- All activities, other than the actual workshop will be performed remotely
- The Client's project manager will ensure site readiness and staff participation for the workshop

Client Responsibilities

- The Client PM will facilitate the data gathering process to collect the information detailed in Woolpert's RFI
- The Client PM will secure appropriate meeting facilities in which Woolpert will conduct the workshops
- The Client PM will schedule all Client workshop attendees
- All identified Client workshop attendees will actively participate in the on-site meetings without undue interruption
- The Client PM and technical project team members will review the Technical Memorandum and provide feedback to Woolpert in a timely fashion
- The Client PM and technical project team members will participate in a remote conference call review meeting with the Woolpert PM

TASK 1.2: INSTALL AND CONFIGURE CORE CITYWORKS AMS SOFTWARE IN A SANDBOX ENVIRONMENT

This task includes installing the core Cityworks AMS software, other supporting Cityworks applications, and a test version of a sample Cityworks database within the Client's networked environment. Prior to beginning the installation, Woolpert will provide a full readiness checklist to the Client's IT staff to ensure the computers and servers (application and database) are prepared in advance. Woolpert will perform the necessary testing and configuration modifications needed to ensure a successful Cityworks install within the Client's on-premise testing environment. Woolpert will request that the creation of three databases to be deployed within the Client's testing environment to include Production, Testing and Development. A Woolpert System Implementation Specialist will be onsite to perform the installation of the core Cityworks software and related databases.

Related sub-tasks are as follows:

- Sub-Task 1.2.1: Woolpert to Install and Configure AMS Software in a Sandbox Environment (On-Site Task)
- Sub-Task 1.2.2: Woolpert to Test Installation and Configuration and Modify as Required (On-Site Task)
- Sub-Task 1.2.3: Woolpert to Replicate Initial Sandbox Configuration to Development Environment (On-Site Task)
- Sub-Task 1.2.4: Woolpert to Provide Core Cityworks AMS Software Administration Training to Client System Administrators

Deliverables

- Cityworks AMS specifications documentation for the Client to review
- Woolpert's Senior Systems Analyst will facilitate a remote system specifications review meeting for up to two (2) hours with the Client's IT team
- Woolpert's Senior Systems Analyst will perform on-site installation, configuration, and testing of the core Cityworks Server AMS applications and databases in the Client's on-premise network environment (Test and Development) over the course of up to two (2) consecutive business days
- Woolpert's Senior Systems Analyst will provide Core Cityworks AMS installation and back-up training to the Client's system administrators during the time on-site to perform the installation services.



Assumptions

- Activities including Installation, configuration, testing and training will be performed onsite at the Client's facilities.
- Training will be facilitated utilizing the newly installed on-premise Cityworks Server AMS environment
- The Client's Project Manager will ensure site readiness and staff participation for the training
- The Client's Project Manager will ensure IT Staff are available during the Cityworks Server AMS installation and testing to ensure the proper access and permissions are granted
- The Client will create a login for Woolpert for the necessary access to install software, set up databases, and test the software

Client Responsibilities

- Create the logins for Woolpert with the necessary permissions
- Ensure the Servers are prepared for the installation of Cityworks Server AMS including ArcGIS Server, SDE and RDBMS (SQL Server or Oracle)
- Client project manager to ensure the necessary staff participate in the training

TASK 1.3: CONDUCT CORE TEAM TRAINING

Core Team Training will be facilitated for the purpose of providing the Client's Project Team members with the Cityworks Server AMS knowledgebase needed to support the system design and implementation decisions. Core Team Training will be comprised of a two-day curriculum designed to introduce the Cityworks asset management tools to the Client's Project Team members.

The purpose of the Core Team Training is to provide the Client's project participants (those with implementation responsibilities) with enough exposure to, and understanding of, the Cityworks work order and asset management functionality such that they are able to make smart and informed decisions as they relate to the overall implementation objectives. The intent of the Core Team Training is not to provide the skills needed to maintain the daily operations of the system. This End-User Training is provided at a later date.

Core Team Training will be facilitated in a classroom environment (computer lab or training room) on-site at the Client's facilities.

Related sub-tasks are as follows:

- Sub-Task 1.3.1: Woolpert to Prepare Core Team Training Agenda
- Sub-Task 1.3.2: Woolpert to Submit Agenda to Client PM
- Sub-Task 1.3.3: Client PM to Prepare Site for Core Team Training (Client-Owned Task)
- Sub-Task 1.3.4: Woolpert to Provide Core Team Training (On-Site Task)

Deliverables

- Woolpert will develop a Core Team Training agenda and provide same to the Client project manager
- Woolpert will provide a Systems Analyst onsite for up to two (2) consecutive business days to provide the Core Team Training

Assumptions

- Training will be facilitated utilizing the newly installed on-premise Cityworks Server AMS environment



- The Client's project manager will ensure site readiness and staff participation for the training
- The Client's project manager will provide a conference room or training room with a projector. During Core Team Training, individual computers are not needed for the participants. The software will be demonstrated
- Ensure Woolpert access to the Cityworks Server AMS environment installed on-premise to perform training

Client Responsibilities

- Client project manager to review and accept agenda for training
- Client project manager to schedule and accommodate the appropriate Client project team members such that they are available, without undue interruption, for the required number of days
- Secure an appropriate training facility suitable for participants

TASK 1.4: CONDUCT BUSINESS PROCESS REVIEWS

The objective of the business process reviews is three-fold: 1) provide Woolpert's implementation team with a deep understanding of the Client's planned / desired work management processes, 2) provide Client project participants with a deeper understanding of the impending business process improvements introduced by the planned Cityworks AMS solution, and 3) establish asset life-cycle management and work management workflows in the context of Cityworks' asset management capabilities.

One of the main features of a Cityworks asset and maintenance, management system is the ability of the software to be configured to fit the unique manner in which an organization executes and manages its infrastructure maintenance management activities. To accomplish this, Woolpert will work with Client staff to document the work processes related to asset and maintenance management activities and Key Performance Indicators (KPIs). This will be accomplished via two rounds of on-site - hands-on workshops. The purpose is to gather the following information:

- What are the current issues and challenges related to asset and maintenance management?
- Who will use the software?
- How will they use the software—what tasks do they need to perform?
- In what environment will they use it?
- What difference should it make for their jobs?
- How will your staff use the data—how is data analyzed, how are reports prepared, etc.?

These work process reviews will play a critical role in defining and establishing the configuration requirements for the Cityworks system. Using the information gathered during the business process assessment task, and informed by the identified needs of the Client, the Woolpert team will evaluate the current business processes to identify workflow issues. Business processes that might require enhancement or replacement will be identified. The team will then design improved workflows.

Following the workshops, Woolpert will document pertinent work processes in a Workflow Document supported by graphical diagrams and text numerical format (i.e.: Step 1, Step 2, etc.). Woolpert will provide the documented workflows to Client staff to review and comment upon. Once finalized, Woolpert will update the workflow documentation. Woolpert will then commence to of the next round of workshops.



Related sub-tasks are as follows:

- Sub-Task 1.4.1: Round 1 Business Process Review Workshops
 - Sub-Task 1.4.1.1: Woolpert to Prepare for Business Process Review Workshops (First Round)
 - Sub-Task 1.4.1.2: Woolpert to Facilitate Business Process Review Workshops (Round 1)
 - Sub-Task 1.4.1.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 1.4.1.2.2: Lift Stations (On-Site Task)
 - Sub-Task 1.4.1.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 1.4.1.2.4: Water Treatment Plants and Lift Station GIS Database Design (On-Site Task)
 - Sub-Task 1.4.1.3: Woolpert to Document Business Process Review Workshop Findings (First Round)
- Sub-Task 1.4.2: Round 2 Business Process Review Workshops
 - Sub-Task 1.4.2.1: Woolpert to Prepare for Business Process Review Workshops (Second Round)
 - Sub-Task 1.4.2.2: Woolpert to Facilitate Business Process Review Workshops (Round 2)
 - Sub-Task 1.4.2.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 1.4.2.2.2: Lift Stations (On-Site Task)
 - Sub-task 1.4.2.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 1.4.2.3: Woolpert to Document Business Process Review Workshop Findings (Second Round)
- Sub-Task 1.4.3: Woolpert to Prepare Business Process Review Technical Memorandum
- Sub-Task 1.4.4: Woolpert to Submit Technical Memorandum to Client PM
- Sub-Task 1.4.5: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 1.4.6: Woolpert to Prepare Updates to Business Process Review Technical Memorandum

Deliverables

- A Woolpert Senior System Analyst and a System Analyst will facilitate a series of initial on-site Business Process Review Workshops as follows:
 - Water Distribution and Sewer Collection for up to three (3) consecutive business days
 - Lift Stations for up to two (2) consecutive business days
 - Water Treatment Plants for up to three (3) consecutive business days
- A Woolpert Senior System Analyst will facilitate an on-site GIS database design workshop for up to one and a half (1.5) consecutive business days for the purpose of establishing the asset data modeling requirements for Lift Stations and Water Treatment Plants
- Woolpert team members will document the outcomes of the first round of workshops
- A Woolpert Senior System Analyst and a System Analyst will facilitate a second round of on-site Business Process Review Workshops as follows:
 - Water Distribution and Sewer Collection for up to one and a half (1.5) consecutive business days
 - Lift Stations for up to one (1) business day
 - Water Treatment Plants for up to one and a half (1.5) consecutive business days



- Woolpert team members will document the outcomes of the first and second rounds of workshops in the form of a Technical Memorandum and submit to the Client project manager for review
- Woolpert team members will facilitate a remote review meeting up to two (2) hours in duration with the client technical team and update the Technical Memorandum based on the outcome of the review meeting

Assumptions

- All activities, other than the actual workshops will be performed remotely.
- The Client's project manager will ensure site readiness and staff participation for the workshops

Client Responsibilities

- Secure an appropriate meeting facility suitable for participants,
- Schedule and accommodate the appropriate Client project participants such that they are available, without undue interruption, for the required number of days.

TASK 1.5: PHASE 1 QUALITY CONTROL

Woolpert technical resources, not regularly involved with this implementation will perform independent quality review of the work processes and deliverable products in accordance with the Woolpert Total Quality Plan.

TASK 1.6: PHASE ACCEPTANCE AND CLOSE

This is the Phase exit document that the Client project manager signs indicating Woolpert has delivered the Phase 1 services in accordance with the Scope of Work and Project Plan. Phase 2 of this scope will not begin until Phase 1 has been approved by the Client.



PHASE 2 - CORE SYSTEM DESIGN AND CONFIGURATION

TASK 2.1: PREPARE CONFIGURATION DOCUMENTATION

Woolpert will compile the information gathered and documented through the multiple on-site workshops and other related project meetings and distill same into a series of organized configuration documents that will be used to guide the required Cityworks configuration such that it supports the Client's work order and asset maintenance management activities.

Related sub-tasks are as follows:

- Sub-Task 2.1.1: Woolpert to Prepare Draft Configuration Documentation
- Sub-Task 2.1.2: Woolpert to Submit to Client PM for Review
- Sub-Task 2.1.3: Woolpert to Facilitate Remote Review Meeting with Client Technical Team

Deliverables

- Woolpert team members will develop a set of configuration documents as more fully detailed above
- Woolpert will facilitate a remote review meeting up to two (2) hours in duration with the Client's technical team

Assumptions

- All above listed tasks will be performed remotely

Client Responsibilities

- Review the prepared Draft Configuration documentation
- Participate in the remote review meeting

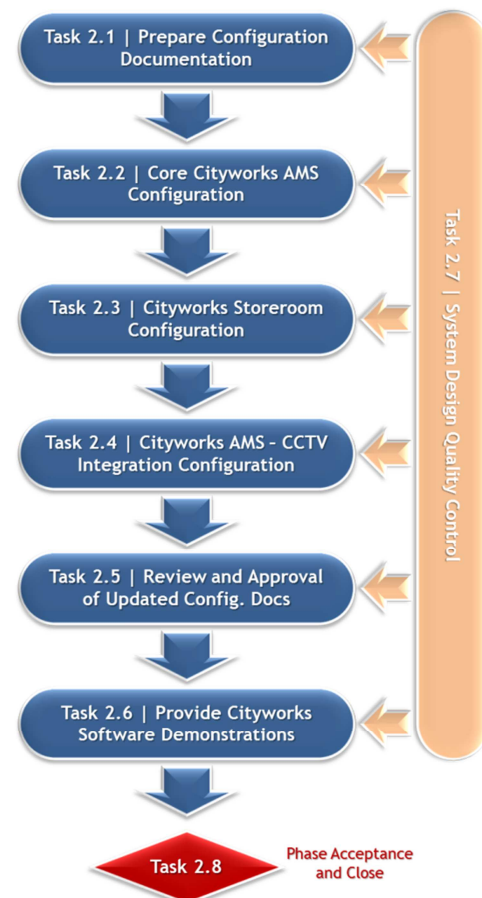


Figure 3: Phase 2 - System Design and Configuration

TASK 2.2: CORE CITYWORKS AMS CONFIGURATION

Cityworks AMS configuration will be facilitated by Woolpert through a series of on-site configuration workshops. The first round of workshops will address:

- **Domains.** This is the security architecture that determines how employees, work orders and other information can be shared across organizational boundaries.
- **Employee Hierarchy.** Determines security protocols for each user of the system as well as practical grouping of employees for assignments to work orders and service requests (e.g. crews).
- **Work Orders.** Templates for each of the type of maintenance activities that will be performed on each asset in the system
- **Tasks.** Individual work items associated with a work order. For example, a repair sewer main work order might have tasks for establish traffic control, utility locate, excavate, etc.



- **Materials Hierarchy.** Organization and rules for items that are used to repair assets. Examples of materials are things such as pipes and meters.
- **Equipment Hierarchy.** Organization and rules for items that are utilized to complete a work order but are not consumed. Examples are items such as backhoes, vehicles, vacuum trucks, etc.
- **Service Requests.** Templates for requests for service. Many times maintenance activities are initiated starting with a service request whose purpose is to determine if a work is necessary or not.
- **Reporting.** Current or future expected reports will be discussed and designed.
- **Projects.** Projects to be managed within Cityworks

Woolpert will update the System Configuration Document after the first round of configuration workshops is complete. The extra planning steps that are taken during the initial phases of an implementation, such as this will reap tremendous rewards when the system goes into production. As part of the meetings, Woolpert will have a full version of Cityworks available to help facilitate ideas and approaches to the configuration - this is also part of the overall iterative learning process.

At the end of the first round of workshops, there will be a set of action items for the Client team members such as gathering the current list of employees, people, contractors and hard work orders, reports, inspection forms, etc. Woolpert will prepare a full list of action items and submit to the Client project manager. At the end of these meetings, Woolpert will have enough information to configure approximately 70% of the Client's needs.

The second and final workshops will address proposed configuration approaches to service requests, work orders, and inspections identified in the initial meetings. During these workshops, the Client's actual configured data will be available for viewing within Cityworks. At the end of these meetings, Woolpert will have enough information to configure approximately 100% of the Client's needs.

Related sub-tasks are as follows:

- Sub-Task 2.2.1: Round 1 Configuration Workshops
 - Sub-Task 2.2.1.1: Woolpert to Prepare for Configuration Workshops (First Round)
 - Sub-Task 2.2.1.2: Woolpert to Facilitate Configuration Workshops (Round 1)
 - Sub-Task 2.2.1.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 2.2.1.2.2: Lift Stations (On-Site Task)
 - Sub-Task 2.2.1.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 2.2.1.3: Woolpert to Update Configuration Documentation (Round 1)
 - Sub-Task 2.2.1.4: Woolpert to Perform Configuration in Development Environment
 - Sub-Task 2.2.1.5: Woolpert to Facilitate Remote Configuration Review Meetings With Client Technical Team
 - Sub-Task 2.2.1.5.1: Remote Review Meeting 1
 - Sub-Task 2.2.1.5.2: Remote Review Meeting 2
- Sub-Task 2.2.2: Round 2 Configuration Workshops
 - Sub-Task 2.2.2.1: Woolpert to Prepare for Configuration Workshops (Second Round)
 - Sub-Task 2.2.2.2: Woolpert to Facilitate Configuration Workshops (Round 2)
 - Sub-Task 2.2.2.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 2.2.2.2.2: Lift Stations (On-Site Task)
 - Sub-Task 2.2.2.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 2.2.2.3: Woolpert to Update Configuration Documentation (Round 2)
 - Sub-Task 2.2.2.4: Woolpert to Perform Configuration in Development Environment
 - Sub-Task 2.2.2.5: Woolpert to Facilitate Remote Configuration Review Meetings With Client Technical Team



- Sub-Task 2.2.2.5.1: Remote Review Meeting 1
- Sub-Task 2.2.2.5.2: Remote Review Meeting 2
- Sub-Task 2.2.3: Populate Treatment Plant and Lift Station Assets in GIS Database (Client-Owned Task)

Deliverables

- A Woolpert Senior System Analyst and System Analyst will facilitate Round 1 On-Site Configuration Workshops as follows:
 - Water Distribution and Sewer Collections up to three (3) consecutive business days
 - Lift Stations up to two (2) consecutive business days
 - Water Treatment Plants up to three (3) consecutive business days
- Woolpert will update the configuration documentation based on the outcome of the first round of configuration workshops
- Woolpert staff will perform system configuration in the Client's on-premise development environment via remote access
- Woolpert will facilitate two (2) remote in-process configuration review meetings, each up to two (2) hours in duration, with the Client's technical team
- A Woolpert Senior System Analyst and System Analyst will facilitate Round 2 On-Site Configuration Workshops as follows:
 - Water Distribution and Sewer Collections up to one and a half (1.5) consecutive business days
 - Lift Stations up to one (1) day
 - Water Treatment Plants up to one and a half (1.5) consecutive business days
- Woolpert will update the configuration documentation based on the outcome of the second round of configuration workshops
- Woolpert staff will perform system configuration in the Client's on-premise development environment via remote access
- Woolpert will facilitate two (2) remote in-process configuration review meetings, each up to two (2) hours in duration, with the Client's technical team
- Woolpert will facilitate a remote review meeting up to two (2) hours in duration with the Client's technical team

Assumptions

- All workshop preparation activities will be performed remotely
- Actual workshops will be administered on-site at Client facilities
- Client staff participating in the Configuration workshops will do so un-interrupted

Client Responsibilities

- Secure an appropriate workshop facility
- Coordinate and schedule workshop participants
- Workshop participants shall actively participate in workshop activities
- Populate the updated GIS database with the Lift Station and Water Treatment Plant asset inventory



TASK 2.3: CITYWORKS STOREROOM CONFIGURATION

Cityworks Storeroom is utilized for materials management within the Cityworks AMS framework. This task item addresses the core configuration of Storeroom. The Storeroom Configuration Workshops will consist of a series of on-site meetings with Client staff to address all of the configuration elements that will need to be put into place to support materials management. Upon completion of these workshops, the configuration documentation will be updated and then the Storeroom application will be configured.

Related sub-tasks are as follows:

- Sub-Task 2.3.1: Round 1 Configuration Workshops
 - Sub-Task 2.3.1.1: Woolpert to Prepare for Configuration Workshops (First Round)
 - Sub-Task 2.3.1.2: Woolpert to Facilitate Configuration Workshops (Round 1)
 - Sub-Task 2.3.1.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 2.3.1.2.2: Lift Stations (On-Site Task)
 - Sub-Task 2.3.1.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 2.3.1.3: Woolpert to Update Configuration Documentation (Round 1)
 - Sub-Task 2.3.1.4: Woolpert to Perform Configuration in Development Environment
 - Sub-Task 2.3.1.5: Woolpert to Facilitate Remote Configuration Review Meetings With Client Technical Team
 - Sub-Task 2.3.1.5.1: Remote Review Meeting 1
 - Sub-Task 2.3.1.5.2: Remote Review Meeting 2
- Sub-Task 2.3.2: Round 2 Configuration Workshops
 - Sub-Task 2.3.2.1: Woolpert to Prepare for Configuration Workshops (Second Round)
 - Sub-Task 2.3.2.2: Woolpert to Facilitate Configuration Workshops (Round 2)
 - Sub-Task 2.3.2.2.1: Water Distribution and Sewer Collection (On-Site Task)
 - Sub-Task 2.3.2.2.2: Lift Stations (On-Site Task)
 - Sub-Task 2.3.2.2.3: Water Treatment Plants (On-Site Task)
 - Sub-Task 2.3.2.3: Woolpert to Update Configuration Documentation (Round 2)
 - Sub-Task 2.3.2.4: Woolpert to Perform Configuration in Development Environment
 - Sub-Task 2.3.2.5: Woolpert to Facilitate Remote Configuration Review Meetings With Client Technical Team
 - Sub-Task 2.3.2.5.1: Remote Review Meeting 1
 - Sub-Task 2.3.2.5.2: Remote Review Meeting 2

Deliverables

- A Woolpert Senior System Analyst will facilitate Round 1 On-Site Configuration Workshops as follows:
 - Water Distribution and Sewer Collections up to one and a half (1.5) consecutive business days
 - Lift Stations up to one (1) days
 - Water Treatment Plants up to one and a half (1.5) consecutive business days
- Woolpert will update the configuration documentation based on the outcome of the first round of configuration workshops
- Woolpert staff will perform system configuration in the Client's on-premise development environment via remote access



- Woolpert will facilitate two (2) remote in-process configuration review meetings, each up to two (2) hours in duration, with the Client's technical team
- A Woolpert Senior System Analyst will facilitate Round 2 On-Site Configuration Workshops as follows:
 - Water Distribution and Sewer Collections up to one half (.5) day
 - Lift Stations up to one half (.5) day
 - Water Treatment Plants up to one half (.5) day
- Woolpert will update the configuration documentation based on the outcome of the second round of configuration workshops
- Woolpert staff will perform system configuration in the Client's on-premise development environment via remote access
- Woolpert will facilitate two (2) remote in-process configuration review meetings, each up to two (2) hours in duration, with the Client's technical team
- Woolpert will facilitate a remote review meeting up to two (2) hours in duration with the Client's technical team

Assumptions

- All workshop preparation activities will be performed remotely
- Actual workshops will be administered on-site at Client facilities
- Client staff participating in the Configuration workshops will do so un-interrupted

Client Responsibilities

- Secure an appropriate workshop facility
- Coordinate and schedule workshop participants
- Workshop participants shall actively participate in workshop activities

TASK 2.4: CITYWORKS AMS - CCTV INTEGRATION CONFIGURATION

The Client's CCTV inspection software application will need to be integrated with the Cityworks AMS solution. Facilitation of this integration will be supported by the Cityworks CCTV for PACP Add-On module. In order to ensure a thorough and proper integration of the two software applications, Woolpert will facilitate a one day integration requirements discovery workshop. The workshop will focus on identifying the pipe inspection data, inter-application workflows to pass requisite data between the applications, work orders and inspections to be managed by Cityworks in support of the CCTV program.

Related sub-tasks are as follows:

- Sub-Task 2.3.1: Configuration Workshop
 - Sub-Task 2.3.1.1: Woolpert to Prepare for Configuration Workshop
 - Sub-Task 2.3.1.2: Woolpert to Facilitate Configuration Workshop
 - Sub-Task 2.3.1.2.1: Sewer Collection (On-Site Task)
 - Sub-Task 2.3.1.3: Woolpert to Update Configuration Documentation
 - Sub-Task 2.3.1.4: Woolpert to Perform Configuration in Development Environment
 - Sub-Task 2.3.1.5: Woolpert to Facilitate Remote Configuration Review Meeting With Client Technical Team
 - Sub-Task 2.3.1.5.1: Remote Review Meeting 1



Deliverables

- A Woolpert Senior System Analyst will facilitate an On-Site Configuration Workshop for Sewer Collection up to one (1) day in duration
- Woolpert will update the configuration documentation based on the outcome of the first round of configuration workshops
- Woolpert staff will perform system configuration in the Client's on-premise development environment via remote access
- Woolpert will facilitate a remote in-process configuration review meeting, up to two (2) hours in duration, with the Client's technical team

Assumptions

- All workshop preparation activities will be performed remotely
- Actual workshops will be administered on-site at Client facilities
- Client staff participating in the Configuration workshops will do so un-interrupted

Client Responsibilities

- Secure an appropriate workshop facility
- Coordinate and schedule workshop participants
- Workshop participants shall actively participate in workshop activities

TASK 2.5: REVIEW AND APPROVAL OF UPDATED SYSTEM CONFIGURATION AND DOCUMENTATION

Woolpert will submit the updated Configuration Documentation (completed in Tasks 2.1 through 2.4) to the Client for review. The Client's project manager and technical team members will undertake an internal review of this documentation, providing pertinent feedback to Woolpert. Upon completion of this task, we will have delivered a comprehensive set of configuration documents, updated to reflect the current as-is system configuration. There will be additional opportunities to update this documentation in future project phases up to and including the final / accepted configuration documents delivered just prior to go-live.

Related sub-tasks are as follows:

- Sub-Task 2.5.1: Woolpert to Submit Updated Configuration Documentation to Client PM
- Sub-Task 2.5.2: Client Technical Team to Review Updated Configuration and Documentation (Client-Owned Task)
- Sub-Task 2.5.3: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 2.5.4: Woolpert to Update Configuration Documentation per Client Technical Team Review Comments
- Sub-Task 2.5.5: Woolpert to Submit Updated Pre-Final Configuration Documentation to Client PM

Deliverables

- Woolpert will submit updated configuration documentation to the Client project manager
- Woolpert will facilitate a remote configuration documentation review meeting, up to four (4) hours in duration, with the Client's technical team
- Woolpert will update the configuration documentation based on the outcome of the Client review and re-submit the updated documentation to the Client project manager



Assumptions

- The Client project manager will ensure that the necessary people review and understand the documentation for its accuracy

Client Responsibilities

- The Client project manager and technical team will review and provide feedback on the configuration document
- The Client project manager and technical team will participate in a remote configuration document review meeting
- The Client project manager will approve and sign the configuration document

TASK 2.6: PROVIDE CITYWORKS AMS SOFTWARE DEMONSTRATIONS

After completion of the two rounds of Cityworks AMS configuration, Storeroom configuration, and CCTV integration, and approval of the updated configuration documentation, Woolpert will provide an onsite full system demonstration to Client project participants and stakeholders. Woolpert will provide three (3) separate demonstrations. Each demonstration will be up to four (4) hours in duration in order to review the configuration in depth and answer any questions. At the end of these meetings, it is anticipated that there may be some minor requested changes to the system. Woolpert will make those changes to the Cityworks Server AMS environment.

Related sub-tasks are as follows:

- Sub-Task 2.6.1: Woolpert to Prepare for On-Site Software Demonstrations
- Sub-Task 2.6.2: Woolpert to Facilitate On-Site Software Demonstrations
 - Sub-Task 2.6.2.1: Facilitate Software Demonstration 1 (On-Site Task)
 - Sub-Task 2.6.2.2: Facilitate Software Demonstration 2 (On-Site Task)
 - Sub-Task 2.6.2.3: Facilitate Software Demonstration 3 (On-Site Task)

Deliverables

- Woolpert will provide three (3) on-site Cityworks AMS solution demonstrations. Each demonstration will be up to four (4) hours in duration

Assumptions

- All demonstration preparation activities will be performed remotely
- Client staff participating in the demonstrations will do so un-interrupted

Client Responsibilities

- Secure an appropriate workshop facility
- Coordinate and schedule demonstration participants

TASK 2.7: PHASE 2 QUALITY CONTROL

Woolpert technical resources, not regularly involved with this implementation will perform independent quality review of the work processes and deliverable products in accordance with the Woolpert Total Quality Plan.



TASK 2.8: PHASE ACCEPTANCE AND CLOSE

This is the Phase exit document that the Client project manager signs indicating Woolpert has delivered the Phase 2 services in accordance with the Scope of Work and Project Plan. Phase 3 of this scope will not begin until Phase 2 has been approved by the Client.



PHASE 3 - ADVANCED AMS FUNCTIONALITY DEVELOPMENT & CONFIGURATION

TASK 3.1: APPLICATION INTERFACES

To fully meet the Client's over-arching asset management program objectives, the core Cityworks AMS solution will need to be integrated with the Motorola CSR application and a new (yet to be determined) Customer Information System application. The following sections detail the work efforts required to define, develop, and deploy these integrations.

Sub-Task 3.1.1: Define and Develop Global Integration Standards

Prior to initiating any of the system integration tasks, it is important that all stakeholders have a complete and thorough understanding of the application development and system support landscape at the Client site. This first System Integrations Phase task will focus on bringing the Client's IT support staff together with the Woolpert team developer staff for the purpose of discovering and discussing the Client's current technology roadmap.

A wide range of system integration technology solutions exist and we want to make certain we select a path that the Client IT staff can maintain long after our work has been completed.

To achieve our objectives, Woolpert will facilitate an initial conference call meeting to discuss these issues with the Client IT staff and obtain a clear direction upon which to base our development decisions. Upon completion of this first meeting the Woolpert team will document (via a technical memorandum) the discussion points and any standards / preferences which we will need to consider. We will submit this to the Client IT team for review and comment and then follow-back up with a quick conference call to finalize our understanding going forward into the tasks of developing system integrations.

Related sub-tasks are as follows:

- Sub-Task 3.1.1.1: Woolpert to Facilitate Application Integration Environment Review Meeting with Client Technical Team
- Sub-Task 3.1.1.2: Woolpert to Document Global Application Integration Standards
- Sub-Task 3.1.1.3: Woolpert to Submit Global Application Integration Standards to Client PM
- Sub-Task 3.1.1.4: Client Technical Team to Review Global Application Integration Standards (Client-Owned Task)
- Sub-Task 3.1.1.5: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 3.1.1.6: Woolpert to Update Global Application Integration Standards per Client Review Comments
- Sub-Task 3.1.1.7: Woolpert to Submit Updated Global Application Integration Standards to Client PM

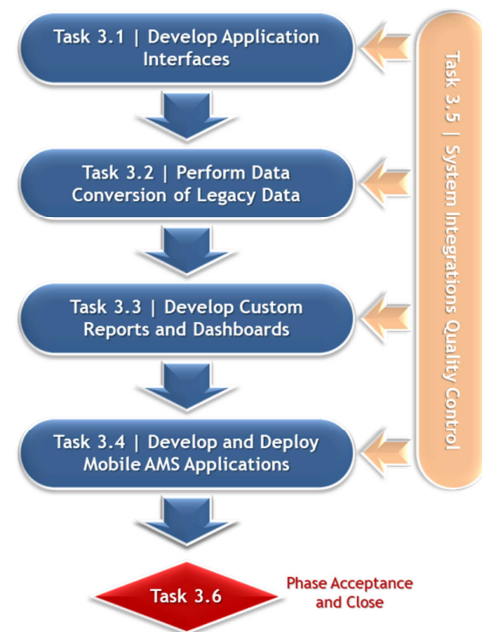


Figure 4: Phase 3 - Advanced AMS Functionality Design and Configuration



Deliverables

- One initial conference call meeting, up to two (2) hours in duration, with Client IT staff and Client project manager to review application integration and other related IT standards
- Draft technical memorandum detailing the findings of the first meeting
- One follow-up conference call, up to one (1) hour in duration, with Client staff to review technical memorandum and the County's comments
- Final technical memorandum

Assumptions

- The Client will provide all adequate documentation available for each system including data models and API documentation
- Client will provide documentation on API's, web services and / or other methods to integrate with desired systems
- The Client will setup and maintain a staging/test environment during development

Client Responsibilities

- Participate in the conference call meetings
- Review and comment upon technical memorandum
- Provide required application documentation and access to data models and APIs

Sub-Task 3.1.2: Facilitate Application Integration Discovery Workshops

Woolpert will facilitate a series of workshops over the course of several days to further investigate each of the required application integrations; confirm the technical and functional requirements already developed by the Client; and to begin mapping out application business process and data flow diagrams. We will investigate the underlying data models of each application actor; identify any data validation requirements; and identify the available integration technologies available to support the required integrations. We will also establish the level of involvement the Client IT staff will assume in the processes.

The results of these workshops will set the framework within which each application integration will be undertaken.

Related sub-tasks are as follows:

- Sub-Task 3.1.2.1: Woolpert to Prepare for Workshops
- Sub-Task 3.1.2.2: Woolpert to Facilitate On-Site Application Integration Discovery Workshops
 - Sub-Task 3.1.2.2.1: Motorola CSR (On-Site Task)
 - Sub-Task 3.1.2.2.2: Customer Information System (On-Site Task)
 - Sub-Task 3.1.2.2.3: Financial Accounting System (On-Site task)

Deliverables

- One on-site Motorola CSR - Cityworks application integration workshop, up to one and a half (1.5) days in duration
- One on-site Customer Information System - Cityworks application integration workshop, up to two (2) days in duration
- One on-site Financial Accounting System - Cityworks application integration workshop, up to one and a half (1.5) days in duration



Assumptions

- Client IT support and business unit staff familiar with the technical and functional requirements will be available and attend each workshop
- Workshops will be grouped to occur over the course of consecutive business days
- All necessary Client staff will be available during the requirements workshops and throughout development

Client Responsibilities

- Secure an appropriate meeting facility
- Coordinate and schedule workshop participants
- Workshop participants shall actively participate in workshop activities

Sub-Task 3.1.3: Develop Application Integration Software Specifications

Based on the information gathered during the integration workshops, Woolpert will draft a Software Requirements Specification (SRS) for each of the integrations. Each SRS document will provide:

- A vision for the application integration
- High-level system architecture diagrams
- Assumptions learned
- Data mapping tables
- Lists of functionality requirements and their priorities
- Detailed integration requirements - this section will further expand upon the functional and technical requirements
- Use case narratives (where applicable)

Once the draft SRS documents have been developed, we will submit them to the Client project manager for review and comment. We will then facilitate a remote review meeting with Client team members to discuss the findings of their review, address their comments, and make adjustments where necessary. We will then update the SRS documents and submit final versions to the Client project manager.

Related sub-tasks are as follows:

- Sub-Task 3.1.3.1: Woolpert to Develop Draft Software Requirements Specifications (SRS)
 - Sub-Task 3.1.3.1.1: Motorola CSR
 - Sub-Task 3.1.3.1.2: Customer Information System
 - Sub-Task 3.1.3.1.3: Financial Accounting System
- Sub-Task 3.1.3.2: Woolpert to Submit Draft SRS Documentation to Client PM
- Sub-Task 3.1.3.3: Client Technical Team to Review Draft SRS Documentation (Client-Owned Task)
- Sub-Task 3.1.3.4: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 3.1.3.5: Woolpert to Update Draft SRS Documentation per Client Review Comments
- Sub-Task 3.1.3.6: Woolpert to Submit Updated SRS Documentation to Client PM

Deliverables

- One draft SRS document for each system integration



- A conference call review meeting, up to two (2) hours in duration, with Client team members to address their comments
- One final version of each SRS document for each of the system integrations

Assumptions

- The Client project manager and IT team will review the draft documents and submit comments back to Woolpert within five business days of receipt

Client Responsibilities

- Review submitted draft documents
- Participate in remote review meeting

Sub-Task 3.1.4: Develop and Deploy Application Integrations

Adhering to the previously established global application integration standards, the Client's published application integration requirements, and Woolpert's SRS documents, Woolpert will undertake the physical development, testing, and deployment of each integration.

It has been our experience - time-and-again - that the software application configurations can have an impact on how an application needs to be developed and vice versa. For this reason, our application development team will coordinate closely with our system implementation team to ensure both sides understand each other's requirements and are in synch with one another.

Related sub-tasks are as follows:

- Sub-Task 3.1.4.1: Woolpert to Develop Custom Application Integrations
 - Sub-Task 3.1.4.1.1: Motorola CSR
 - Sub-Task 3.1.4.1.2: Customer Information System
 - Sub-Task 3.1.4.1.3: Financial Accounting System
- Sub-Task 3.1.4.2: Woolpert to Test and Update Custom Application Integrations in Development Environment
 - Sub-Task 3.1.4.2.1: Motorola CSR
 - Sub-Task 3.1.4.2.2: Customer Information System
 - Sub-Task 3.1.4.2.3: Financial Accounting System
- Sub-Task 3.1.4.3: Woolpert to Deploy Custom Application Integrations in Development Environment
 - Sub-Task 3.1.4.3.1: Install and Configure Application Integrations
 - Sub-Task 3.1.4.3.2: Test and Update Application Integration Installations

Deliverables

- Fully developed, tested, and functioning application integrations for each of the identified systems

Assumptions

- The Client will provide viable examples of data for each point of integration. This includes GIS data as well as data from the business system with which to integrate. The data must be clean and an accurate view of the data as it resides in the respective system. The Client will be responsible for any necessary data cleanup regarding GIS data or business system data to perform a successful integration.



- Test data will be in place to support each interface from each system.
- Woolpert will have access to development / testing environments via virtual private network (VPN) connection.
- The source code will be provided to the Client.

Client Responsibilities

- Provide support as requested by Woolpert at different stages of the software development cycle
- Clean up any data sets that are identified as requiring clean-up

Sub-Task 3.1.5: Provide Application Integration Software Demonstrations

After each of the integrations have been fully developed and deployed to the development environment, Woolpert will facilitate a series of software demonstrations for Client staff to observe how each integration functions and verify that they are functioning per the specifications prior to moving into formalized application testing tasks.

Related sub-tasks are as follows:

- Sub-Task 3.1.5.1: Woolpert to Prepare for Custom Application Integration Demonstrations
- Sub-Task 3.1.5.2: Woolpert to Facilitate Remote Custom Application Integration Demonstrations
 - Sub-Task 3.1.5.2.1: Motorola CSR
 - Sub-Task 3.1.5.2.2: Customer Information System
 - Sub-Task 3.1.5.2.3: Financial Accounting System

Deliverables

- One (1) up to two (2) hour remote application demonstration for each system integration

Assumptions

- Client staff capable of viewing the software functionality with a critical / technical eye will participate in each of the four demonstrations
- Client staff will provide logical and timely feedback on each of the demonstrations

Client Responsibilities

- Coordinate and schedule demonstration participants
- Demonstration participants shall actively participate in each of the demonstrations

Sub-Task 3.1.6: Update Application Integrations

Based on the feedback received from the Client during the software demonstrations, Woolpert will make updates to the integrations prior to pushing them out for formalized User Acceptance Testing

Related sub-tasks are as follows:

- Sub-Task 3.1.6.1: Woolpert to Update Custom Application Integrations per Feedback Obtained From Client Technical Team
 - Sub-Task 3.1.6.1.1: Motorola CSR
 - Sub-Task 3.1.6.1.2: Customer Information System
 - Sub-Task 3.1.6.1.3: Financial Accounting System



Deliverables

- Updated application integrations for each of the system interfaces

Assumptions

- No assumptions

Client Responsibilities

- None

TASK 3.2: PERFORM DATA CONVERSION OF LEGACY DATA SETS

The Client has identified that the existing Lucy work management data sets will need to be migrated from their current legacy systems into the Cityworks Server AMS database. In support of these efforts, Woolpert will facilitate a series of on-site data migration workshops, during which time we will meet with Client subject matter experts to review and analyze each of the data sets (work orders and inspections).

We will document our workshop findings in the form of a data conversion plan and submit a draft to the Client project manager for review. Upon the Client's completed review of the draft plan, we will facilitate a remote review meeting to address the comments. We will then update the data conversion plan and provide a copy to the Client project manager.

Once the final data conversion plan is agreed upon, we will work with the Client technical staff to undertake the tasks necessary to move the data sets from the existing Lucy database and prepare them for loading into the new enterprise asset management databases. It will be the Client's responsibility to extract the source data sets and provide them to Woolpert for transforming and loading into the Cityworks Server AMS database. Once we receive the data from the Client, we will perform a number of tests on the data sets, checking for data cleanliness, completeness, relevancy, and conformance to the standards established in the data conversion plan. The Client project manager will be notified of any non-conforming data that needs to be scrubbed and re-submitted.

Once this iterative process is complete, Woolpert will transform and load the data into a test database to complete the data conversion. After the Extract-Transform-Load process has been fully tested, the entire process will be documented. We will then re-run the process just prior to go-live to load the legacy data into the production asset management databases.

Related sub-tasks are as follows:

- Sub-Task 3.2.1: Facilitate Data Migration Workshops
 - Sub-Task 3.2.1.1: Woolpert to Prepare for Data Migration Workshops
 - Sub-Task 3.2.1.2: Client PM to Prepare Site for Workshops (Client-Owned Task)
 - Sub-Task 3.2.1.3: Woolpert to Facilitate Data Migration Workshops
 - Sub-Task 3.2.1.3.1: Lucy Work Orders and Inspections (On-Site Task)
 - Sub-Task 3.2.1.4: Document Data Conversion Workshop Findings and Decisions
 - Sub-Task 3.2.1.5: Submit Draft Data Conversion Plan Documentation to Client PM
 - Sub-Task 3.2.1.6: Client Technical Team to Review Draft Data Conversion Plan (Client-Owned Task)
 - Sub-Task 3.2.1.7: Woolpert to Facilitate Data Conversion Plan Remote Review Meeting with Client Technical Team
 - Sub-Task 3.2.1.8: Woolpert to Update Draft Data Conversion Plan Based on Review Comments
 - Sub-Task 3.2.1.9: Woolpert to Submit Updated Data Conversion Plan to Client PM



- Sub-Task 3.2.2: Migrate Legacy Data Sets to Cityworks AMS Database
 - Sub-Task 3.2.2.1: Client to Generate Flat Files of Legacy Application Data Sets (Client-Owned Task)
 - Sub-Task 3.2.2.2: Client to Provide Legacy Data Flat Files to Woolpert (Client-Owned Task)
 - Sub-Task 3.2.2.3: Woolpert to Configure Data Migration Environment on Woolpert Servers
 - Sub-Task 3.2.2.4: Woolpert to Develop, Test, and Refine Data Loading Scripts
 - Sub-Task 3.2.2.5: Woolpert to Perform Test Data Conversion Load to Cityworks AMS Database in Test Environment
 - Sub-Task 3.2.2.6: Woolpert to Review and Analyze Test Data Migration Results
 - Sub-Task 3.2.2.7: Client to Clean-Up Data as Required (Client-Owned Task)
 - Sub-Task 3.2.2.8: Woolpert to Update Data Conversion Scripts as Required
 - Sub-Task 3.2.2.9: Woolpert to Reload Updated Data in Test Environment
 - Sub-Task 3.2.2.10: Woolpert to Facilitate Data Conversion Remote Review Meeting with Client Technical Team

Deliverables

- One Woolpert data conversion expert will facilitate a series of on-site data review workshops, over the course of up to three (3) consecutive business days, to review and analyze the Lucity data sets
- Woolpert will prepare a draft data conversion plan and submit to the Client project manager
- Woolpert will facilitate a remote data conversion plan review meeting, up to two (2) hours in duration, with the Client technical team
- Woolpert will update the data conversion plan based on the outcome of the review meeting and re-submit to the Client project manager
- Woolpert will develop a fully tested Extract, Transform, and Load (ETL) process documented and ready to be used for a final data loading at system go-live

Assumptions

- All data to be converted will be provided to Woolpert in an appropriate digital format
- All data scrubbing and prep work will be performed by the Client
- All data will have appropriate primary and foreign key relationships
- All related data will have appropriate feature IDs capable of tying it to asset features in the Cityworks / GIS databases

Client Responsibilities

- Participate in the on-site data conversion workshops
- Perform all data prep, scrubbing, and extraction of data from source databases
- Review and comment upon the data conversion plan

TASK 3.3: DEVELOP CUSTOM REPORTS AND DASHBOARDS

Woolpert will catalogue all of the necessary reports learned throughout document discovery, workshops, and other various project meetings. Once the reports have been prioritized, Woolpert's implementation / report development team will subsequently deploy as many of the identified reports as possible within the allocated budget. Woolpert will utilize either Crystal Reports or Sequel Server Re-



porting Services to configure and deploy the resultant reports. The reports will be reviewed with Client staff through a series of in-process development reviews. Woolpert will incorporate requested changes into the reports. The reports will be tested as part of the overall User Acceptance Testing efforts.

Related sub-tasks are as follows:

- **Sub-Task 3.3.1:** Client to Provide Woolpert a Prioritized List of Reports (Client-Owned Task)
- Sub-Task 3.3.2: Woolpert to Review Reports Provided by Client
- Sub-Task 3.3.3: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 3.3.4: Woolpert to Develop Custom Reports
- Sub-Task 3.3.5: Woolpert to Facilitate In-Process Review Meetings with Client Technical Team
 - Sub-Task 3.3.5.1: In-Process Report Development Review Meeting #1
 - Sub-Task 3.3.5.2: In-Process Report Development Review Meeting #2
 - Sub-Task 3.3.5.3: In-Process Report Development Review Meeting #3
- Sub-Task 3.3.6: Configure and Test Reports in Development Environment
- Sub-Task 3.3.7: Update Reports Based on Feedback from Review Meetings

Deliverables

- Woolpert will develop as many custom reports as can be achieved within the allocated budget of 176 man-hours (inclusive of discovery, development, and review)
- Woolpert will facilitate up to three in-process review meetings, each up to one (1) hour in duration, over the course of report development

Assumptions

- Some reports may not be able to be developed until all of the system integrations have been fully tested and deployed to the Development environment

Client Responsibilities

- Provide a prioritized list of reports or development consideration
- Participate in the remote in-process review meetings

TASK 3.4: DEVELOP AND DEPLOY MOBILE AMS APPLICATIONS

This is a place holder until discussions with client staff as to how they desire to deploy mobile Cityworks (real-time connected using Cityworks Server AMS, disconnected using Cityworks Anywhere, real-time connected using third party software)

Related sub-tasks are as follows:

Deliverables

- 1
- 2

Assumptions

- 1



- 2

Client Responsibilities

- 1
- 2

TASK 3.5: PHASE 3 QUALITY CONTROL

Woolpert technical resources, not regularly involved with this implementation will perform independent quality review of the work processes and deliverable products in accordance with the Woolpert Total Quality Plan.

TASK 3.6: PHASE ACCEPTANCE AND CLOSE

This is the Phase exit document that the Client project manager signs indicating Woolpert has delivered the Phase 3 services in accordance with the Scope of Work and Project Plan. Phase 4 of this scope will not begin until Phase 3 has been approved by the Client.



PHASE 4 - SYSTEM DEPLOYMENT

TASK 4.1: DEVELOP TEST PLAN

The focus of system testing efforts is to thoroughly test the newly installed / configured Cityworks Server AMS solution and ensure all delivered functionality (application workflows, templates, reports, interfaces) are properly functioning.

Woolpert will take the lead on developing a Testing and Acceptance Plan. The Plan will derive its focus from the previously prepared Cityworks Configuration documents. Functional metrics that the Cityworks configuration must successfully achieve prior to being promoted to the Client's production environment will be defined. Additionally test scenarios, designed to step Client Testers through the User Acceptance Testing (UAT) process will be developed as part of this plan. Final plan contents will be per common agreement between the Client testing team and Woolpert and will serve as the "script" for testing and approving the system configuration. The test plan will address the core Cityworks configuration.

Once the Testing Plan has been approved by all parties, the Client testing team will undertake the user acceptance testing activities defined within the plan. Woolpert will provide ad-hoc remote support during the Client's testing activities. Additionally, upon the completed testing, and at specific in-testing milestones defined within the plan, Woolpert will make the required configuration updates / modifications / corrections to achieve testing acceptance.

The Client testers (Cityworks users) will "step" the Cityworks configuration through the test scripts defined within the Testing and Acceptance Plan. The test scenarios will be marked as either "pass" or "fail" with appropriate notes and screen shots provided to Woolpert for resolution. Testing and related configuration updates will continue until acceptable performance is achieved as defined within the Testing and Acceptance Plan. During testing, a regular scheduled phone meeting will be held to review issues and resolutions.

Related sub-tasks are as follows:

- Sub-Task 4.1.1: Woolpert to Develop Draft User Acceptance Test (UAT) Plan
- Sub-Task 4.1.2: Woolpert to Submit Draft UAT Plan to Client PM
- **Sub-Task 4.1.3: Client Technical Team to Review Draft UAT Plan (Client-Owned Task)**
- Sub-Task 4.1.4: Woolpert to Facilitate Remote Review Meeting with Client Technical Team
- Sub-Task 4.1.5: Woolpert to Update Draft UAT Plan per Client Comments
- Sub-Task 4.1.6: Woolpert to Submit Updated UAT Plan to Client PM

Deliverables

- Woolpert will prepare and deliver the draft Testing and Acceptance Plan to the Client project manager.
- Woolpert will facilitate a remote review meeting, up to two (2) hours in duration, with the Client testing team.



Figure 5: System Deployment



- Woolpert will update the testing and Acceptance Plan per the results of the review meeting and re-submit to the Client project manager

Assumptions

- The Testing and Acceptance Plan will be developed per common agreement between the Client and Woolpert.

Client Responsibilities

- The Client's project manager and members of the testing team must thoroughly review and understand the Testing and Acceptance Plan.

TASK 4.2: PROVIDE TESTER TRAINING

It will be the responsibility of the Client to select a number of end-users who will provide testing of the newly configured Cityworks PLL system. In order to effectively test the system in accordance with the testing plan, training will be provided to these end-users. The training will consist of four (4) consecutive business days of training. The following training will include the following:

- Training Course 1 - System Administration 8 hours
- Training Course 2 - Work Management 8 hours
- Training Course 3 - Storeroom 4 hours
- Training Course 4 - Custom Application Interface Training 4 hours

Related sub-tasks are as follows:

- Sub-Task 4.2.1: Woolpert to Prepare Training Materials
- Sub-Task 4.2.2: Client PM to Prepare Client Site for Training (Client-Owned Task)
- Sub-Task 4.2.3: Woolpert to Provide On-Site Training
 - Sub-Task 4.2.3.1: Training Course 1 - System Administration (On-Site Task)
 - Sub-Task 4.2.3.2: Training Course 2 - Work Management (On-Site Task)
 - Sub-Task 4.2.3.3: Training Course 3 - Storeroom (On-Site Task)
 - Sub-Task 4.2.3.4: Custom Application Interface Training (On-Site Task)

Deliverables

- Woolpert's Project Manager will deliver the necessary training materials to the Client's project manager. Preparation and delivery of training materials shall be within two (2) business days prior to the scheduled start of on-site training activities.
- Woolpert project team members will prepare and deliver training as detailed above.

Assumptions

- The Client understands that failure to provide the Client testing team with the appropriate training documents will impact Woolpert's ability to properly train these users in the time allotted for classroom training.
- The Client understands that failure to properly prepare the training site and ensuring adequate available training resources will result in the Woolpert - Client training team being unable to provide the required training to the Client testers.
- The Client understands that failure to properly prepare for and participate in the training sessions will significantly impact the Client testing team's ability to effectively make use of the configured Cityworks Server AMS application.



Client Responsibilities

- Distribute training materials to the Client testing team prior to the scheduled training sessions.
- Ensure training room is prepared in advance.
- The Client's project manager and testing team must thoroughly review and understand the training syllabus developed by Woolpert.
- Secure an appropriate training facility suitable for participants,
- Schedule and accommodate the appropriate Client testing team members such that they are available, without undue interruption, for the required number of days.

TASK 4.3: USER ACCEPTANCE TESTING IN DEVELOPMENT ENVIRONMENT

Once the Testing Plan has been approved by all parties, the Client testing team will undertake the user acceptance testing activities defined within the plan. Woolpert will provide ad-hoc remote support during Client-owned testing activities. Additionally, upon the completed testing, and at specific in-testing milestones defined within the plan, Woolpert will make the required configuration updates / modifications / corrections to achieve testing acceptance.

Client testers will "step" the Cityworks Server AMS configurations through the test scripts defined within the Testing and Acceptance Plan. The test scenarios will be marked as either "pass" or "fail" with appropriate notes and screen shots provided to Woolpert for resolution. Testing and related configuration updates will continue until acceptable performance is achieved as defined within the Testing and Acceptance Plan. During testing, a regular scheduled phone meeting will be held to review issues and resolutions.

Related sub-tasks are as follows:

- Sub-Task 4.3.1: **Client Testing Team to Perform User Acceptance Testing (Client-Owned Task)**
- Sub-Task 4.3.2: Woolpert to Provide Remote Testing Support
- Sub-Task 4.3.3: Woolpert to Update AMS and Related Application Configurations per Testing Results
 - Sub-Task 4.3.3.1: Cityworks AMS Configuration
 - Sub-Task 4.3.3.2: Custom Application Interfaces Configuration
 - Sub-Task 4.3.3.3: Configuration Documentation

Deliverables

- Woolpert will provide up to forty (40) hours of remote ad-hoc UAT support
- Woolpert will update the Cityworks Server AMS configuration based on UAT results
- Woolpert will update the custom application interfaces based on UAT results
- Woolpert will update the configuration documentation based on UAT results and updated configurations

Assumptions

- Client UAT efforts will remain focused on the scripts and criteria defined in the UAT Plan

Client Responsibilities

- Set-up and administer adequate testing facilities
- Manage the testing process



- Coordinate and schedule testing participants
- Testing participants shall actively participate in testing activities

TASK 4.4: PROVIDE END-USER TRAINING

Completion of the training efforts will result in Client system administrators and end-users being provided the training necessary to manage (administrators) and use (end-users) the configured Cityworks Server AMS and integrated applications in an effective manner such that the Client's over-arching business objectives can be met through use of the newly configured system.

Woolpert team members will co-facilitate a series of Train-the-Trainer training classes. Each class will be facilitated on-site at the Client's identified training facility. Prior to the training, Woolpert will prepare a training syllabus detailing each topic to be covered.

We have devised our Train-the-Trainer plan to accommodate training up to ten (10) Client team members to be able to train other system users.

We did not include the Warehouse Managers or Warehouse Stockers in the Train-the-Trainer program. Woolpert will be able to provide them all with the requisite Cityworks Storeroom training at one time through a traditional classroom training program.

Woolpert will provide the full suite of Cityworks Server AMS (and related applications) training to the Client's identified trainers. Immediately following this training, Woolpert will lead the first round of end-user training sessions (teaching the same material the Client trainers just learned) with support being provided by the newly trained Client staff. Upon completion of this first round of end-user training, the Client trainers will proceed to undertake the remainder of the end-user training.

While this formalized end-user training occurs just prior to go-live, Client system administrators will have already participated in the following training during prior project phases:

- Software installation and configuration training (knowledge transfer)
- Core Team training (system exposure prior to configuration workshops)
- Multiple System Configuration workshops (in which the software is used extensively)
- Multiple software demonstrations
- Tester training

Related sub-tasks are as follows:

- Sub-Task 4.4.1: Woolpert to Prepare Training Materials
- Sub-Task 4.4.2: Client PM to Prepare Client Site for Training (Client-Owned Task)
- Sub-Task 4.4.3: Woolpert to Provide On-Site Trainer Training
 - Sub-Task 4.4.3.1: Train-the-Trainer Class 1 - Cityworks Designer and Administrator Training (10 Trainers) (On-Site Task)
 - Sub-Task 4.4.3.2: Train-the-Trainer Class 2 - Cityworks Service Requests, Work Orders, and Inspections Training (10 Trainers) (On-Site Task)
- Sub-Task 4.4.4: Woolpert to Provide On-Site End-User Training
 - Sub-Task 4.4.4.1: End-User Class 1 - Cityworks Service Requests, Work Orders, and Inspections Training (20 Users) (On-Site Task)
 - Sub-Task 4.4.4.2: End-User Class 2 - Cityworks Storeroom Training (10 Users) (On-Site Task)
 - Sub-Task 4.4.4.3: End-User Class 3 - Cityworks-CCTV Integration Training (10 Users) (On-Site Task)
- Sub-Task 4.4.5: City Trainers to Provide End-User Training



- Sub-Task 4.4.5.1: End-User Class 4 - Cityworks Service Requests, Work Orders, and Inspections Training (20 Users) (Client-Owned Task)
- Sub-Task 4.4.5.2: End-User Class 5 - Cityworks Service Requests, Work Orders, and Inspections Training (20 Users) (Client-Owned Task)
- Sub-Task 4.4.5.3: End-User Class 6 - Cityworks Service Requests, Work Orders, and Inspections Training (20 Users) (Client-Owned Task)
- Sub-Task 4.4.5.4: End-User Class 7 - Cityworks Service Requests, Work Orders, and Inspections Training (20 Users) (Client-Owned Task)

Deliverables

- Preparation of training materials
- Provision of training, as more fully detailed above

Assumptions

- The Client has an adequate training facility that can accommodate the resultant number of staff to be trained
- Upon completion of two full rounds of training, Client trainers will be able to further train their end-users with little to no support

Client Responsibilities

- Secure an appropriate training facility
- Coordinate and schedule training participants
- Training participants shall actively participate in training activities

TASK 4.5: PROVIDE GO-LIVE SUPPORT

Immediately following the Cityworks Training, Woolpert will provide on-site System Go-Live support in order to assist with the successful start-up of the Cityworks system. During this time, Woolpert's Senior Systems Analyst and a Systems Analyst will assist the Client's end-users and system administrators with site-specific configuration issues. Additional coaching and supplemental training services will also be provided during this time.

In preparation for go live, Woolpert's Senior Systems Analyst will work on-site with the Client's project manager and IT support staff to ensure that all terminals requiring access to the Cityworks application are tested for connectivity; all terminals requiring the ability to print documents are tested for connectivity; and all system user accounts are tested for login ability. Additionally, as part of the go-live preparation activities, Woolpert's Senior Systems Analyst will migrate the configured and approved Cityworks database from the Development environment to the Production environment. During this time a Senior Developer will work with the Senior Systems Analyst to migrate the integration efforts to the production environment.

During the first week of live Cityworks operations, Woolpert's Senior Systems Analyst and Systems Analyst will provide the on-site support required to coach new users and provide detailed technical systems support. This support will occur between the hours of 8:00 am and 5:00 pm local time Monday through Friday of the first week of production. Scheduling variances can be facilitated by Woolpert to accommodate the Client schedules.

Related sub-tasks are as follows:

- Sub-Task 4.5.1: Woolpert to Migrate AMS Applications and Databases to Production Environment (On-Site Task)



- Sub-Task 4.5.2: Woolpert to Perform Data Load to Production Environment AMS Database (On-Site Task)
- Sub-Task 4.5.3: Woolpert to Provide One Week of On-Site Go-Live Support (On-Site Task)
- Sub-Task 4.5.4: Woolpert to Provide One Week of Remote Post Go-Live Support

Deliverables

- Woolpert will migrate all applications and databases from Development to Production environment
- Woolpert will perform a final data load of converted legacy data sets to Production database
- A Woolpert Senior Systems Analyst and System Analyst will be provided on site for up to forty (40) hours each to support system go-live activities
- Woolpert will provide up to twenty (20) hours of remote post go-live support during the first week of full system use immediately following the go-live activities.

Assumptions

- The Client's project manager will provide project sign-off within agreed upon timeframe following Go-Live.

Client Responsibilities

- The Client's project manager and IT support staff should equally assist in administering the Go-Live tasks to make sure it is clear to the End-Users that the Client is internally capable of supporting the newly deployed Cityworks Server AMS solution. The Client system administrators and IT support staff will benefit from learning basic Cityworks AMS troubleshooting routines during this time.

TASK 4.6: PHASE 4 QUALITY CONTROL

Woolpert technical resources, not regularly involved with this implementation will perform independent quality review of the work processes and deliverable products in accordance with the Woolpert Total Quality Plan.

TASK 4.7: PHASE ACCEPTANCE AND CLOSE

This is the Phase 4 exit document that the Client signs indicating Woolpert has delivered the Phase 4 services in accordance with the Scope of Work. After the phase 4 has been approved by the Client, Woolpert will provide a project close document for signature by the Client, signifying that all items listed within this scope of work have been completed.



PHASE 5 - EXTENDED SUPPORT

To be Defined - Discussion of what would go here.



CITYWORKS AMS SOFTWARE LICENSING

Azteca Systems, Inc. is offering two Cityworks Serve AMS software licensing options detailed as follows:

- **Option 1 - Utility Department Enterprise License Agreement (ELA)** to include unlimited Server AMS, Desktop, Storeroom, CCTV, Equipment Manager, Contracts, Basic Work Order API, Service Request API, and Mobile log-ins (utility department staff only). The annual cost of this option (as an ELA) is \$59,640.00.
- **Option 2 - Utility Department Site License** to include unlimited Server AMS, Desktop, Storeroom, CCTV, Equipment Manager, Contracts, Basic Work Order API, Service Request API, and Mobile log-ins (utility department staff only). The initial (first year) cost of this option is \$176,995.00 with an annual maintenance and support fee (beginning in the second year) of twenty percent of the license fee (\$35,399).

The Site License option requires a greater up-front software license fee investment, but offers a lower total cost of ownership over a six year period.

Cityworks licensing fees were developed by Azteca Systems, Inc. and are based on the following system statistics:

- Augusta - Richmond County Government population of 195,000
- 71,000 water connections
- 57,000 sewer connections

A formal software quote from Azteca will be provided.



PROJECT COSTS

Estimated Project Costs are as follows:

Task	Cost
PROJECT ROLL-UP:	\$629,135.00
SOFTWARE COSTS	\$176,995.00
PROJECT MANAGEMENT	Included
PHASE 1: IMPLEMENTATION PLANNING	\$69,130.00
Task 1.1: Conduct Pre-Planning Discovery.....	\$13,240.00
Task 1.2: Install and Configure Core Cityworks AMS Software in a Sandbox Environment	\$3,540.00
Task 1.3: Conduct Core Team Training	\$4,320.00
Task 1.4: Conduct Business Process Reviews.....	\$48,030.00
PHASE 2: SYSTEM DESIGN AND CONFIGURATION	\$122,280.00
Task 2.1: Prepare Configuration Documentation	\$8,480.00
Task 2.2: Core Cityworks AMS Configuration	\$72,750.00
Task 2.3: Cityworks Storeroom Configuration.....	\$21,880.00
Task 2.4: Cityworks AMS - CCTV Integration Configuration.....	\$7,300.00
Task 2.5: Review and Approval of Updated System and Configuration Documentation	\$4,920.00
Task 2.6: Provide Cityworks AMS Software Demonstrations	\$6,960.00
PHASE 3: ADVANCED AMS FUNCTIONALITY DESIGN AND CONFIGURATION.....	\$184,070.00
Task 3.1: Application Interfaces.....	\$121,030.00
Task 3.2: Perform Data Conversion of Legacy Data	\$35,950.00
Task 3.3: Develop Custom Reports and Dashboards	\$27,090.00
PHASE 4: SYSTEM DEPLOYMENT	\$76,660.00
Task 4.1: Develop Test Plan.....	\$12,780.00
Task 4.2: Provide Tester Training	\$7,070.00
Task 4.3: User Acceptance Testing	\$16,880.00
Task 4.4: Provide End-User Training.....	\$18,490.00
Task 4.5: Provide Go-Live Support	\$21,420.00



**Cityworks Enterprise Asset Management System Implementation
Scope of Work**

Woolpert's current rate schedule, for non-scoped implementation services offered on a Time & Material basis, are as listed in the following table. These rates are valid through December 31, 2013.

Resource Name	Hourly Rate
Practice Leader	\$220.00/hr
Project Director.....	\$203.00/hr
Project Manager	\$184.00/hr
Group Manager	\$184.00/hr
Subject Matter Specialists	\$215.00/hr
Senior Developer.....	\$175.00/hr
Developer	\$150.00/hr
Senior Systems Analyst	\$145.00/hr
System Analyst	\$130.00/hr
Admin	\$80.00/hr



ESTIMATED RESOURCE USAGE BY STAFF TYPE

The following table details the estimated number of hours per staff position required to deliver the required implementation services

Resource Name	Estimated Hours
Project Director	32.0
Project Manager	422.5
Group Manager	10.0
Senior Developer	178.0
Developer	550.0
Senior Systems Analyst	923.5
System Analyst.....	712.5
Admin	14.0



PROJECT SCHEDULE

A Microsoft Project Schedule Gantt Chart, indicating appropriate project milestones and critical path, will be developed once a final Scope of Work has been determined. The above detailed Scope of Work, as presented, can be delivered within fifty (55) weeks of receipt of a Notice-to-Proceed.

Request for Qualifications

Request for Qualifications will be received at this office until Wednesday, January 16, 2013 @ 11:00 a.m. for furnishing:

RFQ Item #12-221 Work Order & Asset Management Software for Augusta Utilities Department

RFQs will be received by: The Augusta Commission hereinafter referred to as the OWNER at the offices of:

Geri A. Sams, Director
Augusta Procurement Department
530 Greene Street - Room 605
Augusta, Georgia 30901

RFQ documents may be viewed on the Augusta Georgia web site under the Procurement Department **ARcbid**. RFQ documents may be obtained at the office of the Augusta, GA Procurement Department, 530 Greene Street – Room 605, Augusta, GA 30901.

All questions must be submitted in writing by fax to 706 821-2811 or by email to procbidandcontract@augustaga.gov to the office of the Procurement Department by Friday, December 28, 2012 @ 5:00 p.m. No RFQ will be accepted by fax, all must be received by mail or hand delivered.

No RFQ may be withdrawn for a period of **90** days after time has been called on the date of opening.

Invitation for bids and specifications. An invitation for bids shall be issued by the Procurement Office and shall include specifications prepared in accordance with Article 4 (Product Specifications), and all contractual terms and conditions, applicable to the procurement. **All specific requirements contained in the invitation to bid including, but not limited to, the number of copies needed, the timing of the submission, the required financial data, and any other requirements designated by the Procurement Department are considered material conditions of the bid which are not waiveable or modifiable by the Procurement Director.** All requests to waive or modify any such material condition shall be submitted through the Procurement Director to the appropriate committee of the Augusta, Georgia Commission for approval by the Augusta, Georgia Commission. Please mark RFQ number on the outside of the envelope.

Bidders are cautioned that acquisition of RFQ documents through any source other than the office of the Procurement Department is not advisable. Acquisition of RFQ documents from unauthorized sources places the bidder at the risk of receiving incomplete or inaccurate information upon which to base his qualifications.

GERI A. SAMS, Procurement Director

Publish:
Augusta Chronicle December 6, 13, 20, 27, 2012
Metro Courier December 12, 2012

cc: Tameka Allen Deputy Administrator
 Michael Blanchard Information Technology
 Russell Thies Utilities Department

Revised: 8/15/2011

RFQ Opening
 RFQ Item #12-221
 Work Order & Asset Management Software
 for Augusta, Georgia - Utilities Department
 RFQ Due: Wednesday, January 16, 2013 @ 11:00 a.m.

VENDORS	Attachment B	E-Verify	SAVE Form	Addendum 1	Original	7 Copies
PSD SOFTWARE 3855 SHALLOWFORD ROAD SUITE 325 MARIETTA, GA 30062	Yes	453502	Yes	Yes	Yes	Yes
LUCITY, INC. 10561 BARKLEY, SUITE 500 OVERLAND PARK, KS 66212	Yes	314856	Yes	Yes	Yes	Yes
MAINT STAR 28 HAMMOND, SUITE D IRVINE, CA 92618	Yes/No Bus Lic.	No/Non- Compliant	Yes	Yes	Yes	Yes
ASSETWORKS, INC 998 OLD EAGLE SCHOOL WAYNE, PA 19087	Yes	332629	Yes	Yes	Yes	Yes
COHESIVE 125 TOWNPARK DRIVE, SUITE 240 KENNESAW, GA 30144	Yes	398204	Yes	Yes	Yes	Yes
TIMMONS GROUP 1001 BOULDERS PARKWAY RICHMOND, VA 23225	Yes	632524	Yes	Yes	Yes	Yes
WOOLPERT 116 INVERNESS DRIVE EAST ENGLEWOOD, CO 80112	Yes	11815	Yes	Yes	Yes	Yes

**AUGUSTA UTILITIES**

Tom D. Wiedmeier, PE
Director

Date: May 31, 2013
To: Geri Sams, Procurement Director
Nancy Williams, Bid Management Specialist
From: Tom Wiedmeier *tdw*
Re: Recommendation for award of RFQ #12-221, Work Order and Asset Management Software

On May 23, 2013 the selection committee for the referenced solicitation met to rate the vendors. The selection committee rated Woolpert as the vendor most advantageous to Augusta Utilities. I recommend that Woolpert be notified of their selection for this solicitation, and that we begin contract discussions. If acceptable terms cannot be reached with the highest rated vendor, we request permission to negotiate with subsequent vendors in their order of ranking.

Following is the order of the other vendors:

2. Timmons Group
3. PSD Software
4. Assetworks
5. Lucy
6. Cohesive

**Cumulative Phase I - Evaluation Sheet - RFQ Item #12-221
Work Order & Asset Management Software
for the City of Augusta - Utilities Department**

Evaluation Criteria	PTS	PSD SOFTWARE 3855 SHALLOWFORD ROAD SUITE 325 MARIETTA, GA 30062	LUCITY, INC. 10561 BARKLEY, SUITE 500 OVERLAND PARK, KS 66212	ASSETWORKS, INC 998 OLD EAGLE SCHOOL WAYNE, PA 19087	COHESIVE 125 TOWNPARK DRIVE, SUITE 240 KENNESAW, GA 30144	TIMMONS GROUP 1001 BOULDERS PARKWAY RICHMOND, VA 23225	WOOLPERT 116 INVERNESS DRIVE EAST ENGLEWOOD, CO 80112
1. User-Friendliness of Product (intuitive, clean, uncluttered user interface, etc.)	20	14.0	11.8	12.0	11.5	13.8	13.8
2. Mobility of Application (real-time capability, iOS or Android-capable app)	20	13.3	10.8	9.8	9.8	12.3	12.3
3. Geographic Information System (GIS) interoperability (interface with ESRI ARCGIS and Augusta's existing GIS infrastructure)	20	13.3	12.3	13.3	13.8	14.5	14.5
4. Technical Infrastructure of Product (Browser-based interface, easily deployed software application, interoperability with peripheral devices, etc.)	20	14.0	13.0	12.5	12.8	14.0	14.0
5. Vendor Stability and Reliability (number of customers, number of years in business, customer service, etc.)	20	14.8	13.0	14.8	12.5	15.8	16.8
Total	100	69.3	60.8	62.3	60.3	70.3	71.3
Cumulate Phase II - Presentations (Ranking in order of preference - 1 being the number one choice)							
Presentations	3.0	4.8	4.5	5.8	1.8	1.3	
Comments:							

User: **Mills, Phyllis**Organization: **City of Augusta, GA (Augusta Commission)**[Logout](#) | [Help](#)[My DemandStar](#)[Buyers](#)[Account Info](#)[Log Bid](#)[\[View Bids\]](#)[Log Quote](#)[View Quotes](#)[Supplier Search](#)[Build Broadcast List](#)[Reports](#)

Planholders List

Member Name City of Augusta, GA (Augusta Commission)

Bid Number RFQ-12-221-0-2012/PJM

Bid Name Work Order & Asset Management Software

2 Document(s) found for this bid

41 Planholder(s) found.

[Add Planholder](#)

Supplier Name ▲	Phone	Fax	Doc Count	Attributes	Programs	Actions
Accela, Inc	9256593200	9256593201	2			Documents
Advanced Processing & Imaging, Inc.	9544250018	9544257787	2	1. Hispanic Owned 2. Small Business		Documents
AgileAssets Inc.	5123274200	5123287246	2	1. Small Business		Documents
Applied Research Associates, Inc.	2173564500	2173563088	2			Documents
Ardent Technologies Inc	9373121345	9373121346	2			Documents
Ardent Technologies Inc	9373121345	9373121346	1			Documents
AssetWorks	6106879202	6109719447	2			Documents
AST Corporation	6307781180	6307781179	2			Documents
Atkins	4076477275	4076474281	2			Documents
Cardno TBE	8008618314	7274311785	1			Documents

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Planholders List

Member Name City of Augusta, GA (Augusta Commission)

Bid Number RFQ-12-221-0-2012/PJM

Bid Name Work Order & Asset Management Software

2 Document(s) found for this bid

41 Planholder(s) found.

Add Planholder

Supplier Name ▲	Phone	Fax	Doc Count	Attributes	Programs	Actions
Cascade Engineering	6169754883	6169754902	2			Documents
CitiTech Systems, Inc.	6053485069	6053486224	1	1. Small Business 2. Veteran Owned		Documents
Cohesive Information Solutions, Inc.	7703785402	7704266477	2			Documents
DLZP Group	2819123597	2816051380	2			Documents
eCIFM Solutions, Inc	9258301925	9258302750	2	1. Small Business		Documents
EMA, Inc	4078656601	4078656615	2			Documents
Gilbane Building Company	8586586700	8586586701	2			Documents
Infor	9164036203	9164036303	2			Documents
Infrac Systems, Incd	7274988514	7274993890	2			Documents
Jones Edmunds & Associates, Inc.	3523775821	3523773166	2			Documents

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Item # 3

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Planholders List

Member Name City of Augusta, GA (Augusta Commission)

Bid Number RFQ-12-221-0-2012/PJM

Bid Name Work Order & Asset Management Software

2 Document(s) found for this bid

41 Planholder(s) found.

[Add Planholder](#)

Supplier Name ▲	Phone	Fax	Doc Count	Attributes	Programs	Actions
Lucity	9133413105	9133413128	2			Documents
MaintStar Inc.	8002555675	9494587626	2	1. Small Business		Documents
MASS Group Inc	8187091255	8187091468	2			Documents
Maven Asset Management, Inc.	9412314690	9782314690	2			Documents
MDS Technologies, Inc.	8476565385	8476565201	2	1. Small Business		Documents
MG Automation, Inc.	6303362577	0000000000	2	1. Small Business 2. Woman Owned		Documents
Mobizent LLC	8774051894	8774051894	1			Documents
Moriah Corporation	3216004941	3215740458	2	1. African American Owned 2. Small Business		Documents
Novo Solutions, Inc.	7576876590	7576878511	2			Documents
Numara Software, Inc.	8139965173	8132274501	2			Documents

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Planholders List

Member Name City of Augusta, GA (Augusta Commission)

Bid Number RFQ-12-221-0-2012/PJM

Bid Name Work Order & Asset Management Software

2 Document(s) found for this bid

41 Planholder(s) found.

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Supplier Name ▲	Phone	Fax	Doc Count	Attributes	Programs	Actions
Onvia, Inc. - Content Department	2063739500	8882637801	2			Documents
PMWeb	6172077080	9782460248	1			Documents
SEMS Technologies	6788450243	6784550034	2			Documents
Signum Group LLC	7705148111	7705145770	2			Documents
SunGard Public Sector Inc.	4073043235	1111111111	1			Documents
Technology Concepts Group, Inc.	2177668917	8558243282	2			Documents
Timmons Group	8042006354	8045601016	2			Documents
TM Consulting	4242322442	4242322446	1			Documents
TMA Systems LLC	9188586684	9188586655	2			Documents
Trapeze Software Group	4037773760	4037773769	2			Documents

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Planholders List

Member Name City of Augusta, GA (Augusta Commission)

Bid Number RFQ-12-221-0-2012/PJM

Bid Name Work Order & Asset Management Software

2 Document(s) found for this bid

41 Planholder(s) found.

[Add Planholder](#)

Supplier Name 	Phone	Fax	Doc Count	Attributes	Programs	Actions
Woolpert Inc	7045256284	7045258529	2			Documents

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BIDDERS LIST

 BID ITEM # # 12-221

 COST \$ 0

#	COMPANY'S NAME & CONTACT PERSON	COMPLETE MAILING ADDRESS TELEPHONE & FAX NUMBERS	DATE	SPEC #	INITIALS	MAILED BY
1	Motorola Solutions Glenn Creech	P.O. Box 1449 Lincolnton, GA, 30817	12-11-2012		MSC	
2	P.O. Box 1449 Lincolnton, GA, 30817	Fx 706-359-7728 Cell 706-401-0178				
3	Raintek USA LLC Attn: Y(Raj) Sivalingam 6083 Calle Mirador Yorba Linda, CA 92886	Phone				
4		714-777-6872	12/12/12		DW	U.S. mail
5						
6						
7						
8						
9						
10						
11						
12						Item # 3

CITY WORKS
AZTECA SYSTEMS INC.
11075 SOUTH STATE STREET
SUITE 24
SANDY, UTAH 84070

PSD SOFTWARE
3855 SHALLOWFORD ROAD
SUITE 325
MARIETTA, GA 30062

LUCITY, INC.
10561 BARKLEY, SUITE 500
OVERLAND PARK, KS 66212

ATTN: CHRISTOPHER FOSTER
DATAWORKS SOLUTIONS INC.
P. O. BOX 179
GROVETOWN, GA 30813

Mike Blanchard
Information Technology

Arya Patel
Information Technology

Tom Wiedmeier
Utilities
Bay Street

Russell Thies
Utilities
Bay Street

Yvonne Gentry
LSBOP
Municipal Building
3rd Floor

Bid Item 12-221 Work Order & Asset
Management Software mailed December
6, 2012

Bid Item 12-221
Work Order & Asset Management
Software
For Information Technology/Utilities
Bid Due: Wed, 1/16/13 @ 11:00 a.m.

FYI: Process Regarding Request for Qualifications

Sec. 1-10-47. Request for qualifications; pre-qualifications of contractors.

- (a) The Procurement Director, in consultation with the Administrator and using agency head may determine that it shall be in the best interest of Augusta, Georgia to pre-qualify offerors for contracts of a particular type. The imposed standards shall be met by any contractor who wishes submit a bid or proposal for the subject project. The contractor shall submit required data in order to obtain a fair and impartial determination of whether the pre-qualification standards have been met. When pre-qualification is required, only those contractors who submit the required pre-qualification information and who are actually pre-qualified to submit a bid or proposal for the proposed solicitation.
- (b) *Public notice.* Public notice of pre-qualification shall be given in the same manner as provided in section 1-10-50 (c).
- (c) *Pre-qualification standards.* The Procurement Director and affected using agency heads shall review all information submitted by the suppliers and, if necessary, require additional information. The standards set for pre-qualification shall include but not be limited to factors set forth in section 1-10-50-Sealed Bids; Bid Acceptance and Bid Evaluation or section 1-10-52-Sealed Proposals; Evaluation and Selection. If the Procurement Director and Administrator determine that the contractor meets all standards, then the contractor shall be so pre-qualified. The contractor shall be notified in writing.
- (d) *Failure to pre-qualify.* Should a contractor not be pre-qualified, appropriate written notice shall be sent and the contractor may appeal such determination as provided in Article 9.
- (e) In no instance shall a contract be awarded from the solicitation of request for qualifications.

Sec. 1-10-51. Request for proposals.

Request for proposals shall be handled in the same manner as the bid process as described above for solicitation and awarding of contracts for goods or services with the following exceptions:

- (a) Only the names of the vendors making offers shall be disclosed at the proposal opening.

FYI: Process Regarding Request for Qualifications

- (b) Content of the proposals submitted by competing persons shall not be disclosed during the process of the negotiations.
- (c) Proposals shall be open for public inspection only after the award is made.
- (d) Proprietary or confidential information, marked as such in each proposal, shall not be disclosed without the written consent of the offeror.
- (e) Discussions may be conducted with responsible persons submitting a proposal determined to have a reasonable chance of being selected for the award. These discussions may be held for the purpose of clarification to assure a full understanding of the solicitation requirement and responsiveness thereto.
- (f) Revisions may be permitted after submissions and prior to award for the purpose of obtaining the best and final offers.
- (g) In conducting discussions with the persons submitting the proposals, there shall be no disclosure of any information derived from the other persons submitting proposals.

Sec. 1-10-52. Sealed proposals.

- (a) *Conditions for use.* In accordance with O.C.G.A. § 36-91-21(c)(1)(C), the competitive sealed proposals method may be utilized when it is determined in writing to be the most advantageous to Augusta, Georgia, taking into consideration the evaluation factors set forth in the request for proposals. The evaluation factors in the request for proposals shall be the basis on which the award decision is made when the sealed proposal method is used. Augusta, Georgia is not restricted from using alternative procurement methods for obtaining the best value on any procurement, such as Construction Management at Risk, Design/Build, etc.
- (b) *Request for proposals.* Competitive sealed proposals shall be solicited through a request for proposals (RFP).
- (c) *Public notice.* Adequate public notice of the request for proposals shall be given in the same manner as provided in section 1-10- 50(c)(Public Notice and Bidder's List); provided the normal period of time between notice and receipt of proposals minimally shall be fifteen (15) calendar days.

FYI: Process Regarding Request for Qualifications

- (d) *Pre-proposal conference.* A pre-proposal conference may be scheduled at least five (5) days prior to the date set for receipt of proposals, and notice shall be handled in a manner similar to section 1-10-50(c)-Public Notice and Bidder's List. No information provided at such pre-proposal conference shall be binding upon Augusta, Georgia unless provided in writing to all offerors.
- (e) *Receipt of proposals.* Proposals will be received at the time and place designated in the request for proposals, complete with bidder qualification and technical information. No late proposals shall be accepted. Price information shall be separated from the proposal in a sealed envelope and opened only after the proposals have been reviewed and ranked.

The names of the offerors will be identified at the proposal acceptance; however, no proposal will be handled so as to permit disclosure of the detailed contents of the response until after award of contract. A record of all responses shall be prepared and maintained for the files and audit purposes.

- (f) *Public inspection.* The responses will be open for public inspection only after contract award. Proprietary or confidential information marked as such in each proposal will not be disclosed without written consent of the offeror.
- (g) *Evaluation and selection.* The request for proposals shall state the relative importance of price and other evaluation factors that will be used in the context of proposal evaluation and contract award. (Pricing proposals will not be opened until the proposals have been reviewed and ranked). Such evaluation factors may include, but not be limited to:
 - (1) The ability, capacity, and skill of the offeror to perform the contract or provide the services required;
 - (2) The capability of the offeror to perform the contract or provide the service promptly or within the time specified, without delay or interference;
 - (3) The character, integrity, reputation, judgment, experience, and efficiency of the offeror;
 - (4) The quality of performance on previous contracts;
 - (5) The previous and existing compliance by the offeror with laws and ordinances relating to the contract or services;
 - (6) The sufficiency of the financial resources of the offeror relating to his ability to perform the contract;

FYI: Process Regarding Request for Qualifications

- (7) The quality, availability, and adaptability of the supplies or services to the particular use required; and
 - (8) Price.
- (h) *Selection committee.* A selection committee, minimally consisting of representatives of the procurement office, the using agency, and the Administrator's office or his designee shall convene for the purpose of evaluating the proposals.
 - (i) *Preliminary negotiations.* Discussions with the offerors and technical revisions to the proposals may occur. Discussions may be conducted with the responsible offerors who submit proposals for the purpose of clarification and to assure full understanding of, and conformance to, the solicitation requirements. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussions and revision of proposals and such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of information derived from proposals submitted by competing offerors.
 - (j) From the date proposals are received by the Procurement Director through the date of contract award, no offeror shall make any substitutions, deletions, additions or other changes in the configuration or structure of the offeror's teams or members of the offeror's team.
 - (k) *Final negotiations and letting the contract.* The Committee shall rank the technical proposals, open and consider the pricing proposals submitted by each offeror. Award shall be made or recommended for award through the Augusta, Georgia Administrator, to the most responsible and responsive offeror whose proposal is determined to be the most advantageous to Augusta, Georgia, taking into consideration price and the evaluation factors set forth in the request for proposals. No other factors or criteria shall be used in the evaluation. The contract file shall contain a written report of the basis on which the award is made/recommended. The contract shall be awarded or let in accordance with the procedures set forth in this Section and the other applicable sections of this chapter.



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Augusta Utilities Due Date**

Department:

Caption: Discuss Augusta Utilities changing the "due dates" of water payments and the impact it is having on the citizenry. **(Requested by Commissioner Mason)**

Background:

Analysis:

Financial Impact:

Alternatives:

Recommendation:

**Funds are Available
in the Following
Accounts:**

REVIEWED AND APPROVED BY:



**Engineering Services Committee Meeting
9/23/2013 1:00 PM**

GDOT Local Maintenance and Improvement Grant (LMIG) Application

Department:	Abie Ladson, PE Director
Caption:	Approve/ratify the application from GDOT for Local Maintenance and Improvement Grant (LMIG), to be used for Belair Road construction, as requested by AED.
Background:	GDOT recently made changes to its State Aid Program and restructured it as "Local Maintenance and Improvement Grant (LMIG)." LMIG is an annual formula-based grant from GDOT that is funded through the motor fuel tax. Grant funds are typically used to supplement local projects for road/drainage improvement and road resurfacing efforts based on priority. Each year Augusta is eligible to receive approximately \$1.5 million through this LMIG Program.
Analysis:	GDOT will review submitted local projects and make final determination as to which project to fund based on priority, condition, project readiness, and funds availability. Currently the Belair Road Improvements Construction Project cost estimate is \$5.9 million, with only \$1.7 million available. The \$1.5 million LMIG will be used to supplement this cost. Belair Road is scheduled to bid in January 2014.
Financial Impact:	City of Augusta AED will receive 1.5 million (LMIG); negative financial impact.
Alternatives:	1). Approve/Ratify the application from GDOT for Local Maintenance and Improvement Grant (LMIG), to be used for Belair Road construction, as requested by AED. 2). Do not approve and identify alternate funds for supplementing Belair Road construction, and do not claim future LMIG Funds that are designated for Augusta.
Recommendation:	Approve alternative #1.

Funds are Available

Cover Memo

Item # 5

**in the Following
Accounts:**

N/A

REVIEWED AND APPROVED BY:

Finance.

Law.

Administrator.

Clerk of Commission



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Minutes**

Department: Clerk of Commission

Caption: Motion to approve the minutes of the Engineering Services Committee held on September 9, 2013.

Background:

Analysis:

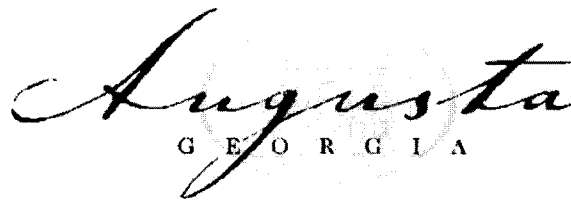
Financial Impact:

Alternatives:

Recommendation:

**Funds are Available
in the Following
Accounts:**

REVIEWED AND APPROVED BY:



Engineering Services Committee Meeting Commission Chamber - 9/9/2013

ATTENDANCE:

Present: Hons. Fennoy, Vice Chairman; Johnson and Davis, members.

Absent: Hons. Deke Copenhaver, Mayor; Jackson, Chairman.

ENGINEERING SERVICES

1. Motion to authorize condemnation to acquire title of a portion of property for right of way, permanent easement and two driveway easements (Parcel 193-0-003-00-0) 2503 Patterson Bridge Road. **Item Action:** Approved

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Approve	Motion to approve. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

2. Presentation by Ms. Beaurine Wilkins regarding the pick up of her bulk waste. **Item Action:** None

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
	No action was taken on this item due to the lack of a quorum.			

3. Motion to approve the acceptance of a donated permanent easement from Patrick Murdock O'Neil and Robin W. O'Neil, as owners, to Augusta, Georgia, in connection with the Mims Road Repair at Mims Pond Project, said permanent easement consists of 2,002.2 sq. ft. (0.046 acre), more or less, of permanent drainage and utility easement, and 1,228.7 sq. ft. (0.0282 acre), more or less, of permanent easement for construction and maintenance of slopes (A), and 1,374.8 sq. ft. (0.0316 acre), more or less, of permanent easement for construction and maintenance of slopes (B), from the property located at 2184 **Item Action:** Approved

Mims Road, private.

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Approve	Motion to approve. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

4. Motion to approve the minutes of the Engineering Services Committee held on August 26, 2013. **Item Action:** Approved

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Approve	Motion to approve. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

5. Motion to approve an Option for the purposes of acquiring a Right-of-Way between Leonard Thomas Mays and Peggy Ruth Overstreet Mays, as owner, and Augusta, Georgia, as optionee, in connection with the Marks Church Road Reconstruction Project, 0.045 acre (1,958.74 sq. ft.) in fee more or less and N/A acre of permanent easement, more or less; and (2,411.33 sq. ft.) of temporary construction easement, more or less, and one temporary driveway easement on Project Marks Church Road Reconstruction, from property located at: 1368 Marks Church Road, private, at the purchase price of \$6,600.00. **Item Action:** Approved

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Approve	Motion to approve. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

6. Motion to approve an Option for the purposes of acquiring a Right-of-Way between Thomas Dewing Kohli as Trustee of The Thomas Dewing Kohli Living Trust and Virginia Bock Kohli, Trustee of The Virginia Bock Kohli Living Trust, as owners, and Augusta, Georgia, as optionee, in connection with the **Item Action:** Approved

Marks Church Road Reconstruction Project, consisting of 0.010 acre (415.32 sq. ft.) in fee simple and N/A acre of permanent construction and maintenance easement, more or less; and 2,570.74 sq. ft. of temporary construction easement, more or less, and N/A temporary driveway drive-way easement, from property located at: 2904 Raes Creek Road, private, at the purchase price of \$2,850.00.

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Approve	Motion to approve. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

7. Receive as information Traffic Engineering's purchase of materials to upgrade traffic signals on Reynolds Street.

Item Action:
Approved

Motions

Motion Type	Motion Text	Made By	Seconded By	Motion Result
Defer	Motion to refer this item to the next committee meeting. Motion Passes 3-0.	Commissioner Mary Davis	Commissioner Corey Johnson	Passes

www.augustaga.gov



Engineering Services Committee Meeting
9/23/2013 1:00 PM
On-Call Tree and Roadway Vegetation Maintenance

Department: Abie Ladson, PE Director

Caption: Motion to approve the continued funding of the current On-Call Tree Removal Services Contract in the amount of \$200,000, and the On-Call Vegetation Maintenance Contract in the amount of \$500,000 from the Transportation Investment Act (TIA) discretionary account. Funding is solely for the purposes of hazardous tree removal and pruning; and vegetation maintenance along the county's roadway system, which is within the criteria of transportation discretionary fund usage, as requested by AED.

Background: The city continues to be challenged with the maintaining of both our urban forests and roadway shoulders. The majority of the trees within the downtown area were planted in the early 20th Century and are rapidly approaching the end of their respective life spans. Added to the danger of falling altogether, these trees pose a high probability of losing limbs. Thereby having the potential to cause accidents/fatalities and most assuredly traffic delays to clear debris and/or major property damage claims against the county as evidenced by recent litigation in Savannah.

Moreover, the increased rainfall of 2013 has resulted in a significant increase in vegetation growth along the county's rights-of-way that has impacted the capacity of our roadway stormwater ditch systems as well as overgrowth around intersections limiting sight distances and creating safety issues. The purpose of this item is to continue the On-Call contracts and supplement existing staff services to improve our tree maintenance and hazardous tree removal as well as roadway vegetation services.

Analysis: Augusta, Georgia is currently under contract until December 31, 2014 with Big Dog Tree and Stump, Arbor Equity, and Southern Arbor Tree Care for tree services and Augusta Lawn Care for roadway vegetation maintenance.

Financial Impact: Funds are available through the TIA discretionary account.

Cover Memo

Item # 7

Alternatives: 1) Approve caption 1. 2) Do not approve project

Recommendation: Approve Alternative Number One.

**Funds are Available
in the Following
Accounts:** TIA Discretionary Account

REVIEWED AND APPROVED BY:

**Finance.
Procurement.
Law.
Administrator.
Clerk of Commission**

Please do not process this document. Once approved by the Commission the original will be sent to the Clerk of Commission for execution. For information reference this request, contact Engineering at ext 5070. Thanks

CAPITAL PROJECT BUDGET
On-Call Vegetation Maintenance
(Bid 12-152)

Change Number THREE

BE IT ORDAINED by the Commission-Council of Augusta-Richmond County, Georgia that the following Capital Project Budget is hereby amended:

Section 1: The project is authorized to **CPB#N/A**. This project proposes to continue funding of the current On-Call Vegetation Maintenance from the Transproation Investment Act (TIA) discretionary account. Funding will be used for vegetation maintenance along the County's roadway system, which is within the criteria of transportation discretionary fund usage.

Section 2: The following revenues are anticipated to be available to the Consolidated Government to complete the project.

Fund Balance	\$	500,000
TIA Discretionary	\$	275,000
TIA Discretionary	\$	500,000
	\$	<u>1,275,000</u>

Section 3: The following amounts are appropriated for the project:

By Basin	By District
Varies	Varies \$ 1,275,000

Section 4: Copies of this Capital Project Budget shall be made available to the Comptroller for direction in carrying out this project.

Adopted this _____ day of _____.

Approved

Honorable Deke Copenhaver, Mayor

Original-Commission Council Office
Copy-Engineering Department
Copy-Finance Department
Copy-Procurement Department

Please do not process this document. Once approved by the Commission the original will be sent to the Clerk of Commission for execution. For information reference this request, contact Engineering at ext 5070. Thanks

**CAPITAL PROJECT BUDGET
On-Call Vegetation Maintenance**

	Change Number Three		
	CPB AMOUNT	CPB	New
<u>SOURCE OF FUNDS</u>	<u>CPB</u>	<u>Addition</u>	<u>CPB</u>
Fund Balance	(500,000)		(500,000)
TIA	(275,000)		(275,000)
TIA		(500,000)	(500,000)
TOTAL SOURCES:	(775,000)	(500,000)	(1,275,000)
 <u>USE OF FUNDS</u>			
101-041260-5223114	500,000		500,000
TIA 241-0411110/5223114	275,000		275,000
TIA 241-0411110/5223114		500,000	500,000
TOTAL USES:	\$775,000	\$ 500,000	\$ 1,275,000

Please do not process this document. Once approved by the Commission the original will be sent to the Clerk of Commission for execution. For information reference this request, contact Engineering at ext 5070. Thanks

CAPITAL PROJECT BUDGET
On-Call Tree Removal, Pruning and Replacement
(Bid 11-137)

BE IT ORDAINED by the Commission-Council of Augusta-Richmond County, Georgia that the following Capital Project Budget is hereby amended:

Section 1: The project is authorized to CPB#N/A. This project proposes to establish requested contract services to supplement existing staff services to improve our tree maintenance and hazardous tree services. Funding is available in the Transportation Investment Act (TIA) accounts in the amount of \$200,000. Also continue funding the current contract services to Big Dog Tree and Stump, Arbor Equity, and Southern Arbor Tree Care subject to receipt of signed contracts and proper bonds.

Section 2: The following revenues are anticipated to be available to the Consolidated Government to complete the project.

Tree Removal Phase VI	\$ 1,000,000
General Fund	\$ 72,000
TIA Funds	<u>\$ 200,000</u>
	<u>\$ 1,272,000</u>

Section 3: The following amounts are appropriated for the project:

By Basin

Varies

By District

Varies

Section 4: Copies of this Capital Project Budget shall be made available to the Comptroller for direction in carrying out this project.

Adopted this _____ day of _____.

Approved

Honorable Deke Copenhaver, Mayor

Original-Commission Council Office
Copy-Engineering Department
Copy-Finance Department
Copy-Procurement Department

Please do not process this document. Once approved by the Commission the original will be sent to the Clerk of Commission for execution. For information reference this request, contact Engineering at ext 5070. Thanks

CAPITAL PROJECT BUDGET
On-Call Tree Removal, Pruning and Replacement

<u>SOURCE OF FUNDS</u>	<u>CPB AMOUNT</u> <u>CPB</u>	<u>ADDITION</u>	<u>NEW</u> <u>CPB</u>
TREE REMOVAL, REPLACEMENT PHASE VI	(\$1,000,000)		(\$1,000,000)
GENERAL FUND (2012)	(\$72,000)		(\$72,000)
TIA FUNDS		(\$200,000)	(\$200,000)
TOTAL SOURCES:	(\$1,072,000)		(\$1,272,000)

USE OF FUNDS

REPAIR/MAINTENANCE 328-041110-52.22199	\$1,072,000	\$200,000	\$1,272,000
---	--------------------	------------------	--------------------

TOTAL USES:



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Option for Right of Way**

Department: Law

Caption: Motion to approve an Option for the purposes of acquiring a Right-of-Way between George Bowen, as owner, and Augusta, Georgia, as optionee, in connection with the Marks Church Road Reconstruction Project, 0.008 acre (366.85 sq. ft.) in fee more or less and N/A acre of permanent easement, more or less; and (1,075.02 sq. ft.) of temporary construction easement, more or less, and N/A temporary driveway easement on Project Marks Church Road Reconstruction, from property located at: 2906 Raes Creek Road, private, at the purchase price of \$1,800.00.

Background: The property owner has agreed to convey a certain Right-of-Way and easement to Augusta, Georgia, for the Marks Church Road Project.

Analysis: The purchase of the referenced property is necessary for the project.

Financial Impact: The costs necessary for this purchase will be covered under the project budget.

Alternatives: Deny the Motion

Recommendation: Approve the Motion

**Funds are Available
in the Following
Accounts:** 209825201-52.12116 325-041120-52.12116

REVIEWED AND APPROVED BY:

**Finance.
Law.
Administrator.**

Cover Memo

Item # 8

AUGUSTA, GEORGIA
OPTION FOR RIGHT-OF-WAY

GEORGIA, RICHMOND COUNTY

Received of Augusta, Georgia, the sum of one (\$1.00) dollar, the receipt whereof is hereby acknowledged, and in consideration of the benefits derived by me from the proposed project mentioned herein, I bind myself, my heirs, executors and assigns as follows:

If the said Augusta, Georgia, shall within 60 days after date hereof, pay me the sum of \$ 1,800.00, then the undersigned agrees to execute and deliver to Augusta, Georgia, fee simple title and easements to the land owned by the undersigned, which is shown reflected in color on the right-of-way map attached hereto and made a part hereof by reference, to be used for highway purposes on the Marks Church Road Reconstruction Project, being Tax Map 041-1, Parcel(s) 150, consisting of 0.008 acre (366.85 sq. ft.) in fee, more or less, and N/A of permanent easement, more or less, and 1,075.02 sq. ft. of temporary construction easement, more or less, and N/A temporary driveway easement(s) on project Marks Church Road Reconstruction.

*****SPECIAL PROVISION*****

The said parcel of land as above indicated is shown upon plans on file in the office of Augusta Engineering, Augusta, Georgia, said plans being identified as the Marks Church Road Reconstruction Project.

Witness my hand and seal this 19 day of Aug, 2013.

Signed, Sealed and Delivered
in the presence of:

Witness
Unofficial Witness

George L. Bowen (L.S.)
George Bowen

Forrest M. Hensley, Jr.
NOTARY PUBLIC



____ (L.S.)

____ (L.S.)

Accepted by:
AUGUSTA, GEORGIA

Administrator

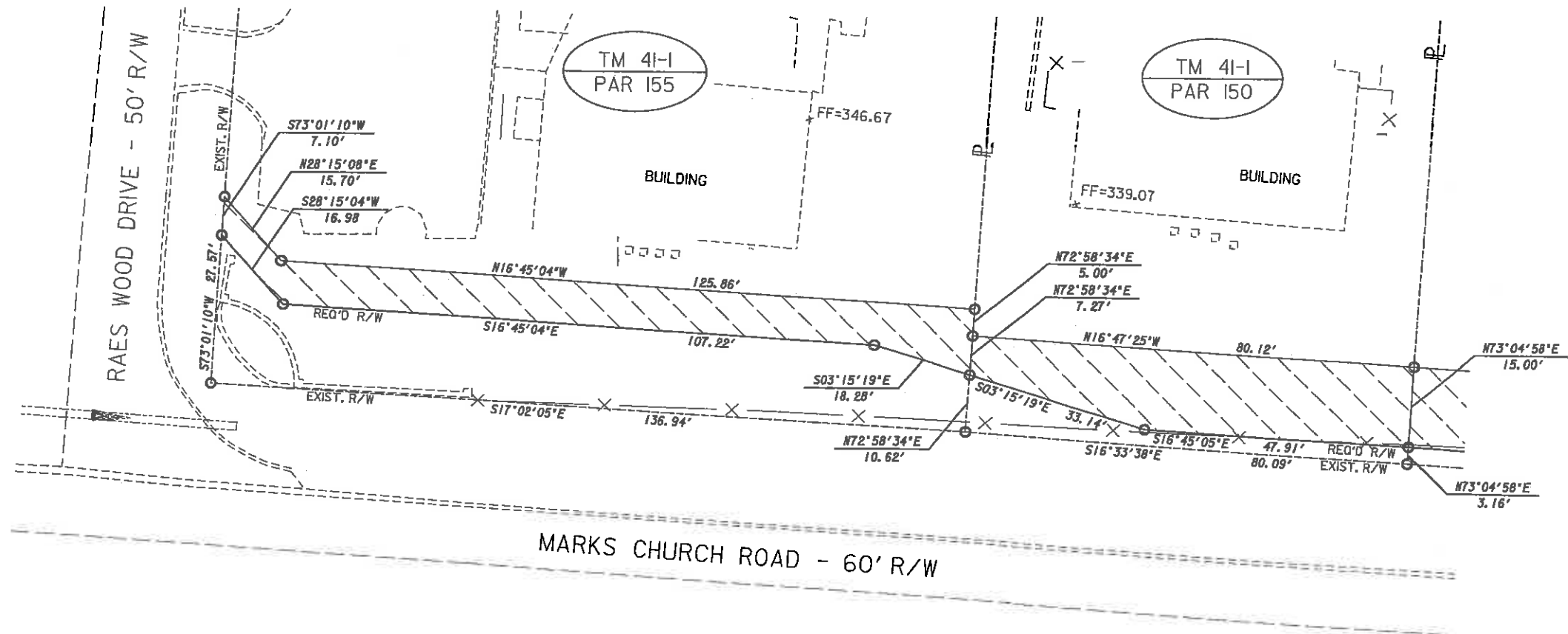
DATE

Tax Map 041-1, Parcel No. 150.

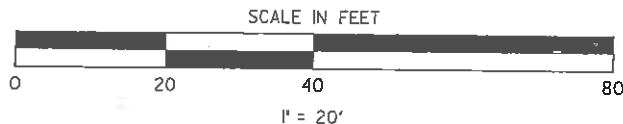
INITIALS _____

PROPERTIES INFORMATION:

OWNER	TAX MAP	PARCEL	NEW RIGHT-OF-WAY TO BE ACQUIRED	PERM. EASEMENT TO BE ACQUIRED	TEMP. EASEMENT FOR CONSTR. TO BE ACQUIRED	TEMP. EASEMENT FOR DRIVES TO BE ACQUIRED
APRIL K. BEARD	4I-1	155	2,118.71 SQ. FT., 0.049 ACRES	N/A	1,123.53 SQ. FT., 0.026 ACRES	N/A
GEORGE BOWEN	4I-1	150	366.85 SQ. FT., 0.008 ACRES	N/A	1,075.02 SQ. FT., 0.025 ACRES	N/A



- COMPILED RIGHT-OF-WAY MAP FOR -
AUGUSTA-RICHMOND COUNTY COMMISSION
 SHOWING PROPERTY LOCATED IN THE 86th G. M. D.
 RICHMOND COUNTY, GEORGIA



PROPERTY AND EXISTING R/W LINE	---
EXISTING EASEMENT LINE	---
REQUIRED R/W LINE	---
PERMANENT EASEMENT	---
TEMPORARY EASEMENT FOR CONSTR	---
TEMPORARY EASEMENT FOR DRIVES	---

NOTE: THIS EASEMENT MAP MAY NOT SHOW ALL EASEMENTS THAT ENCUMBER THIS PROPERTY.

JUNE 21, 2011

REVISION NO.	DESCRIPTION	DATE
--	--	--



W.R. TOOLE ENGINEERS, INC.
 1005 BROAD STREET
 SUITE 200
 AUGUSTA, GA. 30901
 (706) 722-4114





**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Option for Right-of-Way**

Department: Law

Caption: Motion to approve an Option for the purposes of acquiring a Right-of-Way between James C. Folk as Successor Trustee to the James M. Green Trust, as owner, and Augusta, Georgia, as optionee, in connection with the Belair Road Improvement Project, consisting of (1,642 sq. ft.) in fee, more or less, and (110 sq. ft.) of permanent easement, more or less; and (1,390 sq. ft.) of temporary construction easement, more or less, on Project the Belair Road Improvement, from property located at: 3840 Belair Road, private, at the purchase price of \$2,754.00.

Background: The property owner has agreed to convey a certain Right-of-Way and easement to Augusta, Georgia, for the Belair Road Improvement Project.

Analysis: The purchase of the referenced property is necessary for the project.

Financial Impact: The costs necessary for this purchase will be covered under the project budget.

Alternatives: Deny the Motion

Recommendation: Approve the Motion

Funds are Available in the Following Accounts: 2018233332-5212122 323041110-5212122

REVIEWED AND APPROVED BY:

**Finance.
Law.**

Cover Memo

Item # 9

**Administrator.
Clerk of Commission**

AUGUSTA, GEORGIA
OPTION FOR RIGHT-OF-WAY
AND/OR EASEMENT

GEORGIA, RICHMOND COUNTY

Received of Augusta, Georgia, the sum of one (\$1.00) dollar, the receipt whereof is hereby acknowledged, and in consideration of the benefits derived by me from the proposed project mentioned herein, I bind myself, my heirs, executors and assigns as follows:

If the said Augusta, Georgia, shall within 60 days after date hereof, pay me the sum of \$ 2,754.00, then the undersigned agrees to execute and deliver to Augusta, Georgia, fee simple title and/or easements to the land owned by the undersigned, which is shown reflected in color on the map attached hereto and made a part hereof by reference, to be used for highway and/or construction and maintenance purposes on the Belair Road Improvement Project, being Tax Map 052, Parcel(s) 069, consisting of 1,642 sq. ft. in fee, more or less, and 110 sq. ft. of permanent easement, more or less, and 1,390 sq. ft. of temporary construction easement, more or less, on project the Belair Road Improvement.

*****SPECIAL PROVISION*****

The said parcel of land as above indicated is shown upon plans on file in the office of Augusta Engineering, Augusta, Georgia, said plans being identified as the Belair Road Improvement Project.

Witness my hand and seal this 27 day of June, 20 13.

Signed, Sealed and Delivered
in the presence of:

Kathleen B. Sanders
Unofficial Witness



James C. Folk (L.S.)
James C. Folk as Successor Trustee
to the James M. Green Trust

(L.S.)

Accepted by:
AUGUSTA, GEORGIA

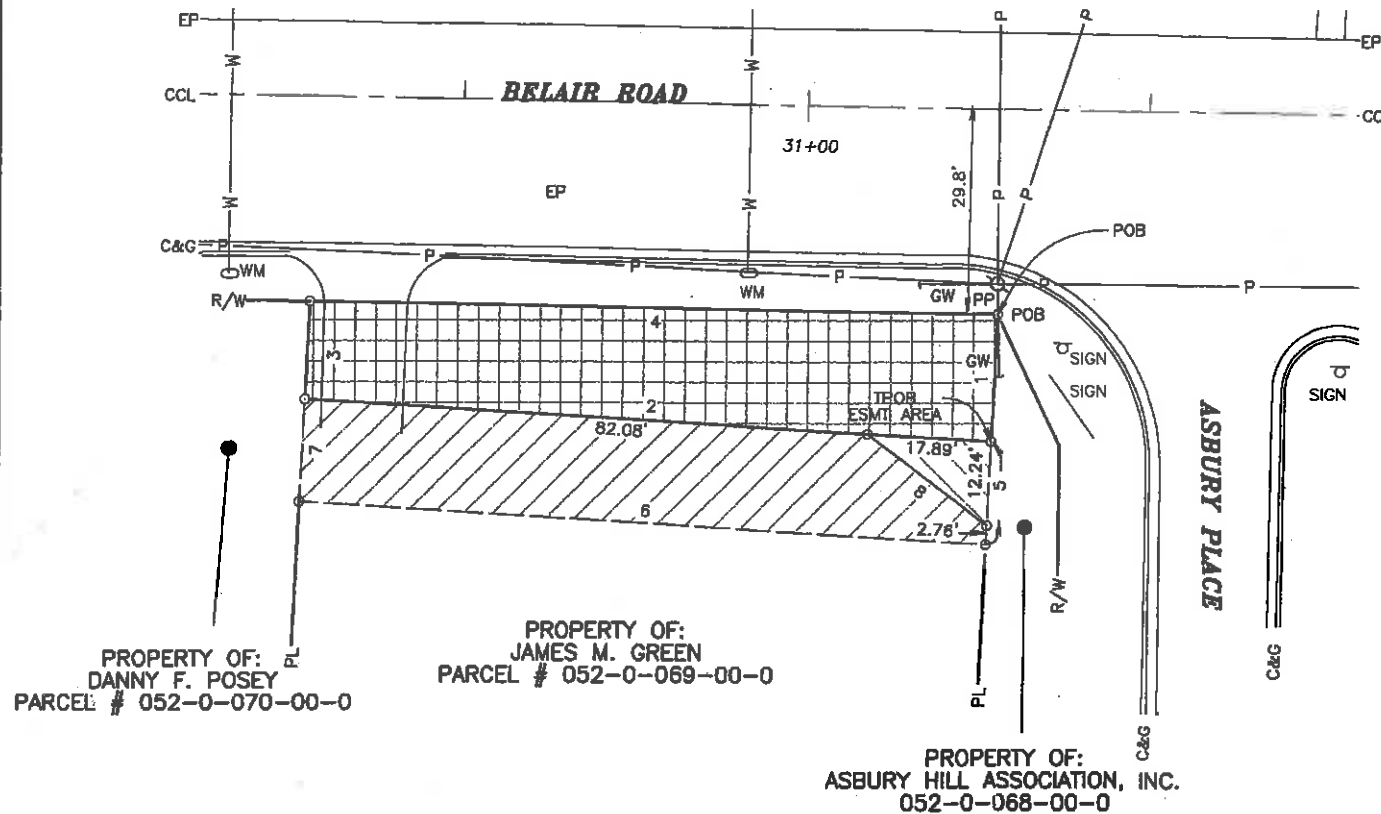
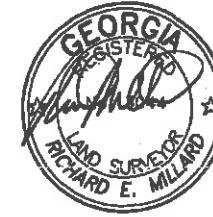
Administrator

DATE

Tax Map 052, Parcel No. 069.

INITIALS _____

NOTE: THE PURPOSE OF THIS DRAWING IS TO
DISPLAY INFORMATION PERTAINING TO THE ROADWAY
RIGHT OF WAY AND EASEMENT AREAS DEPICTED
HEREON. OTHER IMPROVEMENTS, FEATURES AND
EASEMENTS MAY AFFECT THIS PROPERTY WHICH ARE
NOT SHOWN HEREON.



LEGEND

PROPERTY LINE
PERMANENT EASEMENT LINE
TEMPORARY EASEMENT LINE
POINT OF BEGINNING
TRUE POINT OF BEGINNING
SANITARY MANHOLE
SQUARE FEET
PROPERTY LINE
DEED BOOK, PAGE
PLAT BOOK, PAGE
RIGHT OF WAY
IRON PIN FOUND
CONCRETE MONUMENT FOUND
EDGE OF PAVEMENT
CHAIN LINK FENCE
CONSTRUCTION CENTERLINE
CURB AND GUTTER
GEORGIA MILITIA DISTRICT
DRAINAGE EASEMENT
POWER LINE
GUY WIRE
POWER BOX
POWER POLE
POWER/TELEPHONE POLE
TELEPHONE BOX
TELEPHONE POLE
WATER LINE
WATER METER
WATER VALVE
CORRUGATED METAL PIPE
REINFORCED CONCRETE PIPE

POB
TPOB
MH
SQ.FT.
PL
DB: PG.
PB: PG.
R/W
IPF
CMF
EP
CLF
CCL
C&G
GMD
DE
-P-
GW
PP
PBX
PTP
TBX
TP
-W-
WM
WV
CMP
RCP

REQUIRED RIGHT OF WAY



REQUIRED TEMPORARY EASEMENT



REQUIRED PERMANENT EASEMENT



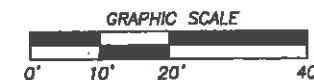
ESMT
DWG NO
18

#	BEARING	DISTANCE
1	S02°38'19"W	18.57'
2	N86°31'05"W	99.97'
3	N02°38'19"E	14.28'
4	S88°58'48"E	100.00'
5	S02°38'19"W	15.00'
6	N86°31'05"W	99.97'
7	N02°38'19"E	15.00'
8	S52°24'26"E	21.83'

REQUIRED RIGHT OF WAY AREA = 1642 SQ. FT.

TOTAL TEMPORARY EASEMENT AREA = 1390 SQ. FT.

TOTAL PERMANENT EASEMENT AREA = 110 SQ. FT.



BELAIR ROAD IMPROVEMENTS

EXHIBIT FOR
PROPERTY OF:
JAMES M. GREEN
PARCEL # 052-0-069-00-0
LOCATED IN
GMD 1365,
CITY OF AUGUSTA,
RICHMOND COUNTY, GEORGIA

SHEET
1
OF
1

11/29/10
SCALE: 1" = 20'
FILE# ESMT
JOB# G201208.BEL
DRAWN BY REM

Rochester
& Associates, Inc.

425 Oak Street N.W. • Gainesville, Georgia 30501
(770)718.0600 (770)718.9090 Fax • www.rochester-ssoc.com



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Option for Right-of-Way**

Department: Law

Caption: Motion to approve an Option for the purposes of acquiring a Right-of-Way between Claude Robert Wilkes, Sr., and Barbara A. Wilkes, as owner, and Augusta, Georgia, as optionee, in connection with the Belair Road Improvement Project, consisting of (N/A sq. ft.) in fee, more or less, and (1,050 sq. ft.) of permanent easement, more or less; and (1,050 sq. ft.) of temporary construction easement, more or less, on Project the Belair Road Improvement, from property located at: 3830 Belair Road, private, at the purchase price of \$1,950.00.

Background: The property owner has agreed to convey a certain Right-of-Way and easement to Augusta, Georgia, for the Belair Road Improvement Project.

Analysis: The purchase of the referenced property is necessary for the project.

Financial Impact: The costs necessary for this purchase will be covered under the project budget.

Alternatives: Deny the Motion

Recommendation: Approve the Motion

Funds are Available in the Following Accounts: 201823332-52.12122 323-041110-52.12122

REVIEWED AND APPROVED BY:

**Finance.
Law.**

Cover Memo
Item # 10

**Administrator.
Clerk of Commission**

AUGUSTA, GEORGIA
OPTION FOR RIGHT-OF-WAY
AND/OR EASEMENT

GEORGIA, RICHMOND COUNTY

Received of Augusta, Georgia, the sum of one (\$1.00) dollar, the receipt whereof is hereby acknowledged, and in consideration of the benefits derived by me from the proposed project mentioned herein, I bind myself, my heirs, executors and assigns as follows:

If the said Augusta, Georgia, shall within 60 days after date hereof, pay me the sum of \$ 1,950.00 ^{CRW #1,950.00 BW} ~~1,445.00~~, then the undersigned agrees to execute and deliver to Augusta, Georgia, fee simple title and/or easements to the land owned by the undersigned, which is shown reflected in color on the map attached hereto and made a part hereof by reference, to be used for highway and/or construction and maintenance purposes on the Belair Road Improvement Project, being Tax Map 052, Parcel(s) 065, consisting of N/A sq. ft. in fee, more or less, and 1,050 sq. ft. of permanent easement, more or less, and 1,050 sq. ft. of temporary construction easement, more or less, on project the Belair Road Improvement.

*****SPECIAL PROVISION*****

The said parcel of land as above indicated is shown upon plans on file in the office of Augusta Engineering, Augusta, Georgia, said plans being identified as the Belair Road Improvement Project.

Witness my hand and seal this 5th day of August, 20 13.

Signed, Scaled and Delivered
in the presence of:

[Signature]
Unofficial Witness

Claude Robert Wilkes Sr.
Claude Robert Wilkes, Sr. (ROFS)
(L.S.)

[Signature]
NOTARY PUBLIC

Barbara A. Wilkes
Barbara A. Wilkes (ROFS)
(L.S.)
(L.S.)



Accepted by:
AUGUSTA, GEORGIA

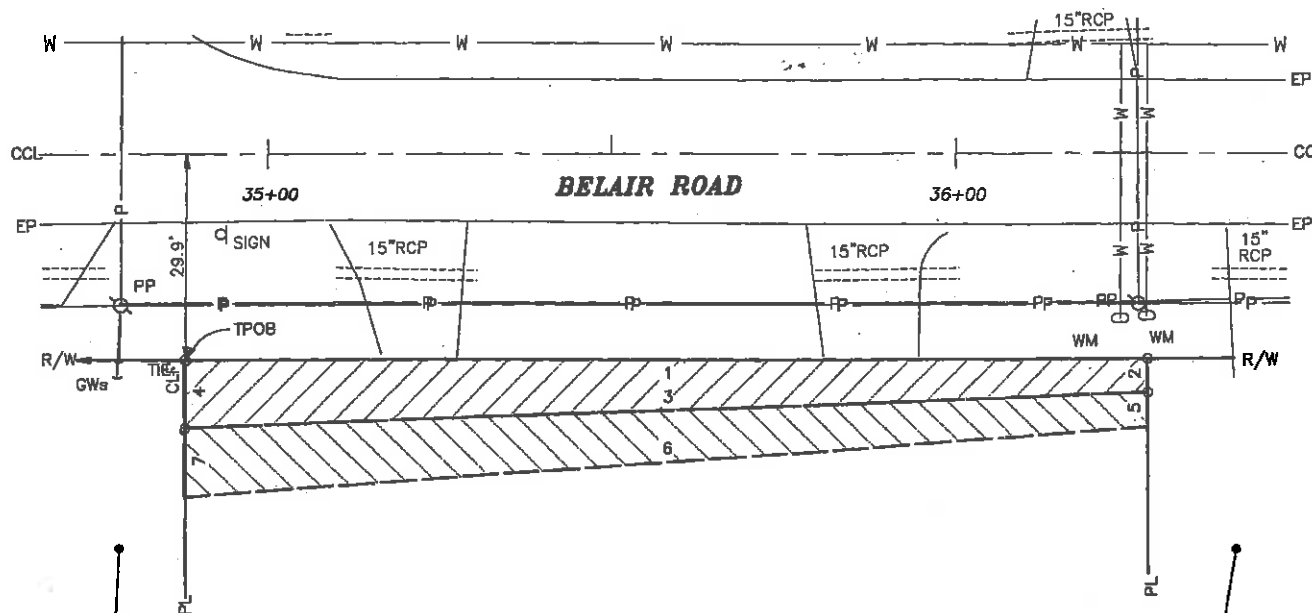
Administrator

DATE _____

Tax Map 052, Parcel No. 065.

INITIALS _____

NOTE: THE PURPOSE OF THIS DRAWING IS TO
 DISPLAY INFORMATION PERTAINING TO THE ROADWAY
 RIGHT OF WAY AND EASEMENT AREAS DEPICTED
 HEREON. OTHER IMPROVEMENTS, FEATURES AND
 EASEMENTS MAY AFFECT THIS PROPERTY WHICH ARE
 NOT SHOWN HEREON.



LEGEND

- PROPERTY LINE
- PERMANENT EASEMENT LINE
- TEMPORARY EASEMENT LINE
- POINT OF BEGINNING
- TRUE POINT OF BEGINNING
- SANITARY MANHOLE
- SQUARE FEET
- PROPERTY LINE
- DEED BOOK, PAGE
- PLAT BOOK, PAGE
- RIGHT OF WAY
- IRON PIN FOUND
- CONCRETE MONUMENT FOUND
- EDGE OF PAVEMENT
- CHAIN LINK FENCE
- CONSTRUCTION CENTERLINE
- CURB AND GUTTER
- GEORGIA MILITIA DISTRICT
- DRAINAGE EASEMENT
- POWER LINE
- GUY WIRE
- POWER BOX
- POWER POLE
- POWER/TELEPHONE POLE
- TELEPHONE BOX
- TELEPHONE POLE
- WATER LINE
- WATER METER
- WATER VALVE
- CORRUGATED METAL PIPE
- REINFORCED CONCRETE PIPE

- POB
- TPOB
- MH
- SQ. FT.
- PL
- DB: PG.
- PB: PG.
- R/W
- IPF
- CMF
- EP
- CLF
- CCL
- C&G
- GMD
- DE
- P-
- GW
- PP
- PBX
- PTP
- TBX
- TP
- W-
- WM
- WV
- CMP
- RCP

PROPERTY OF:
 MARION T DUFFIE, JR
 PARCEL # 052-0-182-00-0

PROPERTY OF:
 CLAUDE ROBERT WILKES, SR
 PARCEL # 052-0-065-00-0

PROPERTY OF:
 DIETER L. BURRELL
 PARCEL # 052-0-063-00-0

LINE	BEARING	DISTANCE
1	S88°58'48"E	140.00'
2	S00°40'03"W	5.00'
3	S88°58'27"W	140.06'
4	N00°40'03"E	10.00'
5	S00°40'03"W	5.00'
6	S86°55'57"W	140.30'
7	N00°40'03"E	10.00'

TIE: 260.01. TO THE R/W
 INTERSECTION OF BELAIR ROAD
 AND ASBURY PLACE

REQUIRED RIGHT OF WAY

REQUIRED TEMPORARY EASEMENT

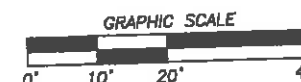
REQUIRED PERMANENT EASEMENT

ESMT
 DWG NO

26

TOTAL PERMANENT EASEMENT AREA = 1050 SQ. FT.

TOTAL TEMPORARY EASEMENT AREA = 1050 SQ. FT.



BELAIR ROAD IMPROVEMENTS

PROPERTY OF:
 CLAUDE ROBERT WILKES, SR
 PARCEL # 052-0-065-00-0

LOCATED IN
 GMD 1385,
 CITY OF AUGUSTA,
 RICHMOND COUNTY, GEORGIA

SHEET
 1

OF
 1
 11/29/10
 SCALE: 1" = 20'
 FILE# ESMT
 JOB# G201208.BEL
 DRAWN BY REM

Rochester
 & Associates, Inc.
 425 Oak Street, N.W. • Gainesville, Georgia 30501
 (770)718-0600 (770)718-9090 Fax • www.rochester-assoc.com



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Peccola Turner**

Department: Clerk of Commission

Caption: Presentation by Ms. Peccola Turner regarding maintenance of the city.

Background:

Analysis:

Financial Impact:

Alternatives:

Recommendation:

**Funds are Available
in the Following
Accounts:**

REVIEWED AND APPROVED BY:

AGENDA ITEM REQUEST FORM

Commission meetings: First and third Tuesdays of each month - 5:00 p.m.

Committee meetings: Second and last Mondays of each month - 12:45 to 2:15 p.m.

Commission/Committee: (Please check one and insert meeting date)

☐	Commission	Date of Meeting	_____
☐	Public Safety Committee	Date of Meeting	_____
☐	Public Services Committee	Date of Meeting	9/23/13
☐	Administrative Services Committee	Date of Meeting	_____
☒	Engineering Services Committee	Date of Meeting	_____
☐	Finance Committee	Date of Meeting	_____

Contact Information for Individual/Presenter Making the Request:

Name: Peccola Turner
 Address: 1221 Eleventh St.
 Telephone Number: 706 294 7949
 Fax Number: _____
 E-Mail Address: peccolaturner49@gmail.com

Caption/Topic of Discussion to be placed on the Agenda:

Maintenance of the city

Please send this request form to the following address:

Ms. Lena J. Bonner	Telephone Number: 706-821-1820
Clerk of Commission	Fax Number: 706-821-1838
Room 806 Municipal Building	E-Mail Address: lbonner@augustaga.gov
530 Greene Street	
Augusta, GA 30911	

Requests may be faxed, e-mailed or delivered in person and must be received in the Clerk's Office no later than 5:00 p.m. on the Wednesday preceding the Commission or Committee meeting of the following week. A five-minute time limit will be allowed for presentations.



Engineering Services Committee Meeting

9/23/2013 1:00 PM

Ratification of Emergency Project at Berkman Rd./Washington Rd. (Pump Station)

Department:	Augusta Utilities Department
Caption:	Notice of \$144,548.45 payment to Blair for emergency support services, to provide appropriate fire protection and water quality in the Berckmans Road area.
Background:	To assure appropriate fire protection and water quality in the Berckmans Road vicinity additional water pressure capacity needed to be made available immediately. Last year's repairs to the watermain serving the area did not result in a permanent solution. A new pump station needed to be in place and functional prior to the influx of people associated with the Masters Golf Tournament. Design efforts were completed and appropriate pump specifications and control functions were identified to assure construction of the needed pump station. Blair Construction who executed the previous repairs in the same general area and was very familiar with the water main components/ pump station installation was available and needed to execute this project.
Analysis:	Due to the emergency of the situation AUD instructed Blair to mobilize to the area in question and address the infrastructure problem. AUD has since paid Blair for their services.
Financial Impact:	Funds for this work are available in account 506043410-5223220. The total cost for the work performed by Blair was \$144,548.45
Alternatives:	No alternatives are recommended.
Recommendation:	We recommend that the commission approves the ratification of emergency pump installation at Berkman Road Tank
Funds are Available in the Following Accounts:	Funds for this work are available in account 506043410-5223220.

REVIEWED AND APPROVED BY:

Finance.

Procurement.

Law.

Administrator.

Clerk of Commission



Augusta Utilities Department

Tom Wiedmeier, P.E., Director

Jerry Delaughter, P.E., Assistant Director

Engineering and Construction Division
360 Bay Street, Suite 180
Augusta, Georgia 30901
(706) 312-4132 Fax (706) 312-4133

MEMO

DATE: February 1, 2013

TO: Geri Sams, Procurement Director

FROM: Tom Wiedmeier, P.E., Utilities Director *tdw*

SUBJECT: Emergency Project @ Berckmans Rd. /Washington Rd. (Pump Station)

To assure appropriate fire protection and water quality in the Berckmans Road vicinity additional water pressure capacity needs to be made available immediately. Last year's repairs to the water main serving the area did not result in a permanent solution. A new pump station needs to be in place and functional prior to the influx of people associated with the Masters Golf Tournament.

Design efforts have been completed and appropriate pump specifications and control functions have been identified to assure construction of the needed pump station. Blair Construction who executed the previous repairs in the same general area and is very familiar with the water main components/ pump station installation is available and needed to execute this project.

With the best interest of the City of Augusta in mind, I request authority to proceed with this emergency action under the Task Order Program previously approved by the Commission.

Tom D. Wiedmeier

Tom Wiedmeier, P.E., Director



**Engineering Services Committee Meeting
9/23/2013 1:00 PM
Reynolds Street**

Department: Engineering Dept./Abie Ladson PE, SC, Director

Caption: Receive as information Traffic Engineering's purchase of materials to upgrade traffic signals on Reynolds Street. (Referred from September 9 Engineering Services Committee)

Background: The Traffic Division of the Engineering Department is responsible for operating and maintaining all traffic signals within the county. With increased development and pedestrian activity along the Reynolds Street corridor, Traffic Engineering is in the process of upgrading the signal equipment in order to provide pedestrian buttons and upgrade signal equipment. This project will improve not only pedestrian operations but, the operational efficiency of the corridor as a whole. To that end, Traffic Engineering has ordered \$53,942 in materials from Georgia DOT annual bid. This amount was budgeted in SPLOST VI.

Analysis: This material is essential to the efficient operation of the Reynolds Street corridor

Financial Impact: This material will be purchased from the State of Georgia's annual bid No. SWC #48400-DOT0000127 from Temple in the amount of \$53,942 and funded through SPLOST VI.

Alternatives: None, for informational purposes only

Recommendation: Receive as information

Funds are Available in the Following Accounts: 328041110/531160/212828106/5311610

REVIEWED AND APPROVED BY:



Engineering Services Committee Meeting
9/23/2013 1:00 PM
Solid Waste Contract 60 Day review

Department: Environmental Services Department

Caption: Receive as information a review of the first 60 days of the solid waste collections contract.

Background: In 2011 the Environmental Services Department (ESD) released a Request for Proposal relating for its residential solid waste collections program. In 2012 the commission was faced with choosing a level of service to offer its citizens relating to residential solid waste collections. After much deliberation, contracts were approved with Advanced Disposal and Inland Services. With the new contract, a variety of items were changed. First, the contract was expanded county wide, with the exception of cities of Hephzibah and Blythe. The contract provided CNG infrastructure, and trucks which ran on CNG. Additionally, a new incentive based recycling program was included.

In addition to contract changes, there were also some administrative changes which have or will take place. First, was offering a pay as you throw program. Beginning in 2014 the ESD will be offering a smaller can at a discount for those with less volume as well as continuing to charge additional fees for those with volumes in excess of our standard service. Additionally, we included various service types to accommodate businesses and vacant lots.

Analysis: To understand the impact on the system, we must first look at the service triangle, and what was impacted in each area of the triangle. Our service triangle is comprised of three entities. The customer is the first entity in the triangle to be impacted. These items include changing everybody's service day, as well as the level of service which was offered. Additionally, the contractors moved to an automated collection system which impacted about a third of our customer base. The citizens final key change was the offering of an incentive based recycling program. The second entity in the service triangle is the contractor. While these contractors have both worked for Augusta historically, there were many changes which impacted them. The first major impact was service areas. Generally speaking, we had new contractors

Cover Memo

Item # 14

servicing areas they had never serviced before which created a significant learning curve. Additionally, the reduction from three contractors down to two contractors, created a need for our contractors to hire additional staff. Beyond that, the truck types were changed and technology was added, all creating a new environment for the contractors to work from. The third entity in the service triangle is Augusta. For this new contract we implemented our new 311 customer service system. Additionally, the resolution was altered which modified some of the operational rules that the department worked from. Finally, we incorporated the rest of the county into our service. Overall there have been several significant successes of the program. Arguably the largest success was moving to a one-time per week system. Had we stayed with our prior service level, it would have cost an additional 2 million dollars per year, and those costs would have been passed on to the consumer. The second success, primarily due to changing to a one-time trash collection, was the increase in recycling participation. In the first 60 days, 3027 new recycling carts were delivered at the request of the citizens. The next success was the updates to our customer management software. It allows us to track truck position and status in near real time conditions. This allows for a better customer service experience. Additionally the switch to CNG has been a significant success. Augusta has transitioned its contracted waste fleet to a cleaner fuel. In the first 60 days 59,429 diesel gallon equivalents (DGE) of CNG was consumed. Not only does this produce cleaner air for all Augusta citizens, but it also provided a new revenue stream in excess of \$237,000 for the review period. The most surprising success has been Inland Services. How they embraced the new technology, integrated the subcontractors into their everyday business, and developed a model of one error, one solution, makes them an unanticipated success. They significantly outperformed the competition which has much larger resources at its disposal. Along the way there were key opportunities to improve. Contractually, the item that we would have reconsidered was the removal of tires from collection service. We developed a program with monthly tire drop off events, however, this is not working for the entire County. There are parts of our community where tires still need manual collection. Augusta has developed a stop gap by assigning staff to collect tires monthly with the community events, however, this is not a good long term solution. Second, our marketing should have been improved. We focused on web and direct mail to get the word out. This provided general information, however, there was not enough detail included. One of the largest lessons learned has been dealing with out of compliance materials. The ESD did not anticipate the volume of out of compliance materials. We placed a limitation on what the hauler was to collect, however, we left the ESD open to collect what is put to the curb, with limited resources. There were also some items where the timing and implementation could have been better. The best example of this is the old cart replacement program. We

should have had these done months in advance of this contract going live. It would have improved our data accuracy; our customers would have seen a phased approach. Additionally, we should have used only one contractor to perform the exchange. We got off cycle which becomes customer impacting. Second, was the implementation of 311. We transitioned to 311 under the old rules and contract. We should have waited until the new rules were in place and effective prior to transitioning. This would have provided a smoother transition for the 311 staff. More importantly, the ESD should have written departmental SOP's around the new contract, prior to going live with 311.

Financial Impact: N/A

Alternatives: N/A

Recommendation: Receive as information a review of the first 60 days of the solid waste collections contract.

**Funds are Available
in the Following
Accounts:** N/A

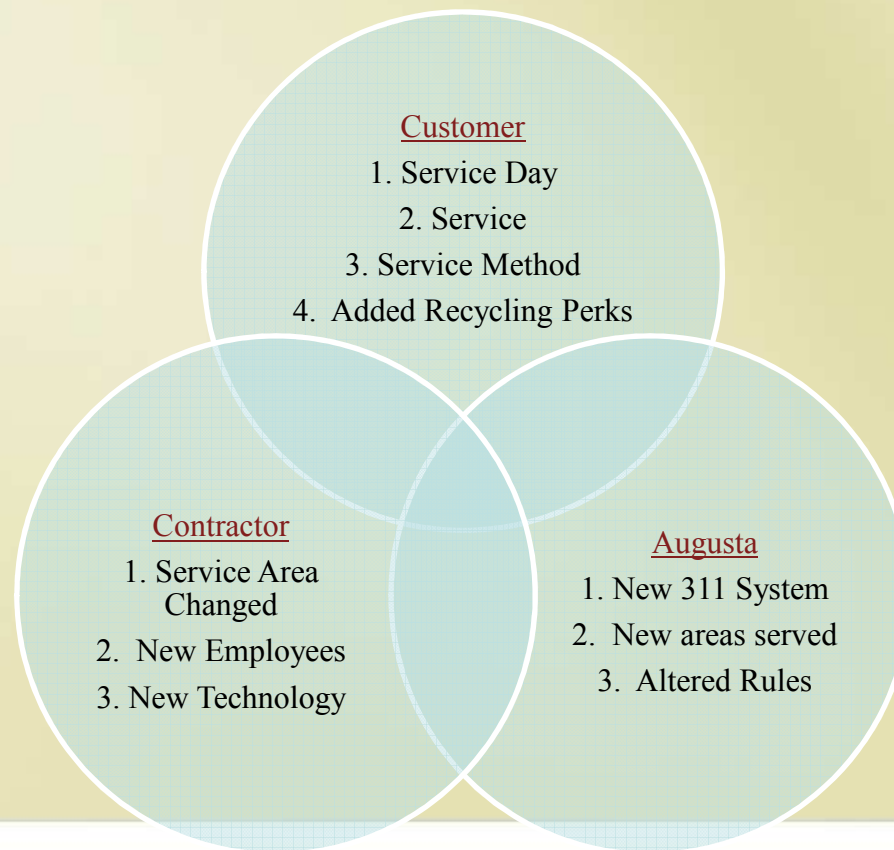
REVIEWED AND APPROVED BY:

**Finance.
Law.
Administrator.
Clerk of Commission**

Solid Waste Disposal Contract

60 Day Review

Service Triangle - Changes



Internal Lessons Learned

- Outsourcing customer service is a work in progress (311)
 - Old vs. new rules
 - Staffing
 - Departmental Specific Training
- Marketing needed to be expanded
 - Focus was on web and direct mail
 - Not enough program details were included in direct mail
 - Need to expand recycling perks marketing as carts are delivered.
- Old Cart Exchange/Repairs
 - Should have been performed by a single company
 - Should have been performed months in advance of the contract start date.
- Cart management
 - Updates to ARC software were not delivered timely complicating cart management
 - Need to deliver program kit when carts are deployed.
- Drafted contract requirements with general knowledge of software updates.
 - Not all functions worked as anticipated.
 - Had to develop operational work a rounds until corrections were made.

Internal continued

- Onboard Computers
 - Driver education and use
 - Use of data in the back office
- Tires
 - Blanket “no collection” is not working
 - Current event program works for 2/3rd of Augusta
- Out of compliance materials
 - Simple to say, if it is out of compliance, the county will collect if and charge you.
 - Believed that 10 cubic yards was more than adequate for a standard residential property
 - Unanticipated volumes of people placing out of compliance materials.
 - We placed a limitation on what the hauler will collect, however, not on what the county will collect.
 - Let ourselves no real way to hold the customer accountable.
 - Limited county resources to perform the work.

Customer Facing

- Additional Volumes/Businesses
 - Trash outside of carts
 - Businesses where new service does not meet the needs
- Education
 - Should have continued after June 1st.
 - Should have provided more details
 - Should have evolved as questions were asked.
- Assisted Collections
 - Should have audited the list prior to contract start date.
 - Should have performed audits with new service providers.
 - Most issues with Assisted collections were hauler issues.
- Red Tag Elimination
 - Anticipated using OBC with customer feedback
 - Limited direct customer communication.

Successes

- One time per week service
 - Recycling cart request
 - Additional trash cart requests
- Software upgrades
 - GPS
 - Pictures
 - Hauler accountability
- Inland Services
 - Integration of the subcontractor
 - Embrace our new technologies
 - One error, one solution
- CNG infrastructure
 - Cleaner air
 - Alternative Energy revenue stream
 - Fuel Sales – **59,429.86 DGE** with a value of **\$237,719.44**

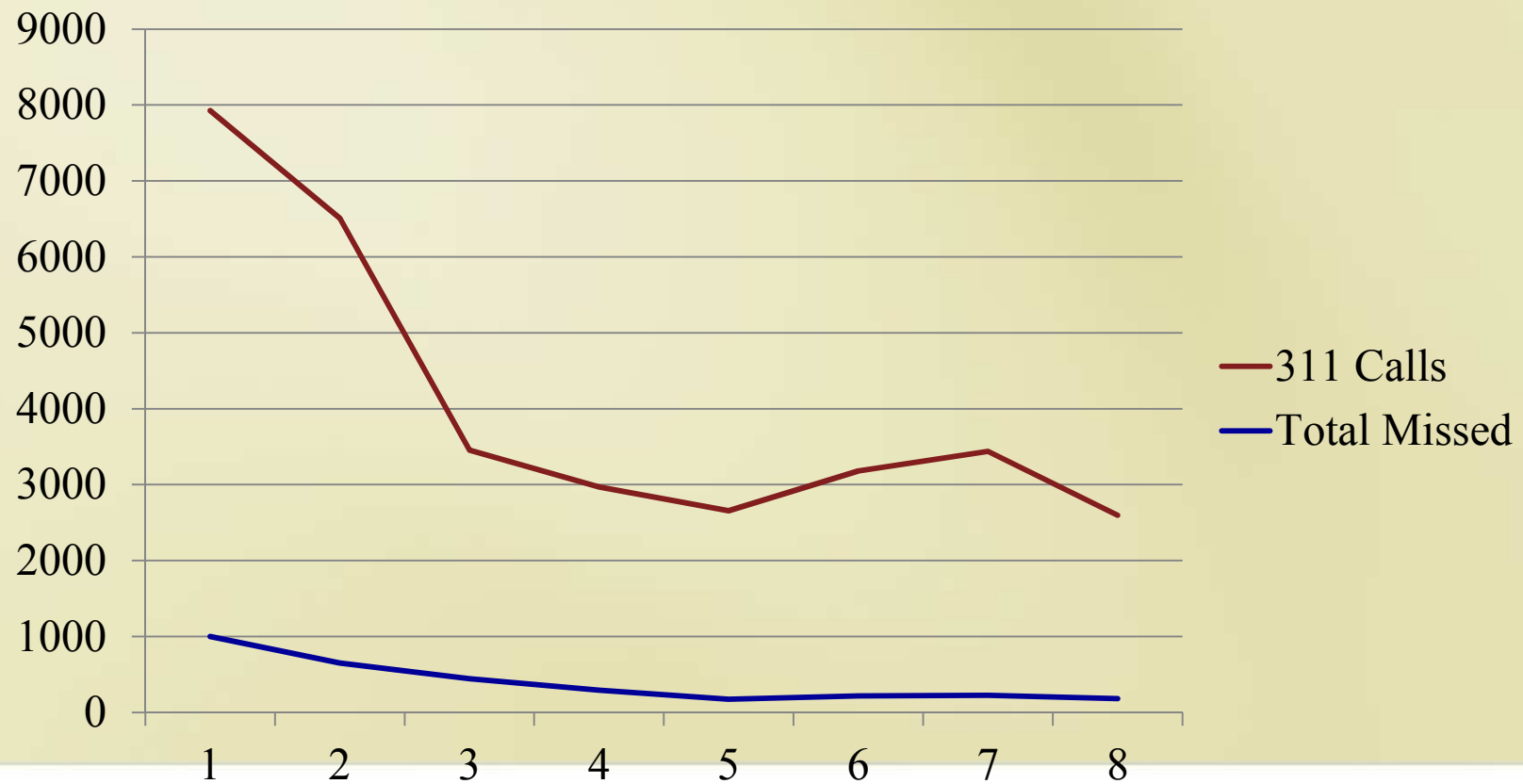
Statistics

Hauler Miss Percentages

% Misses by Week



311 Calls vs. Misses



Adding Routed Stops

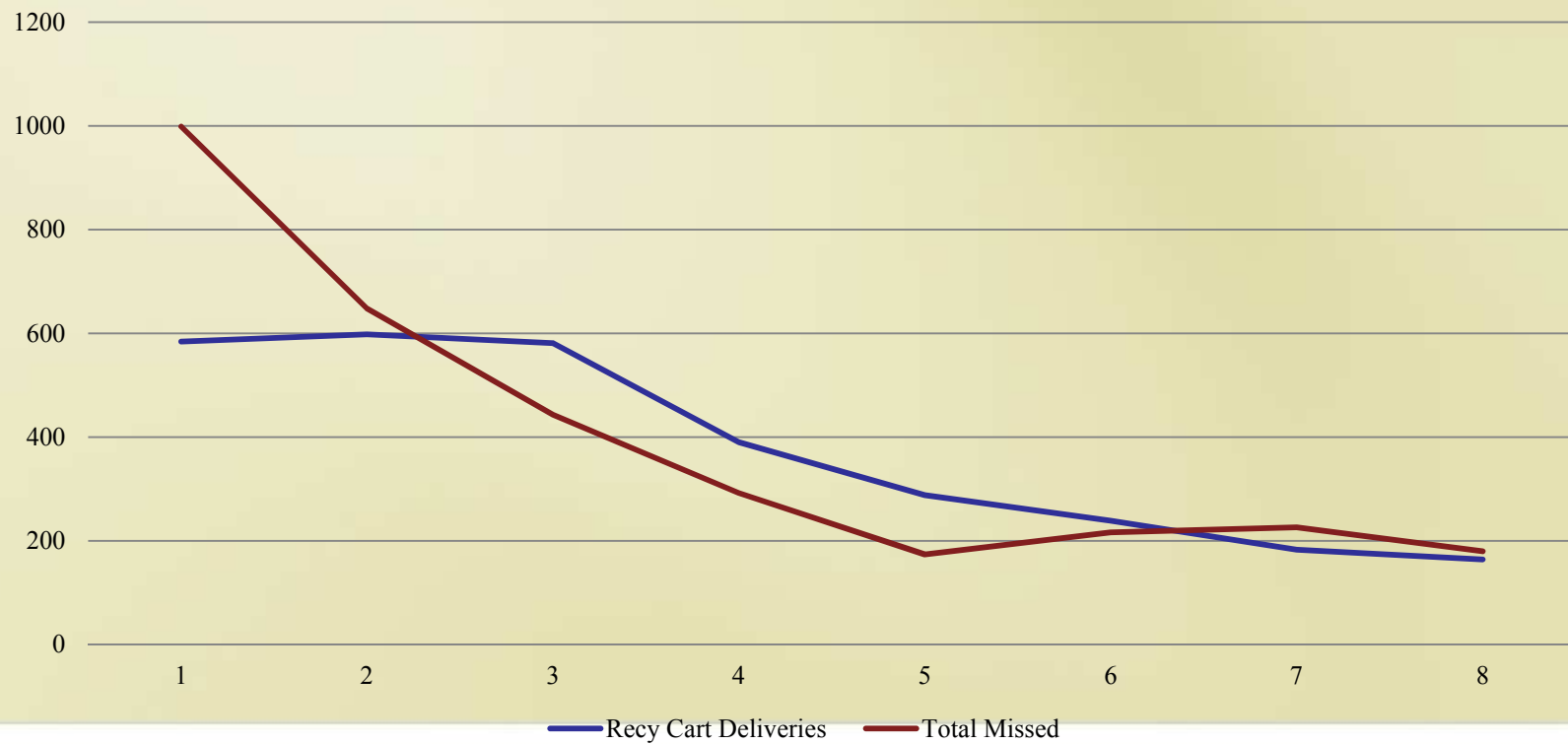
Comparing Routed Stops

■ Total Routed Customers ■ 311 Calls ■ Total Missed



Recycling Works

Recycling Cart Deliveries vs. Misses



Recycling and Recycling perks

- 3027 new recycling carts have been requested and delivered.
- 47 business partners with 38 being ARC businesses.
- 538 new customers set up
- 1730 points redeemed
- Web data
 - 49.55% of site visits are from new people
 - Average visit time is 6.27 minutes
 - Visitors are viewing 8.4 pages per visit.

Other ESD Work Orders

