

SEWERAGE & WATER BOARD OF NEW ORLEANS
EXECUTIVE COMMITTEE MEETING
FRIDAY, MARCH 14, 2014
9:00 AM

COMMITTEE MEMBERS

Mr. Wm. Raymond Manning, Chair • Mr. Mark Moody • Mr. Glen Pilie • Mrs. Florence Schornstein • Mr. Charles Webb

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee
4. Staff Contract Review Committee
5. Renewal Construction Contracts with DBE Participation
6. Final Acceptance Contracts with DBE Participation
7. State of Louisiana, Department of Transportation & Development, Authorization to Advertise Florida Avenue Canal Phases II and III, State Project No. 576-36-0012 (R-048-2014)

INFORMATION ITEMS

8. DBE Participation Report
9. List of Contractors without DBE Participation
10. Customer Service Results through January 2014
11. Follow-up on Action Items from February 2014 Committee and Board Meetings
12. Tracking Tool for Commitments to the City Council
13. EEOC Activity Status Report Y.T.D.
14. Any Other Matters
15. Reference Materials (**In Binders**)
 - a. Sewerage and Water Board By-Laws
 - b. 2014 Operating & Capital Budget
 - c. Strategic Plan
 - d. Bond Rating
16. Adjournment

Contract #8132: Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard

On Friday, February 14, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

Industrial & Mechanical Contractors, Inc.	\$ 1,204,500.00
Tuna Construction	\$ 1,185,000.00
Hamps Construction	Non-responsive

The estimated budget is \$ 1,410,350.00.

Thirty-six percent (36%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Industrial & Mechanical Contractors, Inc., submitted the following subcontractors:

RLH Investments (eligible certified SLDBE) to construct metal roof system, parapet, generator shed building, framing, and insulation
\$346,000.00 — 28.73%

Joseph Electric, Inc. (eligible certified SLDBE) to perform demolition
\$160,000.00 — 13.28%

SLDBE Participation totals: **\$506,000.00 — 42.01%**

The apparent second lowest bidder, Tuna Construction, submitted the following subcontractors:

B&S Equipment Co., Inc. (eligible certified SLDBE) to perform demolition of interior and interior renovation
\$137,400.00 — 11.59%

Perle Construction Materials, LLC (eligible certified SLDBE) to provide material supplies
\$100,000.00 — 8.44%

EZ Lopez Painting & Drywall, LLC (eligible certified SLDBE) to provide drywall & paint
\$20,000.00 — 1.69%

Dillon Bros. Ready Mix Concrete, LLC (eligible certified SLDBE) to provide concrete
\$500.00 — 0.04%

Roof Concepts (non-certified subcontractor) to remove & re-install wall panels and roof
\$215,000.00 — 18.14%

SLDBE Participation totals: **\$257,900.00 — 21.76%**

Participation totals: **\$472,900.00 — 39.91%**

Tuna Construction, LLC, failed to meet the 36% SLDBE Participation goal, or submit a documented Good Faith Effort with a notarized affidavit.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Industrial & Mechanical Contractors, Inc., be accepted, and that the SLDBE participation submitted by Tuna Construction, be rejected.

(See Attachment #2 for Participation Summary Sheets and supporting documents)

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
RLH INVESTMENTS	Reverie LANDRIEU	SS-metal Roof System, Parapet, generator shed bldg + Framing + Insulation	\$ 346,000 ⁰⁰	28.7
JOSEPH ELECTRIC	WADE JOSEPH	Demolition	\$ 160,000 ⁰⁰	7.8

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: HAROLD HEIDINGSFELDER Prime Signature: [Signature]

Company's Name: INDUSTRIAL & MECHANICAL CONTRACTORS, INC.

Address: 757 CENTRAL AVE Date: 2/18/14

JEFFERSON, LA. 70121 Telephone Number: 504.733.9141

Attachment # 2

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
BANDS equipment CO., INC 3601 PATRIOT ST. HARVEY, LA 70058	Sue Ryals TRACY Ryals	Demo of Interior + Interior RENOVATION	\$137,400.00	12%

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: PATRICK ROUNDE Prime Signature: [Signature]

Company's Name: THNA CONSTRUCTION LLC.

Address: 148 Virginia Pkwy Date: 2-18-14
River Ridge, LA 70123 Telephone Number: 504-322-4831

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
Revel Construction Group 3412 4th Street Metairie LA 70130	Meghan Fuselien	Material Supplier	\$100,000.00	8%

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: Patricia Rowland Prime Signature: [Signature]

Company's Name: Time Construction LLC

Address: 145 Virginia Parkway

Green Ridge LA 70123

Date: 2-18-14

Telephone Number: 504-322-4531

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
EZ Lopez PAINTING & Drywall 705 N. Pierce Ave. Metairie, LA 70003	Zaira Lopez	Dry Wall & Paint	\$20,000.00	2%

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: PATRICK ROWLAND

Prime Signature: [Signature]

Company's Name: TIME CONSTRUCTION LLC

Address: 144 VERMONT BLVD

Date: 2-15-14

River Road LA 70123

Telephone Number: 504-322-4531

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
Dillon Bros. Concrete 11100 Almonaster Ave New Orleans LA 70127	Larry Dillon	Supply of Concrete	\$500 ⁰⁰	

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: Patrick Rowan

Prime Signature: 

Company's Name: Lusa Construction

Address: 145 Veterans Pkwy

Date: 2-8-14

Slava Ridge LA 70123

Telephone Number: 504-202-2232

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Katrina Related Repairs to Garage #1 and the Generator Bldg at Central Yard
Contract No. 8132

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
Roof Concepts P.O. Box 2922 Haverly LA 70069	Kathy Liebert 504.520-8327	Remove + Reinstall Wall panels + Roof	\$215,000.00	18.9%

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: Patrick Rownd

Prime Signature: [Signature]

Company's Name: Wino Construction

Address: 148 Veronica Flwy

Date: 2-19-14

Rene Ruffe, LA 70123

Telephone Number: 504-322-4831



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbnola.org

February 24, 2014

Patrick Rownd
Tuna Construction, LLC
149 Virginia Pkwy.
River Ridge, LA 70123

RE: Contract # 8132: Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard

Dear Mr. Rownd:

After review and analysis of the SLDBE participation submitted on your bid for Cont. #8132, the Economically Disadvantaged Business Program has determined that your company failed to meet the SLDBE goal of 36% SLDBE participation. Specifically, your company submitted a list of SLDBEs and their participation percentage. That participation percentage total was 21.76%. Also, your company included Roof Concepts, to remove and re-install wall panels and roof for \$215,000 to meet 18.14% of the goal. Roof Concepts is not certified as a SLDBE, and also it is not listed in the Sewerage and Water Board of New Orleans Approved SLDBE Vendor Listing available at the time of the bid opening. Tuna Construction, LLC did not submit a documented Good Faith Effort with a notarized affidavit.

As a result, the recommendation of this office is that your company's SLDBE participation not be accepted and that the participation of the lowest bidder, Industrial & Mechanical, Inc., be accepted.

Sincerely,

Alvin G. Porter, Interim Director, EDBP

cc: Robert Miller
Joseph Becker
Nolan Lambert
Willie Mingo
Harold Marchand

Construction Review Committee Recommendations

The Construction Review Committee met February 26, 2014 and made the following recommendations.

Open Market Contracts

Open Market, 36% DBE Participation, no renewal options

- | | |
|-------------------------|---|
| 1. Contract # 30007 | 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 |
| Estimated Cost: | \$5,000,000.00 |
| Areas of Participation: | Excavation, Replacement, Manhole Rehabilitation, Point Repairs, Sidewalk, Driveways, and Streets
Source of funding is FEMA Reimbursable |
| | |
| 2. Contract #30012 | Rehabilitation of Existing Sewer Manholes Damaged by Hurricane Katrina by Replacement and/or adjustment of Existing Frames and Covers, Full and Partial Internal Cementious Lining and Associated Restoration at Various Sites throughout Orleans Parish |
| Estimated Cost: | \$4,000,000.00 |
| Areas of Participation: | Replacement of frame and cover; installation of cementious liner; installation of isolation pad; installation of inflow pan; pump setup; pavement, driveway, sod and curb restoration
Source of funding is FEMA Reimbursable |
| | |
| 3. Contract #30013 | Rehabilitation of Existing Sewer Manholes Damaged by Hurricane Katrina by Replacement and/or adjustment of Existing Frames and Covers, Full and Partial Internal Cementious Lining and Associated Restoration at Various Sites throughout Orleans Parish |
| Estimated Cost: | \$4,000,000.00 |
| Areas of Participation: | Replacement of frame and cover; installation of cementious liner; installation of isolation pad; installation of inflow pan; pump setup; pavement, driveway, sod and curb restoration
Source of funding is FEMA Reimbursable |

Open Market, 25% DBE Participation, no renewal options

4. Contract #1365	Repair and Mitigate Chemical Corrosion and Build Ferric Sulfate Trough at the Algiers Water Plant
Estimated Cost:	\$400,000.00
Suggested Goal:	25%
Areas of Participation	Site preparation, concrete, hauling, remove and restore corroded material, industrial coating Source of funding is Water System Funds

Open Market, 20% DBE Participation, no renewal options

5. Contract #30011	Replacement of Sewer Force Main on Memphis St. between Filmore Ave. and Lane St.
Estimated Cost:	\$375,000.00
Suggested Goal:	20%
Areas of Participation:	Restoration of pavement, fill existing SFM with flowable fill Source of funding is Sewer System Funds

6. Contract # 1375	Katrina Related Repairs to Boiler Repair/Duct Repair/Elevator Repair, Turbine Controls Inventory and Auxiliaries at the Main Water Purification Plant Power Complex
Estimated Cost:	\$15,902,669.00
Suggested Goal:	20%
Areas of Participation	Boiler/condenser de-scaling/tube replacement, re-insulation of basement ducts, elevator repair, replace equipment used during recovery, replace instrumentation components including transmitters, controllers, transducers, analyzers and sensors, electrical demolition, low voltage installations, structural work/welding Source of funding is FEMA Reimbursable

(See Attachment #3 for project descriptions)

Attachment # 3

SEWERAGE AND WATER BOARD of NEW ORLEANS

INTER-OFFICE MEMORANDUM

DATE: February 20, 2013

TO: Alvin Porter, EDB Program

FROM: Ron Spooner, Chief of Engineering

RE: CONTRACT 30007- 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.

The work to be performed under this contract consists of furnishing all labor, materials, supervision, construction equipment, tools, appurtenances, mechanical equipment, electrical equipment, travel, utilities, transportation, and supplies, all as necessary and required for the restoration of gravity flow sanitary sewers by excavation and replacement, point repair and cured in place pipe (CIPP) lining from manhole to manhole within various roadways throughout the City of New Orleans associated with the ESSA Phase II.

- a) This contract includes, but is not limited to the following items of work:
- Removal and disposal of roadways, driveways, sidewalks or unpaved surface areas
 - Restoration of roadways, driveways, sidewalks or unpaved areas
 - Removal and disposal of existing gravity flow sanitary sewers and related material, and restoration of gravity flow sanitary sewers and direct replacement from manhole to manhole
 - Installation of cured in place pipe (CIPP) liners in the existing sewer mains from manhole to manhole
 - Reinstatement of sanitary sewer service connections on CIPP liners
 - Removal and disposal of existing sewer house connections on the restored sewer main
 - Replacement and tie-in of sewer house connections, from the main to property line
 - Restoration of sections of existing external sewer mains of various size by point repairs of various length
- b) Bid Specifications/Drawings are currently unavailable.

20	SET UP, MAINTAIN AND OPERATION OF WELL POINT EQUIPMENT IN OPERATION FOR REMOVAL AND REPLACEMENT OF SEWER MAIN	\$15.00	\$1,500.00	0.03%	0.01%	\$540.00	36.00%
21	REMOVAL, DISPOSAL AND RESTORATION OF EXISTING RDWYS w/ INTERIM PAVEMENT	\$55.00	\$841,280.00	16.83%	9.59%	\$479,529.60	57.00%
22	SAWCUT, REMOVAL, DISPOSAL AND RESTORATION OF EXISTING RDWYS, REINFORCED CONCRETE RDWY, (APPROX. 8" THICK)	\$150.00	\$45,000.00	0.90%	0.90%	\$45,000.00	100.00%
23	SAWCUT, REMOVAL, DISPOSAL AND RESTORATION OF EXISTING RDWYS, ASPHALT FULL DEPTH RDWY, (APPROX. 5" THICK)	\$65.00	\$16,250.00	0.32%	0.32%	\$16,250.00	100.00%
24	INSTALLATION OF ASPHALT SURFACE ON CONCRETE PAVED RDWYS (1.5" THICK)	\$40.00	\$12,000.00	0.24%	0.24%	\$12,000.00	100.00%
25	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING CONCRETE CURB TO MATCH EXISTING	\$35.00	\$66,150.00	1.32%	1.32%	\$66,150.00	100.00%
26	RESET GRANITE CURB	\$30.00	\$2,250.00	0.04%	0.04%	\$2,250.00	100.00%
27	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING DRIVEWAYS (6" REINFORCED CONCRETE)	\$90.00	\$17,460.00	0.35%	0.35%	\$17,460.00	100.00%
28	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING DRIVEWAYS (6" REINFORCED CONCRETE W/GRAVEL FINISH)	\$110.00	\$2,640.00	0.05%	0.05%	\$2,640.00	100.00%
29	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING DRIVEWAYS (6" REINFORCED CONCRETE W/BRICKS TO MATCH EXISTING)	\$85.00	\$2,550.00	0.05%	0.05%	\$2,550.00	100.00%
30	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING CONCRETE SIDEWALKS (4" REINFORCE CONCRETE)	\$70.00	\$76,370.00	1.53%	1.53%	\$76,370.00	100.00%
31	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING CONCRETE SIDEWALKS (4" THICK REINFORCE CONCRETE WITH GRAVEL FINISH)	\$80.00	\$5,200.00	0.10%	0.10%	\$5,200.00	100.00%
32	SAW CUTTING, REMOVAL, DISPOSAL AND REPLACING CONCRETE SIDEWALKS (REINFORCE CONCRETE WITH BRICK TO MATCH EXISTING)	\$80.00	\$22,115.00	0.44%	0.44%	\$22,115.20	100.00%
33	MINIMUM DEPTH OF 3" BATTURE SAND AND GRASS SOD AS DIRECTED	\$10.00	\$1,500.00	0.03%	0.03%	\$1,500.00	100.00%
34	CONCRETE HANDICAP RAMP RESTORATION/ INSTALLATION	\$1,000.00	\$6,000.00	0.12%	0.12%	\$6,000.00	100.00%
	TOTAL		\$5,000,000.00	100.00%	36.00%	\$1,800,932.00	

The design of this project has not been finalized; therefore, the Total Contract Estimate may be revised.

- d) The recommended DBE participation goal as it relates to letter (c) is 36% of the subcontracted items.
- e) There are no renewal options for this project.
- f) There are no previous renewal periods and costs associated with this project.

- g) The contractor shall be licensed in the category of Municipal and Public Works Construction.
- h) Previous contract goal and DBE subcontractors. Include data (in the table below) from the last 3 similar type contracts that the S&WB has awarded.

Contract Number	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
				Firm	% of Contract
3692	Fleming Construction Company, L.L.C.	\$3,439,260.00	36%	Emile Hebert	18
				A.J.Vicari	18
				Dieudonne Enterprise	7.7
3695	Fleming Construction Company, L.L.C.	\$5,765,068.00	36%	Herbert's Trucking	20
				Emile Hebert	8.3
				Advnatage Manhole & Concrete Service, Inc	19.19
3697	BDL Services, LLC	\$3,572,827.50	36%	Expert Maintenance Service, LLC	12.8
				Prince Dump Truck Service	3.82
				Trigon Associates, LLC	0.18

cc: Joseph Becker, M. Goddard, M. Ron Spooner, M. Johnson, K. Saleh, R. Gross-Potter, L. Hirsch

SEWERAGE AND WATER BOARD of NEW ORLEANS

INTER-OFFICE MEMORANDUM

DATE: February 20, 2013

TO: Alvin Porter, EDB Program Interim Director

FROM: Mr. Ron Spooner, Chief of Engineering 



RE: CONTRACT 30012- REHABILITATION OF EXISTING SEWER MANHOLES DAMAGED BY HURRICANE KATRINA BY REPLACEMENT AND/OR ADJUSTMENT OF EXISTING FRAMES AND COVERS, FULL AND PARTIAL INTERNAL CEMENTITIOUS LINING AND ASSOCIATED RESTORATION AT VARIOUS SITES THROUGHOUT ORLEANS PARISH.

The work to be performed under this contract consists of furnishing all labor, materials, supervision, construction equipment, tools, appurtenances, mechanical equipment, electrical equipment, travel, utilities, transportation, and supplies, all as necessary and required for the rehabilitation of existing sewer manholes by replacement and/or adjustment of existing frames and covers, full and partial internal cementitious lining and associated restoration throughout the City of New Orleans associated with the ESSA Phase II.

a) This contract includes, but is not limited to the following items of work:

- Removal and disposal of roadways, driveways, sidewalks or unpaved surface areas
- Restoration of roadways, driveways, sidewalks or unpaved areas
- Replacement of frame and cover
- Installation of concrete isolation pad
- Installation of cementations liner to interior wall of manhole
- Installation of inflow pan
- Bypass pumping setup and operation

b) Bid Specifications/Drawings are currently unavailable.

Bid specifications and drawings will be utilized in this contract, but are not yet available

- c) A breakdown of the estimated cost of subcontract items is listed in the following table. The breakdown presents the associated cost of tasks that may be subcontracted in whole or in part.

ITEM NUMBER	DESCRIPTION	CONTRACT VALUE	CONTRACT %	DBE %	DBE \$	DBE % OF LINE ITEM
1	REPLACEMENT OF FRAME AND COVER	\$300,000.00	7.50%	7.50%	\$300,000.00	100.00%
2	ADJUSTMENT OF FRAME	\$210,000.00	5.25%	5.25%	\$210,000.00	100.00%
3	INSTALLATION OF CEMENTITIOUS LINER (PARTIAL)	\$450,000.00	11.25%	1.50%	\$60,000.00	13.33%
4	INSTALLATION OF CEMENTITIOUS LINER (FULL)	\$530,000.00	13.25%	1.50%	\$60,000.00	11.32%
5	INSTALLATION OF PECTRA SHIELD (PARTIAL)	\$700,000.00	17.50%	0.00%	\$0.00	0.00%
6	INSTALLATION OF SPECTA SHIELD (FULL)	\$1,000,000.00	25.00%	0.00%	\$0.00	0.00%
7	INSTALLATION OF ISOLATION PAD	\$90,000.00	2.25%	2.25%%	\$90,000.00	100.00%
8	INSTALLATION OF INFLOW PAN	\$20,000.00	0.50%	0.50%	\$20,000.00	100.00%
9	PUMP SET UP	\$100,000.00	2.50%	2.50%	\$160,000.00	100.00%
10	PAVEMENT, DRIVEWAY, SOD AND CURB RESTORATION	\$600,000.00	15.0%	15.00%	\$600,000.00	100.00%
	TOTAL	\$4,000,000.00	100.00%	36.0%	\$1,440,000.00	

The design of this project has not been finalized; therefore, the Total Contract Estimate may be revised.

- d) The recommended DBE participation goal as it relates to letter (c) is 36.0 % of the subcontracted items.
- e) There are no renewal options for this project.
- f) There are no previous renewal periods and costs associated with this project.
- g) The prime contractor/firm shall possess a current license from the Louisiana State Contractor's Licensing Board for work classified as Municipal and Public Works Construction.
- h) Previous contract goal and DBE subcontractors. Include data (in the table below) from the last 3 similar type contracts that the S&WB has awarded.

Contract No.	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
3995	Fleming Construction CO., LLC.	\$845,777.50	36%	Firm	% of Contract
				Hebert's Trucking	20.0
				Auguillard Construction	16.0
3982	BLD Services, LLC	\$2,536,227.00	36%	Hebert's Trucking	6.42
				Auguillard Construction	8.23
				Dieudonne Enterprises	12.44
				Prince Dump Truck Services	9.03
3983	BLD Services, LLC	\$3,164,892.00	36%	Hebert's Trucking	4.62
				Auguillard Construction	17.41
				Dieudonne Enterprises	5.56
				Three C's Properties	8.49

- I) Commencement and conclusion dates of previous awarded contracts. Include data (in the table below) from the last 3, similar type work contracts, if any that have completed construction

Contract No.	Contract Cost at Completion	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
3995	\$834,485	36%	11/30/2009	5/21/2010
3982	\$2,474,186	36%	11/30/2009	6/03/2011
3983	\$ 2,404,801	36%	11/09/2009	1/31/2011

CC: Joseph Becker, M. Goddard, K.Saleh, M.Johnson, R.Gross-Potter, Leonard Hirsch

SEWERAGE AND WATER BOARD of NEW ORLEANS

INTER-OFFICE MEMORANDUM

DATE: February 20, 2013

TO: Alvin Porter, EDB Program Interim Director

FROM: Mr. Ron Spooner, Chief of Engineering *RS*



RE: **CONTRACT 30013- REHABILITATION OF EXISTING SEWER MANHOLES DAMAGED BY HURRICANE KATRINA BY REPLACEMENT AND/OR ADJUSTMENT OF EXISTING FRAMES AND COVERS, FULL AND PARTIAL INTERNAL CEMENTITIOUS LINING AND ASSOCIATED RESTORATION AT VARIOUS SITES THROUGHOUT ORLEANS PARISH.**

The work to be performed under this contract consists of furnishing all labor, materials, supervision, construction equipment, tools, appurtenances, mechanical equipment, electrical equipment, travel, utilities, transportation, and supplies, all as necessary and required for the rehabilitation of existing sewer manholes by replacement and/or adjustment of existing frames and covers, full and partial internal cementitious lining and associated restoration throughout the City of New Orleans associated with the ESSA Phase II.

a) This contract includes, but is not limited to the following items of work:

- Removal and disposal of roadways, driveways, sidewalks or unpaved surface areas
- Restoration of roadways, driveways, sidewalks or unpaved areas
- Replacement of frame and cover
- Installation of concrete isolation pad
- Installation of cementations liner to interior wall of manhole
- Installation of inflow pan
- Bypass pumping setup and operation

b) Bid Specifications/Drawings are currently unavailable.

Bid specifications and drawings will be utilized in this contract, but are not yet available

Contract No.	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
3995	Fleming Construction CO., LLC.	\$845,777.50	36%	Firm	% of Contract
				Hebert's Trucking	20.0
				Auguillard Construction	16.0
3982	BLD Services, LLC	\$2,536,227.00	36%	Hebert's Trucking	6.42
				Auguillard Construction	8.23
				Dieudonne Enterprises	12.44
3983	BLD Services, LLC	\$3,164,892.00	36%	Prince Dump Truck Services	9.03
				Hebert's Trucking	4.62
				Auguillard Construction	17.41
				Dieudonne Enterprises	5.56
				Three C's Properties	8.49

- I) Commencement and conclusion dates of previous awarded contracts. Include data (in the table below) from the last 3, similar type work contracts, if any that have completed construction

Contract No.	Contract Cost at Completion	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
3995	\$834,485	36%	11/30/2009	5/21/2010
3982	\$2,474,186	36%	11/30/2009	6/03/2011
3983	\$ 2,404,801	36%	11/09/2009	1/31/2011

CC: Joseph Becker, M. Goddard, K.Saleh, M.Johnson, R.Gross-Potter, Leonard Hirsch



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board of NEW ORLEANS

8800 South Claiborne Avenue, New Orleans, LA 70118

DATE: February 3, 2014
FROM: Ron Spooner Chief of Engineering
To: Alvin Porter Interim EDB Program Director
RE: 1365 Repair and Mitigate Chemical Corrosion and Build Ferric Sulfate
Trough at the Algiers Water Plant.



- a) This project is to repair and mitigate the chemical damage that has occurred at the Chemical House at the Algiers Water Plant and to build a 200 foot long underground concrete trough for protection of ferric sulfate and other chemical service pipes.
- b) Bid specifications and drawings —preliminary drawings are available on request
- c) A breakdown of subcontract areas
- d) A breakdown of estimated cost of subcontract items listed in the following table. The breakdown presents the percentage and associated cost of tasks that may be subcontracted in whole or in part.

Task	Estimated Cost of Task	Percentage of Total
Mobilization / Demobilization	\$20,000	5%
Trough site preparation (move temporary existing service lines).	\$10,000	*2%
Dig new trench	\$10,000	*3%
Install forms and rebar for concrete pour	\$10,000	*3%
Pour new concrete trough	\$10,000	*2%
Install service lines in new trough	\$10,000	*3%
Install top plate to protect service lines	\$10,000	*2%
Hauling and Site preparation of trough	\$20,000	*5%
Replace corroded CMU blocks	\$40,000	10%
Clean other chemically affected areas	\$90,000	22%
Install chemical coating under chemical skid	\$150,000	38%
Prepare new surface to resist corrosion	\$20,000	*5%
Total Contract Estimate	\$400,000	100%

* means this can be subcontracted out

- e) What is the recommended goal as it relates to letter (d) 25%
- f) Bid specifications and drawings are being prepared and will soon be ready for submittal.

g) A breakdown of subcontract areas

Task Description	Contract Value	Contract %	DBE %	DBE \$	DBE % of Line Item
Trough site preparation (move temporary existing service lines).	\$10,000	2%	2%	\$10,000	100%
Dig new trench	\$10,000	3%	3%	\$10,000	100%
Install forms and rebar for concrete pour	\$10,000	3%	3%	\$10,000	100%
Pour new concrete trough	\$10,000	2%	2%	\$10,000	100%
Install service lines in new trough	\$10,000	3%	3%	\$10,000	100%
Install top plate to protect service lines	\$10,000	2%	2%	\$10,000	100%
Hauling and Site preparation of trough	\$20,000	5%	5%	\$20,000	100%
Prepare new surface to resist corrosion	\$20,000	5%	5%	\$20,000	100%
Total Contract Estimate	\$100,000	25%	25%	\$100,000	100%

h) A breakdown of estimated cost of subcontract items is listed in the following table. The breakdown presents the percentage and associated cost of tasks that may be subcontracted in whole or in part.

Task	Estimated Cost of Task	Percentage of Total
Trough site preparation (move temporary existing service lines).	\$10,000	2%
Dig new trench	\$10,000	3%
Install forms and rebar for concrete pour	\$10,000	3%
Pour new concrete trough	\$10,000	2%
Install service lines in new trough	\$10,000	3%
Install top plate to protect service lines	\$10,000	2%
Hauling and Site preparation of trough	\$20,000	5%
Prepare new surface to resist corrosion	\$20,000	5%
Total Contract Estimate	\$100,000	25%

i) Our recommended goal as it relates to letter (d) is 25%.

j) Working with corrosive chemicals is dangerous work. The only areas of work that could be subcontracted to DBE contractors are those listed above for an 25% DBE participation.

k) There are no renewal options available or already exercised; and there is no renewal option desired.

l) There have been no previous renewal periods or costs associated with this contract.

m) This type of work has no previous contract goal or DBE subcontractors.

Include data (in the table below) from the last 3, similar type work contracts, if any, that the S&WB has awarded

Contract No.	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
				Firm	% of Contract Cost
None					
None					

n) Commencement and conclusion dates of previous awarded contracts. Include data (in the table below) from the last 3, similar type work contracts, if any that have completed construction.

Contract No.	Contract Cost	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
None				
None				

o) Indicate the category of specialty license called for by the State Licensing Board if specialty licenses are required. **There is no specialty licenses required that we are aware of except a General Contractors License.**

p) Indicate the dollar amount actually expended in the previous year on this contract and the justification for any increase in the estimated contract amount above the amount actually expended in the previous year. **No money has been spent on this contract in the previous year.**

RS/da

Cc	Nolan Lambert	Special Counsel
	Joe Becker	General Superintendent
	Bob Moeinian	Operations
	David Strong	EDB program
	Alvin Porter	EDB program
	William Keck	Civil Engineering
	Daniel Avalos	Civil Engineering
	Leonard Hirsch	Civil Engineering

Sewerage & Water Board of New Orleans

INTER-OFFICE MEMORANDUM

Date: February 4, 2014

From: M. Ron Spooner, Chief of Engineering



To: Alvin Porter, EDB Program

Cc: Mubashir Maqbool

Re: CONTRACT NO. 30011 – Replacement of SFM on Memphis St between Filmore Ave and Lane St

I. Summary

The location of the work site is Memphis Street Between Filmore Ave and Lane Street, New Orleans, LA. The work for this contract is limited to replacement of 600 L.F. of the existing 24-inch sewer force main (SFM) on Memphis Street.

Major work items include:

- Installation of 600 L.F. of 24-inch C-900 PVC SFM
- Restoration of pavement
- Filling existing SFM with flowable fill

II. Specifications and Drawings

Specifications and drawings will be utilized and are currently in the 20% design stage.

III. Subcontract Areas

The restoration of pavement work can be subcontracted. There is no other scope of work, which can be subcontracted due to the specialized requirements associated with the rest of this project.

IV. Total Contract Estimate = \$375,000.00

Item	Item Description	Amount
1	Installation of 24-inch SFM	\$ 300,000.00
2	Restoration of Pavement *	\$ 60,000.00
3	Fill Existing SFM with Flowable Fill *	\$ 15,000.00
	Total Subcontract Items	\$75,000.00
	Total Contract Estimate	\$375,000.00
	Percentage Subcontract Items of Total Contract	20.00%

* - Tasks that are likely to have DBE participation in whole or in part.

V. Contract Estimate: DBE Subcontract Areas

Restoration of Concrete Pavement and Flowable Fill

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 20.00%.

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

N/A

XI. Previous DBE Participation Goals and DBE Subcontractors

N/A

XII. Previous Contracts: Commencement and Conclusion Dates

N/A

XIII. Specialty Licenses

The prime contractor shall possess a current License from the Louisiana State Licensing Board for Contractors for work classified as Municipal and Public Works.

Sewerage & Water Board of New Orleans

INTER-OFFICE MEMORANDUM

Date: December 2, 2013

FROM: M. Ron Spooner, Chief of Engineering 

TO: Alvin Porter, DBE Program

CC: Leonard Hirsch

Reid Dennis

Ron Spooner

RE: CONTRACT NO. 1375 (Rebid of 1354) – Katrina Related Repairs to Boiler Repair/Duct Repair/Elevator Repair, Turbine Controls Inventory and Auxiliaries at the Main Water Purification Plant Power Complex

I. Summary

The location of the work site is 8800 Claiborne Avenue, New Orleans, LA 70118, the Sewerage and Water Board Power Facility Station, a Sewerage and Water Board of New Orleans Facility that was in operation prior to Hurricane Katrina. The work for this contract is limited to selected areas of the Power Facility as shown in the Contract Drawings. The repair/restoration and removal/replacement of equipment, piping and auxiliary structures is designed to restore pre-Katrina conditions while preventing disruption of the operations of the Facility.

This project was originally bid as Contract 1354. Two bidders responded to the request for bids – one bid was deemed non-responsive (Unit Price Sheet was not submitted) and the other bid exceeded the Engineer's estimate.

Major work items include:

Replacement of boiler tubes and de-scaling of boilers, duct and insulation repair (basement area), elevator repair, turbine, rectifier and condensation pump replacement, stock inventory replacement of instrumentation components, and installation of wastewater treatment system.

II. Specifications and Drawings

Specifications and drawings will be utilized and are currently in the 100% design stage.

III. Subcontract Areas

See the Total Contract Estimate below for a breakdown of potential subcontract areas.

IV. Total Contract Estimate = \$ 15,902,669.

Item	Description	Contract Value	Materials %	Contract %	Potential DBE Participation	DBE % of Total Cost
1	Boiler/Condenser De-Scaling/ Tube Replacement	\$ 10,218,919	NA	64%	Yes	4.0%
2	Asbestos Abatement	\$ 2,000,000	NA	13%	Yes	5.0%
3	Re-insulation of Basement Ducts	\$ 121,603	NA	1%	Yes	1.0%
4	Actuators, Draft Dampers & Freight Elevator	\$ 171,344	NA	1%	No	0.0%
5	Replace Instrumentation Components including Transmitters, Controllers, Transducers, Analyzers and Sensors to Stock Inventory	\$ 215,429	NA	1%	Yes	1.0%
6	WWTS (Grey Water)	\$ 746,052	NA	5%	Yes	5.0%
7	Electrical Demolition/ Low Voltage Installations	\$ 229,305	NA	1%	Yes	1.0%
8	Structural Work / Welding	\$ 870,227	NA	5%	Yes	3.0%
9	Replace Oxygen Sensor	\$ 205,803	NA	1%	No	0.0%
10	Mobilization	\$ 1,123,987	NA	7%	No	0.0%
Total		\$ 15,902,669		100%		20.0%

The design of this project has been finalized; however, the Total Contract Estimate may be revised due to changes in prices since the Engineer's estimate was performed.

V. Contract Estimate: DBE Subcontract Areas

Only items designated with a 'Yes' in column 'Potential DBE Participation' in section IV above are potential work items for DBE participation.

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 20%. The recommended goal is based upon several factors, including:

- Breakdown of available subcontracting opportunities as shown above
- Availability of qualified subcontractors to perform the various portions of work included
- Ability of qualified subcontractors to complete the volume of work within the contract time

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

N/A

XI. Previous DBE Participation Goals and DBE Subcontractors

15%

XII. Previous Contracts: Commencement and Conclusion Dates

N/A

XIII. Specialty Licenses

The prime contractor shall possess a current License from the Louisiana State Licensing Board for Contractors for work classified as Municipal and Public Works. Furthermore, to perform work on the Boilers and other specialized equipment the contractor or sub-contractor must meet the qualification requirements set forth in the bid documents.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on February 18, 2014, and made the following recommendations:

Open Market Contracts

Open Market, 35% SLDBE Participation, no renewal options.

1. RFQ for Engineering and Consulting Services for Replacement and Rehabilitation of S&WB Facilities

Estimated Cost: To Be Determined Upon Review
Areas of participation: Architectural and Engineering services in the areas of:
Civil/Environmental, Electrical, Geotechnical, Landscaping,
Mechanical and Structural.

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, three (3) years with two (2) one-year renewal options.

2. RFP for Pension Fund Investment Consulting Services

Estimated Cost: To Be Determined Upon Review
Percentage Goal Justification: Does not lend itself to SLDBE participation because the product
will be acquired from a single source due to the
highly specialized nature of the services involved.

Funding Source:
Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, one (1) year with a one (1) year renewal options.

3. Furnishing Lime

Estimated Cost: \$265,000.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because
product is a sole source item shipped directly from the
manufacturer in specialized vehicles.

Funding Source:
Operating and Maintenance Budget

4. Furnishing Rough Pine and Oak Hardware Lumber

Budget Amount: \$75,000.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because
product is a sole source item shipped directly from the
manufacturer.

Funding Source:
Operating and Maintenance Budget

Renewal Contracts

Pursuant to the Operations Committee request for DBE compliance on contracts involving renewals, please find subject information.

First and Final renewal, 30% DBE Participation.

5. Furnishing Safety Supplies

Renewal Cost: \$142,504.92
Prime Contractor: Southeast Safety & Supply
Subcontractor: Assorted Products, Inc.

Funding Source: S&WB
Operating and Maintenance Budget

The DBE participation goal is 30.00%. The DBE participation achieved is 32.31%

(See attachment # 4.1 for specifics)

6. Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies

Renewal Cost: \$362,479.75
Prime Contractor: Assorted Products, Inc.
Subcontractor: Westbank Paper and Janitorial Supplies

Funding Source: S&WB
Operating and Maintenance Budget

The DBE participation goal is 30.00%. The DBE participation achieved is 30.85%

(See attachment # 4.2 for specifics)

Third renewal of five (5), one (1) year renewal options, 0% SLDBE participation.

7. Furnishing Water Sampling and MS4 Storm Water Annual Report Services

Renewal Cost: \$62,500.00
Prime Contractor: Veolia Waters
Percentage Goal Justification: Does not lend itself to SLDBE participation because the sub-contracting portion of this contract has been complete and the remainder of the contract is limited to sampling and reporting.

Funding Source:
Operating and Maintenance Budget

First and Final renewal, 0% DBE Participation.

8. Furnishing Hoses and Hose Accessories

Renewal Cost: \$172,960.33

Prime Contractor: Atlas Hose & Gasket Company, LLC

Percentage Goal Justification: Does not lend itself to SLDBE participation because product is a sole source item shipped directly from the manufacturer.

Funding Source:
Operating and Maintenance Budget

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

Sewerage & Water Board of New Orleans**INTER-OFFICE MEMORANDUM****Date:** February 13, 2014**From:** M. Ron Spooner, Chief of Engineering**To:** Alvin Porter, EDB Program**CC:** M. Goddard, J. Becker, B. Moeinian, V. Fouchi, G. Signorelli**Re:** RFQ – Engineering and Consulting Services**I. Summary**

The Sewerage and Water Board of New Orleans (S&WB) is seeking qualified engineering consultants to provide professional engineering services related to the replacement and/or rehabilitation of facilities associated with the Wastewater Collection/Pumping System, Wastewater Treatment System, Water Distribution System, Water Treatment System, Drainage Collection/Pumping Systems, and Electrical/Power Generation Systems. The S&WB will issue new money bonds in 2014 to pay for the costs of extensions, improvements, enlargements, betterments, and replacements to the sewerage, water, electrical/power generation and drainage systems. The selected firms will be utilized on an as-needed basis for projects or group of projects based on each firm's professional area of expertise. The areas of expertise are as follows:

- Architectural
- Civil/Environmental Engineering
- Electrical Engineering
- Geotechnical Engineering
- Landscape Architecture
- Mechanical Engineering
- Structural Engineering

II. Specifications and Drawings
N/A**III. Subcontract Areas**
All areas of expertise are available to be subcontracted**IV. Total Contract Estimate**
N/A

- V. **Contract Estimate: DBE Subcontract Areas**
N/A
- VI. **Recommended DBE Participation Goal**
The recommended DBE participation goal for this RFQ is 35.00%.
- VII. **Extenuating Circumstances**
N/A
- VIII. **Renewal Options**
N/A
- IX. **Previous Renewal Periods**
N/A
- X. **Previous Contracts**
N/A
- XI. **Previous DBE Participation Goals and DBE Subcontractors**
N/A
- XII. **Previous Contracts: Commencement and Conclusion Dates**
N/A
- XIII. **Specialty Licenses**
Firms must be registered with the Louisiana State Board of Registration for Professional Engineers and Land Surveyors (LAPELS).



SEWERAGE & WATER BOARD OF NEW ORLEANS

DATE: February 6, 2014

FROM: Kathleen A. LaFrance, Executive Director's Office

TO: Alvin Porter, EDBP Interim Director

RE: REQUEST FOR PROPOSAL FOR PENSION FUND INVESTMENT
CONSULTANT SERVICE

The Sewerage and Water Board of New Orleans (The Board) is seeking to solicit proposals from qualified investment consultants to advise the Board with regard to the management of its defined benefit employee retirement plan and its System's Pension Fund (the "Fund").

The Request for Proposal (RFP) process will assist the Board to identify and select a firm that will provide a full range of investment consulting services and to assist the Board Pension Committee and its plan trustees to meet its objectives of managing the funds of the System.

- a) Assistance in establishing investment objectives;
- b) Assistance in preparing and use of investment policy;
- c) Assistance in a selection of an investment manager and managers as requested;
- d) Written evaluation of all portfolios managed by the Board's investment managers. This evaluation will be provided on a "quarterly" basis;
- e) Quarterly assistance to the Board in assuring compliance by Board's investment managers with the investment objectives and policies of the Board.
- f) Asset allocation studies as requested;
- g) Provide education to the Board in the form of seminars, lectures, or research on topics as chosen by the Board;
- h) Provide investment performance evaluation services for the Sewerage and Water Board of New Orleans Employees' retirement System ("Pension Fund") as outlined below:
 - 1) Collect monthly data from the monthly pension fund custodian;
 - 2) Calculate quarterly rates of return for the pension fund investment managers;
 - 3) Calculate descriptive characteristics of the pension fund equity and bond portfolio;
 - 4) Compare said returns and characteristics with funds evaluation services' equity and fixed income database and with performance criteria established by the Board;
 - 5) Prepare and deliver quarterly reports based upon the aforesaid comparisons for the periods ending on the last days of each quarter;

- 6) Present findings set forth in the quarterly reports to the Pension Committee of the Board;
- 7) Attend Board and Committee meetings as requested by the Plan Fiduciaries;
- 8) Serve in a fiduciary role to the plan.

Please bring this matter to the Staff Contact Review committee so that it can be discussed at the Operations Committee meeting of March 10, 2014 and Finance Committee meeting of March 11, 2014.

Also, the previous RFP stated the nature of this work is highly specialized and therefore, does not lend itself to DBE participation.

cc: Robert Miller
Nolan Lambert
Willie Mingo
David Strong



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: January 27, 2014

From: Vincent P. Fouchi, Jr., Water Purification Superintendent

VPF

To: Alvin Porter, EDBP

Re: Contract for Furnishing Lime



Requisition #: AL140009
Bid Opening Date: March 13, 2014
Contract Period: 5/1/14 – 4/30/15 (with 1 yr. renewal option)
Estimated Contract Price: \$265,000.00

Please place this contract on the agenda for the next scheduled Staff Contract Review Committee meeting for consideration. Lime, or calcium oxide, is a chemical that is used in the potable water treatment process for pH adjustment for corrosion control in the distribution system. This is a product that is manufactured; and subsequently shipped by the manufacturer in pneumatic trailers to our facilities in dedicated transport equipment. This contract does not lend itself to DBE participation because of the specialized nature of the manufacturing process and the transport equipment, and we therefore respectfully recommend zero percent DBE participation. Please contact me if further information is necessary. Attached is a copy of the specifications for your review.

cc: David Strong
Bob Moeinian
Joseph Becker
Madeline Goddard
Willie Mingo
Leonard Hirsch
cc: File



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Support Services Department

DATE: February 7, 2014

FROM: Alden G. Aramburo, Warehouse & Supplies Manager

TO: John H. Wilson III, Director of Support Services

RE: OPEN MARKET REQUEST FOR FURNISHING ROUGH PINE & OAK HARDWOOD LUMBER
TO THE SEWERAGE & WATER BOARD OF NEW ORLEANS

Please place the following Contract on the agenda for the Staff Contract Review Committee (SCRC) Meeting held Tuesday, February 18, 2014.

REQUEST FOR FURNISHING ROUGH PINE & OAK HARDWOOD LUMBER TO THE SEWERAGE & WATER BOARD OF NEW ORLEANS

Detailed Summary –

This contract requires bidders to Furnish Rough Pine & Oak Hardwood Lumber To The Sewerage & Water Board of New Orleans. Funds for this project are budgeted under O & M.

Recommended Goal -

NO DBE Participation – Does not lend itself to DBE Participation because it can't be subdivided.

Budgeted Amount -

\$75,000.00

Renewal Options -

One (1) time renewal option

Previous Renewal Periods and Costs –

05/01/13– 04/30/14 - \$104,033.75

Actual Amount Spent

\$26,045.00

Previous Contract Goal DBE Subcontractors –

Previous Contract No: YW13-0010
Prime Contractor: All Star Forest Products, Inc.
Contract Value: \$104,033.75
Approved DBE Participation: NO
DBE Subcontractor:
Percentage of Contract:
Final Completion Date: 04/30/14
Specialty License - None

FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING SAFETY SUPPLIES

PROPOSAL: The contractor **Southeast Safety & Supply** has requested that the Board extend its current contract for Furnishing Safety Supplies 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 furnishing Safety Supplies was awarded to **Southeast Safety & Supply** at its February 20, 2013 meeting in the total amount of ***one hundred forty-two thousand, five hundred four dollars and ninety-two cents (\$142,504.92)***. If approved by the Board, this would be the first and final renewal of this contract with thirty (30%) percent DBE Participation. It is recommended that the Board approve the request as proposed by the contractor.

Funds for this project are budgeted under O & M. Account Code 0850-Warehouse, Object Code 9916-Miscellaneous and 9950-Tools & Equipment, and Fund Code 030-Revolving Fund.

RECOMMENDATION: It is recommended that the Board approve this first and final one-year renewal to **Southeast Safety & Supply** in the total amount of ***one hundred forty two thousand, five hundred four dollars and ninety-two cents (\$142,504.92)*** for a period of one-year beginning March 1, 2014 thru February 28, 2015.

The budgeted amount is \$200,000.00

/jhj

EHS CORP

Manufacturer of Safety Products

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**SOUTHEAST
SAFETY & SUPPLY®**
Distributor of Industrial Tools & Safety Products

**TAGS & SIGNS
UNLIMITED®**
Manufacturer of Signs, Tags & Labels



Tuesday, January 21, 2014

Alden Aramburo
Material and Stores Supervisor
Sewerage & Water Board
of New Orleans

Reference: Contract Extension for Safety Supplies
Current Contract Purchase Order Number 6000030
Expires February 28, 2014

Alden,

We would like to extend the current contract for the Safety Supplies for another one (1) year period through February 28, 2015. Please be advised all terms, conditions, and pricing shall remain the same as the original contract.

In addition to offering the one (1) year extension, if it would be helpful to the S&WB of NO, then please also be advised we are able to offer extending the contract including all terms, conditions and pricing in the original contract for an additional period through August 31, 2015.

Thank you for your consideration, and please call me if you have any questions.

Tony Sofio
Cell: 504-858-5989
Direct Office Number: 504-293-3488

1501 River Oaks Road West, Harahan (New Orleans), La 70123-2163
(504) 733.6833 (800) 274.0028 Fax: (504) 733.6874
ehsno@bellsouth.net
Locations in Louisiana & Mississippi!

12-31-13

Southeast Safety and Supply

Contract – Furnishing Safety Supplies

Contract Amount	\$ 100,817.24
Funds Received by Prime	\$ 53,119.00
Funds Received by DBE's	\$ 17,164.00
DBE Participation Goal	\$ 30,245.17 - 30%
DBE Participation Achieved	32.31%
Amount of funds left to be received by Prime	\$ 47,698.24
Amount of funds left to be received by DBE's	\$ 13,081.17

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	Difference Complete	Total % Amount Paid by S&WB as of 12/31/2013	% of job completion	Contract End Date
12/29/2012	Furnishing Safety Supplies	11/7/2012	Southeast Safety and Supply Mr. Tony Sofia — EXT. - 1008 (504) 858-5989 - call 1501 River Oaks Road West Jefferson, LA 70123 (504) 733-6833 Fax (504) 733-6874	\$100,617.24	Assorted Products, Inc.	30.00%	\$30,245.17	32.31%	\$17,164.00		57%	\$53,149.00	53%	12/31/2013
			Ms. Tina Bonnaffons 8612 Chef Menteur Hwy New Orleans, LA 70126 (504) 242-0749 Fax (985) 882-2734	Goal 30% Is \$30,245.17										

**FIRST AND FINAL RENEWAL OF CONTRACT
FOR FURNISHING
HAND TOOLS, HARDWARE SUPPLIES, PAINT AND
PAINT SUPPLIES**

PROPOSAL: The contractor **Assorted Products, LLC.** has requested that the Board extend its current contract for Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies 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 furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies was awarded to **Assorted Products, LLC.** at its February 20, 2013 meeting in the total amount of ***three hundred sixty-two thousand, four hundred seventy-nine dollars and seventy-five cents (\$362,479.75)***. If approved by the Board, this would be the first and final renewal of this contract with thirty (30%) DBE Participation. It is recommended that the Board approve the request as proposed by the contractor.

Funds for this project are budgeted under O & M. Account Code 0850-Warehouse, Object Code 9916-Miscellaneous, and Fund Code 030-Revolving Fund.

RECOMMENDATION: It is recommended that the Board approve this first and final one-year renewal to **Assorted Products, LLC.** in the total amount of ***three hundred sixty-two thousand, four hundred seventy-nine dollars and seventy-five cents (\$362,479.75)*** for a period of one-year beginning March 1, 2014 thru February 28, 2015.

The budgeted amount is \$350,000.00

/jhj

Assorted Products L.L.C

Date: January 22, 2014

From: Assorted Products L.L.C

To: Alden G. Aramburo, Warehouse and Supplies Manager

Attn: Mr. Aramburo

Re: Contract extension for Tools, Hardware Supplies, Paint Supplies
Req. No. YW13-0003

Dear Mr. Aramburo,

Assorted Products wishes to extend the current contract YW13-0003 with
Sewerage & Water Board of New Orleans for another (1) year period.
All terms, conditions and pricing shall remain as in the original contract.

Sincerely yours,


Tina Bonnaffons

12-31-13

Assorted Products

Contract – Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies

Contract Amount \$ 362,479.75

Funds Received by Prime \$ 25,967.50

Funds Received by DBE's \$ 8,010.10

DBE Participation Goal \$ 108,743.93 - 30%

DBE Participation Achieved 30.85%

Amount of funds left to be received by Prime \$ 336,512.25

Amount of funds left to be received by DBE's \$ 100,733.83

ACTIVE GOODS AND SERVICES UNITARY



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: February 14, 2014
To: Alvin Porter, EDBP Director
From: Ann Wilson, Chief, Environmental Affairs *AW*
Re: **Renewal of Professional Services – Sampling Contract**

According to the attached agreement, Section XVII,

“This agreement shall be for a period of one (1) year, with options of renewal, under the same terms, for four (4) additional single years from the date first hereinabove written.” The agreement was made and entered into on February 17, 2012.

Veolia Water North America – South, LLC has expressed a desire to renew the agreement based on letter dated February 4, 2014 see attached.

Please place this item on the agenda of the next Contracts Review Committee. A representative of the Environmental Affairs Department will be at the meeting to answer any questions the committee may have. Please advise when the next meeting will be.

CC: Joseph Becker, General Superintendent



February 4, 2014

Mr. Scott Finney
Storm Water Manager
Sewerage & Water Board of New Orleans
Environmental Affairs Division.
2900 Peoples Ave.
New Orleans, LA 70122

RE: MS4 Storm Water Annual Report & Water Sampling

Dear Mr. Finney:

On behalf of Veolia Water, I want to express our appreciation and excitement that you would like to extend our Storm Water annual report and sampling contract into its second year term. We will continue to work hard to improve the sampling regimen and exceed your expectations.

WHEREAS, the Sewerage and Water Board of New Orleans and Veolia Water North America Operating Services LLC. have entered into an Agreement for Professional Services – MS4 Storm Water Annual Report/Water Sampling; and

WHEREAS, under the provisions of the Agreement, the Board, with Veolia Water's concurrence, reserves the right to extend the Agreement in one (1) year increments; and

WHEREAS, Veolia desires to confirm that the Agreement has been renewed for another year from February 17, 2014 to February 17, 2015, as provided in the Agreement; and

WHEREAS, Veolia desires to exercise the option to renew the Agreement for an additional one year period with no change in terms or conditions from the original agreement and only one new additional term

Sewerage and Water Board of N.O.

By: _____

Print Name: _____

Title: _____

Date: _____


Veolia Water N.A.-South, LLC.

By: _____

Print Name: _____

Title: _____

Date: _____



Timothy Ware.
Project Manager
2/4/14

RENEWAL OF THE AGREEMENT FOR MS4 STORMWATER ANNUAL REPORT/WATER SAMPLING SERVICES WITH VEOLIA WATER NORTH AMERICA-SOUTH, LLC

WHEREAS, the Sewerage and Water Board of New Orleans entered into an Agreement with Veolia Water North America-South, LLC (Veolia) on _____ for MS4 Storm Water Annual Report /Water Sampling; and

WHEREAS, under the provisions of the Agreement, the Board, with the contractor's concurrence, reserves the right to extend the Agreement in one (1) year increments for four (4) additional years; and

WHEREAS, Veolia has confirmed their desire to extend the Agreement for another year from _____ and

WHEREAS, Veolia desires to exercise the option to renew the Agreement for an additional year with no change in terms or conditions from the original Agreement, including the compensation in the sum of Sixty-two Thousand Five Hundred Dollars, (\$62,500.00) for the one year extension.

NOW THEREFORE, BE IT RESOLVED that the President and/or President Pro-Term is hereby authorized to execute, on behalf of the Sewerage and Water Board of New Orleans the renewal to extend the term of the Agreement for one year from _____ with no charge in terms or conditions from the original Agreement.

I, Robert 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 a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
According to law, on

Robert Miller, Interim-Executive Director
Sewerage and Water Board of New Orleans

FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING HOSES AND ACCESSORIES

PROPOSAL: The contractor **Atlas Hose & Gasket, Co.** has requested that the Board extend its current contract for Furnishing Hoses And Accessories 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 furnishing Hoses And Accessories was awarded to **Atlas Hose & Gasket, Co.** at its February 20, 2013 meeting in the total amount of ***one hundred seventy-two thousand, nine hundred sixty dollars and thirty eight cents (\$172,960.38)***. If approved by the Board, this would be the first and final renewal of this contract with NO DBE Participation. It is recommended that the Board approve the request as proposed by the contractor.

Funds for this project are budgeted under O & M. Account Code 0850-Warehouse, Object Code 9916-Miscellaneous, and Fund Code 030-Revolving Fund.

RECOMMENDATION: It is recommended that the Board approve this first and final one-year renewal to **Atlas Hose & Gasket, Co.** in the total amount of ***one hundred seventy-two thousand, nine hundred sixty dollars and thirty eight cents (\$172,960.38)*** for a period of one-year beginning March 1, 2014 thru February 28, 2015.

The budgeted amount is \$200,000.00

/jhj



January 21, 2014

Sewerage And Waterboard of New Orleans
Purchasing Department, Room 133
625 St. Joseph St.
New Orleans, LA 70165

Attn: Alden Aramburo
RE: Req No. YW13-0004 Hose and Accessories

Atlas Hose & Gasket Co., LLC is pleased to announce that it will maintain all current prices on the Hose and Accessories contract for an additional one year period beyond the original end date of the contract. In addition, Atlas Hose also agrees to honor all laws and statutes governing the contract for an additional year.

If there are any questions regarding this matter, please feel free to contact me at any time.

Sincerely,

A handwritten signature in black ink, reading 'Todd J. Bourgeois'. The signature is written in a cursive, flowing style.

Todd J. Bourgeois
President

Renewal Contract with DBE Participation

Contract #30008 – Restoration of Existing Gravity Sewer by Point Repair and, CIPP Lining Sewer Mains at Various Sites throughout Orleans Parish

The Prime Contractor is Wallace C. Drennan, Inc.

The DBE participation goal is 36%. The DBE participation achieved is 43%.

Therefore, the Economically Disadvantaged Business Program recommends that subject contract be renewed.

(See attachment #5 for additional information)

Sewerage & Water Board Active Projects with DBE Participation									
Construction Contracts									
Contract Name	Prime Name	\$ Value of Contract	DBE Sub-Contractor	DBE % Goal	DBE \$ Value	DBE Participation Achieved	DBE Payment Received as of 12/31/13	Amount Paid by S&WB	
#30008 - Restoration of Existing Gravity Sewer by Point Repair and CIPP Lining Sewer Mains at Various Sites throughout Orleans Parish	Wallace C. Drennan, Inc.		Auguillard Construction Co., LLC	7.42%	117,000	0.00%		848,215	
			C&M Construction Group, Inc.	12.68%	200,000	24.06%	204,122		
			Choice Supply Solutions	0.00%	-	2.35%	19,949		
			Cooper Contracting Group	7.48%	118,000	0.00%	-		
			Prince Dump Truck Service	8.56%	135,000	16.50%	139,970		
			O & C Manhole & Catchbasin, LLC	0.00%	-	0.16%	1,354		
		1,577,000	Total	36.14%	570,000	43.05%	365,395		

Final Acceptance Contracts with DBE Participation

Contract #1337 – Sodium Hypochlorite Bulk Storage/Feed Facility at the MWPP

The Prime Contractor is Lou-Con Inc.

The SLDBE participation goal is 27%. The SLDBE participation achieved is 24.4%.

Based upon supporting statements and documentation provided by the prime contractor and Sewerage & Water Board of New Orleans' project manager, the Economically Disadvantaged Business Program finds that the prime contractor made a Good Faith Effort to meet the SLDBE participation goal and recommends that the participation on subject contract be approved for final acceptance.

(See attachment #6.1 for additional information)

Attachment # 6.1

02/03/14

Contract #	1337
Contractor	Lou-Con, Inc.
Contract Name	Sodium Hypochlorite Bulk Storage/Feed Facility at MWPP
Initial Contract Bid Amount	\$ 3,025,117.00
Change Order Amount	\$ -
Current Contract Amount	\$ 3,025,117.00
Total Payment made to Prime Contractor	\$ 3,052,883.00
DBE Participation Goal	27%
DBE Participation Achieved	24%
Payments made to DBE to date	\$ 743,594.00
Balance to be paid to DBE	\$ -



3100 E. St. Bernard Hwy - Metairie, LA 70075
Phone 504 - 271 - 3431
Fax 504 - 271 - 1184

La Contractor's License No 2811

S&WB of NO
625 ST. JOSEPH ST.
NO, LA.

12-30-13

ATT: ALVIN PORTER- CONTRACT COMPLIANCE OFFICER
RE: COMPLIANCE REPORT - CONT. 1337 HYPOCHLORITE STORAGE- MAIN WATER PLANT

DEAR SIR,

AS PER YOUR REQUEST FOR INFORMATION ON THE ABOVE LISTED PROJECT, PLEASE
NOTE THE FOLLOWING:

- 1) THIS PROJECT WAS INCREASED BY CHANGE ORDER WORK. TO THE BEST OF MY
KNOWLEDGE ; THOSE CHANGE ORDERS WERE FOR SPECIALITY WORK OR ITEMS
SPECIFICALLY REQUESTED BY THE BOARD. AS SUCH AN OPPORTUNITY TO INVOLVE
DBE ENTITIES WAS NOT POSSIBLE.
- 2) ADDITIONALLY THE SCOPE OF CHANGED WORK ON THAT PROJECT BY BOARD
REQUEST, TO THE BEST OF MY KNOWLEDGE INVOLVED FIELD FIT / ENGINEERED
EXECUTION ; HENCE THE NATURE OF THE WORK WAS "CUSTOM" ; THIS SITUATION
LIMITED OUR ABILITY TO DO THE WORK DIRECTED INVOLVING A DBE ENTITY.

IN GENERAL. OUR COMPANY INVOLVES DBE ENTITIES WHEN IT CAN ; REQUIREMENTS OR
NOT ; WHEN WE FIND GOOD PARTNERS WE DO REPEAT BUSINESS .

IF THERE IS ANYTHING FURTHER I CAN DO PLEASE LET ME KNOW.

THANKS,

M. CARSON

PORTER, Alvin

From: Munson, Christopher <MunsonCM@cdmsmith.com>
Sent: Tuesday, February 04, 2014 3:22 PM
To: AMINI, Hadi
Cc: PORTER, Alvin
Subject: RE: Cont #1337

Mr. Porter.

I agree with the validity of the Prime Contractor's reasons for not meeting the goal at the end of the project. Following contract execution the contract amount was increased via change order for a number of reasons, the bulk of this increased cost was due to the following:

- Sludge removal from the existing diesel fuel tank. This was a hazardous material and required a specialty contractor to remove the material and dispose of the material properly.
- An increase in the contract amount to provide galvanized steel supports rather than fiberglass supports (no change in labor cost).
- Prime Contractor overhead cost increases related to delays caused by the unexpected sludge present in the diesel fuel tanks as described in the first bullet above.

Please let me know if you have any additional questions.

Thanks.
Chris.

From: AMINI, Hadi [<mailto:HAMINI@swbno.org>]
Sent: Tuesday, February 04, 2014 2:23 PM
To: Munson, Christopher
Cc: PORTER, Alvin
Subject: Cont #1337

Chris,
Could you review and confirm the attached document. Please reply to Mr. Porter.
Thanks.
Hadi

-----Original Message-----

From: PORTER, Alvin
Sent: Tuesday, February 04, 2014 12:51 PM
To: AMINI, Hadi
Subject: Cont #1337

Hadi,

Please review the attached document sent by Lou-Con. Please comment regarding validity of prime contractor's reason for not meeting goal. The goal was 27%, Lou-Con has achieved only 24%, a difference of nearly \$80,000.

Alvin G. Porter
Interim Director, Economically Disadvantaged Business Program
Sewerage and Water Board of New Orleans

Bus: 504-585-2499

Fax: 504-585-2461

E-Mail: APorter@swbno.org

Sewerage & Water Board Active Projects with DBE Participation									
Construction Contracts									
Contract Name	Prime Name	\$ Value of Contract	DBE Sub-Contractor	DBE % Goal	DBE \$ Value	DBE Participation Achieved	DBE Payment Received as of 12/31/13	Amount Paid by S&WB	
#1337 - Sodium Hypochlorite Bulk Storage/Feed Facility at the MWPP	Lou-Con Inc.	3,025,117	RLH Investments	25.93%	726,126	21.41%	653,698	3,052,883	
			Omribus	0%	-	2.01%	61,396		
			C.L. Painting	1.07%	30,000	0.93%	28,501		
			Total	27.00%	756,126	24.36%	743,594		

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 #6.2 for additional information)

Attachment # 6.2

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	\$ -

Sewerage & Water Board Active Projects with DBE Participation									
Construction Contracts									
Contract Name	Prime Name	\$ Value of Contract	DBE Sub-Contractor	DBE % Goal	DBE \$ Value	DBE Participation Achieved	DBE Payment Received as of 12/31/13	Amount Paid by S&WB	
#8140 Hurricane Katrina Related Repairs at the Carrollton Water Plant & Water Intake #1	MST Enterprises, LLC	247,188	Metro-Disposal, Inc	36.00%	93,996	37.55%	83,805	223,198	

**RESOLUTION REQUESTING STATE OF LOUISIANA, DEPARTMENT OF
TRANSPORTATION AND DEVELOPMENT AUTHORIZATION TO ADVERTISE
FLORIDA AVENUE CANAL, PHASES II & III – STATE PROJECT NO. 576-36-0012,
ORLEANS PARISH**

WHEREAS, the Sewerage and Water Board of New Orleans (S&WB) has submitted an application for funding of the Florida Avenue Canal, Phases II and III flood control project under the Statewide Flood Control Program; and

WHEREAS, the State's share of the project funds have been made available and the S&WB has available its local matching share of the project funds in an amount of not less than 30% of the non-federal share; and

WHEREAS, at the request of the S&WB, Pepper and Associates, Inc., under the supervision of the U.S. Army Corps of Engineers has prepared plans and specifications for said project, which plans and specifications are designated by State Project No. 576-36-0012; and

WHEREAS, the S&WB has reviewed the final plans, specifications, and cost estimate and accepts them as submitted and the Department of Transportation and Development (DOTD) has reviewed the final plans, specifications, and cost estimate and has approved them inasmuch as they comply with the requirements of the Statewide Flood Control Program; and

WHEREAS, all necessary servitudes, rights of way, spoil disposal areas, rights of ingress and egress and the means thereof have been acquired by the S&WB, and the titles thereto are valid and indefeasible; and

WHEREAS, the S&WB has obtained all necessary permits required for the construction of this project; and

WHEREAS, the S&WB has agreed to accomplish all necessary utilities, fence and other facilities, relocations and alterations made necessary by this projects; and

WHEREAS, the S&WB desires the Corps of Engineers to advertise for competitive bids, in accordance with Corps requirements, for the award of a contract in the name of the Corps of Engineers, and for the Corps of Engineers to furnish engineering services during the construction of the work.

NOW, THEREFORE BE IT RESOLVED that the DOTD be and hereby is requested to authorize the S&WB to advertise for competitive bids through the Corps of Engineers and in accordance with Corps of Engineers requirements for the award of a contract in the name of the Corps of Engineers, covering the aforesaid improvements.

BE IT RESOLVED that the DOTD be and hereby is assured that all necessary servitudes, rights of way, rights of ingress and egress and the means thereof have been obtained

by the S&WB, and the titles thereto are valid and indefeasible and the S&WB expressly agrees to defend any action for the failure of an servitude, right of way, right of ingress or egress, and S&WB does hereby assume complete responsibility for the maintenance and upkeep of the project after construction.

BE IT RESOLVED that DOTD be and hereby is assured that all required permits have been obtained by S&WB.

BE IT RESOLVED that the DOTD be and hereby is assured that S&WB has available its local matching funds in an amount not less than thirty (30%) percent of the non-federal share to insure construction of this project.

BE IT RESOLVED that S&WB will and hereby does assume complete responsibility for all utilities, fence, and other facilities relocations and alterations made necessary by this project.

BE IT RESOLVED that S&WB does hereby save and hold harmless the DOTD against any loss or damage of an kind incident to or occasioned by activities undertaken in pursuance of this agreement and expressly agrees to defend any suit brought against the DOTD, and pay any judgment which may result from said suit as it relates to this project.

I, Robert 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 a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
According to law, on March 19, 2014

EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

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

<u>Goods & Services Contracts</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</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% <u>20.00%</u> 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 - February 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 Advantage Manhole & Concrete Services, Inc		30.42% 0.89%	\$ 1,229,739 35,876
	Prince Dump Truck Service		<u>4.69%</u> 36.00%	\$ <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 Advantage Manhole & Concrete Services, Inc		29.84% 0.98%	\$ 1,276,914 41,986
	Prince Dump Truck Service		<u>5.18%</u> 36.00%	\$ <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% <u>7.55%</u> 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.		18.50% 12.80%	\$ 879,035 607,400
	Prince Dump Truck Service		<u>6.30%</u> 37.60%	\$ <u>300,000</u> 1,786,435

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - February 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% <u>36.04%</u>	\$ 500,000 300,000 200,000 700,000 <u>1,700,000</u>
Industrial & Mechanical Contractors, Inc.			
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% <u>18.07%</u> <u>39.58%</u>	\$ 263,446 <u>221,358</u> 484,804
Replacement of Victoria Sewage Pumping Station			
Lou-Con, Inc.			
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	RLH Investments, LLC Assorted Products EBE Fence Co.	36.49% 0.36% <u>1.43%</u> <u>38.28%</u>	\$ 509,000 5,000 <u>20,000</u> 534,000
Replacement of Bullard Sewage Pumping Station			
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	Gulf State Constructors Assorted Products EBE Fence Co.	36.45% 0.14% <u>1.43%</u> <u>38.02%</u>	\$ 509,000 2,000 <u>20,000</u> 531,000
Replacement of Lawrence Sewage Pumping Station			
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	Gulf State Constructors Assorted Products EBE Fence Co.	36.00% 0.14% <u>1.41%</u> <u>37.56%</u>	\$ 509,000 2,000 <u>20,000</u> 531,000
Replacement of Lawrence Sewage Pumping Station			
TKTMJ, Inc.			
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% <u>17.46%</u> <u>36.01%</u>	\$ 226,000 30,000 <u>241,000</u> 497,000
Replacement of Doodt Sewage Pumping Station			

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - February 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 Replacement of Plum Orchard Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	8.88% 2.66% 24.51% <u>36.05%</u>	\$ 100,000 30,000 276,000 <u>406,000</u>
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 C & M Construction Cooper Contracting Prince Dump Truck Service	10.45% 6.23% 11.79% <u>7.55%</u> <u>36.02%</u>	\$ 310,000 185,000 350,000 224,000 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 C & M Construction Cooper Contracting Prince Dump Truck Service	14.76% 4.71% 4.31% <u>12.24%</u> <u>36.02%</u>	\$ 705,000 225,000 206,000 585,000 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	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	7.42% 12.68% 7.48% <u>8.56%</u> <u>36.14%</u>	\$ 117,000 200,000 118,000 135,000 570,000
#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	Auguillard Construction C & M Construction Choice Supply Solutions, LLC Cooper Contracting Prince Dump Truck Service	11.50% 6.70% 2.31% 5.20% <u>10.40%</u> <u>36.11%</u>	\$ 500,000 290,000 100,000 225,000 450,000 1,565,000

Professional Services Contracts

CH2M Hill, Inc.	ILSI Engineering Trigon Associates, LLC	12.00% 23.00% <u>35.00%</u>	\$ 1,499,730 2,874,483 4,374,213
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant			

Sewerage & Water Board of New Orleans Contracts with DBE Participation January 2013 - February 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		Arc Enterprises	Ricard's Paper	5%	4,754	
			Assorted Products	5%	4,754	
			Cleaning Concierge, LLC	20%	19,014	
	99,775		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 - February 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.	Augilliard 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%	1,069,444
#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.	Augilliard 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.	Augilliard 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	Augilliard 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%	2,411,864
#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

Sewerage & Water Board Contracts with DBE Participation January 2013 - February 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. Augilliard 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 Bulard 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 Doot Sewage Pumping Station	1,379,991	TKTML, 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	TKTML, 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 - February 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.	Augulliard 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	Augulliard 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 - February 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	4,374,213	3/20/2013
			Trigon Associates, LLC	23%	2,874,483		
			Total	35%			
Total Professional Service Contracts	\$ 12,497,750					\$ 4,374,213	

CRC and SCRC Approved Contracts that included 0% SLDBE Participation January - December 2014

	Construction			Goods & Service			Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
January									
	13	0	N/A	1	1	Purchase of Portable Diesel Driven Pump Packages; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source	0	0	N/A
February						Purchase of Three (3) Crew Cabs; No subcontracting because this is purchase and delivery from a single source			
	No Mtg	0	N/A	5	2	Purchase of Four (4) 3/4 Ton Pick-up Trucks; No subcontracting because this is purchase and delivery from a single source	1	0	N/A

		Construction			Goods & Service			Professional Service	
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
March						Hot Mix Asphalt; No subcontracting because this is purchase and delivery from a single source			
						Sewer Repair Couplings; No subcontracting because this is purchase and delivery from a single source			
						New Cold Water Meters; No subcontracting because this is purchase and delivery from a single source			
	1	0	N/A	5	3		0		0 N/A

Construction				Goods & Service				Professional Service			
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		
April						Automatic Transmission in Automobiles and Small Trucks; There is no sub-contracting because this is a warranted service that will hold a single source accountable.					
						Automotive Remanufactured Engines; There is no sub-contracting because this is a warranted service that will hold a single source accountable.					
						Lime; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source					

Construction				Goods & Service				Professional Service			
Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
No Mtg	0	N/A	9	6	Polyelectrolyte; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source						
					Anhydrous Ammonia; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source						Vehicle Tracking System;
					Sale of Junk Water Meters; There is no subcontracting on this project because this is a revenue source, selling S&WB material to the highest bidder						Custodial Banking Services for
									2	2	Pension Trust Fund;

Construction				Goods & Service				Professional Service			
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
							Annual Service Awards for EIC; size and scope of project limits it to a single source with very minimum subcontracting opportunities				
							Banquet Facilities and Food for EIC; size and scope of project limits it to a single source with very minimum subcontracting opportunities				

		Construction			Goods & Service			Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	
May						Services for Removal and Transporting of Accumulated River Mud; There is no subcontracting on this project because this is a revenue source, selling S&WB material to the highest bidder				
	No Mtg	0	N/A	3	3		0	0	N/A	
June						Sodium Hypochlorite; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source				

Construction				Goods & Service				Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	
						Ferric Sulfate; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source				
						Fluorosilicic Acid; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source				
						Liquid Polyphosphate; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source				

		Construction			Goods & Service			Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	
						Sodium Chloride; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source				
						Gearboxes for "G" Basins; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source			RFP for Health Care Plan Consultant Services; size and scope of project limits it to a single source with very minimum subcontracting opportunities	
	6	0	N/A	6	6		2	1		
July	No Mtg	0	N/A	0	0	N/A	1	0	N/A	

Construction				Goods & Service				Professional Service			
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		
August						Lubricant Petroleum Products; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source Gasoline & Diesel Fuel; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source					

Construction				Goods & Service				Professional Service			
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification		
						Full Circle Stainless Steel Repair Tap & Clamps; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source					
						R.D. Wood Gate Valve Parts; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source					

	Construction			Goods & Service			Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
						Remote Control Basin Dredge Unit; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source			
						Specialized Airboat & Trailer; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source			
	12	0	N/A	8	6		0	0	N/A
September	No Mtg	0	N/A	1	0	N/A	1	0	N/A

	Construction			Goods & Service			Professional Service	
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal
October						Solid Wall (PVC) and Polyvinyl Chloride (PVC) for Water Distribution System; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source		

Construction			Goods & Service			Professional Service		
Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
1	0	N/A	7	3	<p>Leak Detection Services for the Water Distribution System Evaluation and Flowmeter Maintenance; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source</p> <p>Automatic Transmission in Medium and Heavy Duty Trucks; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source</p>			

	Construction			Goods & Service			Professional Service	
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal
November						Purchase of Positive Displacement Water and Fire Service Meters; There is no sub-contracting because this is purchase and delivery of an industrial product from a single source		Green Infrastructure Projects; the expected contractors are non-profit agencies, and minimum opportunity fo sub-contracting
	1	0 N/A		4	2	Air-Conditioning and Heating Maintenance for the Carrollton and Algiers Plants; There is no sub-contracting because this is the purchase and installation of a warranted product that will hold a single source accountable.	2	Collection Enforcement Services; This is a revenue opportunity that offers minimum subcontracting opportunities

	Construction			Goods & Service			Professional Service		
	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification	Total # of Projects Submitted	# of Projects with 0% goal	Contract Title/Justification
December			#6250 HMPG Generator Load Bank at Carrollton Water Plant; There is no sub-contracting because this is a warranted service that will hold a single source accountable.						Forensic Engineering Services; scope of work requires special certifications, and is optimunly suited to be performed by a single-source contractor
	6	1		0	0	N/A	1	1	
	40	1		49	32		10	6	
		2.5%			65.3%			60.0%	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

March 10, 2014

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

Dear Directors:

Subject: Customer Service Results through January 2014

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. The project remains on schedule. Cogsdale Corporation, Inc. was selected as the best qualified vendor by the Board of Directors in February 2014. We will move next into the contract negotiation phase.
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</i>	Completed. During the month of January 2014,



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i></p>	<p>meter reading staff maintained a high percentage of actual readings, with a reading on 91.5% of all meters. Approximately 8,800 accounts were estimated as a result of the declared freeze emergency at the end of January when the city shut down for several days. We have 12 meter readers in training and will be able to maintain high reading percentages.</p>
<p>B. Improve accuracy of readings</p>	
<p><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>	<p>In Progress. The re-sequencing of meter reading routes is progressing on schedule. This project is approximately 94% complete, with 6 routes left to be rerouted.</p>
<p>C. Ensure meter reading and billing edits are worked diligently.</p>	
<p><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>	<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>
<p>D. Retrain billing clerks on proper review of meter reading and billing edits.</p>	
<p><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>	<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>
<p>E. Re-staff Analyst Level Positions</p>	
<p><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</i></p>	<p>Completed. The new team member began working on July 1, 2013.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>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>	
<p>III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.</p>	
<p>A. Re-emphasize and retrain employees on courtesy and accountability.</p>	
<p><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>	<p>Completed. Customer Service Managers, Supervisors and Analysts participated in training and coaching provided by Debra Gould and Associates. Call Center Managers are reviewing recordings of customer calls with our agents on a weekly basis to re-emphasize techniques of good customer service.</p>
<p>B. Reduce the amount of time spent by customers waiting for assistance.</p>	
<p><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>	<p>In progress. During the month of January the percentage of calls abandoned increased from 32.0% to 33.4%. The average call wait time decreased slightly from 3 minutes and 22 seconds to 3 minutes and 20 seconds. An upgrade to the ACD (Automatic Call Distribution) system will be done in conjunction with the implementation of the new Customer Information Systems software.</p>
<p>C. Provide a more effective appeals process within Sewerage and Water Board.</p>	
<p><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</i></p>	<p>In progress. The Special Accounts Section sent 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</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<i>elected officials and board members.</i>	appeals process.
D. Improve coordination between Customer Service and Networks departments.	
<i>One of the most frustrating experiences for customers occurs when there are "disconnects" 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>	In progress. Customer Service and Networks staffs have collaborated on a check list/script for 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.
E. Establish feedback processes for customer.	
<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>	In progress. The survey results were favorable and we intend to continue with this process twice a year going forward.
IV. Evaluate possible changes to the leak adjustment policy.	
A. Examine statutory and policy limitations.	
<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>	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.

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
January 2014**

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended

[illegible]

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: No

Process Operating Within Control Limits:
Yes

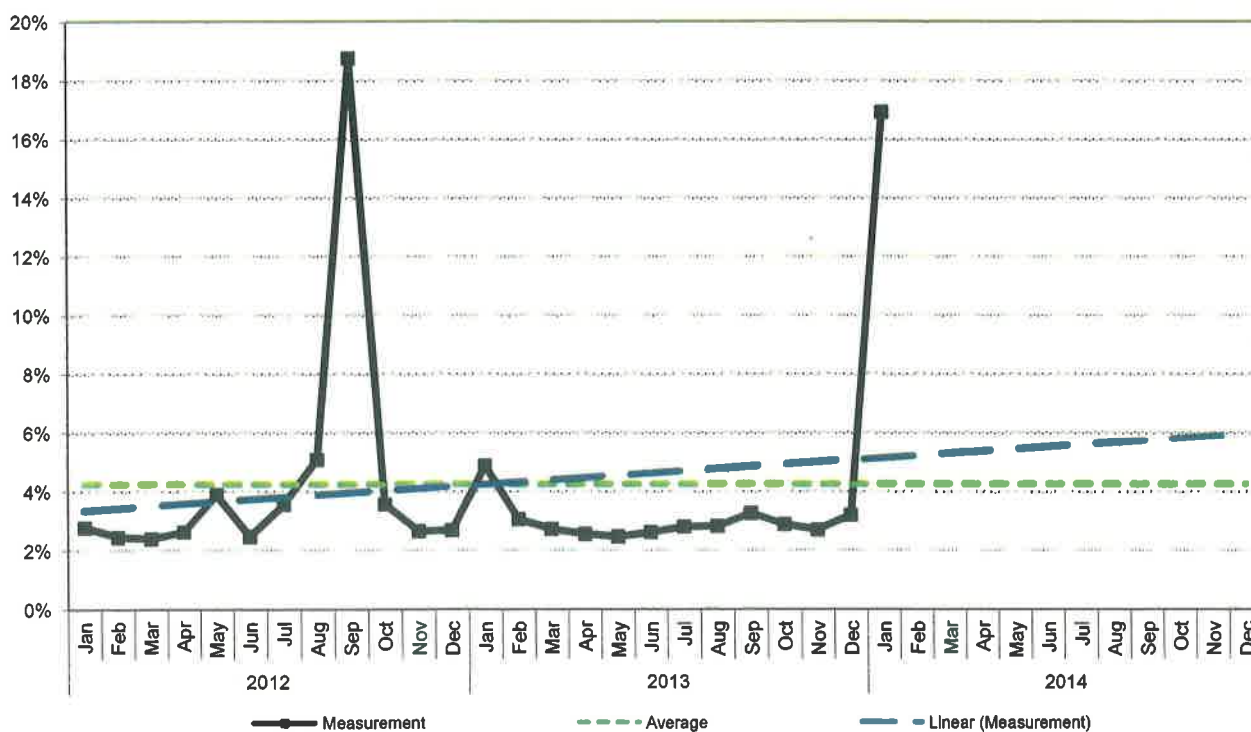
Trend: Level

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

[illegible]

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.

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: Yes

Process Operating Within Control Limits:
Yes

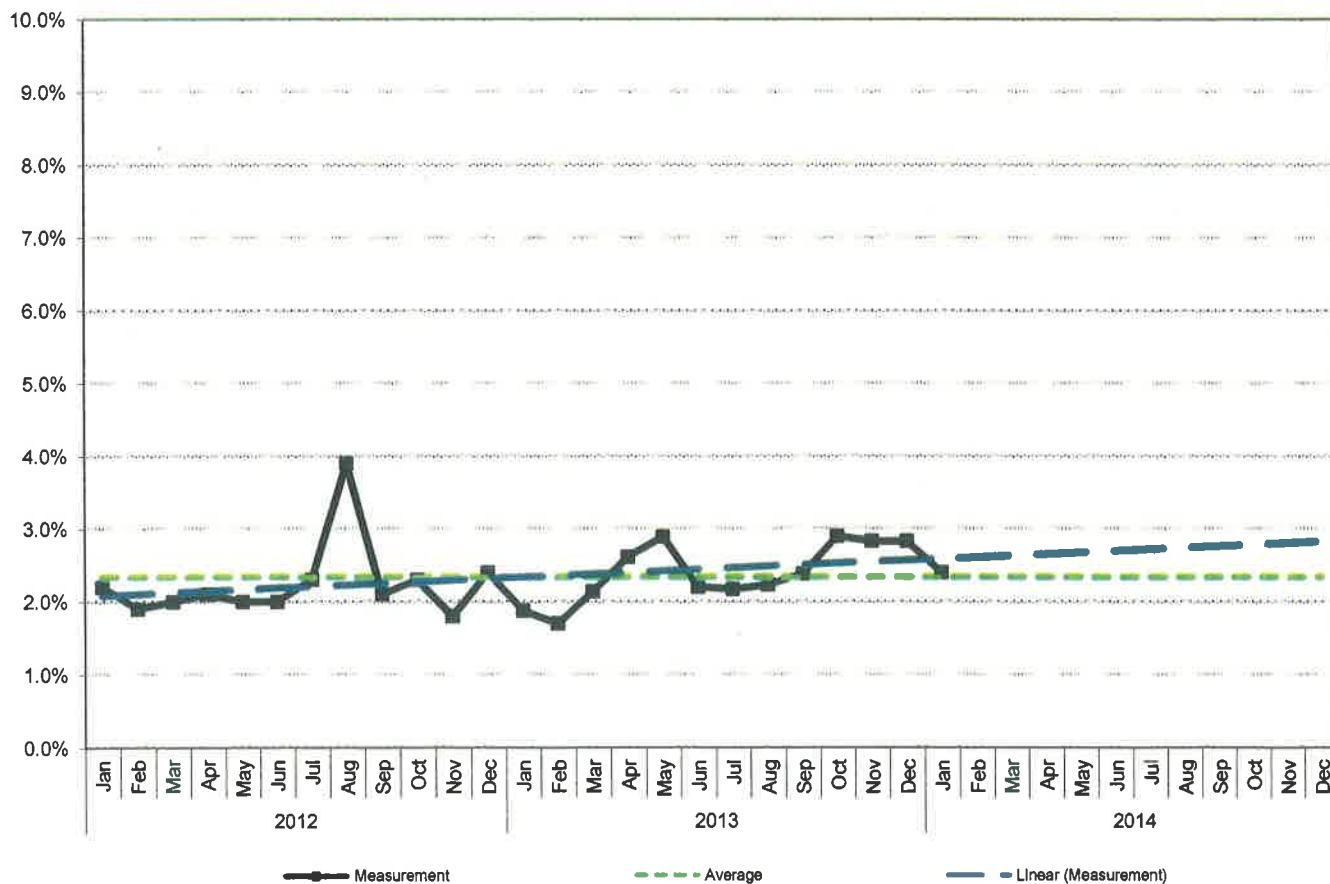
Trend: Level

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

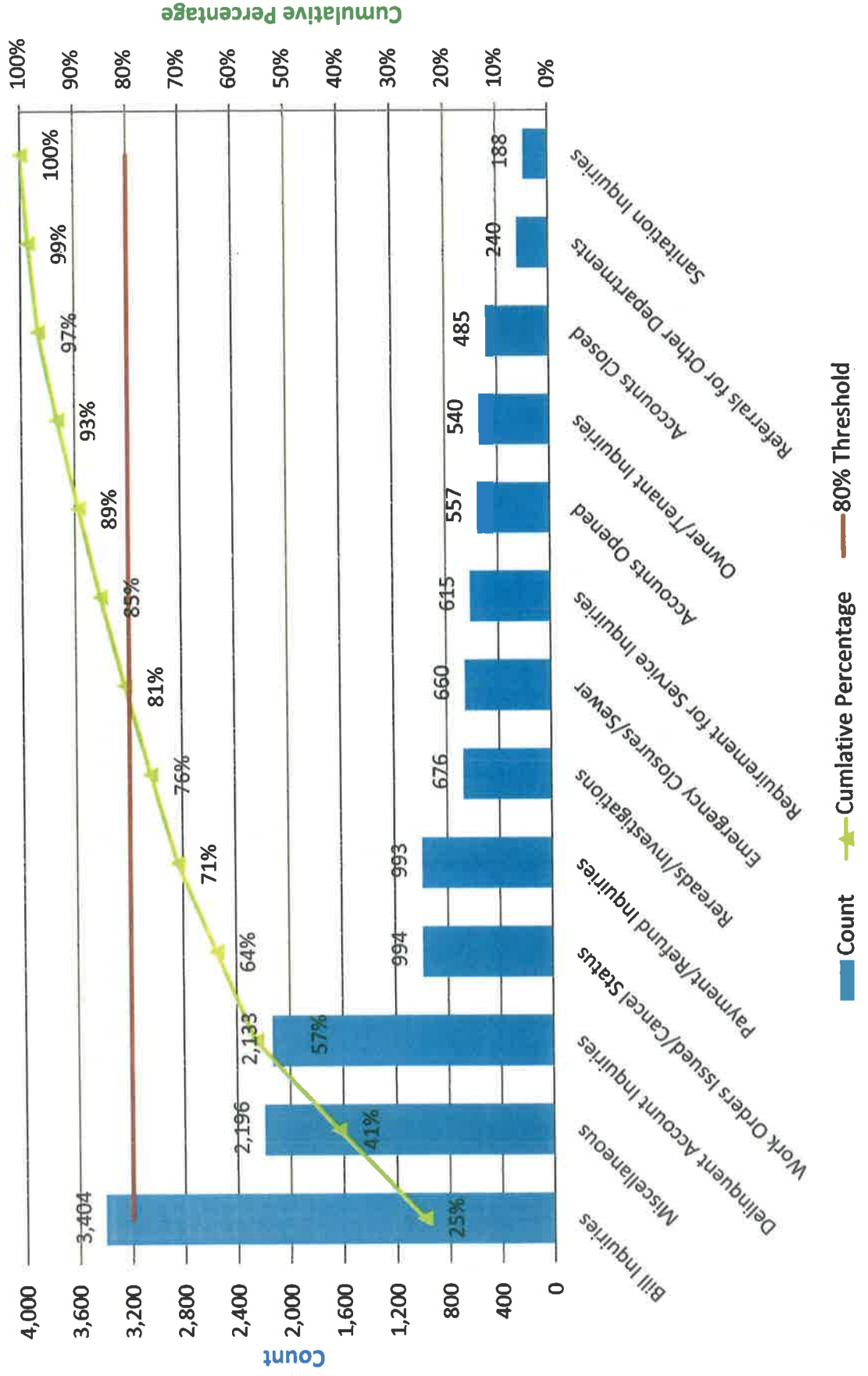
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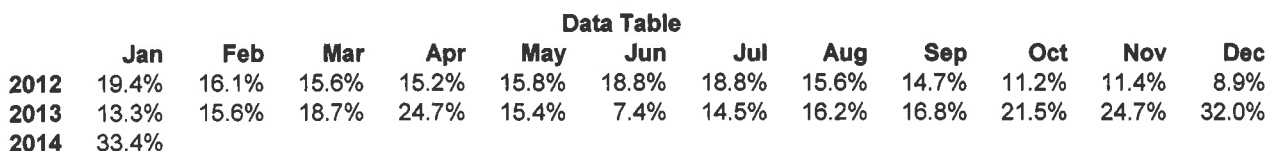
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Sewerage and Water Board of New Orleans

Pareto Chart of Types of Customer Calls

January 2014





[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

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

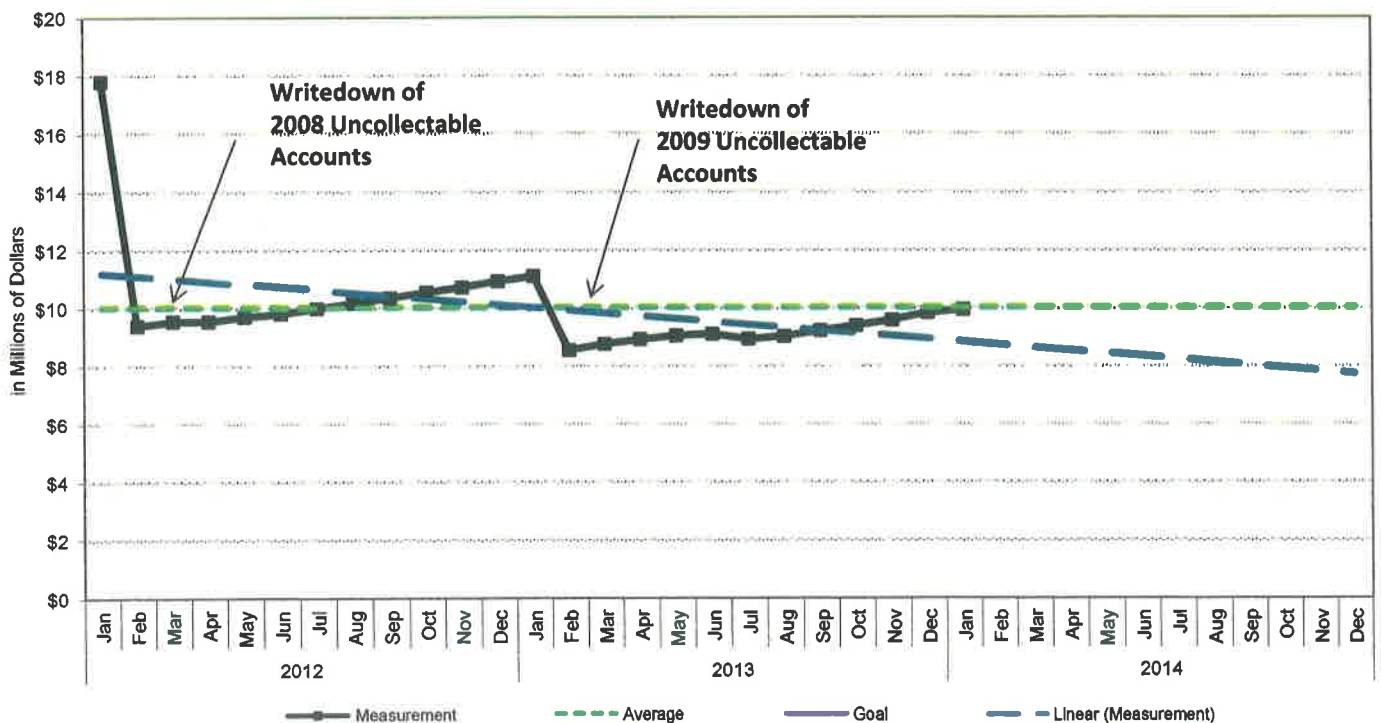
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

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.

[illegible]

SEWERAGE AND WATER BOARD OF NEW ORLEANS

STATUS OF REQUESTS DURING COMMITTEE MEETINGS FEBRUARY 2014

TO: EXECUTIVE COMMITTEE OF SEWERAGE AND WATER BOARD

FROM: ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR

DATE: MARCH 6, 2014

The following is a summary of actions taken on requests received from board members at the Committee and Board Meetings in February 2014.

Meeting / Request / Objective	Staff Assigned	Action Taken / Next Steps
Operations Committee: Research what is needed to justify pay increases for Customer Service Representatives to ensure that starting pay exceeds proposed new federal minimum wage and to ensure improved employee retention.	Jacqueline Shine	Management has developed a request to create positions comparable to the City of New Orleans 311 Career Ladder for consideration by the Civil Service Commission, to be presented at upcoming Operations Committee meeting.
Operations Committee: Develop ideas of how to implement better training to Customer Service Representatives to ensure customer requests are handled correctly on the first call.	Jacqueline Shine	Management has promoted staff person to handle customer service training. No further action.
Operations Committee: Compile listing of all contracts without DBE Participation to ensure compliance with the Purchasing and EDBE Policies.	Alvin Porter	Listing has been prepared and will be presented at upcoming Operations Committee meeting.
Operations Committee: Research option to include a request for a Diversity Statement within contracts to ensure a commitment by suppliers to Diversity principles.	Harold Marchand	Staff will develop language for inclusion in Requests for Proposals for Professional Services. Staff will also develop a draft Diversity Statement, to be presented at an upcoming Executive Committee meeting.
Pension Committee: Research need to perform an investment analysis prior to issuing a RFP for Pension Investment Advisory Services to confirm investment objectives and structure.	Robert Miller	Staff recommends that investment analysis be performed after new contract awarded for Pension Investment Advisory Services.
Executive Committee: Provide information on purchase of properties near SPS #1 to ensure appropriate neighborhood communications.	Joseph Becker	Staff will provide verbal update at upcoming Operations Committee meeting.

Executive Committee: Provide summary of all employee grievances and resolution status to monitor trends for potential systemic issues.	Bobby Nathan	All previously submitted grievances have been resolved. Staff is developing an analysis of grievances submitted during 2011 through 2013.
Regular Board: Provide status update on selection of new Board members to ensure that process requirements are fulfilled.	Nolan Lambert	Staff will present verbal update at upcoming Board of Directors meeting.
Regular Board: Confirm DBE Participation on Bond Issue consulting contracts.	Robert Miller	Staff is working with consultants to ensure DBE participation on contract changes for Bond Issue consulting contracts.

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Status Key	On Target	Not Started	Delayed	Needs Attention	
Commitment	Target Date	Status	Next Steps	Strategic Plan Reference		
I. Governance Practices	A. Reduce the length of Board member terms and limiting the number of terms.	October 2013	Completed. Senate Bill No. 47 reduced the term lengths from 9 to 4 years and limiting members to serving two consecutive terms.	None.	Strategy IV Tactics I.1 and I.2	
	B. Establish requisite qualifications for Board members.	October 2013	Completed. Senate Bill No. 47 requires experience in architecture, environmental quality, finance, accounting, business administration, engineering, law, public health, urban planning, facilities management, public administration, science, construction, business management, consumer or community advocacy, or other pertinent disciplines, with two of the appointments as consumer advocates with community advocacy or consumer protection experience or experience in a related field.	None.	Strategy IV Tactic I.3	
	C. Reduce the number of Board members.	October 2013	Completed. Senate Bill No. 47 reduced the size of the Board from 13 to 11 members.	None	Strategy IV Tactic I.4	
	D. Review function and responsibilities of Board committees.	Not determined.	Senate Bill No. 47 provides that a quorum of the board shall adopt rules fixing its own meetings and procedures. Any amendments or changes to such rules shall be adopted only after approved by a quorum of the Board.	Consideration by the Executive Committee and the Board of Directors.	Strategy IV Tactic I.5	
	E. Appoint Board members from recommendations submitted by university presidents.	October 2013	On target. On October 23, 2013, the Board of Directors of Sewerage and Water Board issued a Declaration of Vacancy for the ten appointed board positions effective January 1, 2014, authorized advertisement of vacancies, and authorized processing of applications for board membership.	Applications and nominations for board membership submitted by January 31, 2014 are being reviewed by Board Member Selection Committee.	Strategy IV Tactic I.6	

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Status Key	On Target	Not Started	Delayed	Needs Attention	
Commitment	Target Date	Status	Next Steps	Strategic Plan Reference		
F. Establish dedicated independent oversight of Sewerage and Water Board determined by the City Council.	Not determined	On target. Staff presents to Public Works Committee of City Council as scheduled on identified questions and concerns.	Continue to prepare detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.	Strategy IV Tactic M		
II. Customer Service Improvements	A. Acquire and implement Advanced Metering Infrastructure. Replace existing mechanical meters with new electronic meters and an automated meter reading system that will provide more accurate readings, enhanced leak detection on customer lines, and improved account monitoring. The new meters will be installed for the residential and small commercial customer base.	December 2016	On target. Request for Information issued to potential vendors during March 2013. Information submitted by ten vendors reviewed by staff in April 2013 and interviews conducted in May 2013. Requests for proposals issued by other utilities being reviewed. A revised standard for purchasing new meters has been completed.	Confirm funding availability to meet accelerated completion date. Determine if outside expert assistance will be needed in project management. Develop a preliminary implementation plan and issue a request for proposals for change-out of residential and small commercial meters and installation of automated meter reading capabilities. This project will be challenging to coordinate with the simultaneous implementation of the new billing system.	Strategy III Tactic B	
	B. Open Additional Customer Service Center to provide convenient access to full service capabilities for customers without travelling to the downtown location.	December 2013	On target. Alternatives identified and evaluated in New Orleans East. Request for proposals have been issued and proposals have been received and are being evaluated.	Finalize selection, establish contract, and determine furnishings.	Strategy III Tactic H	
	C. Replace existing billing application with new software that includes online customer account management capabilities.	January 2015	On target. Request for Proposal issued in June 2013. Responses to received in August. Interviews conducted with three finalists in September. Narrowed to two finalists following interviews. RFP issued in November. Recommendation for the final selection was approved in February 2014.	Interview vendors and develop recommendation for award of contract. Finalize arrangements for project team facility.	Strategy III Tactic C	
	D. Replace existing work order application with new software that includes online work order tracking and appointment scheduling capabilities.	December 2017	Not started.	Next steps to be determined as part of the development of an Information Technology Strategic Plan.	Strategy III Tactic D and E Strategy IV Tactic D	

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Status Key	On Target	Not Started	Delayed	Needs Attention	
Commitment	Target Date	Status	Next Steps	Strategic Plan Reference		
E. Improve efficiency and reliability of Customer Service processes. Reduce the volume of calls by increasing perceived accuracy of bills. Ensure meter reading and billing edits are worked diligently. Improve the customer experience when questioning a bill and resolve more issues during the first call. Provide more effective appeals process.	Ongoing	On target. Customer Service Improvement Plan updated and reported to Operations Committee monthly.	Continue focus on obtaining readings to avoid estimated bills. Improve accuracy of readings. Improve efficiency of meter reading routes. Continue training on proper review of meter reading and billing edits. Reduce call waiting time. Improve coordination between Customer Service and Networks departments. Continue walk-in customer service survey. Implement telephone customer service survey. Document and report improvement results.	Strategy III Tactics A, F, and G		
A. Provide additional funding for bill payment assistance through the Water Help program.	January 2013	Completed. Funding for bill payment assistance through the Water Help program increased from \$60,000 to \$240,000 in January 2013.	Completed January 2013.	Strategy III Tactic 1.1		
B. Expand Water Help program to provide assistance with plumbing repairs.	June 2013	Completed. Authorized by Board of Directors in July 2013. Process for identification of participating plumbers completed. Program for plumbing assistance implementation underway.	Staff recommended that the program be expanded to include up to \$250 for plumbing repairs on the customer's portion of the service line.	Strategy III Tactic 1.2		
C. Pursue legislative change to allow adjustments for water lost through customer leaks.	March 2013 original July 2013 revised	Delayed. Recommendations developed for consideration by Board of Directors currently under review by Legal Department.	Staff recommended that water and sewer charges for leakage be charged at fifty percent of the regular rate for one occasion of leakage lasting not more than two regular billing periods every two years. These changes are being reviewed for compliance with existing legislation and interpretation by the state attorney general.	Strategy III Tactic 1.3		
D. Evaluate waiver of service charges based on means testing for qualifying low-income elderly and disabled customers.	June 2013	Completed. Recommendations accepted by Board of Directors in July 2013.	Staff recommended that the Board not adopt a waiver of these service charges based on means testing and that the overall effectiveness of the service assurance program be reviewed prior to reconsideration of this matter.	Strategy III Tactic 1.4		

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Commitment	Target Date	Status Key		Status	Next Steps	Strategic Plan Reference
			On Target	Not Started			
IV. Operational Reforms	E. Evaluate reduction in late payment fee, disconnect fee, returned check fee, and deposits.	March 2013 original June 2013 revised			On target. Recommendation to maintain existing schedule of fees pending review of first full year of revenues approved by Board of Directors in July 2013.	Because of the significant revenue loss associated with a reduction in late payment fees and disconnect fees, staff recommended that consideration of changes to these fees be deferred until after the first full year of revenues have been received from the new rates in order to ensure that revenues from the new rates are sufficient to allow for this offsetting reduction in fees while still accomplishing other financial objectives.	Strategy III Tactic I,4
	A. Improve operations through performance measures, improved framework, and follow-up reviews to reduce future rate increases.	December 2017			On target. Training program developed and delivered for pilot group of senior management. Performance measures being reviewed and developed.	Process documentation, analysis, and improvement objectives combined with cost reduction are included in several senior management goals. Document and report improvement results.	Strategy II Tactic D Strategy IV Tactics B and H Strategy IV Tactic M
	B. Reduce free water and sewer service provided to municipal accounts by fifty percent from a baseline of 2010 usage.	December 2017			On target. Quantity of free service reduced from 2010 to 2012 by 19.7%. No changes to related laws were initiated for 2013 Louisiana legislative session. Potential changes for 2014 currently under review.	Continue work with property administrators at municipal facilities to identify opportunities for reduced consumption. Coordinate with revenue-producing agencies to pursue legislative relief from burdensome requirements for free service.	Strategy II Tactic F
	C. Improve coordination between Sewerage and Water Board and Department of Public Works.	Not determined.			A joint team of Sewerage and Water Board engineers and Department of Public Works engineers has already begun working together in coordination of planning and construction for the FEMA Recovery Roads program.	Determine feasibility of performing street drainage maintenance work on a fee-for-service basis, subject to identification of funding requirements, establishment of a funding stream, and gaining necessary legislative authorizations.	Strategy I Tactics A,1, B,1, and C,4
	D. Improve ratepayer collections.	Not determined.			Plans to improve collections have recently focused on ensuring close compliance with schedules for non-payment turn-offs.	Perform analysis to identify additional tactics to improve performance in this area.	Strategy IV Tactic G

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Status Key

 On Target

 Not Started

 Delayed

 Needs Attention

Topic

Commitment

Target Date

Status

Next Steps

Strategic Plan Reference

E. Develop a long-term staff succession and training program.

Not determined.

A partnership between Delgado Community College, the Sewerage and Water Board of New Orleans and the JOB1 Business and Career Solutions Center has launched a worker training program aimed at increasing the pool of certified water and wastewater treatment personnel to meet the anticipated demand for workers to operate the systems. Delgado has applied to become a certification testing site.

In conjunction with the City's JOB1 program and Sewerage and Water Board, Delgado Community College will develop training to increase the pool of certified personnel to meet the needs of the capital improvement program. Knowledge management and succession planning objectives have been added to several senior management goals.

Strategy V Tactic G

F. Perform annual water audit to measure progress and critical needs.

Ongoing.

On target. Water Audits have been performed for 2008 through 2012 as part of the 2013 update of the 2011-2020 Financial Plan.

Completed

Strategy IV Tactic K

G. Enhance long range planning by developing a Facilities Plan for 2015-2035.

December 2013

On target. Contract awarded in November 2013.

Consultant to develop a Water Purification Facilities Plan for 2015-2035 to identify the capital investments that will be needed beyond the immediate needs identified in the current capital improvement program.

Strategy I Tactic F 1

H. Develop new sources of funding other than water and sewer rate increases.

Ongoing.

On target. New revenue stream established for handling wastewater from mobile containers, such as portable toilets and shipping containers.

Analyze opportunities for providing wholesale water service over long distances.

Strategy II Tactic I

Repay funds owed to Department of Public Works.

December 2016

On target. Sewerage and Water Board repaid \$4,763,858.77 to Department of Public Works at year-end 2013. Amount was lower due to lower-than-forecast obligation by drainage system.





Pay estimated obligation of \$21.8 million owed to the Department of Public Works in four equal installments beginning December 2013.

Strategy II Tactic E

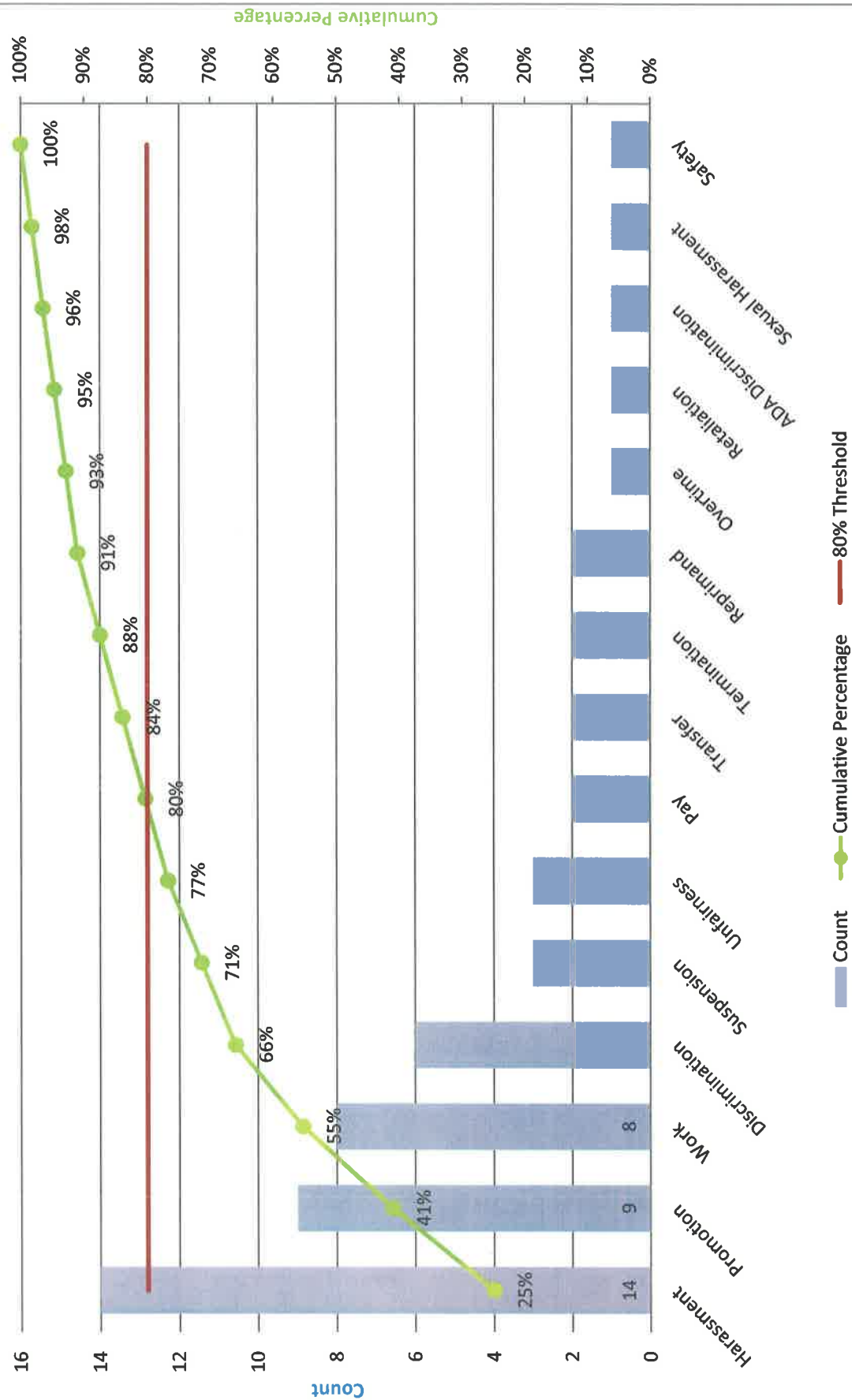
Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Status Key	On Target	Not Started	Delayed	Needs Attention	
Commitment	Target Date	Status	Next Steps	Strategic Plan Reference		
V. Economic Opportunities	A. Create economic opportunities consistent with City of New Orleans programs for participation by economically disadvantaged and local business enterprises.	Not determined.	For contracts with DBE participation 2013: Goods and Services \$275,314 or 30.0%, Construction \$13,452,287 or 37.6%, and Professional Services \$4,374,213 or 35.0%.	Sewerage and Water Board will continue to create economic opportunities for participation by economically disadvantaged and local business enterprises through Construction Review Committee and Staff Contract Review Committee recommendations and DBE vendor support and training.	Strategy IV Tactics F and L	
VI. Capital Improvement Program	A. Water System Improvements Replacement and rehabilitation of water purification plant facilities. Replacement and rehabilitation of water pumping facilities. Replacement of water system transmission and distribution mains. \$277,000,000	On target. Progress on capital projects will be reported as part of Item VII.G below.	Complete bond feasibility study. Revise bond covenants. Issue water system revenue bonds.	Strategy I Tactic A. 1 through A.5		
	B. Replacement and rehabilitation of sewer system collection pipes required by Federal Consent Decree. \$314,000,000	On target. Progress on capital projects will be reported as part of Item VII.G below.	Complete bond feasibility study. Revise bond covenants. Issue sewer system revenue bonds.	Strategy I Tactic B. 1 through B.3		
	A. Establish performance measures and targets as well as reporting methodology.	On target. Measurements framework adopted, initial measurements identified, and measurements training delivered to senior management. Collection of performance data in progress. Additional graphs created.	Create capabilities for higher level strategic planning support and performance measures.	Strategy IV Tactics A and B		
VII. WaterStat Reporting and City Council Oversight	B. Implement a systematic approach to process documentation, analysis, and improvement.	On target. Training program developed and contract for training delivery awarded.	Systematic approach adopted March 2013. Training delivery to begin in first quarter 2014.	Strategy II Tactic D Strategy IV Tactic H		
	C. Perform follow-up reviews to document results and efficiencies achieved.	Not started.	Document and report improvement results.	Strategy IV Tactic B		
	D. Provide maps showing maintenance work completed, capital projects completed, and planned capital improvements.	On target. Maps have been printed, but processes for maintaining maps are time-consuming and manual.	Completed and ongoing.	Strategy IV Tactic M		
	E. Document FEMA receipts and uses of funds.	On target. Summary of FEMA receipts and uses of funds is provided to Board committees each month.	Completed and ongoing.	Strategy IV Tactic M		

Sewerage and Water Board of New Orleans
Tracking Tool for Commitments to City Council
February 2014

Topic	Status Key			Strategic Plan Reference		
	 On Target	 Not Started	 Delayed	 Needs Attention		
Commitment	Target Date	Status	Next Steps			
F. Initiate annual meetings with citizens of each council district to regularly report on organizational performance results.	May 2014	Not started.	Prepare detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.		Strategy IV Tactic M	
G. Provided written updates to the Clerk of the City Council.	Quarterly and As Requested.	On target.	This document serves as the detailed written status reports on the plans and reforms listed in Exhibit B Amendment to Water and Sewer Rates Resolution as well as status of construction projects by City Council district.		Strategy IV Tactic M	

Sewerage and Water Board of New Orleans Pareto Chart of EOC Complaint Types 2011-2013





SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

DATE: March 7, 2014

FROM: Bobby L. Nathan, EEO/Grievance Manager

TO: Robert Miller, Interim Executive Director

RE: The Equal Employment Opportunity Division
Activity Status Report for March 2014

I. Federal Equal Employment Activity

During the month of February 2014, there were no new Federal EEOC charges filed by S&WB employees. Three (3) Charges of Discrimination were dismissed as "No Cause Found". A "Right to Sue in Federal Court" was issued in each case.

II. Status of the General Grievance Policy #26, The Equal Employment Opportunity Policy #86 and the Workplace Harassment Policy #87 are as follows:

There were three (3) cases filed in January under the Grievance Policy #26, about not being promoted to their next level. Two of the cases #001 and 002-14, were not followed up by the employees. There was no return of information from the employees as required by Grievance Policy #26 nor their supervisors, as stipulated in the Grievance Policy #26. None of the Grievance Complaint forms were returned to the this office, as required.

In February these two cases were closed by my office, after no response.

A third grievance (case 003-14) of a promotion concern, was being processed by me, as a possible mediation case at Step Three (3) of the process. The complainant and I, discussed the possibility as per

Robert Miller, Interim Executive Director
RE: The Equal Employment Opportunity Division
Activity Status Report for March 2014
March 7, 2014
Page 2

Grievance Policy #26. The employee agreed. I must set this up with his Supervisor. The employee returned to his workplace. About one hour later, he called me, to say that he had changed his mind. That he did not want to mediate nor have a Grievance Hearing with the Grievance Committee! Therefore, this case was also closed. He chose not to tell me the reason for dropping the grievance. He only said that he did not want to continue.

Thus, at this juncture, this office has no Open Cases now.

In February, one (1) grievance was filed. It was processed to the mediation point (Step 3) then the employee decided he did not want to have a hearing before the Grievance Hearing Committee. He did not give a reason.

In March, YTD, no grievances has been filed as of this date. Therefore, YTD there are no open General Grievances.

III. Conference/Office Activity

1. Telephone calls:

There were Twenty-three (23) telephone conferences held with employees, this period, concerning/involving a job related issue. Field investigations are used when necessary.

2. Office Visits

Office Conferences are made by appointment or walk-in for the purpose of conference or counseling of employment issues or non-employment issues. There were fourteen (14) such consultations held this period.

Robert Miller, Interim Executive Director
RE: The Equal Employment Opportunity Division
Activity Status Report for March 2014
March 7, 2014
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IV. Grievance Committee Hearings this period:

There were none.

Bobby L. Nathan
Equal Employment Opportunity Officer



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

DATE: February 27, 2014

FROM: Bobby L. Nathan, EEO/Grievance Manager

TO: Bob Miller, Interim Executive Director

RE: The Equal Employment Opportunity Division
Activity Status Report for February 2014 Y.T.D.

I. Federal Equal Employment Activity

During the month of February 2014, there were no new Federal EEOC charges filed by S&WB employees. Two charges of Discrimination are still being processed by EEOC. One from 2012 of Sexual Harassment and one from 2013 of Race Discrimination.

II. Action taken under the General Grievance Policy #26, the Equal Employment Opportunity Policy #86 and the Workplace Harassment Policy #87

There were two (2) Grievances filed in January, and one (1) in February. All three were for the lack of a promotion. YTD = three (3).

III. Conference/Office Activity

1. Telephone calls:

There were twenty-three (23) telephone conferences held with employees, concerning/involving a job related issue in December. Field investigations are used when necessary.

2. **Office Visits**

Visits were made by appointment or walk-in for the purpose of conference or counseling, employment issues or non-employment issues. There were six (6) such consultations held in office during this period.

IV. **Grievance Committee Hearings this period:**

There was no Grievance Committee Hearing held.

Bobby L. Nathan
Equal Employment Opportunity Officer