

City of Cape Coral
Inspect and Maintain Backflow Preventers
Contract #: BPW2336MM

THIS CONTRACT is made this 19th day of MAY, 2023 by and between the **CITY OF CAPE CORAL, FLORIDA**, hereinafter called "**CITY**", and FLORIDA HYDROCORP, INC., doing business as a corporation located at 33-C Suntree Place, Melbourne, FL 32940, hereinafter called "**CONTRACTOR**".

WITNESSETH: For and in consideration of the payments and agreements mentioned hereinafter:

1. The CONTRACTOR will commence and complete the Inspection and Maintenance of Backflow Preventers at the City of Cape Coral's properties in accordance with the Contract Documents.
2. The CONTRACTOR will furnish all of the material, supplies, tools, equipment, labor and other services necessary for the completion of the project described in the Contract Documents.
3. The CONTRACTOR will commence work as required by the CONTRACT DOCUMENTS as stipulated in the written NOTICE TO PROCEED.
4. The CONTRACTOR agrees to perform all of the WORK described in the CONTRACT DOCUMENTS for the prices and labor rates listed on the CONTRACTOR'S Official Bid Proposal Form during the term of the contract more specifically EXHIBIT A, attached as submitted

The term of the contract to be awarded as a result of this bid shall be for **five** years starting on the effective date, and may be renewed for **two** additional, one-year periods upon mutual agreement by the City and the Contractor.

5. This agreement may be terminated by the CITY for its convenience upon thirty (30) days prior written notice to the CONTRACTOR. In the event of termination, the CONTRACTOR shall be paid as compensation in full for work performed to the day of such termination, an amount prorated in accordance with the work substantially performed under this agreement. Such amount shall be paid by the CITY after inspection of the work to determine the extent of performance under this agreement, whether completed or in progress.
6. The Term "Contract Documents" shall include this Contract, addenda, Contractor's Bid except when it conflicts with any other contractual provision, the Notice to Proceed, the Bonds, the Bid Package prepared and issued by the CITY, the General Conditions, the Specifications and Drawings, any Special Conditions, together with all Written Amendments, Change Orders, Work Change Directives or Field Orders. In the event of conflict between any provision of any other document referenced herein as part of the contract and this agreement, the terms of this agreement shall control.
7. **Assignment:** This agreement may not be assigned except with the written consent of the CITY, and if so assigned, shall extend and be binding upon the successors and assigns of the CONTRACTOR.
8. **Disclosure:** The CONTRACTOR warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the CONTRACTOR to solicit or secure this agreement and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working solely for the CONTRACTOR, any fee, commission, percentage, gift, or other compensation contingent upon or resulting from the award or making of the agreement.
9. **Administration of Agreement:** The Department Director or their representative shall administer this agreement for the CITY.
10. **Governing Law:** The validity, construction and effect of this Contract shall be governed by the laws of the State of Florida. All claim and/or dispute resolution under this Agreement, whether by mediation, arbitration, litigation, or other method of dispute resolution, shall take place in Lee County, Florida. More specifically, any litigation between the parties to this Agreement shall be conducted in the Twentieth

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Judicial Circuit, in and for Lee County, Florida. In the event of any litigation arising out of this Contract, each party shall be responsible to pay for its own reasonable costs and attorney's fees.

11. **Amendments:** No Amendments or variation of the terms or conditions of this agreement shall be valid unless in writing and signed by the parties.
12. **Payment Procedures:** CITY shall make payment and Contractor(s) shall be in receipt of all sums properly invoiced within thirty (30) days of the CITY's receipt of such invoice unless, within a fifteen (15) day period, CITY notifies Contractor(s) in writing of its objection to the amount of such invoice, together with CITY's determination of the proper amount of such invoice. CITY shall pay any undisputed portion of such invoice within such thirty (30) day period.

If CITY shall give such notice to the Contractor(s) within such fifteen (15) day period, such dispute over the proper amount of such invoice shall be resolved, and after final resolution of such dispute, CITY shall promptly pay the Contractor(s) the amount so determined, less any amounts previously paid by CITY with respect to such invoice. In the event it is determined that CITY has overpaid such invoice, the Contractor(s) shall promptly refund to the CITY the amount of such overpayment

Payments by Electronic Funds Transfer: All payments made by the City of Cape Coral will be made by Direct Deposit (ACH) via electronic funds transfer. Paper checks will no longer be issued to new vendors. Every new vendor must register for direct deposit with the City by providing a "Vendor Authorization Agreement for Electronic Funds Transfer" form (ACH Form) to the City's Financial Services Accounting Division. It is strongly encouraged for current vendors to register for direct deposit with the City via Direct Deposit (ACH) Electronic Funds Transfer form. The form may be accessed on the City of Cape Coral website at:

https://www.capecoral.gov/document_center/Finance/Electronic_Funds_Transfer_Form.pdf

Please contact the Procurement Division at the number shown on this solicitation document herein as the first point of contact for more information.

The link below will take you to the City of Cape Coral vendor Registration page:

https://www.capecoral.gov/department/financial_services/procurement/vendor_registration.php

Suppliers submitting a response to any solicitation are not required to be registered vendors or set up EFT payment prior to submitting their response. Suppliers do need to become register vendors and have the EFT payment form in place prior to the award of any contract.

13. **Contractor's Representations:** In order to induce CITY to enter into the Agreement CONTRACTOR makes the following representations:

CONTRACTOR has been familiarized with the Contract Documents and the nature and extent of the work required to be performed, locality, local conditions, and Federal, State, and Local laws, ordinances, rules and regulations that in any manner may affect costs, progress or performance of the work.

CONTRACTOR has made or caused to be made examinations, investigations and tests and studies as deemed necessary for the performance of the Work at the Contract Price, within the Contract Time and in accordance with the other terms and conditions of the Contract, and no additional examinations, investigations, tests, reports or similar data are or will be required by CONTRACTOR for such purposes.

CONTRACTOR has correlated the results of all such observations, examinations, investigations, tests, reports and data with the terms and conditions of the Contract Documents.

CONTRACTOR has given CITY written notice of all conflicts, errors or discrepancies that have been

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discovered in the CONTRACT DOCUMENTS and the written resolution thereof by CITY is acceptable to CONTRACTOR.

14. **Indemnity:** The CONTRACTOR shall indemnify and hold harmless the CITY, its officers and employees, from liabilities, damages, losses and costs, including, but not limited to, reasonable attorney's fees, to the extent caused by the negligence, recklessness, or intentional wrongful misconduct of the CONTRACTOR and any persons employed or utilized by CONTRACTOR in the performance of this Contract.
15. **Invalid Provision:** The invalidity or unenforceability of any particular provision of this Contract shall not affect the other provisions hereof, and the Contract shall be construed in all respects as if such invalid or unenforceable provisions were omitted.
16. **Other Provisions:** The CITY reserves unto itself sole authority to execute and authorize the issuance of change order(s), directives, or other documents to the CONTRACTOR which impact on or change the contract time or price. These actions by the CITY will be taken after due consideration of the recommendations and analysis of the ENGINEER. This provision supersedes any other contradictory provisions within the Contract Documents.
17. **Record Keeping:** The awarded bidder shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures, and to document compliance with the specifications. These records shall be kept in accordance with generally accepted accounting principles, and the City of Cape Coral reserves the right to determine the record-keeping method in the event of non-conformity. If a Public Construction Bond is required records shall be maintained for ten (10) years, after final payment has been made and shall be readily available to City personnel with reasonable notice, and to other persons in accordance with the Florida Public Disclosure Statutes.

Records of the Contractor's personnel, sub-consultants, and the costs pertaining to the Project shall be kept in accordance with generally accepted accounting practices.

Contractor shall keep full and detailed accounts and financial records pertaining to the provision of services for the City. Prior to commencing work, Contractor shall review with and obtain the City's approval of the accounting procedures and records to be utilized by the Contractor on the Project. Contractor shall preserve the aforementioned Project records for a period of ten (10) years after final payment, or for such longer period as may be required by law.
18. **Public Record:** Pursuant to Florida Statute §287.058 (1) (c), this contract may be unilaterally cancelled by the City if the Consultant, refuses to allow public access to all documents, papers, letters, or other material made or received by the Consultant in conjunction with this contract, unless the records are exempt from disclosure.
19. **Public Construction Bond (if applicable):** Any Contractor entering into a contract for the construction of a public building or public work, or for any repairs upon a building or public work shall, before commencing work, execute, deliver to the City of Cape Coral, and record in the public records of Lee County, Florida, a public construction bond issued by a surety authorized to do business in the State of Florida. The amount of the bond shall be 100% of contract amount.
20. **Insurance:** Unless otherwise specified, Contractor shall, at its own expense, carry and maintain the following minimum insurance coverage, as well as any insurance required by law.
 - a. **Workers' Compensation:** Submitting firm shall have Workers Compensation Insurance covering all employees meeting Statutory Limits in compliance with the applicable state and federal laws. The policy must include Employer's Liability with a minimum limit of \$1,000,000.00 for each accident.

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b. Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence, combined Single Limit for Bodily Injury Liability and Property Damage Liability. This shall include Premises and/or Operations, Independent Contractors and Products and/or Completed Operations, Broad Form Property Damage, and a Contractual Liability Endorsement.

c. Commercial Auto Liability: Shall have minimum limits of \$1,000,000 per occurrence. Combined Single Limit for Bodily Injury and Property Damage Liability. This shall include Owned Vehicles, Hired and Non-Owned Vehicles, and Employees' Non-Ownership.

d. Certificate of Insurance: The City of Cape Coral is to be specifically included as an additional insured on the General Liability policy and the contract number (BPW2210MM) shall be listed under the comments section. This does not pertain to Workers' Compensation.

In the event the insurance coverage expires prior to the completion of the project, a renewal certificate shall be issued thirty (30) days prior to said expiration date.

The policy shall provide a 30-day notification clause in the event of cancellation or modification to the policy.

The City of Cape Coral shall be named on the COI as additional insured on the General Liability. This does not pertain to Workers' Compensation. The Project Name and Number to also be listed. (Inspect and Maintain Backflow Preventers - BPW2336MM)

Unless otherwise specified, it shall be the responsibility of the contractor to ensure that all subcontractors comply with the same insurance requirements spelled out above.

All certificates of insurance must be on file with and approved by the City of Cape Coral before the commencement of any work activities

21. **Safety and OSHA Compliance:**

A. The Contractor shall comply in all respects with all Federal, State and Local safety and health regulations. Copies of the Federal regulations may be obtained from the U.S. Department of Labor, Occupation Safety and Health Administration (OSHA), Washington, DC 20210 or their regional offices.

B. The Contractor shall comply in all respects with the applicable Workman's Compensation Laws.

22. **Annual Appropriation Contingency:** Pursuant to Florida Statute §166.241, the City's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the City Council. This Contract is not a commitment of future appropriations. Authorization for continuation and completion of work and any associated payments may be rescinded, with proper notice, at the discretion of the City if the City Council reduces or eliminates appropriations.

23. **Immigration Affidavit Certification and E-Verify Validation:**

As a condition precedent to entering into this AGREEMENT, and in compliance with The Immigration and Nationality Act (INA), 8 U.S.C. Section 1324a(e) Section 274A(e) and Florida Statute State Section §448.095, Contractor or Consultant and their subcontractors shall register with and use the E-Verify system to verify work authorization status of all employees hired after January 1, 2021. The Employment Eligibility Verification System (E-Verify), is operated by the Department of Homeland Security in partnership with the Social Security Administration.

The following conditions must be met by all Contractors, Consultants and Subcontractors:

a. Contractor or Consultant shall require each of its subcontractors to provide them with an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien.

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Contractor, Consultant or Bidder shall maintain a copy of the subcontractor's affidavit as part of and pursuant to the records retention requirements of this AGREEMENT.

- b. The CITY, Contractor, Consultant, Bidder or any subcontractor who has a good faith belief that a person or entity with which it is contracting has knowingly violated The Immigration and Nationality Act (INA) contained in 8 U.S.C. Section 1324 a(e) Section 274A(e) Section §448.09(1), Florida Statute or the provisions of this section shall terminate the contract with the person or entity.
 - c. The CITY, upon good faith belief that a subcontractor knowingly violated the provisions of this section, but Contractor or Consultant otherwise complied, shall promptly notify Contractor or Consultant and they shall immediately terminate the contract with the subcontractor.
 - d. A contract terminated under the provisions of this section is not a breach of contract and may not be considered such. Any contract termination under the provisions of this section may be challenged pursuant to Section §448.095(2)(d), Florida Statute. Contractor or Consultant acknowledges that upon termination of this AGREEMENT by the CITY for a violation of this section by Contractor or Consultant, that the Contractor or Consultant may not be awarded a public contract for at least one (1) year. Contractor or Consultant further acknowledges that Contractor or Consultant is liable for any additional costs incurred by the CITY as a result of termination of any contract for a violation of this section.
 - e. **Subcontracts:** Contractor, Consultant or subcontractor shall insert in any subcontracts the clauses set forth in this section, including this subsection, requiring the subcontractors to include these clauses in any lower tier subcontracts. Contractor or Consultant shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.
24. **Unauthorized Aliens:** The employment of unauthorized aliens by any Contractor is considered a violation of Section 274A(e) of the Immigration and Nationality Act. If the Contractor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of any contract resulting from this ITB. This applies to any sub-contractors used by the Contractor as well.
25. **Scrutinized Companies List:** Pursuant to 287.135 Florida Statute, s. 215.4725 and s. 215.473, companies contracting with public agencies are prohibited from contracting for goods or services over one million (\$1,000,000) dollars that appear on the Scrutinized Companies List.
26. **Electronic Signatures:** The parties acknowledge and agree that this Agreement may be executed by electronic signature, which shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature. Without limitation, "electronic signature" shall include faxed version of an original signature or electronically scanned and transmitted versions (e.g. via pdf) of an original signature.
27. **Counterparts:** This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which together will constitute one and the same instrument.
28. **Entire Agreement:** This Contract constitutes the entire and exclusive agreement between the parties and supersedes any and all prior communications, discussions, negotiations, understandings, or agreements, whether written or verbal.

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IN WITNESS WHEREOF, the parties hereto have executed, or caused to be executed, by their duly authorized officials this Contract in one counterpart which shall be deemed an original on the date last signed as below written.

ATTEST:

Signature: _____

Typed Name: Kimberly Bruns, CMC

Title: City Clerk

CITY:

CITY OF CAPE CORAL, FLORIDA

Signature: Wanda Roop

Typed Name: Wanda Roop, CPPO

Title: Procurement Manager

Date: 5/19/2023

CITY LEGAL REVIEW:

DM 5/17/2023
For Dolores Menendez Date
City Attorney

CONTRACTOR:

FLORIDA HYDROCORP, INC

Signature: Mark Martin

Print Name: Mark Martin

Title: CEO

Date: 5/18/23

EXHIBIT A



PROPOSAL Developed For

Mark Milkovich
Procurement Specialist

City of Cape Coral
Cape Coral, FL 33915

PROJECT CONSULTANT

Larry LaBute, Founder, Senior Sales Development
DIRECT LINE: 248.981.6981
EMAIL: llabute@hydrocorpinc.com

April 5, 2023





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1. EXECUTIVE SUMMARY

1.1. Summary of proposed Scope of Work

This project is to provide program management services for an ongoing Cross-Connection Control Program currently operated by the City of Cape Coral (CITY) for their city owned backflow prevention assemblies (BPA). These services will be provided to ensure compliance with the Florida Department of Environmental Protection (FDEP), regulations for backflow prevention devices, assembly testing, and recordkeeping.

HydroCorp is a backflow prevention program management company that has been developing and managing testing, inspections, and various other services necessary to maintain a comprehensive backflow prevention program. We are a management firm and not a plumbing company. If you choose to use our services we will prepare a bid package and solicit the necessary field services from local, certified testers and licensed contractors for repair/replacement services. There were a few documents within your bid package that are relevant to contractors. Therefore, the responses to your forms may not be typical of what you would see from a plumbing contractor. We guarantee that all work completed by our contractors will meet State and local requirements. We assume all responsibility for the credibility of our contractors.

These services will be provided by a local contractor with hands-on coordination by our offices. Testing of all BPA will be scheduled and completed by this contractor and recorded on-line. Repairs, replacements, or new installations will be coordinated with appropriate staff to ensure CITY knowledge of overall program status. Repair pricing is included in the Appendix. New installations and replacement pricing is bid out at the time of requirement to ensure the best delivery time and pricing.

Pricing below includes all labor, materials, tools, and equipment necessary to provide the necessary services. All work will be completed once authorized by the City Project Manager.

Once this project has been approved and accepted by the CITY and HydroCorp, you may expect completion of the following elements annually. The components of the project include:

1. Conduct a project start-up meeting with the CITY Cross-Connection Control/Backflow Prevention Program staff.
2. Provide data transfer template for all backflow prevention assemblies and/or customers to be included in the program, from the existing CITY database (BSI) to the HydroCorp database.
3. Validate the above database to identify any possible errors or inconsistencies.
4. Maintain all data on an online system that enables CITY staff to monitor and generate reports as desired. This database, HydroSoft I/O, is an on-line database that is available, 24/7, on any system or device capable of accessing the internet.
5. Provide full-time, toll-free phone support for customer questions by a trained staff member. The phone will be staffed during regular business hours, Monday through Friday. After-hours calls are directed to an answering service with staff trained to handle our calls.

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6. Coordinate and manage the testing of all testable backflow prevention devices in accordance with FDEP requirements. Services include on-site testing, test failure notification, installation requirement notifications, receipt of executed test reports, and maintenance of all testing data. HydroCorp will prepare a bid for local contractors to establish pricing and credentials for testing all testable assemblies. HydroCorp will coordinate with the lowest bidders to test all backflow assemblies. Facilities will be tracked to ensure compliance with testing requirements. Testers will provide test tags to indicate the year they were tested.
7. Testing contractors will be capable of field service, replacement, or repair for any BPA in the CITY system. Testing and repair work will be completed following ASSE or TREEO guidelines.
8. Inspections/Testing will include, at a minimum:
 - a. Testing of all BPA's to determine whether it is in service and in satisfactory condition
 - b. Identify any condition that could potentially compromise the performance of any components of the BPA
 - c. Identify if the BPA is installed properly, note the general condition, and accessibility.
 - d. Take a photo of every BPA after testing with date and time stamp.
 - e. Obtain GPS location of every BPA and install completed test tag.
9. Provide spot checks for device testers. HydroCorp will visually inspect tested assemblies for the presence of the current test tag and for verification of field data gathered by a certified tester.
10. Assist with preparing an initial mailing, by the City, to all customers to advise/educate them on the new CCC testing program.
11. Provide progress review meetings with the Utility's designated representative to discuss the program status and specific recommendations as requested.
12. The cost below includes all "time and travel" expenses for the entire project.
13. HydroCorp will provide a staff member to provide the CITY training and coordination at the time of project start-up. This staff member will be the program manager and remain available throughout this project to maintain effective communication between the CITY staff and HydroCorp. HydroCorp will ensure that the hired testing contractor is ASSE or TREEO certified for day-to-day on-site needs, quality control, communications, and compliance assistance and to provide overall effective communications between CITY staff, HydroCorp, and customers.
14. HydroCorp will provide a staff member to coordinate all activities with contractors for testing, repair, replacements, and new installations. Hydro staff will remain available to CITY for Zoom or On-Site meetings as requested.
15. Provide Quality Control services for subcontractors to ensure proper workmanship and competitive pricing to customers.
16. Provide an annual report summarizing all data generated throughout the year. The FDEP Annual Report will be completed and ready for submission, along with all backup data. Test reports for



Summary of proposed Scope of Work and Cost (continued)

the year will be available to download for long-term storage and ease of data management and retrieval.

17. All services will be coordinated through our proprietary software, HydroSoft. HydroSoft is a web-based software that enables inspectors and testers to automatically synchronize data generated in the field via the World Wide Web. Synchronization is achieved wirelessly from the field via the Web. HydroCorp will provide inspectors and/or testers with online queues for uploading and downloading data files. All data gathering and transference will be paperless. HydroSoft can generate customized reports based on any available data set. There are no fees for uploading test data or any other information from the field staff.
18. Accurate records will be kept for each location. Records will include, service date, BPA data including: size, make, model, serial #, and condition. All test results will be available on-line at any time and will be summarized on the provided CITY Dashboard within HydroSoft I/O.
19. Meter numbers will be provided within HydroSoft database when easily verified in the field or provided by the CITY.
20. A visual inspection will be conducted at the time of initial testing. Tester Field Notes will be provided for any deficiencies identified. Notes are available within each test form for each test completed. Note: All additional items contained within the RFP Scope of Services section Initial Visual Inspection are acknowledged and acceptable except for using the BSI Online system.
21. These services will be provided in accordance with all applicable Rules and Standards of the FDEP, NFPA, Florida Building Code or latest edition standards, Federal, State and Local laws, rules, regulations, permits, codes, ordinances, and State Statutes which govern these services.
22. All services will be provided during normal working hours Monday – Friday. Emergency services will be provided as necessary within a two-hour window. Requested services that are non-emergency will be provided asap but not to exceed 48 hours.
23. All field personnel will wear the City provided identification when working.



1.2. Cost Breakdown

Project Name:	Cross-Connection Control Program Services	Project Code:	BPW2336MM
Client Contact:		Valid Through:	June 30, 2023
Proposal Date:	April 5, 2023		
Prepared By:	Larry LaBute		

Invoice method: HydroCorp will invoice the CITY monthly for the device testing services completed during the preceding month. The invoice will include an electronic listing of addresses that have had their assembly(s) tested. The invoice will equal the number of assemblies tested multiplied by the agreed-upon testing charge.

Cost Breakdown

Project Items	Cost
Annual Fee for Device Test Management:	\$495.00
External Site Inspection Fee:	\$25.00 per Inspection (if requested)
Fire System Backflow Prevention Assembly Testing Fee	\$150.00 each
Backflow Prevention Assembly Testing Fee (Domestic & Fire line By-Pass)	\$70.00 each
Totals: (24) Fire BPA @ \$150/test	\$3,600.00
(132) Domestic BPA @ \$70/test	\$9240.00
Total Annual Testing Fee (based upon Exhibit A)	<u>\$ 12,840.00</u>
Ongoing availability to advise on Cross-Connection Control	No Charge

Project scheduling/acceptance will commence upon receipt of a Purchase Order to:

HydroCorp – Main Office
 5700 Crooks Road/Suite 100
 Troy, MI 48098 Federal Tax I.D. #38-2810008
 Florida Office: 10 S. Harbor City Blvd. Melbourne, FL 32901

Submitted by: Larry LaBute | 248-981-6981 | llabute@hydrocorpinc.com

X _____
 HydroCorp Representative (Signature) Date

Accepted by:

X _____
 Representative (Signature) Date



2. QUALIFICATIONS

2.1. HydroCorp, The Safe Water Authority

"We keep drinking water safe. We make people aware of the inherent risks and associated compliance issues related to drinking water and other distribution systems. Our goal is cost effective compliance."

It's who we are. It's what we do. The inspiration guides HydroCorp's activities day after day and year after year. We are proud to consider ourselves a company grounded in high principles, sound business practices, absolute integrity, and unparalleled expertise. We realize that these are the essential factors in successfully attaining our mission, consistently fulfilling our commitments to our clients, and advancing the well-being of the public.

- Founded in 1983 and incorporated in 1988. The firm has grown from two employees to over 80 full-time associates in multiple states.
- HydroCorp provides Cross-Connection Control Program Management Services to over 400 communities in several states, including Michigan, Wisconsin, Delaware, Maryland, Virginia, Florida, California, and Minnesota. We still have our first customer!
- HydroCorp Conducts over 80,000 on-site Cross-Connection Control Inspections **annually**.
- Our highly trained staff works efficiently to achieve maximum productivity and keep program costs affordable. We have a detailed **system** and **process** that field inspectors follow to meet productivity and quality assurance goals.
- Our municipal inspection team has attended training classes and received certification from the following recognized Cross-Connection Control Programs:
 - USC -Foundation for Cross Connection Control and Hydraulic Research,
 - ASSE- American Society for Sanitary Engineering
 - ABPA - American Backflow Prevention Association
- Our trained administrative staff and call center have attended basic cross-connection control training classes and can answer most technical calls related to the program.
- HydroCorp staff and company are active members in many water industry associations, including: AWWA, NRW, APWA, ABPA, ASSE, FRWA, IAPMO, NRW, USCCFCCC
- HydroCorp is not a Plumbing Company and does not utilize existing staff to provide plumbing services.

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2.2. Industry Leadership

With over 400 municipal clients and for over 40 years, HydroCorp has succeeded in improving health and safety, reducing risk, cutting operational costs, and increasing efficiency for its clients, earning their trust and allegiance. HydroCorp has a 98 percent retention rate among its municipal clients and a virtually unmatched level of customer satisfaction. HydroCorp is fully committed to the principles and practices that made it a success: Expertise, commitment, knowledge, and service.



2.3. References

- a. **City of Lake City**, Mike Osborn – Utility Superintendent
386.466.3352 osbornm@lcfla.com
- b. **City of Titusville**, Doug Larkins – Program Coordinator
321.567.3887 doug.larkins@titusville.com
- c. **City of West Melbourne** Mark Piccirillo – Public Works Director
321.727.3710 mpiccirillo@westmelbourne.org
- d. **City of Cooper City**, Mike Stanton – DPW Supervisor
954.434.5519 mstanton@coopercityfl.org

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3. STAFF BIOS

Corporate Officers



Mark L. Martin, CEO and President. Mr. Martin joined HydroCorp in early 2007 and is a seasoned business executive experienced in working with growing small and mid-size companies across a broad range of industries. Mark received a B.S. in Accounting from Michigan State University in 1980 and is also a 10-year board member of Haiti Outreach Mission.

Connect with Mark on LinkedIn: www.linkedin.com/in/mark-l-martin-b5632b76/



Larry J. La Bute, Chief Commercial Officer, Founder, and Senior Sales Development. Mr. La Bute founded the company in 1983 to improve the safety of drinking water systems. He graduated from Oakland University with a B.S. in Management and received his Master's degree from S.S. Cyril & Methodius Seminary. Prior to founding HydroCorp, Mr. LaBute successfully founded and ran a water treatment equipment manufacturing company for 12 years.

Connect with Larry on LinkedIn: www.linkedin.com/in/larryjlabute/



Glenn Adamus, COO. A member of the HydroCorp team for the past fourteen years, Glenn has managed various water quality analysis projects related to process water and potable water systems on HydroCorp's behalf, including Stage 2 DBPR, Lead and Copper Rule, water distribution system/quality characterization studies, water main/system disinfections, legionella risk assessment and monitoring, and industry compliance monitoring. He has also performed and managed numerous cross connection control surveys/consulting projects for large industry and public water systems throughout the United States.

Connect with Glenn on LinkedIn: www.linkedin.com/in/glenn-adamus-678791a/



Paul Patterson, Senior Vice President of Sales. Mr. Patterson has been with HydroCorp since 2004. In that time, he has assisted numerous water utilities in Delaware, Florida, Maryland, Michigan, and Virginia with their Cross Connection Control programs. Paul has also conducted training in Backflow Prevention and Cross Connection Control for the Michigan Department of Environment, Great Lakes, and Energy, Michigan Rural Water Association and Delaware Rural Water Association. Prior to joining HydroCorp, Mr. Patterson was a member of the United States Air Force where he assisted in the implementation of a Cross Connection Control Program at Nellis Air Force Base, NV and was involved in numerous construction projects worldwide. Mr. Patterson has over 25 years' experience in plumbing, water distribution, cross connection control and backflow prevention.

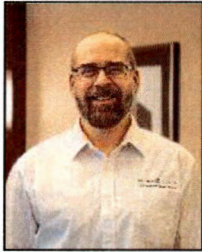
Connect with Paul on LinkedIn: www.linkedin.com/in/paul-patterson/

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Staff Bios (continued)



Dave Cardinal, Vice President of Operations. Dave is a seasoned operations professional with over twenty-eight years of experience in the water industry. He has a successful record of accomplishments in the cross-connection control industry. He is experienced in program development, project management, developing and conducting employee education and training programs, developing and instructing State certified education and training classes, quality assurance, customer service, and client satisfaction.

As Vice President of HydroCorp, Dave oversees business practices, field operation procedures, and administrative functions related to cross-connection control program management and meter installation projects. He works closely with the executive team to develop and execute the company's strategic plan and is responsible for driving operational excellence throughout the organization.

He has assisted with developing State certified training programs in Michigan and Wisconsin and has trained members of the Michigan Department of Environment Great Lakes and Energy, Michigan Department of Health, Wisconsin Department of Natural Resources, municipal employees, plumbers, and miscellaneous contractor employees. He has been a guest speaker at many conferences and training seminars.

Connect with Dave on LinkedIn: www.linkedin.com/in/dcardinal/



Ryan Hensley, Administrative Account Manager – Municipal Division. As an Administrative Account Manager, Ryan is responsible for providing administrative support to field surveyors, regional managers, and division directors with all components associated with managing a comprehensive cross-connection control program and providing the highest level of customer service to our municipal clients. Ryan has been a member of the HydroCorp team for over 18 years and is an ASSE 5150 certified Backflow Prevention Program Administrator.

Program Administrators/Field Inspectors/Surveyors/Technicians

HydroCorp invests continuously in educational training and development of its team members. All the HydroCorp Field Inspectors assigned to this project are certified in Cross-Connection Control Surveying and Backflow Prevention Program Management through one of the following programs:



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4. SECURE DATA AND WATER CUSTOMER CARE PROCESS

4.1. Program Data:

The most critical element of a Cross-Connection Control Program is data integrity. Without accurate data, the Cross-Connection Control program will experience customer service, administrative, and reporting issues, which could lead to field survey inefficiencies. HydroCorp will coordinate with the CITY to obtain accurate account listing and address information.

Specialized Software:



HydroCorp utilizes HydroSoft® (proprietary software) to manage Cross-Connection Control Program data. All program data captured shall remain the property of CITY. The CITY can access program data, information, and reports online via a web browser. All our Client Data is secured on our Application Server behind a Hardware and Software Firewall.

Standard reports include the following:

- Testable assembly inventories, tests completed, overdue, and compliance status.
- Custom queries, data exports, and reports as needed.

Information Technology Infrastructure:

HydroCorp has a dedicated department responsible for Information Technology (I/T) infrastructure for internal (staff) needs as well as external (client) communication and reporting needs. We also have a dedicated staff member responsible for new client start-up and database implementation to ensure we have the most accurate information possible at any given time.

We have continually invested in hardware infrastructure (Network Servers, Client Workstations, Firewalls, and Tablet PCs for Field Inspectors) and software to leverage technology in the workplace and improve customer service and lower costs to our clients. HydroCorp has a contracted service agreement with a local I/T Company that performs monthly routine system maintenance and monitors our infrastructure/servers for optimum performance and reliability.



4.2. Live Program Data Access for Designated Water Purveyor Staff

Main Dashboard Example

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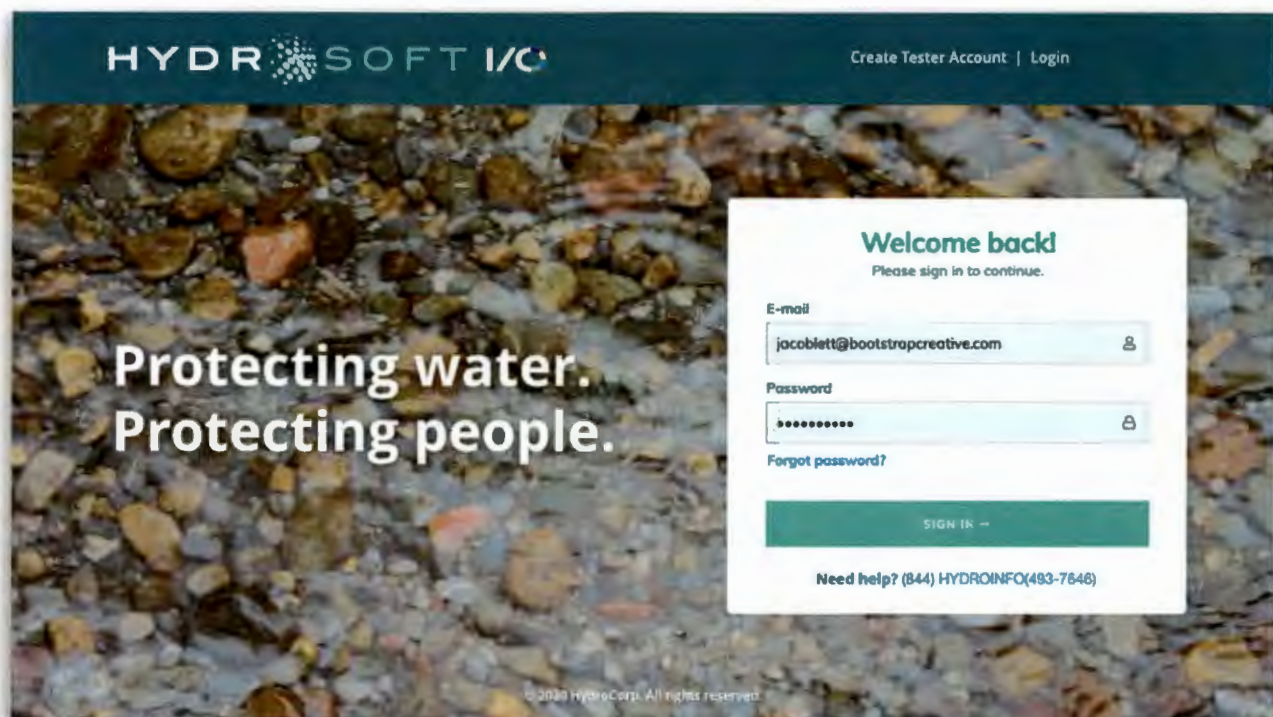
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4.3. Annual Backflow Prevention Assembly Testing Record Tracking

- HydroCorp monitors backflow prevention assembly tester credentials and qualifications to ensure that only qualified and state-certified contractors are conducting the work.
- HydroCorp monitors backflow prevention assembly test results. Test results that do not contain all required information are marked as “failed” and a phone call is made to the tester seeking the correct information.
- HydroCorp continually monitors program database information and reviews this with the CITY contact to improve compliance results and customer service. **Most of our Florida clients have achieved 100% compliance with FDEP regulations.**

Example Screen for Online Backflow Preventer Test Record Submission:



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4.4. Customer Service / Public Awareness Toolkit

HydroCorp has an extensive customer service call center to answer incoming telephone calls from water users. The call center is staffed from 8:00 AM – 5:00 PM MON-FRI. Most program calls and questions can be answered by one of our representatives. Our field staff also carry tablets and smartphones to respond promptly to customer-related issues.

Preventing backflow contamination and ensuring the functionality of backflow prevention assemblies is a team effort between building owners and the water purveyor. Informing local water customers and building owners affected by the Cross-Connection Control (CCC) program is essential for program success and compliance.

The intended audience of these resources is the end user, Water Customer, Occupant, and/or Owner.

Public Awareness Toolkit includes:

1. Common Definitions and Code references.
2. Sample CCC Program Announcement Letter (applies only to new program clients).
3. Online video explaining the Cross-Connection Control Program.
4. Digital Tri-Fold Educational Brochure (printed versions available for a fee).
5. Pre-written Social Media posts/links.
6. Technical images for use on Utility/City websites and Social Media posts.
7. Web Page hosted by HydroCorp.



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Example custom public awareness website included in the scope of work:

CITY OF MARGATE
INCORPORATED 1961
STATE OF FLORIDA

CROSS-CONNECTION CONTROL PROGRAM

City Website

Cross-Connection Control Program Overview

Your local water provider is making improvements to protect the safety of drinking water. Here's why.

A cross-connection is an actual or potential connection between the safe drinking water (potable) supply and a source of contamination or pollution. Cross-connections can result in a hazardous event known as backflow, which can draw those contaminants into your drinking water supply.

Florida Administrative Code Rule 62.555.360 prohibits hazardous reconnections to public water systems and requires all public water systems develop a comprehensive Cross-Connection Control Program.

Florida Water Customers
"How Does the Cross-Connection Control Program Affect Me?"

FLORIDA ADMINISTRATIVE CODE >>

FREQUENTLY ASKED QUESTIONS >>

FLORIDA CCC PROGRAM BROCHURE >>

CROSS-CONNECTION AND BACKFLOW FAQ

- What is backflow? +
- What is a Cross-Connection? +
- What is a backflow preventer? +
- Why do I need to test my backflow prevention assembly? +
- What is an example of a "corrective action"? +
- Is any older, legacy equipment "grandfathered" in? +



APPENDIX B – PROGRAM WORKFLOW

MUNICIPAL SERVICES

DRAMATICALLY REDUCE THE COST – AND HASSLE – OF BACKFLOW PREVENTION



Cross-connection control programs are a necessary – yet unfunded – burden, mandated by the state to protect drinking water from outside contamination. For utilities that outsource their backflow prevention program, the functional burden is reduced. But the financial burden remains.

Until now, HydroCorp – *The Safe Water Authority*SM – brings Florida utilities an optimized backflow prevention program management system that is quick, convenient, and complete. It practically eliminates costs to the utility. It ensures compliance with testing requirements. It minimizes costs to the consumer. And it removes the hassle, for both the customer and the utility.

A HYDROCORP PROGRAM DELIVERS:

- Increased Staff Efficiencies
- Reduced Cost to Water Utility
- Reduced Testing Cost to Water User
- Assured Regulatory Compliance
- On-Demand Program Tracking and Reporting
- No Software or Hardware to Purchase
- On-Line Software for Utility Personnel to Use for Field Inspections, New Customer Data Entry, and Customer Updates
- Reduced Risk of Backflow Incident
- Professional Program Management and Oversight
- Consistent Program and Testing Costs
- Convenient Billing for Water User

EASY, EFFICIENT, AND CUSTOMIZED.

More than 30 years of cross-connection control expertise means we know the needs of utilities – of all shapes and sizes – and we tailor our services to match those needs precisely. Including options for fee payment:

- Fee added to the monthly water bill
- One-time charge on the water bill
- Separate bill to the consumer, monthly or yearly

HYDROCORP.
THE SAFE WATER AUTHORITY.SM

HOW IT WORKS:

- 1

Utility provides HydroCorp with customer account information

- 2

HydroCorp transfers Utility database information into HydroSoftSM web-based software

- 3

HydroCorp obtains bids from local contractors for testing of backflow prevention assemblies

- 4

HydroCorp provides ASSE[®] and TREEO certified staff for program management oversight, and coordination of all activities for testing, repair, replacement and new installations of assemblies, ensuring consistent procedures and proper licensing and insurance

- 5

HydroCorp provides a general informational mailer along with web site public education resources

- 6

HydroCorp provides annual report summarizing all data and program compliance information

- 7

Utility passes along agreed-upon program fees to water consumers on utility bill



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