

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING
MONDAY, FEBRUARY 3, 2014
9:00 AM

COMMITTEE MEMBERS

Mr. Mark Moody, Chair • Mr. Marion Bracy • Mrs. Florence Schornstein • Dr. Beverly Wright • Ms. Loyce Pierce Wright

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee - NONE
4. Staff Contract Review Committee
5. Renewal Construction Contracts With DBE Participation - NONE
6. Final Acceptance Contracts With DBE Participation

INFORMATION ITEMS

7. Customer Account Management System Replacement
8. Customer Service Results through December 2013
9. DBE Participation Report
 - Diversity Statement Within Language of Contracts Re: DBE Program
 - Evaluation Performance History Re: DBE Contractors
10. 2014 Committee/Board Meeting Schedule
11. Any Other Matters
12. Reference Material (**In Binders**)
 - a. Sewerage & Water Board By-Laws
 - b. 2014 – Operating & Capital Budget
 - c. Strategic Plan
 - d. Tracking Tool for Commitments to the City Council
 - e. Bond Rating
13. Adjournment

Emergency Letter Bid; Reconstruction of the Existing Florida Ave. Canal between Spain St., and Music St.

On Friday, January 17, 2014, three (5) bids were received for subject contract. The bid totals are as follows:

Cajun Construction, Inc.	\$ 2,216,000.00
Boh Bros. Construction Co., LLC	\$ 2,440,375.00
Cycle Construction Co.	\$ 2,498,375.00

Twenty percent (20%) SLDBE participation was estimated by Sewerage & Water Board of New Orleans' engineers on this contract.

The apparent lowest bidder, Cajun Construction, Inc., submitted the following subcontractors:

Palmisano Trucking, Inc. (eligible certified SLDBE) to perform trucking
\$18,295.00 — 0.83%

Baker Ready Mix, LLC (eligible certified SLDBE) to provide concrete ready mix
\$104,510.00 — 4.72%

PJM Safety Supplies, LLC (eligible certified SLDBE) to provide safety supplies
\$2,196.00 — 0.1%

Three C's Properties, Inc. (eligible certified SLDBE) to provide fencing
\$4,200.00 — 0.19%

Pierce Foundations, Inc. (eligible certified SLDBE) to perform pile driving
\$358,060.00 — 16.16%

SLDBE Participation totals: **\$487,261.00 — 21.99%**

The apparent second lowest bidder, Boh Bros. Construction Co., LLC, submitted the following subcontractors:

Baker Ready Mix, LLC (eligible certified SLDBE) to provide concrete batch plant/ready mix
\$127,895.00 — 5.24%

B&S Equipment Co., Inc. (eligible certified SLDBE) to perform demolition and pumping
\$536,654.00 — 21.99%

Prince Dump Truck Service (eligible certified SLDBE) to provide
hauling and aggregate materials
\$34,924.00 — 1.43%

Participation totals: **\$699,473.00 — 28.66%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program confirms that the SLDBE participation submitted by Cajun Construction, Inc., and Boh Bros. Construction Co., have met the Sewerage & Water Board's engineers' SLDBE participation estimate.

(See Attachment #2.1 for SLDBE Participation Summary Sheets)

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 20 %

Contract Name: Emergency Letter Bid - Reconstruction of the Existing Florida Ave Canal Between Spain St and Music St

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Palmisano Trucking 1129 N Sibley Street Metairie, LA 70003	Brian Palmisano	Trucking	\$18,294.52	0.8256%
Baker Ready Mix 2800 Frenchmen Street New Orleans, LA 70122	Amy Dupree/Arnold Baker	Concrete Ready Mix	\$104,510.00	4.7162%
PJM Safety Supplies 700 S. Peters St. Suite 315 New Orleans, LA 70130	Carlos Hornbrook	Safety Supplies	\$2,196.00	0.0991%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING
(EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE.
BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Michael E. Lavespere

Print Name

Prime Company's Name: Cajun Constructors, Inc.

Prime Address: P.O. Box 104 Baton Rouge, LA 70821

Prime Signature: _____

Signature

Date: 1-21-14

Telephone Number: 225-753-5857

12-5

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET


Minimum Percentage Goal Participation for this Contract is 20 %

Contract Name: Emergency Letter Bid - Reconstruction of the Existing Florida Ave Canal Between Spain St and Music St

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Three C's Properties 141 I-310 Service Road St. Rose, LA 70087	Connie Bos/ Conrad Frey IV	Fencing	\$4,200	0.1895%
Pierce Foundation 10940 Harrow Road New Orleans, LA 70127	Diane Pierce/Benji Ficklin	Pile Driving	\$358,060	16.1579%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE.
BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER


Signature

Prime Signature: _____

Prime Name: Michael E. Lavespere
Print Name

Prime Company's Name: Vice President

Prime Address: P.O. Box 104 Baton Rouge, LA 70821

Date: 1-21-14

Telephone Number: 225-753-5857

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 20 %

Contract Name: Emergency Letter Bid - Reconstruction of the Existing Florida Ave Canal Between Spain St and Music St

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Baker Ready Mix & Building Materials, L.L.C.	Arnold Baker	Concrete Batch Plant/Ready Mix	\$127,895.20	5.24%
B&S Equipment Co., INC	Sue Ryals	Demolition, Pumping	\$536,654.00	21.99%
Prince Trucking	Richard Prince	Hauling and Aggregate	\$34,924.49	1.43%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE. BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Robert S. Boh, President and CEO

Print Name

Prime Company's Name: Boh Bros. Construction Co., L.L.C.

Prime Address: 730 S. Tonti Street

New Orleans, LA 70119

Prime Signature: _____

Signature

Date: January 20, 2014

Telephone Number: 504-821-2400

Request For Proposals for the Customer Information System Solution

On Monday, January 13, 2013, two (2) proposals were received for subject contract. The submittals received are as follows:

**Advanced Utility Systems, (A Division of North Harris Computer Corporation)
Cogsdale Corporation, Inc.**

Sixteen-percent (16%) SLDBE participation goal was requested on this proposal.

Advanced Utility Systems submitted the following subcontractors:

Luther Speight & Company, LLC (eligible SLDBE company) to provide administrative business management consulting and general management consulting \$259,000.00 – 6.34%

Major Services, Inc. (eligible SLDBE company) to provide computer processing, data preparation and processing and computer programming website design \$414,000.00 – 10.13%

Participation totals: \$673,000 – 16.47%

Cogsdale Corporation, Inc. submitted the following subcontractors:

Debra Gould & Associates, Inc. (eligible SLDBE company) to provide business planning, which consist of change management, training and executive coaching \$170,775.00 – 4.35%

Luther Speight & Company, LLC (eligible SLDBE company) to provide business consulting, which consist of administrative business management and general management consulting \$225,844.00 – 5.75%

Major Services, Inc. (eligible SLDBE company) to provide computer services which consist of data conversion and computer support services \$252,821.00 – 6.44%

Participation totals: \$649,440.00 – 16.54%

Based on analysis of the SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by **Advanced Utility Systems** and **Cogsdale Corporation, Inc.** be approved.

(See attachment #2.2 for Participation Summary Sheets)

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 16%Contract Number and Name: Request for Proposals: Customer Information Systems Solution

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Major Services, Inc. 2749 Toulouse St New Orleans, LA 70119	Bobby Major 504-488-1300 majorbv@bellsouth.com	Computer Processing Data preparation and Processing, Computer Programming, Website Design, PC Support, Application System Development and Maintenance; which includes data conversion, environment setup including installation, user and security up, web page development, and custom reports development Data Conversion & Interface Assistance \$180,000 Environment Set up and Installation \$40,000 Custom Reporting \$90,000 Configuration & Documentation \$40,000 Web Page Development & Configuration \$64,000	\$404,000	10.13%
Leiter Speight & Company, LLC 1100 Poydras St. Suite 2949 New Orleans, LA 70130	Luher Speight, III 504-319-5813 luher@speightcpa.com	Administrative Business Management Consulting & General Management Consulting which includes custom user process changes and documentation and internal and external communication. Business Process Discovery, Documentation and Stakeholder Communication rollout \$259,000	\$259,000	6.34%

THIS FORM MUST BE COMPLETED AND SUBMITTED WITH PROPOSAL

BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBES HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Peter Panous

Print Name

Prime Company's Name: Advanced Utility Systems, a division of N. Harris Computer CorporationPrime Address: 1400-2235 Sheppard Avenue EastToronto, ON M2J 5B5Prime Signature: [Signature]

Signature

Date: January 7, 2014Telephone Number: 416-496-0149 Ext 231

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 16%

Contract Number and Name: Customer Information Systems Solution

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
LUTHER SPEIGHT & COMPANY, LLC 1100 POYDRAS ST., SUITE 2949 NEW ORLEANS, LA 70130 OWNER: LUTHER C. SPEIGHT, III OFFICE: 504-319-5813 EMAIL: Luther@Speightcpa.com CERTIFIED: March 27, 2012	Luther Speight	Business Consulting (Administrative Business Management & General Management Consulting)	\$225,844	5.75%
MAJOR SERVICES, INC 2749 TOULOUSE ST NEW ORLEANS, LA 70119 OWNER: BOBBY MAJOR OFFICE: 504-488-1300 FAX: 504-392-3992 EMAIL: majorsvr@bellsouth.com CERTIFIED: FEBRUARY 21, 2013	Bobby Major	Computer Services (Data conversion and Computer Support Services)	\$252,821	6.44%



DEBRA GOULD & ASSOCIATES P O BOX 871211 NEW ORLEANS, LA 70187-1211 OWNER: DEBRA GOULD OFFICE: 504-244-6576 FAX: 504-245-2488 EMAIL: dgould@gouldassoc.com WEBSITE: www.gouldassoc.com CERTIFIED: AUGUST 30, 2013	Debra Gould	Business/Planning (Change Management, Training, & Executive Coaching)	\$170,775	4.35%
TOTAL			\$649,440	16.53%

THIS FORM MUST BE COMPLETED AND SUBMITTED WITH PROPOSAL

BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name:

Ryan Cawley

Print Name

Prime Signature:



Signature

Prime Company Name:

Cogsdale Corporation Inc.

Prime Address:

14 MacAleer Drive, Suite #5
Charlottetown, PE
C1E 2A1

Date:

January 10th, 2013

Telephone:

1.800.533.9690 x 4088 Mobile: 902.393.6428

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on January 21, 2014 and made the following recommendations:

Renewal Contracts

Pursuant to the Finance/Operations Committees request for SLDBE compliance on contracts involving renewals, please find subject information.

First and Final Renewal, 40% SLDBE Participation.

1. Furnishing Office Supplies

Renewal Cost:	\$19,458.16
Prime Contractor:	New Orleans Office Supplies, Inc.
SLDBE Sub-contractor:	Corporate Business Supplies, Inc.

Funding Source:
Operating and Maintenance Budget

The SLDBE participation goal is 40.00%. The SLDBE participation achieved is 48.00%.

(See attachment #4.1 for specifics)

First of Two (2) renewal options, 35% SLDBE Participation.

2. Preparation of the Report on Operations for 2013

Renewal Cost:	\$101,000.00
Prime Contractor:	Black & Veatch Corporation
SLDBE Sub-contractors:	Bruno & Tervalon, LLP Julien Engineering & Consulting Services, Inc.

Funding Source:
Operating and Maintenance Budget

The SLDBE participation goal is 35.00%. The SLDBE participation achieved is 48.51%.

(See attachment #4.2 for specifics)

First and Final Renewal, 0% SLDBE Participation.

3. Furnishing Air Conditioning and Heating Services

Renewal Cost:	\$58,799.00
Prime Contractor:	Siemens Industry, Inc.
Participation goal Justification	There is 0% SLDBE participation because this project cannot be subdivided into areas that will include certified SLDBE subcontracting opportunities because of the warranty requirements.

Funding Source:
Operating and Maintenance Budget

(See attachment #4 for project descriptions and related correspondence)



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: January 6, 2014

From: Willie Mingo, Purchasing Agent

To: Alvin Porter, Interim EDB Director



Re: RENEWAL OF CONTRACT FOR FURNISHING OFFICE SUPPLIES

It is being requested the renewal contract for Furnishing Office Supplies that was bid on August 16, 2012 with 40% participation be placed on the agenda for January 21, 2014 meeting of the SCRC.

This contract allows delivery as needed to the Stationery department for office supplies used by all S&WB departments. The contract was awarded to New Orleans Office Suppliers for the period of 10/1/12 thru 9/30/13 in the amount of \$48,784.83 the awarded vendor has requested to exercise the renewal option of the additional year (3/1/14 thru 12/31/14) with all terms, conditions and prices of the original specifications remaining unchanged during the renewal term.

New Orleans
Office Suppliers, Inc.

OFFICE SUPPLIES, FURNITURE & EQUIPMENT • OFFICE PRINTING & ENGRAVING

P.O. BOX 870056, NEW ORLEANS, LA. 70187-0056

PHONE 241-2203 • FAX 246-7455



To: Sewerage & Water Board of N.O.

Mr. W. MINGO

From: New Orleans Office Suppliers, Inc.
5700 Hayne Blvd NO 4A 70126

Rick DAVIS

Dear Mr. Mingo,

We would like to extend the yearly
contract for Office Suppliers for another
year, #6000177.

Thanking You,
Rick Davis
N.O.S.

Rick DAVIS

Attachment # 4.1

12-31-13

**New Orleans Office Supplies, Inc.
Furnishing Office Supplies**

Contract Amount	\$19,458.16
Funds Received by Prime	\$17,564.80
Funds Received by DBE's	\$ 8,430.83
DBE Participation Goal	\$7,783.26 - 40%
DBE Participation Achieved	48.00%
Amount of funds left to be received by Prime	\$ 1,893.36
Amount of funds left to be received by DBE's	\$ 0.00

Reporting Date 12-31-13

Contract Start Date	Contract Name	Award Date	Prime Name	\$ Value of Contract	DBE Subcontractor	DBE%	DBE \$ Value	DBE Participation Achieved	DBE Payment Received as of 12/31/2013	DBE Report Received	Total % Difference Complete	Amount Paid by S&WB as of 12/31/2013	% of Job completed	Contract End Date
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10/1/2012	Furnishing Office Supplies	10/1/2012	New Orleans Office Supplies Mr. Rick Davis 5700 Haynes Blvd. New Orleans, LA 70126 (504) 241-2203 Fax - (504) 241-0754	\$19,458.16 Goal: 40% is \$7,783.26	Corporate Business Suppliers, Inc. Mr. Alfonso Gonzalez 273 Plaquemine Street New Orleans, LA 70123 (504) 734-3072 Fax -(504) 734-3035	40.00%	\$7,783.26	48.00%	\$8,430.83		108%	\$17,564.80	90%	10/1/2013
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Scheduled DBE Participation 40.0%
DBE Participation Achieved 48.00%



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: December 23, 2013

From: Dexter Joseph, Planning and Budget Director

To: Alvin Porter, EDB Program Interim Director

Re: Contract request to exercise the first option extension to prepare the 2013 Report On Operations

Please place the following Contract on the agenda for the Staff Contract Review Committee (SCRC) Meeting Tuesday, January 21, 2014.

Detailed Summary

Preparation of the proposal for the 2013 Report on Operations

Bid Specifications

N/A

Breakdown of subcontract

There are two subcontractors, one will assist in the required financial study and the second will assist as a project engineer in the evaluation of the maintenance and operations of the Board's Facilities.

Cost of Contract

Black & Veatch	\$ 52,000	approximately 51%
Bruno & Tervalon	\$ 25,000	approximately 25%
Julien Engineering & Consulting Services	\$ 24,000	approximately 24%
Total	\$101,000	100%

Recommended Goal

The recommended goal is 35% of the contract for DBE Participation

Indicate any extenuating circumstances

N/A

Renewal options

To exercise the first option extension renewal.

cc: Executive Director
Robert Miller
David Strong



BLACK & VEATCH
Building a world of difference.

BLACK & VEATCH CORPORATION
11401 LAMAR AVENUE, OVERLAND PARK, KS 66211
+1 913-458-3025 | whiteam@bv.com

December 2, 2013

Mr. Dexter Joseph
Sewerage & Water Board of New Orleans
625 St. Joseph Street
New Orleans, LA 70165

Dear Mr. Joseph:

Our contract with the Board for the 2012 Report on Operations allows renewal of additional contracts for up to two (2) years. We would like request the contract be renewed for one year for the preparation of the 2013 Report on Operations. The cost for the 2013 Report on Operations will not exceed \$101,000.

We look forward to working with the Sewerage & Water Board.

Very truly yours,

BLACK & VEATCH CORPORATION

Anna White

Anna White
Principal Consultant

Enclosure[s]

AUTHORIZATION TO ENTER INTO AN AGREEMENT WITH BLACK & VEATCH
CONSULTANTS FOR PREPARATION OF THE REPORT ON OPERATIONS FOR 2012

WHEREAS, Black & Veatch is in the process of finalizing the Report on Operations for 2011; and

WHEREAS, The budget for the 2012 Report on Operations is \$102,000; and

WHEREAS, Black & Veatch has submitted a proposal for preparation of the Report on Operations for 2012 and with a proposed maximum fee of \$101,000; and

WHEREAS, Black & Veatch plans to utilize the services of Bruno & Tervalon, an Economically Disadvantaged Business, to assist in the proposed study at a minimum of approximately 25% of the work effort equal to \$25,000 of project billings; and

WHEREAS, Black & Veatch also plans to utilize the services of Julien Engineering & Consulting Services, an Economically Disadvantaged Business, to assist in the proposed study at a minimum of approximately 24% of the work effort equal to \$24,000 of project billings;

NOW THEREFORE BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro Tem is hereby authorized to enter into an agreement with Black & Veatch for Preparation of the Report on Operations for 2012.

I, Marcia A. St. Martin, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of the resolution adopted at a Regularly Monthly Meeting of said Board, duly called and held, according to law on October 17, 2012.


MARCIA A. ST. MARTIN
EXECUTIVE DIRECTOR

SEWERAGE AND WATER BOARD OF NEW ORLEANS

12-31-13

Black & Veatch Corporation**Preparation of Report on Operations 2012**

Contract Amount	\$ 101,000.00
Funds Received by Prime	\$ 101,000.00
Funds Received by DBE's	\$ 49,000.00
DBE Participation Goal	\$ 36,360.00 - 36%
DBE Participation Achieved	48.51%
Amount of funds left to be received by Prime	\$ 0
Amount of funds left to be received by DBE's	+ \$ 0

Active Professional Services Contracts

**FIRST RENEWAL OF CONTRACT
FOR
FURNISHING
AIR CONDITIONING AND HEATING
MAINTENANCE FOR CENTRAL YARD**

PROPOSAL: The contractor, **SIEMENS** has requested that the Board extend its current contract for Furnishing Air Conditioning and Heating Maintenance for Central Yard for a one-year period. All terms and conditions, including the bid price agreed upon in the present contract, shall remain unchanged.

EVALUATION: The original contract for Air Conditioning and Heating Maintenance for Central Yard was awarded to **SIEMENS** at the Board's March 20, 2013 meeting in the total amount of ***fifty-eight thousand, seven hundred and ninety-nine dollars and no cents (\$58,799.00)***. If approved by the Board, this would be the first extension of this contract with **zero percent (0%)** DBE Participation. It is recommended that the Board approve the request as proposed by the contractor.

RECOMMENDATION: It is recommended that the Board approve this first one-year renewal to **SIEMENS** in the total amount of ***fifty-eight thousand, seven hundred and ninety nine dollars and no cents (\$58,799.00)*** for a period of one-year beginning April 1, 2014 thru March 31, 2015.

The budgeted amount is \$75,000.00

SIEMENS

Industry

December 3, 2013

Jay Pedesclaux, Maintenance Foreman
Sewerage and Water Board-Carrollton Plant
625 St. Joseph Street
New Orleans, Louisiana 70165

Attention: Jay Pedesclaux

Re: AIR CONDITIONING AND HEATING MAINTENANCE
FOR THE CENTRAL YEAR ON PEOPLES AVENUE.

Please be advised that Siemens Industry, Inc. hereby agree to perform Air conditioning maintenance and repair under the same terms, conditions and pricing on for an additional year from March 2014 until March 2015 at the central yard.

Please feel free to contact me for additional information as needed.

With kind regards,

Thomas E. Adams
Account Manager

Siemens Industry, Inc.
Industry Sector

150 Teal St., Suite 100
St. Rose, LA. 70087
USA

Tel.: 504.466.9300
Fax: 504.464.6800
www.usa.siemens.com

Final Acceptance Contracts with DBE Participation

Contract #8140 – Hurricane Katrina Related Repairs at the Carrollton Water Plant & Intake #1

The Prime Contractor is MST Enterprises, LLC.

The DBE participation goal is 36%. The DBE participation achieved is 37.35%.

The Economically Disadvantaged Business Program recommends that the SLDBE participation on subject contract be approved for final acceptance.

(See Attachment #6 for additional information)

Attachment #6

02/03/14

Contract # 8140

Contractor MST Enterprises, Inc.

Contract Name Hurricane Katrina Related
Repairs at the Carrollton Water
Plant & Water Intake #1

Initial Contract Bid

Amount \$ 247,188.00

Change Order Amount \$ -

Current Contract Amount \$ 247,188.00

**Total Payment made to
Prime Contractor** \$ 308,896.00

DBE Participation Goal 36%

**DBE Participation
Achieved** 37%

**Payments made to DBE to
date** \$ 115,367.00

Balance to be paid to DBE \$ -

Prime Contractor	Contract Name	SLDBE Sub-Contractor(s)	SLDBE % Goal	SLDBE Participation Achieved	SLDBE Payment Received	Amount Paid by S&WB			
MST Enterprises, LLC	#8140 Hurricane Katrina Related Repairs at the Carrollton Water Plant & Water Intake #1	Metro-Disposal, Inc	36.00%	37.35%	115,367	308,896			



SEWERAGE AND WATER BOARD

Memorandum

February 3, 2014

Operations Committee
Finance Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: New Customer Information System

Summary. Staff recommends that the Interim Executive Director be authorized to enter into contract negotiations to establish final terms and conditions for a contract to be considered for award to Cogsdale Corporation for the new Customer Information System.

Background. The Board's current account management and billing system, CAM, is a mainframe Cobol-based system which has been in use since the late 1980's when the SWB moved to its current location on St. Joseph Street. The Board recently determined that it needed a new system which would offer additional functionality including e-billing, expanded payment methods, interfaces with GIS, IVR, AMI, and a new cashiering system. Staff began its initial investigations by reviewing three billing systems in January 2011. Three one-day seminars were held by CIS vendors to showcase the typical functionality of current server-based billing systems.

Evaluation Team. The CAM selection team was assembled consisting of the following members:

Jacqueline Shine-Utility Services Administrator, Revenue Department
Tiffany Julien, Management Development Analyst, Revenue
Gabe Bordenave, Management Development Analyst, Revenue
Melinda Nelson-Utility Services Administrator, Information Systems
Vince Stuprich-CAM Project Manager-Information Systems

This team was charged with the responsibility of utilizing acceptable public procurement methodologies to identify a Tier 2 system meeting the needs of Sewerage and Water Board within the allotted budget. The team was assisted in this process by Langham and Associates, a subcontractor to Xerox, the current information systems contractor to the Board.

Review of Statements of Qualification. In June 2013, the Board issued a Request for Statement of Qualifications for a new CIS system, IVR system, cashiering system and GIS integration. Nine responses were received and reviewed:

Advanced Utilities	INFOR
Cayenta	Itineris
Cogsdale	Systems and Software
Cusi	Vertex
Gyansys	

A two-phase scoring system allowed the team to eliminate the vendors whose systems did not conform to the Board's functional requirements and key needs.

Phase #1

Company Data Maximum Points	100
Technical Requirements Maximum Points	100
Functional Requirements	150
Maximum Points	350

Functional Requirements were scored mathematically. A minimum score of 85% on functional requirements was required to proceed further. Six vendors were eliminated due to various technicalities.

The remaining three vendors: Cogsdale, Advanced Utilities, and INFOR were invited to participate in the second phase of the SOQ and present three-day software demonstrations so the team could assess the usability and appearance of the software systems. A minimum total score of 450 points for Phase I and II was required to be able to participate in the RFP phase of the procurement. INFOR scored 404.5, failing to achieve the minimum score and was eliminated from the competition.

Phase #2

On-site Demonstration	150
Reference Checks	100
Maximum Points	250

See attached Statement of Qualifications Scoring Results for details. Following the Phase #2 results, Cogsdale and Advanced Utilities were invited to submit proposals.

Review of Proposals. RFP responses were received from Cogsdale and Advanced Utilities on January 10. Staff proceeded to perform a detailed review of the proposals with these results:

Evaluation Criteria	Max Points	Advanced Utilities	Cogsdale	Vendor	Percent of Max	Points Awarded
Prime Contractor Company Location	10	0	0	Advanced	0.00%	0
				Cogsdale	0.00%	0
Company's Experience in the Market	50	38	40	Advanced	76.00%	38
				Cogsdale	80.00%	40
Company's Size and Capability of Performing the Required Services	50	40	46	Advanced	80.00%	40
				Cogsdale	92.00%	46
Company's Proposed Personnel's Experience in the Project Area	150	90	100	Advanced	60.00%	90
				Cogsdale	66.67%	100
Company's licenses/certificates/bonds/documents required in RFP	50	50	50	Advanced	100.00%	50
				Cogsdale	100.00%	50
Previous work performed for SWBNO	40	0	0	Advanced	0.00%	0
				Cogsdale	0.00%	0
Project Statement of Work (Work Plan)	200	179	160	Advanced	89.50%	179
				Cogsdale	80.00%	160
Project Schedule in MS Project	150	145	132	Advanced	96.67%	145
				Cogsdale	88.00%	132
Functional and Technical Requirements	150	140.37	137.25	Advanced	93.58%	140.37
				Cogsdale	91.50%	137.25
Proposed Cost and Fees	150	132	150	Advanced	88.00%	132
				Cogsdale	100.00%	150
DBE Participation	Pass/Fail	Pass	Pass	Advanced	100.00%	Pass
				Cogsdale	100.00%	Pass
Total Points:	1000	814.37	815.25			

The evaluation criteria yielded nearly identical results for Cogsdale Corporation and Advanced Utilities. Staff determined that the proposal from Cogsdale Corporation was the preferred choice based upon usability, project approach, and additional available modules:

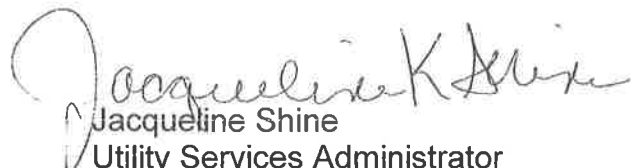
1. Company experience – Cogsdale has done 20 more CIS implementations than Advanced.
2. A majority of the Selection Team preferred the look and feel (user friendly/usability) of the Cogsdale product.
3. The Cogsdale product provides clear and obvious on-screen user warnings to avoid errors in certain business situations.

4. The Cogsdale proposal included multiple levels of executive project oversight above the onsite project manager.
5. The Cogsdale proposal included the highest number of hours allocated for system testing, which is an SWBNO priority.
6. The licensing of the Cogsdale CIS product also includes the complete perpetual licensing of a Financial Information System.
7. The Cogsdale CIS product is part of a complete enterprise software solution which includes financial, human resources, customer billing, permitting, and work order modules, which would give the SWBNO options as it begins upgrading all its core applications.
8. The Cogsdale CIS proposal includes a Permitting System which can be used by several SWBNO business units, including Plumbing and possibly the Environmental departments.
9. The Cogsdale CIS product already has an "out of the box" interface to an advanced meter infrastructure- (AMI) agnostic meter data management (MDM) system which will be helpful during the Board's implementation of the AMI meter system.
10. The Cogsdale proposal included three certified DBE vendors versus the two DBE's proposed by Advanced Utilities.
11. The Cogsdale proposal included some prototyping examples of how they would address certain specific SWBNO requirements.
12. The Cogsdale proposal included the development of a Project Charter.
13. A future release of the Cogsdale product will include "out of the box" integration with a document management system.
14. While not a part of the current purchase, Cogsdale offer a Business Intelligence Application (Executive Dashboard for on-line monitoring of KPIs) that can be added at a later date.
15. The Five Year Cost of Ownership is approximately \$500,000 (\$4,531,042 for Cogsdale verses \$5,095,630 for Advanced) less for Cogsdale.

Conclusion and Recommendation. Staff recommends that the Interim Executive Director be authorized to enter into contract negotiations to establish final terms and conditions for a contract to be considered for award to Cogsdale Corporation for the new Customer Information System.



Melinda Nelson
Utility Services Administrator
Information Systems



Jacqueline Shine
Utility Services Administrator
Revenue

Statement of Qualifications Scoring Results

PRIME VENDOR	% of Maximum	Functional Score	Elimination	Company Score	Technical Score	Phase 1 Total	Onsite Demo	Reference Check	Phase 2 Total	SOQ Total	Elimination
Systems & Software	86.58%	130	Not SQL Based	70.00	73.33	286.5	99.00	19.00	118.0	404.5	SOQ Total < 450
Gyansys	88.70%	133	No Water References								
CUSI	66.03%	99	Functional Score								
Itineris	82.30%	123	Functional Score								
Vertex	88.45%	133	Mainframe Platform								
Cayenta	81.08%	122	Functional Score	67.60	83.15	289.9	129.00	76.00	205.0	494.9	
Infor	95.45%	143									
Cogsdale	92.77%	139									
Advanced Utilities	87.18%	131		80.65	78.70	290.1	138.00	79.00	217.0	507.1	
Maximum Score	100.00%	150		100	100	350	150	100	250	600	

**Sewerage and Water Board of New Orleans
Bid Tabulation for Customer Information System**

No.	Date	Name of Bidder Bid Bond/Lic#	Participation	Total Bid	Remarks
1	1/10/2014	Cogsdale	16.53%	\$ 3,928,155.00	Recommended
2	1/10/2014	Advanced Utilities	16.44%	\$ 4,085,495.00	

CUSTOMER ACCOUNT MANAGEMENT REPLACEMENT SYSTEM

WHEREAS, the Board of Directors has previously authorized procurement for a vendor to provide a new Customer Information System (CIS); and

WHEREAS, staff has issued a Request for Statements of Qualifications and a Request for Proposals; and

WHEREAS, staff evaluated the qualifications and proposals using criteria and methods consistent with industry best practices; and

WHEREAS, staff identified Cogsdale Corporation and Advanced Utilities as finalists from among the proposals received; and

WHEREAS, the review of proposals according to the evaluation criteria yielded nearly identical results for Cogsdale Corporation and Advanced Utilities; and

WHEREAS, staff determined that the proposal from Cogsdale Corporation was the preferred choice based upon usability, project approach, and additional available modules; and

WHEREAS, the Cogsdale Corporation proposal cost of \$3,928,155 is approximately \$157,000 less than Advanced Utilities proposal cost of \$4,085,495; and

WHEREAS, the Cogsdale Corporation five year cost of ownership of \$4,531,042 is approximately \$500,000 less than Advanced Utilities five year cost of ownership of \$5,095,630; and

WHEREAS, the Cogsdale Corporation proposal cost is within the budgeted amount of \$5,750,000;

NOW, THEREFORE BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the Interim Executive Director is hereby authorized to enter into contract negotiations to establish final terms and conditions for a contract to be considered for award to Cogsdale Corporation.

I, Robert K. Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of the resolution adopted at a Regular Monthly Meeting of said Board, duly called and held, according to law on February 19, 2014.

**ROBERT K. MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS**



SEWERAGE AND WATER BOARD OF NEW ORLEANS

February 3, 2014

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Customer Service Results through December 2013

This report is intended as a consolidated report of customer service results, including key activities, indicators of metric results, and a status update on implementation of the Customer Service Improvement plan.

Customer Service Improvement Plan Status Update. Following is an update of the implementation status for the Customer Service Improvement Plan.

Plan	Implementation Status
I. Provide improved customer account management and billing capabilities	
A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i>	In Progress. In Progress. The project remains on schedule. The Selection Team will review the RFP responses from the two finalists; Advanced Utility Systems and Cogsdale Corporation, Inc. The team will score the responses and prepare a recommendation to the Board during the February cycle of meetings.
B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times per day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i>	In Progress. The Project team has reviewed the 10 responses received and is currently drafting the RFP document.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates. <i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i>	Completed. During the month of December 2013 meter reading staff continues to exceed its goal of meters read.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

B. Improve accuracy of readings <i>Although the quantity of readings has improved, the quality of some of the readings has not, resulting in either rechecks or customer complaints. Staff will more closely monitor those meter readers that are experience accuracy issues.</i>	<p>In Progress. The re-sequencing of meter reading routes continues on schedule, with 439 routes successfully re-sequenced as of December 31. There have been some problems with the few remaining routes. Some meters are inaccessible because they're inside of buildings and other difficult to read places. We plan to finish up the remaining routes within the next 60 days.</p>
C. Ensure meter reading and billing edits are worked diligently. <i>An unintended consequence of working to increase the number of readings has been a decrease in the number of days between reading and billing. This has resulted in bills being mailed with a lesser amount of review than previously took place. Staff will immediately work to ensure an adequate number of days occur between reading and billing to allow for full review of meter reading and billing edits.</i>	<p>In Progress. Billing staff continues to work on flowcharting their processes to determine where we may be able to improve on our procedures for reviewing the billing edits more efficiently. This has been assigned to our newest Analyst.</p>
D. Retrain billing clerks on proper review of meter reading and billing edits. <i>There has been a significant decrease in the experience level of customer service clerks and supervisors due to employee retirements and turnover. Likewise, the training center for customer service representatives had been shut down following Hurricane Katrina. Staff will work to immediately re-open and re-staff the customer service training center and provide remedial training.</i>	<p>In Progress. This project had been on hold, but we have identified a team member to assume the duties of providing refresher classes for all employees in Customer Service. We anticipate getting this training back on track immediately.</p>
E. Re-staff Analyst Level Positions <i>The Customer Service Department is budgeted for three analyst positions, but currently has only two analysts on staff. This has left the responsibility for process analysis to supervisors who are currently over-committed in resolving particularly difficult customer concerns. Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i>	<p>Completed. The new team member began working on July 1, 2013.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.	
A. Re-emphasize and retrain employees on courtesy and accountability.	
<i>Complaints about perceived rudeness by customer service representatives are a serious concern. Management will meet with employees to re-emphasize the courteous manner in which customers are to be treated and the accountability for the representatives to resolve customer concerns. Management will also bring in outside training for representatives on dealing with customers.</i>	<p>Completed. Customer Service Managers, Supervisors and Analysts participated in training and coaching provided by Debra Gould and Associates. Our newest employees will attend the Morale & Motivation class during the last 2 weeks of January.</p>
B. Reduce the amount of time spent by customers waiting for assistance.	
<i>The amount of calls abandoned by customers prior to being served has increased significantly in recent months. Likewise, the number of customers waiting in the lobby for service has been quite large on some days. Management will review staffing levels at all workdays and shifts to ensure appropriate matching to the customer call and walk-in volume.</i>	<p>In progress. During the month of December the percentage of calls abandoned increased from 24.7% to 32.0%. The average call wait time also increased from 2 minutes and 40 seconds to 3 minutes and 22 seconds. We have worked diligently with AT&T technicians to resolve our call center issues and conclude that the ACD (Automatic Call Distribution) system must be upgraded at this time to realize improvement in our operations. We are recommending that this upgrade is done in conjunction with the implementation of the new CIS system.</p>
C. Provide a more effective appeals process within Sewerage and Water Board.	
<i>It is crucial to resolve customer complaints within Board processes so that customers do not feel that it is necessary to take their complaints to board members, elected officials, and executive management. Staff will clearly define and communicate the appeals process to customers. Also, Customer Service management will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i>	<p>In progress. The Special Accounts Section will send out a communication to our top 10 largest water and sewer consumers during in the month of December. We have assigned a team member in the Billing Department to be available to our largest customers to address any concerns they may have. We will continue to use inserts to our mailed bills as a means of communicating with our customers about our bill complaint and appeals process.</p>
D. Improve coordination between Customer Service and Networks departments.	
<i>One of the most frustrating experiences for customers occurs when there are "disconnects"</i>	<p>In progress. Customer Service and Networks staffs have collaborated on a check list/script for</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>between customers requests for repairs to occur and how the Board responds to those requests. It is crucial to ensure that high priority customer concerns are resolved on a timely basis and that representatives have reliable information about when repairs will occur or have been completed.</i></p>	<p>all customer service agents to use when discussing repair issues. We have also established new procedures for responding to electrical and fire emergencies after hours.</p>
<p>E. Establish feedback processes for customer.</p> <p><i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i></p>	<p>In progress. The survey results were favorable and we intend to continue with this process twice a year going forward.</p>
<p>IV. Evaluate possible changes to the leak adjustment policy.</p>	
<p>A. Examine statutory and policy limitations.</p> <p><i>Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.</i></p>	<p>In progress. After a lengthy delay, staff is developing draft changes to the leak adjustment policy for consideration by the Operations Committee to improve customer fairness and while minimizing utility revenue impact.</p>

Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller
Deputy Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
December 2013**

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	Meters Read	Green		Green		Green
	Estimated Bills	Yellow		Green		Green
	High Bill Complaints	Green		Green		Green
	Adjusted Bills	Yellow		Green		Yellow
Problem Resolution						
	Customer Contacts	Red		Red		Red
	Call Wait Time	Red		Red		Red
	Abandoned Calls	Red		Red		Red
	Low Water Pressure	Yellow		Green		Yellow
	Water System Leaks	Green		Green		Green
	Sewer System Leaks	Yellow		Green		Yellow
Collections Effectiveness						
	Accounts Off for Non-Payment			Green		Green
	Receivables 30 to 120 Days Old			Green		Green
	Receivables 120 Days and Older			Green		Green

Green = Favorable Variance
Yellow = Minimal Variance / No Action Recommended
Red = Unfavorable Variance / Action Recommended

Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Read 98% or
more of meters each
month

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

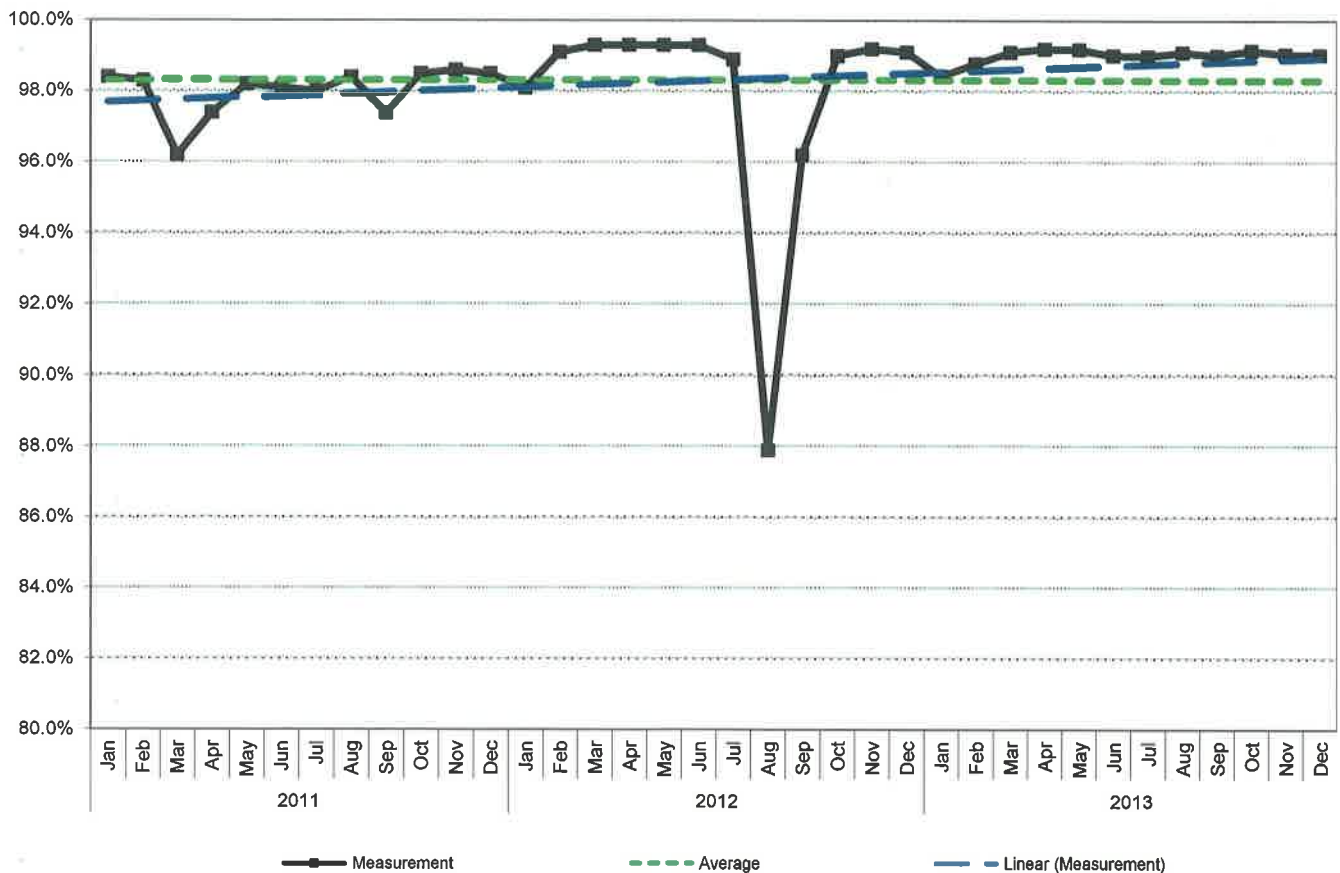
Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%

Sewerage and Water Board of New Orleans

Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

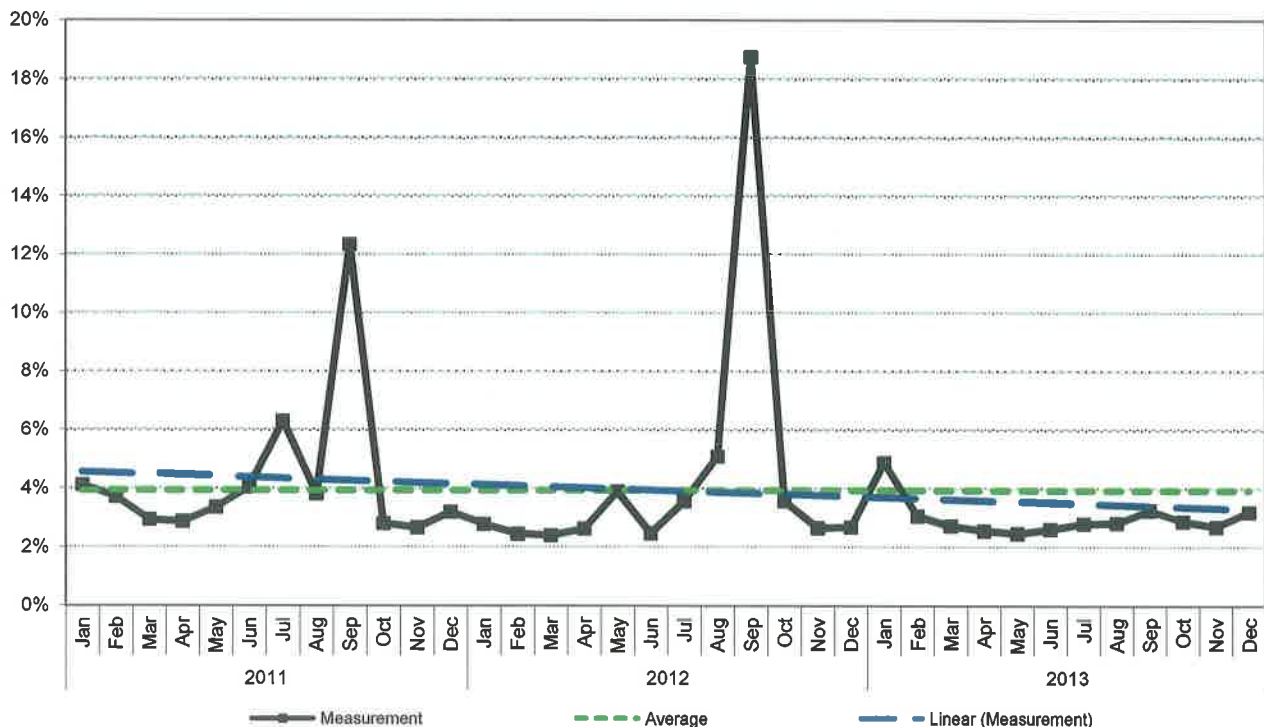
Trend: Favorable

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.1%	3.7%	2.9%	2.9%	3.4%	4.0%	6.3%	3.8%	12.4%	2.8%	2.7%	3.2%
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%

Sewerage and Water Board of New Orleans

Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

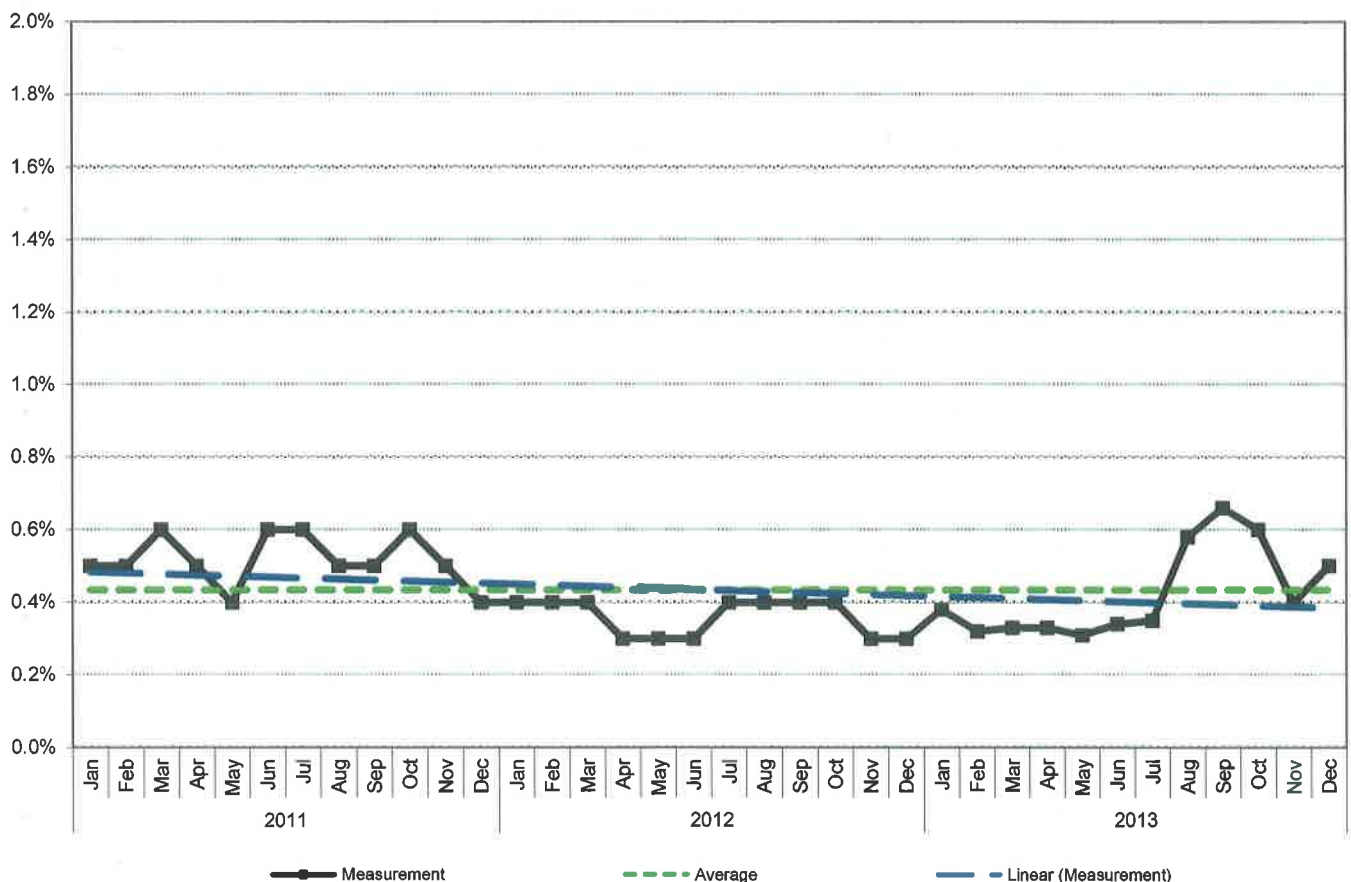
Trend: Favorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: Close

Process Operating
Within Control Limits:
Yes

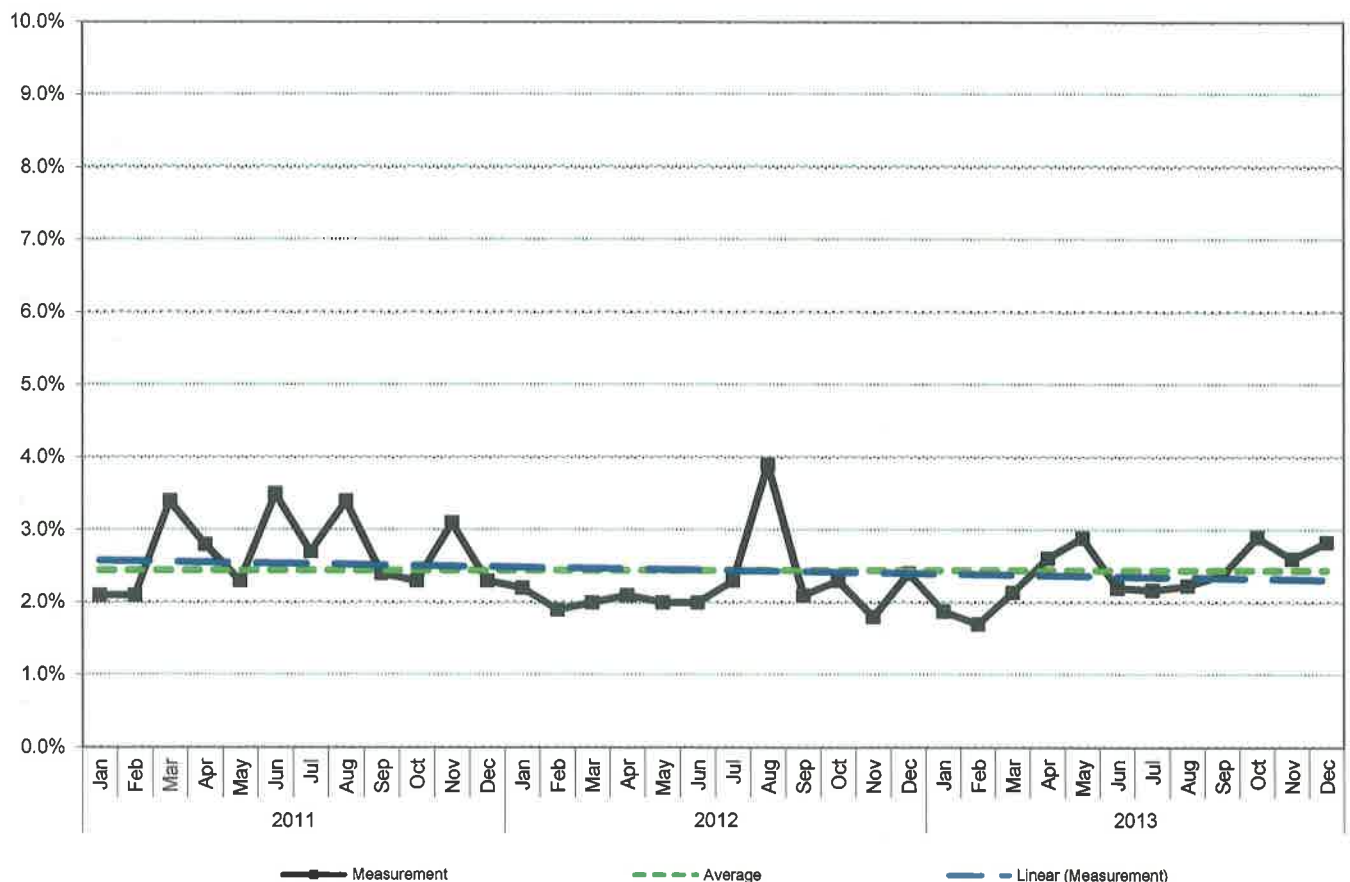
Trend: Close

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.3%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.6%	2.8%

Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Triggers of Customer
Calls

**Currently Meeting
Goal:** No

**Process Operating
Within Control
Limits:** No

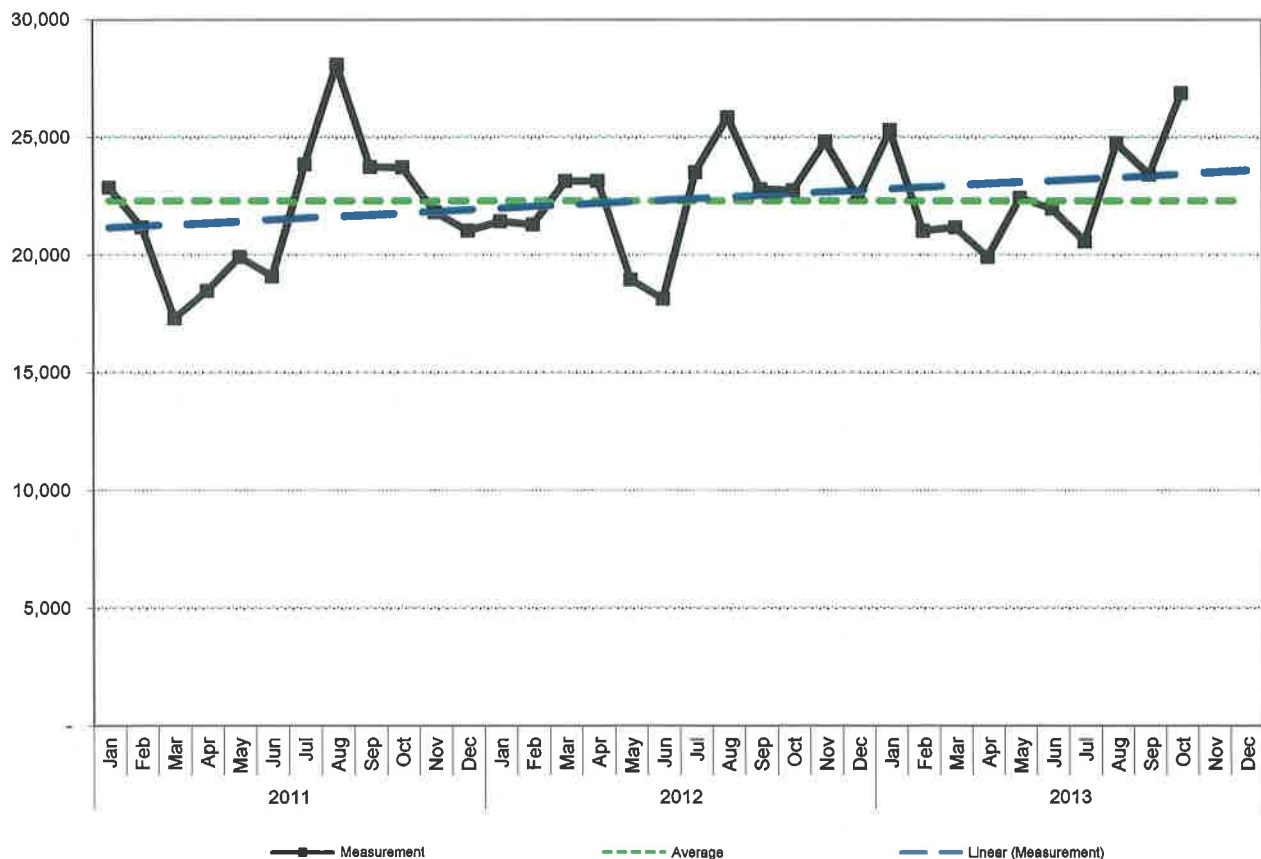
Trend: Unfavorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



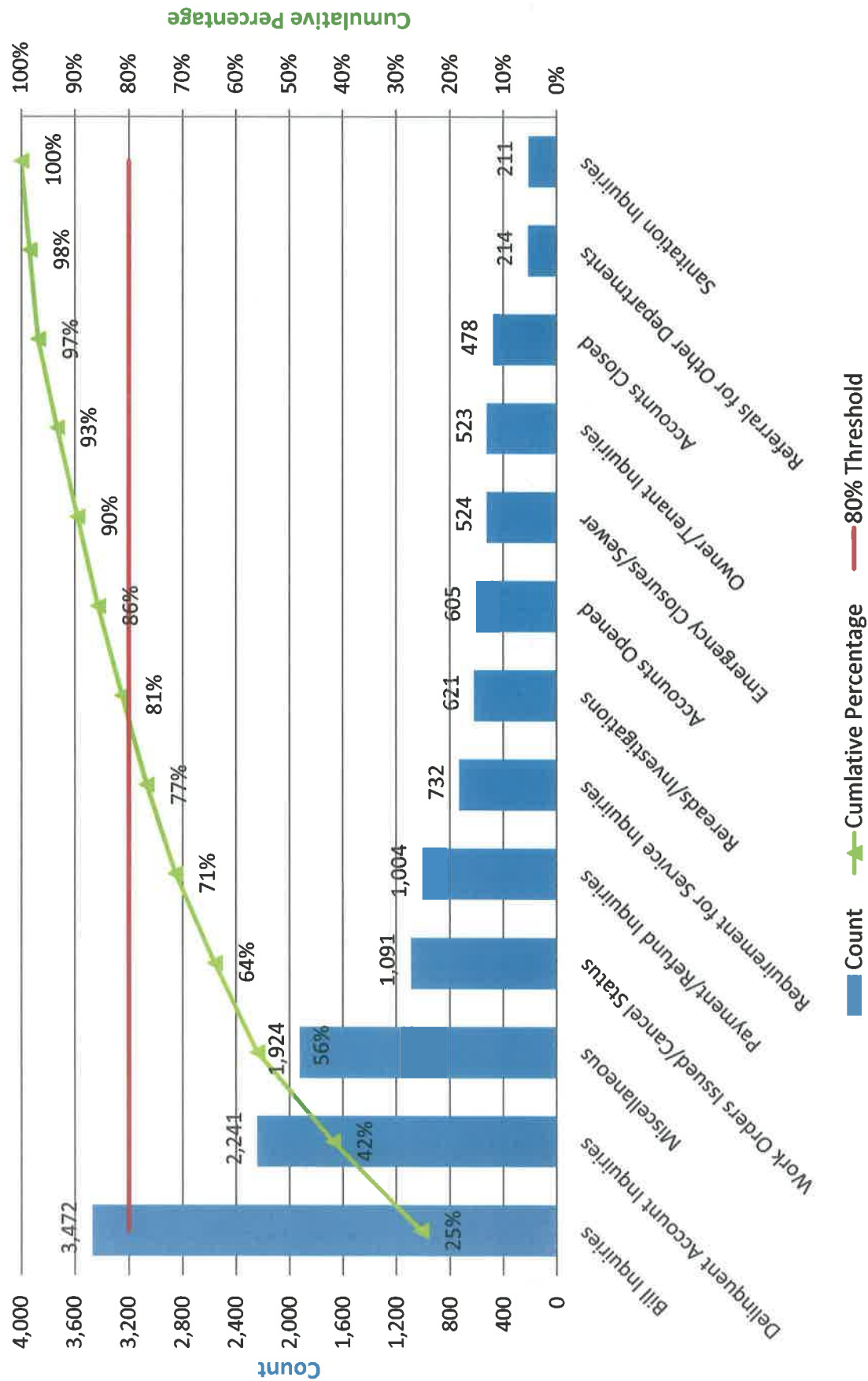
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892		

Sewerage and Water Board of New Orleans

Pareto Chart of Types of Customer Calls

November 2013



Sewerage and Water Board of New Orleans

Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
No

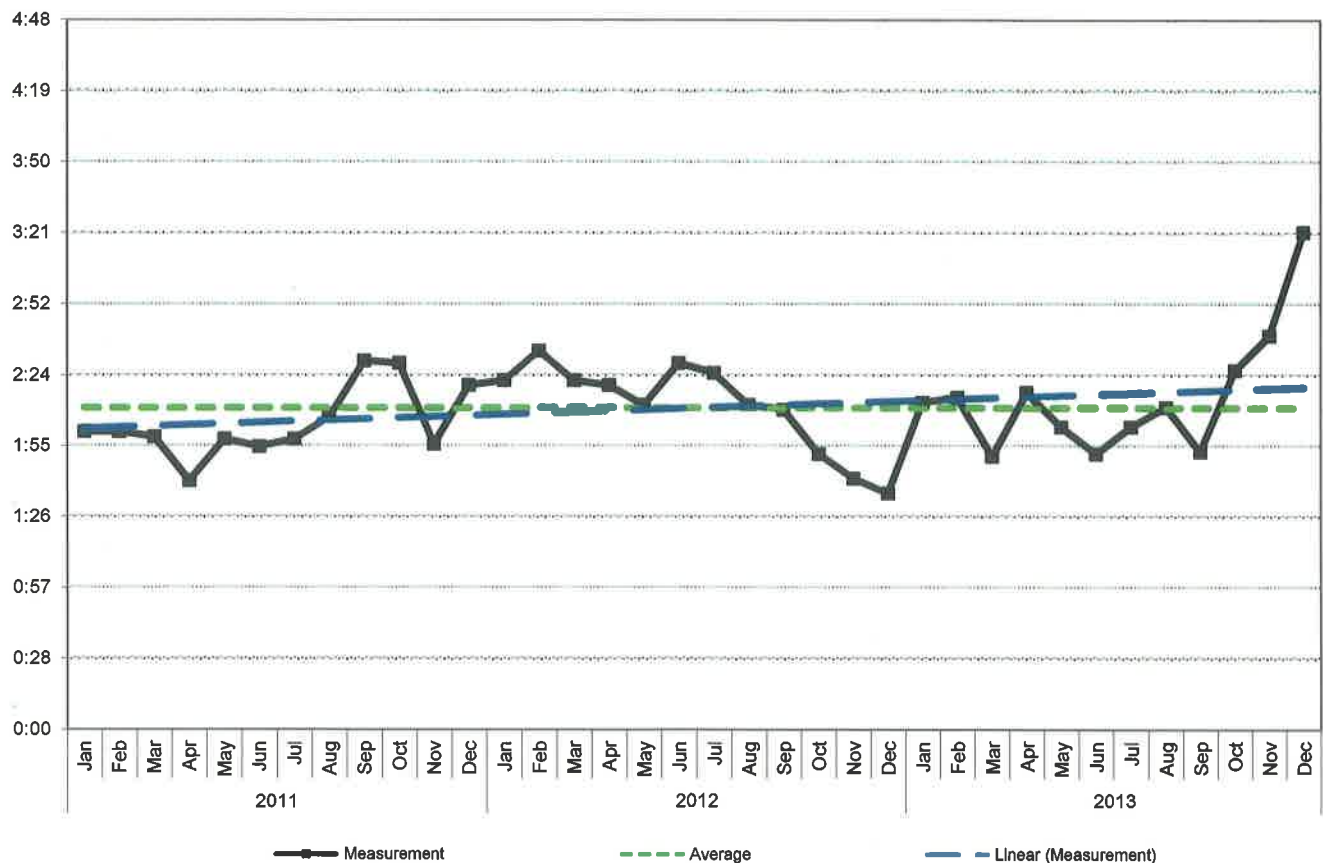
Trend: Unfavorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 5%
abandoned

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
No

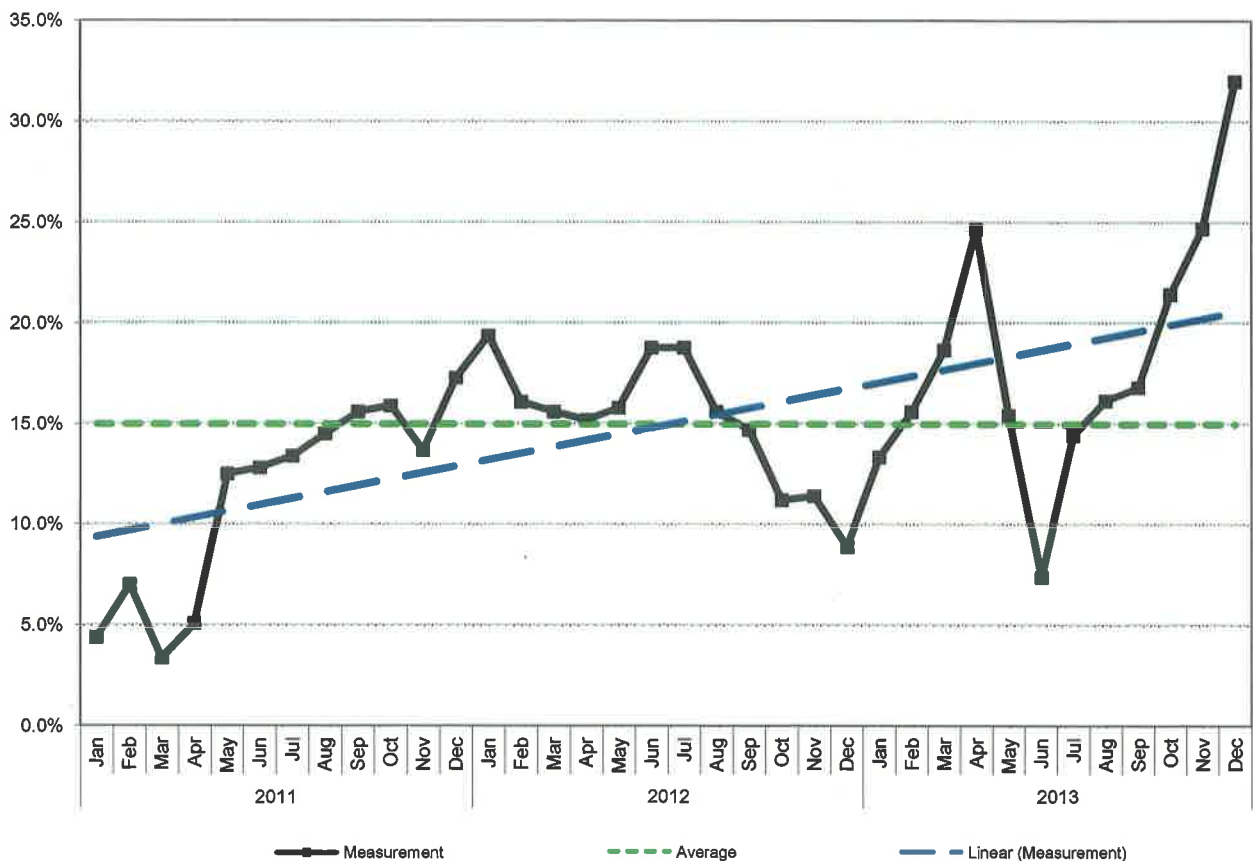
Trend: Unfavorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Close

Process Operating
Within Control
Limits: Yes

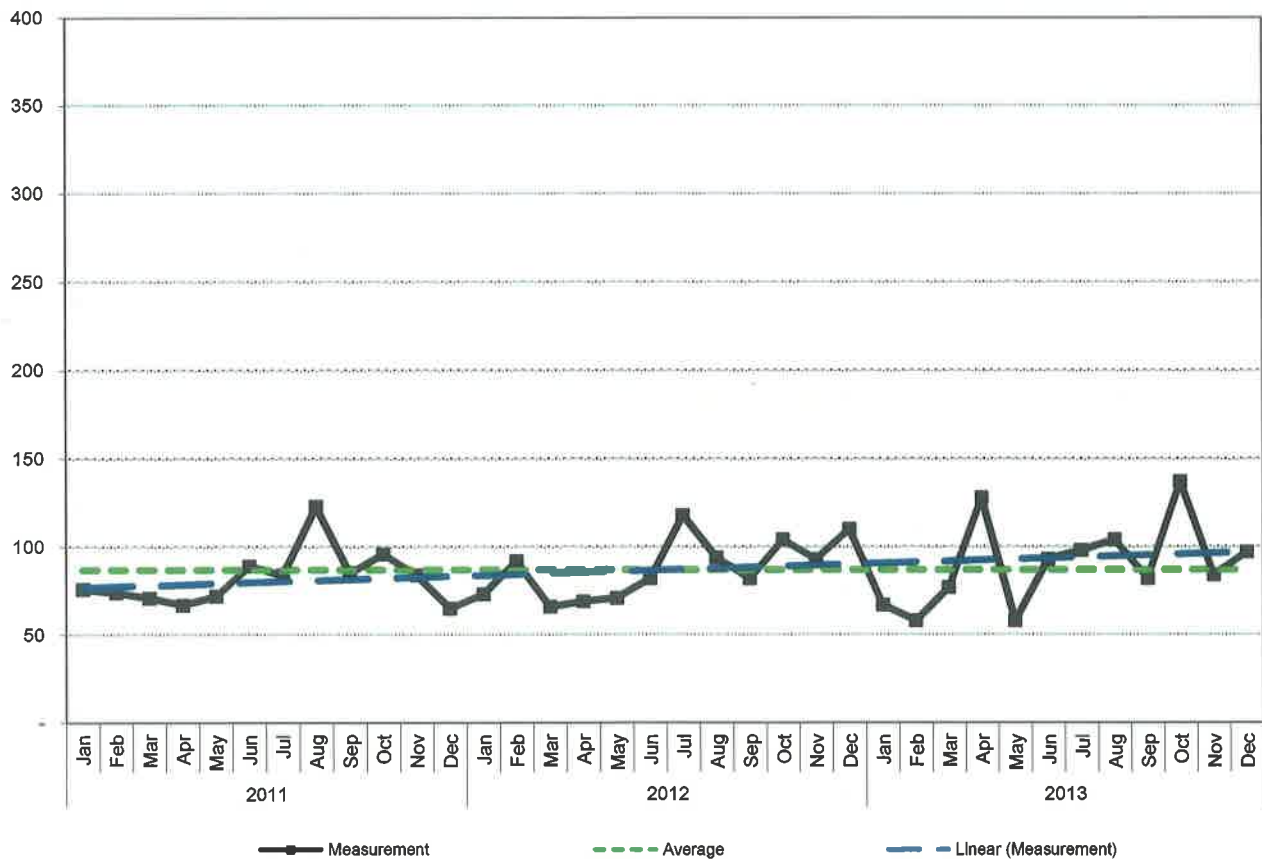
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	97

Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

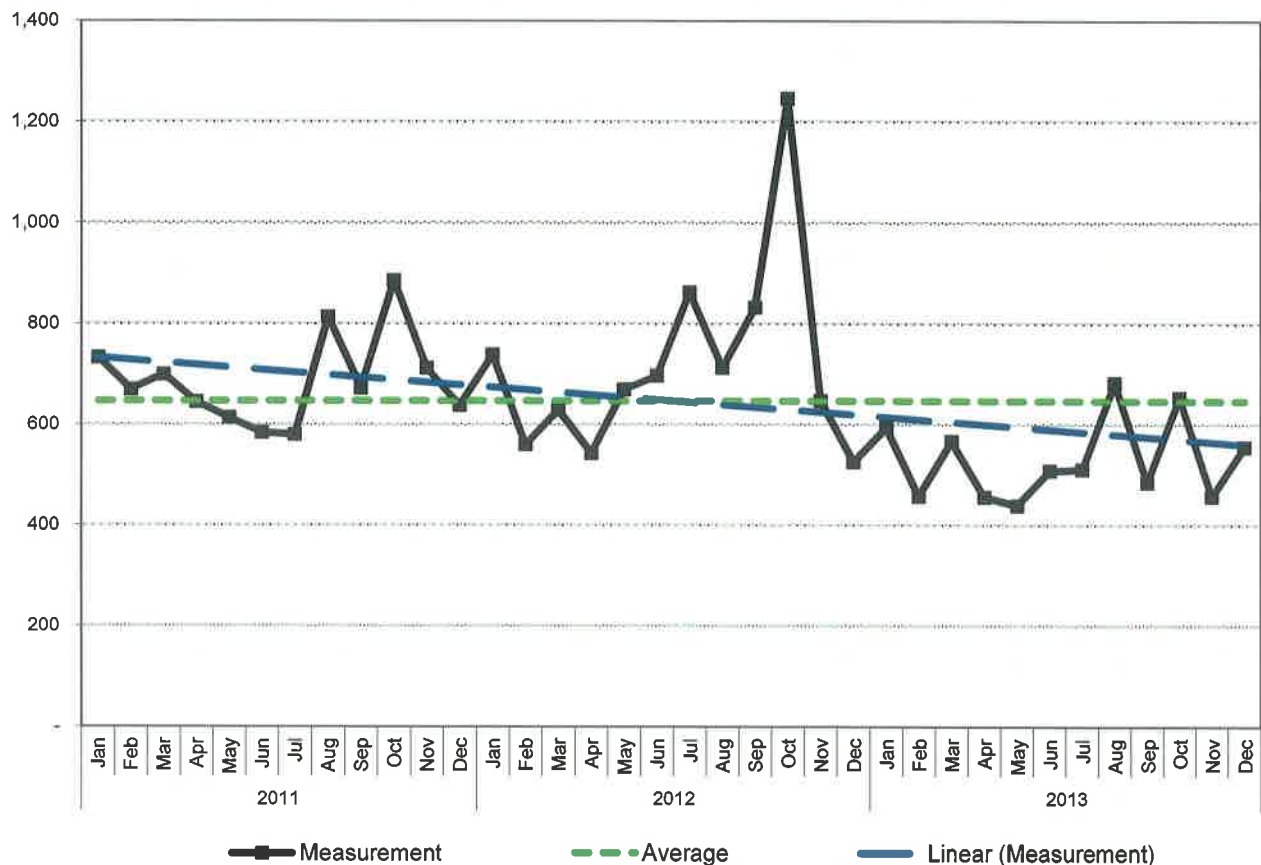
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Close

Process Operating
Within Control
Limits: Yes

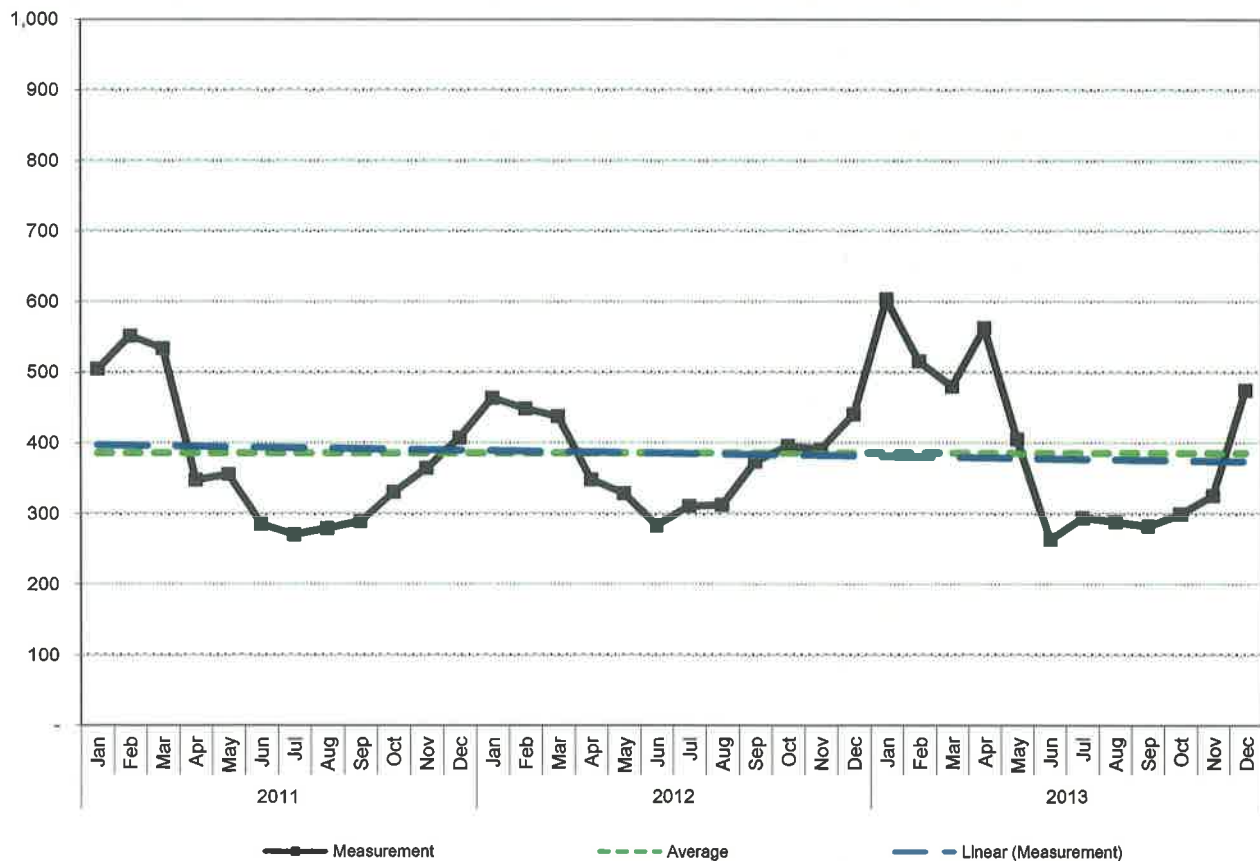
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475

Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

Constituency:
Customer Ratepayers

Objective: Ensure Collection
of Payments for Services
Provided

Goal: None
Established

**Currently Meeting
Goal:** Not Applicable

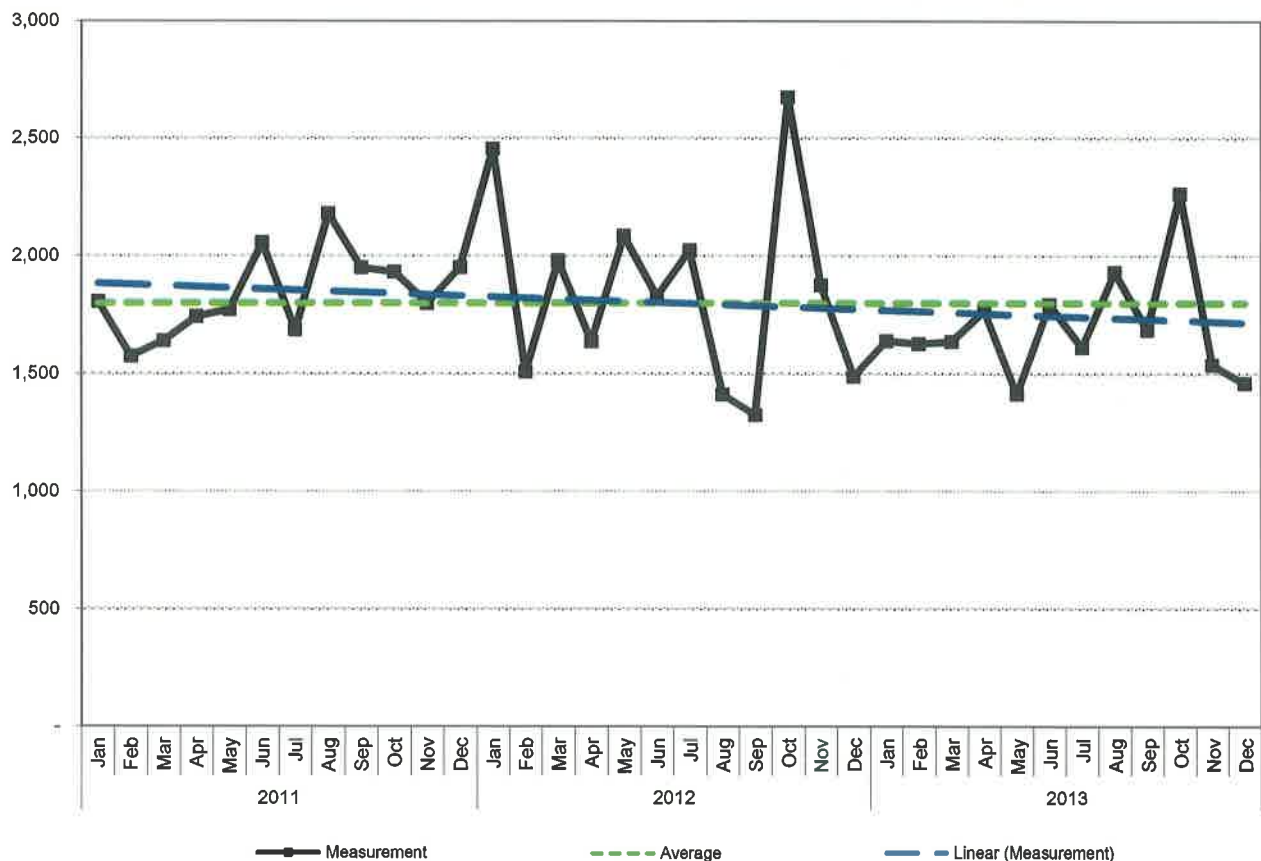
**Process Operating
Within Control
Limits:** Yes

Trend: Favorable

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461

Sewerage and Water Board of New Orleans

Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

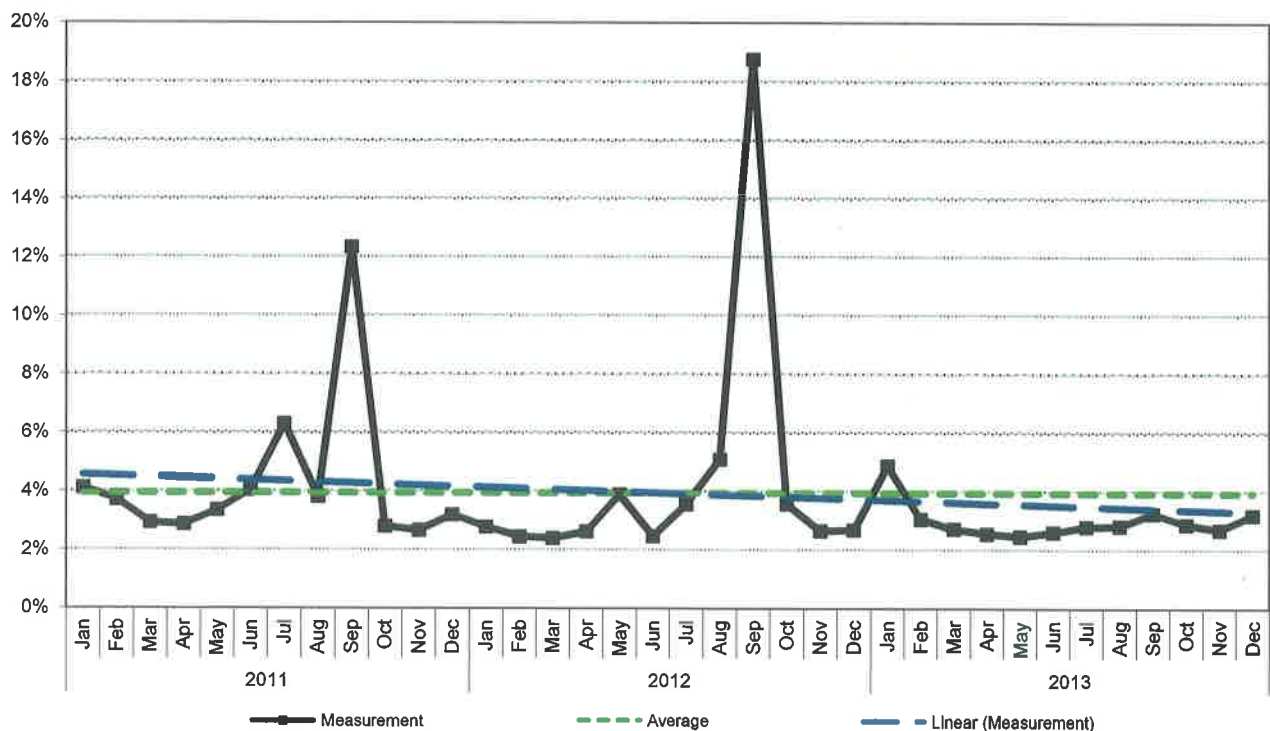
Trend: Favorable

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.1%	3.7%	2.9%	2.9%	3.4%	4.0%	6.3%	3.8%	12.4%	2.8%	2.7%	3.2%
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

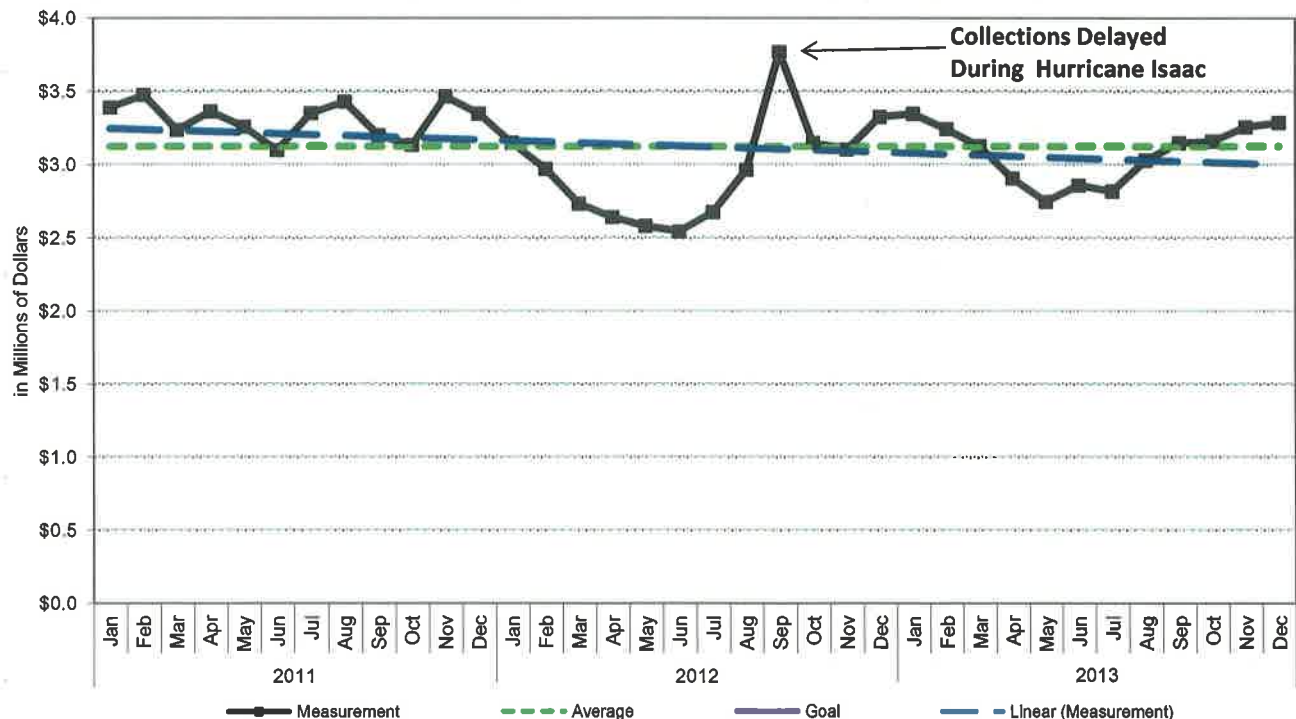
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	\$3.391	\$3.476	\$3.238	\$3.363	\$3.260	\$3.100	\$3.353	\$3.431	\$3.202	\$3.136	\$3.467	\$3.348
2012	\$3.149	\$2.973	\$2.735	\$2.643	\$2.583	\$2.544	\$2.678	\$2.966	\$3.770	\$3.149	\$3.104	\$3.327
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258	\$3.287

Sewerage & Water Board Contracts with DBE Participation January 2013 - January 2014

Category	Category Dollar Amount	DBE Dollar Value
Goods and Services Contracts	\$ 916,663	\$ 275,314
Construction Contracts	35,807,085	13,452,287
Professional Services Contracts	<u>12,497,750</u>	<u>4,374,213</u>
Grand Total	\$ 49,221,498	\$ 18,101,813

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - January 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>			
Arc Enterprises			
Furnishing Janitorial Services for S&WB Main Office and Gen. DeGaulle Annex Building	Ricard's Paper Assorted Products Cleaning Concierge, LLC	5.00% 5.00% 20.00% 30.00%	\$ 99,776
Assorted Products			
Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 108,744
Furnishing Aerosol, Janitorial, and Industrial Chemicals	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 84,999
KSM Janitorial & Cleaning Service, LLC			
Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	RASI Janitorial Services, LLC	31.00%	\$ 10,378
Southeast Safety & Supply			
Furnishing Safety Supplies	Assorted Products	30.00%	\$ 42,751
Westbank Paper and Janitorial Supply			
Furnishing Paper Products and Janitorial Sanitary Supplies	Assorted Products	30.00%	\$ 28,441

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - January 2014

<u>Construction Contracts</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</u>
BLD Services, LLC				
#30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services, Inc	Prince Dump Truck Service	30.42% 0.89% <u>4.69%</u> 36.00%	\$ 1,229,739 35,876 <u>189,625</u> \$ 1,455,240
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services, Inc	Prince Dump Truck Service	29.84% 0.98% 5.18% 36.00%	\$ 1,276,914 41,986 <u>221,468</u> \$ 1,540,368
Boh Bros.				
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	Auguillard Construction MS & Sons Bricklaying, LLC Baker Ready Mix	Prince Dump Truck Service	21.90% 4.35% 2.21% 7.55% 36.01%	\$ 1,467,000 291,375 147,750 <u>505,750</u> \$ 2,411,875
#30006 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction Standard Cement Materials, Inc.	Prince Dump Truck Service	18.50% 12.80% <u>6.30%</u> 37.60%	\$ 879,035 607,400 <u>300,000</u> \$ 1,786,435

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - January 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</u>
Fleming Construction Co., LLC			
#30004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point	Hebert's Trucking & Equipment Services Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction	10.60% 6.36% 4.24% 14.84% 36.04%	\$ 500,000 300,000 200,000 700,000 1,700,000
Industrial & Mechanical Contractors, Inc.			
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% 18.07% 39.58%	\$ 263,446 221,358 484,804
Lou-Con, Inc.			
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	RLH Investments, LLC Assorted Products EBE Fence Co.	36.49% 0.36% 1.43% 38.28%	\$ 509,000 5,000 20,000 534,000
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.45% 0.14% 1.43% 38.02%	\$ 509,000 2,000 20,000 531,000
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.00% 0.14% 1.41% 37.56%	\$ 509,000 2,000 20,000 531,000
TKTMJ, Inc.			
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dotts Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% 17.46% 36.01%	\$ 226,000 30,000 241,000 497,000

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - January 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</u>
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	Choice Supply Solutions	8.88%	\$ 100,000
Replacement of Plum Orchard Sewage Pumping Station	Dillon Bros. Concrete	2.66%	30,000
	Gulf State Constructors	<u>24.51%</u>	<u>276,000</u>
		36.05%	\$ 406,000
Wallace C. Drennan, Inc.			
# 2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at various sites throughout Orleans Parish	Auguillard Construction	10.45%	\$ 310,000
	C & M Construction	6.23%	185,000
	Cooper Contracting	11.79%	350,000
	Prince Dump Truck Service	<u>7.55%</u>	<u>224,000</u>
		36.02%	\$ 1,069,000
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction	14.76%	\$ 705,000
	C & M Construction	4.71%	225,000
	Cooper Contracting	4.31%	206,000
	Prince Dump Truck Service	<u>12.24%</u>	<u>585,000</u>
		36.02%	\$ 1,721,000
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction	7.42%	\$ 117,000
	C & M Construction	12.68%	200,000
	Cooper Contracting	7.48%	118,000
	Prince Dump Truck Service	<u>8.56%</u>	<u>135,000</u>
		36.14%	\$ 570,000
#30005 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction	11.50%	\$ 500,000
	C & M Construction	6.70%	290,000
	Choice Supply Solutions, LLC	2.31%	100,000
	Cooper Contracting	5.20%	225,000
	Prince Dump Truck Service	<u>10.40%</u>	<u>450,000</u>
		36.11%	\$ 1,565,000
<u>Professional Services Contracts</u>			
CH2M Hill, Inc.			
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	ILSI Engineering	12.00%	\$ 1,499,730
	Trigon Associates, LLC	<u>23.00%</u>	<u>2,874,483</u>
		35.00%	\$ 4,374,213

Sewerage & Water Board of New Orleans Contracts with DBE Participation January 2013 - January 2014						
Goods & Services Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Subcontractor	DBE %	DBE Dollar Value	Award Date
Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies	362,480	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	108,744	2/20/13
Furnishing Safety Supplies	142,505	Southeast Safety & Supply	Assorted Products	30%	42,751	2/20/13
Furnishing Aerosol, Janitorial and Industrial Chemicals	283,331	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	84,999	5/15/13
Furnishing Paper Products and Janitorial Sanitary Supplies	94,805	Westbank Safety and Janitorial Supply, Inc.	Assorted Products	30%	28,441	6/19/13
Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	33,543	KSM Janitorial and Cleaning Service, LLC	RASI Janitorial Services, LLC	31%	10,378	8/21/13
Furnishing Pest & Rodent Control Services for Sewerage and Water Board	28,016	Imperial Exterminating	Inspector 12 Services	33%	9,245	11/20/13
Furnishing Janitorial Services for Sewerage and Water Board Main Office and General DeGaulle Annex Building			Ricard's Paper	5%	4,754	
			Assorted Products	5%	4,754	
			Cleaning Concierge, LLC	20%	19,014	
	99,775	Arc Enterprises	Total	30%	28,521	10/16/13
Total Goods & Services Contracts	1,044,454				341,602	

Sewerage & Water Board Contracts with DBE Participation January 2013 - January 2014									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites Throughout Orleans Parish	2,967,900	Wallace Drennan, Inc.	Augillard Construction	10.45%	310,000				
			C & M Construction	6.23%	185,000				
			Cooper Contracting	11.79%	350,000				
			Prince Dump Truck Service	7.55%	224,000				
			Total	36.02%		1,069,000	2/20/13	36.0%	1,068,444
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	3,584,849	Wallace Drennan, Inc.	Augillard Construction	14.76%	705,000				
			C & M Construction	4.71%	225,000				
			Cooper Contracting	4.31%	206,000				
			Prince Dump Truck Service	12.24%	585,000				
			Total	36.02%		1,721,000	2/20/13	36.0%	1,291,263
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	1,577,000	Wallace Drennan, Inc.	Augillard Construction	7.42%	117,000				
			C & M Construction	12.68%	200,000				
			Cooper Contracting	7.48%	118,000				
			Prince Dump Truck Service	8.56%	135,000				
			Total	36.14%		570,000	2/20/13	36.0%	567,720
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	6,699,595	Boh Brothers Construction Co., LLC	Augillard Construction	21.90%	1,467,000				
			MS & Sons Bricklaying, LLC	4.35%	291,375				
			Baker Ready Mix	2.21%	147,750				
			Prince Dump Truck Service	7.55%	505,750				
			Total	36.00%		2,411,875	5/15/13	36.0%	2,411,854
#30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,042,333	BLD Services, LLC	Hebert's Trucking & Equipment Services	30.42%	1,229,739				
			Advantage Manhole & Concrete Services, Inc	0.89%	35,876				
			Prince Dump Truck Service	4.69%	189,625				
			Total	36.00%		1,455,240	5/15/13	36.0%	1,455,240
			Hebert's Trucking & Equipment Services	29.84%	1,276,914				
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,278,799	BLD Services, LLC	Advantage Manhole & Concrete Services, Inc	0.98%	41,986				
			Prince Dump Truck Service	5.18%	221,468				
			Total	36.00%		1,540,368	5/15/13	36.0%	1,540,368
			Hebert's Trucking & Equipment Services	29.84%	1,276,914				
			Advantage Manhole & Concrete Services, Inc	0.98%	41,986				

Sewerage & Water Board Contracts with DBE Participation January 2013 - January 2014									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#30004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various	4,717,448	Fleming Construction Co., LLC	Hebert's Trucking & Equipment Services Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction Total	10.60% 6.36% 4.24% 14.84% 36.04%	500,000 300,000 200,000 700,000	1,700,000	5/15/13	36.0%	1,698,281
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	1,395,000	Lou-Con, Inc.	RLH Investments, LLC Assorted Products EBE Fence Co. Total	36.49% 0.36% 1.43% 38.28%	509,000 5,000 20,000	534,000	7/17/13	36.0%	502,200
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,396,500	Lou-Con, Inc.	Gulf State Constructors Assorted Products EBE Fence Co. Total	36.45% 0.14% 1.43% 38.02%	509,000 2,000 20,000	531,000	7/17/13	36.0%	502,740
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodt Sewage Pumping Station	1,379,991	TKTMJ, Inc.	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors Total	16.38% 2.17% 17.46% 36.01%	226,000 30,000 241,000	497,000	8/21/13	36.0%	496,797
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station	1,416,500	Lou-Con, Inc.	Gulf State Constructors Assorted Products EBE Fence Co. Total	36.00% 0.14% 1.41% 37.56%	510,000 2,000 20,000	532,000	8/21/13	36.0%	509,940
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMJ, Inc.	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors Total	8.88% 2.66% 24.51% 36.05%	100,000 30,000 276,000	406,000	8/21/13	36.0%	405,425
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping Station	1,224,990	Industrial & Mechanical Contractors, Inc.	Dieudonne Enterprises, Inc. JL Construction Total	21.51% 18.07% 39.58%	263,446 221,358	484,804	8/21/13	36.0%	440,996
#3788 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Burke Sewage Pumping Station	1,388,183	Industrial & Mechanical Contractors, Inc.	Dieudonne Enterprises, Inc. JL Construction Total	9.83% 28.09% 37.92%	136,500 389,943	526,443	11/20/13	36.0%	499,746

Sewerage & Water Board Contracts with DBE Participation January 2013 - January 2014									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#30005 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,333,769	Wallace C. Drennan, Inc.	Auguillard Construction	11.54%	500,000				
			C&M Construction Group, Inc.	6.69%	290,000				
			Choice Supply Solutions, LLC	2.31%	100,000				
			Cooper Contracting	5.19%	225,000				
			Prince Dump Truck Service	10.38%	450,000				
			Total	36.11%		1,565,000	1/20/14	36.0%	1,560,157
#30006 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,759,309	Boh Bros. Construction Co., LLC	Auguillard Construction	18.47%	879,035				
			Standard Cement Materials, Inc.	12.76%	607,400				
			Prince Dump Truck Service	6.30%	300,000				
			Total	37.54%		1,786,435	1/20/14	36.0%	1,713,351
Total Construction Contracts	46,288,346					17,330,165			

Sewerage & Water Board Contracts with DBE Participation from January 2013 - January 2014								
Professional Service Contracts								
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	DBE %	DBE Dollar Value	Awarded DBE Value	Award Date	
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	12,497,750	CH2M Hill	ILSI Engineering	12%	1,499,730			
			Trigon Associates, LLC	23%	2,874,483			
			Total	35%		4,374,213	3/20/2013	
Total Professional Service Contracts	\$ 12,497,750					\$ 4,374,213		

SLDBE Performance History of Prime Contractors on Completed Construction Projects (January 2013 - Present)

<u>Prime Contractor</u>	<u>SLDBE Participation Goal %</u>	<u>Contract Payment</u>	<u>SLDBE Sub-Contractor(s)</u>	<u>DBE %</u>	<u>SLDBE Dollar Amount</u>	<u>Comments</u>
Advanced Quality Construction, LLC						
#3780 - Central Wetlands Unit;						
Wetlands Assimilation	36%	\$ 935,750	Brianwood Contractors	60.59%	\$ 567,000	
Alfred Conhagen, Inc. of LA						
			Air Tite HVAC, LLC	1.56%	\$ 36,437	
			Royal Engineers & Consultants, LLC	14.11%	\$ 330,433	
			Omnibus, Inc.	6.16%	\$ 144,189	
			EBE Fence Company, Inc.	0.44%	\$ 10,194	
			J. Star Enterprises, Inc.	3.73%	\$ 87,385	
			JL Construction Group, LLC	0.25%	\$ 5,937	
			Balthazar Electriks	4.93%	\$ 115,374	
#3738 - Hurricane Related Repairs to SPS #15	25%	\$ 2,341,864		31.17%	\$ 729,949	
BLD Services, LLC						
			Auguillard Construction	3.45%	\$ 105,696	
			Three C's Properties	0.01%	\$ 350	
			Service Advantage Manhole & Concrete Services, Inc.	12.21%	\$ 373,522	
			Baker Ready Mix	0.11%	\$ 3,400	
			Prince Dump Truck Service	20.07%	\$ 613,944	
			Trigon Associated, LLC	0.23%	\$ 7,000	
#3985 - Lower 9th Ward Area Sewer Rehabilitation #4	36%	\$ 3,059,586		36.08%	\$ 1,103,912	

SLDBE Performance History of Prime Contractors on Completed Construction Projects (January 2013 - Present)

<u>Prime Contractor</u>	<u>SLDBE Participation Goal %</u>	<u>Contract Payment</u>	<u>SLDBE Sub-Contractor(s)</u>	<u>DBE %</u>	<u>SLDBE Dollar Amount</u>	<u>Comments</u>
Boland Marine & Industrial, LLC						
#3674 - Hurricane Katrina Related Repairs to Sewage	25%	\$ 2,258,893	J. Star Enterprises, Inc. Dieudonne Enterprises, Inc.	26.77% 0.72% 27.49%	\$ 604,761 \$ 16,265 \$ 621,026	
F.H. Paschen						
			Louisiana Building Maintenance Rodgers & Rodgers Enterprise, LLC	1.63% 0.08%	\$ 139,095 \$ 6,753	
			AA Contracting Services UATC & Associates	0.06% 13.58%	\$ 5,288 \$ 1,156,190	
			NOLA Concrete & Construction	14.34%	\$ 1,220,792	
#3681 - Addition of 4 MW Generator Building at the Eastbank Sewage Treatment Plant	33%	\$ 8,511,435		29.70%	\$ 2,528,118	Change orders to the contract that added additional task unrelated to SLDDBE participation created a deficiency related to the SLDDBE goal
Industrial & Mechanical Contractors, Inc.						
Katrina Related Repairs to Sewer Pumping Stations #1, #3 and Memorial	17%	\$ 3,011,995	Dieudonne Enterprises, Inc.	18.21%	\$ 548,515	

SLDBE Performance History of Prime Contractors on Completed Construction Projects (January 2013 - Present)

<u>Prime Contractor</u>	<u>SLDBE Participation Goal %</u>	<u>Contract Payment</u>	<u>SLDBE Sub-Contractor(s)</u>	<u>DBE %</u>	<u>SLDBE Dollar Amount</u>	<u>Comments</u>
MST Enterprises, LLC						
Katrina Related Repairs at the Carrollton Water Plant and Water Intake #1	36%	\$ 223,198	Dieudonne Enterprises, Inc.	37.55%	\$ 83,805	
Python Corporation						
#3785 - Structural Repairs to Sewage Pumping Station "A"	20%	\$ 80,209	Porter Development Unlimited, LLC	35.38%	\$ 28,374	
Ronald Frank Construction, LLC						
#8133 - Katrina Related Repairs to the Administration Bldg. at Central Yard	36%	\$ 291,587	RLH Investments	44.57%	\$ 129,960	
Wallace C. Drennan,						
Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at various sites throughout Orleans	36%	\$ 5,502,657	Prince Dump Truck Service C&M Construction Group Cooper Contracting Auguillard Construction	5.37% 2.50% 15.44% 12.79% 36.10%	\$ 295,395 \$ 137,417 \$ 849,470 \$ 704,001 \$ 1,986,283	
#3984 - Lower 9th Ward Are Sewer Rehabilitation #3	36%	\$ 3,258,729	Prince Dump Truck Service Cooper Contracting Auguillard Construction	10.14% 11.59% 21.99% 43.72%	\$ 330,340 \$ 377,786 \$ 716,656 \$ 1,424,782	



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: January 30, 2014

To: Robert Miller, Interim Executive Director, S&WB

From: Alvin G. Porter, Interim Director, EDBP *AP*

Re: Review of Operations Committee Request that Potential Contractors submit Diversity Statement

At the January 2014 Operations Meeting, Committee-member Marion Bracy requested that the Sewerage & Water Board's staff investigate the possibility of having Diversity Statements submitted by all entities interested in doing business with the Sewerage & Water Board of New Orleans.

After review by staff of the Purchasing Department, Legal Office, and Economically Disadvantaged Business Program, it has been concluded that requesting a Diversity Statement to be included within a proposal or statement of qualifications for Professional Service Contracts is feasible.

However, it has also been determined that requesting a Diversity Statement from bidders of a publicly bid contract is ill-advised. A request for a Diversity Statement bears a resemblance to a condition of pre-qualification, and thusly, contrary to Louisiana Public Bid Law. Therefore, it is not recommended as a condition for Construction and Good and Services contract bids.



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: January 30, 2014
From: Harold D. Marchand, Deputy Special Counsel
To: Alvin Porter, DBE Director
Re: Diversity Statement

Reference is made to your inquiry as to whether the Sewerage and Water Board of New Orleans ("Board") may require that all bidders on its publicly bid contracts possess a diversity statement. It is my opinion that the Board may not require all bidders to possess same. The basis of my opinion is found in La. R.S. 38:2212.5 of the Louisiana Public Bid Law relative to the prequalification of bidders. The statute states in pertinent part:

"Except for construction or repair of roads and bridges and those contractors providing materials and supplies for construction or repair of roads and bridges, the division of administration may prequalify bidders for historic restoration projects funded by the state. . ."

The fact that the Legislature found it necessary to amend the Public Bid Law in 1991 to authorize pre-qualification of bidders for historical restoration projects clearly indicated the pre-qualification for other types of public works is not sanctioned by the statute. La. Atty. Gen. Op. No. 98-497. Therefore, absent statutory authority (such as the exception found in La. R. S. 38:2212.5), the Louisiana Public Bid Law prohibits the prequalification of bidders. La. Atty. Gen. Op. No. 12-0059.


HAROLD D. MARCHAND
DEPUTY SPECIAL COUNSEL

HDM:plg

Sewerage and Water Board of New Orleans Committee & Regular Board Meeting Schedule

2014 Calendar of Events

MONDAY	FEBRUARY 3, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	FEBRUARY 4, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	FEBRUARY 5, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	FEBRUARY 5, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	FEBRUARY 7, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	FEBRUARY 19, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	MARCH 5, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MARCH 5, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	MARCH 10, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	MARCH 11, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	MARCH 14, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MARCH 19, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	APRIL 2, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	APRIL 2, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	APRIL 7, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	APRIL 8, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	APRIL 11, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	APRIL 16, 2014	9:00 AM	REGULAR BOARD
MONDAY	MAY 5, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	MAY 6, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	MAY 7, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MAY 7, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	MAY 9, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MAY 21, 2014	9:00 AM	REGULAR BOARD
MONDAY	JUNE 2, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	JUNE 3, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	JUNE 4, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JUNE 4, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	JUNE 6, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JUNE 18, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	JULY 2, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JULY 2, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	JULY 7, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	JULY 8, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	JULY 11, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JULY 16, 2014	9:00 AM	REGULAR BOARD

NOTE: RECOMMENDATIONS:

JANUARY — RESCHEDULED TO SECOND WEEK DUE TO NEW YEARS' HOLIDAY IN FIRST WEEK

MARCH — MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK (**MARDI GRAS 3/4/14**)

APRIL - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK

JULY - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK