



THE SAFE WATER AUTHORITY®

Proposal For:

RFP MH-24-07

Cross Connection Control Program Services

City of Madison Heights

ATTN: City Clerk

300 West 13 Mile Road

Madison Heights, MI 48071

PROJECT CONSULTANT

Jim Clevenger, Senior Account Executive

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Bid Due:

May 17, 2024

11:00 AM EST





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1. EXECUTIVE SUMMARY

1.1. Summary of proposed Scope of Work – Commercial/Non-Residential Facilities

Based on the City's RFP, HydroCorp™ will provide the following services to City of St. Madison Heights. This project is a continued effort for an ongoing Cross-Connection Control Program and will provide the City with the necessary data and information to maintain compliance with the Michigan Department of Environment, Great Lakes, and Energy (EGLE) Water Bureau Cross Connection Control Regulations. Once this project has been approved and accepted by the City and HydroCorp, you may expect completion of the following elements within the contract period. The full scope of work proposed, as required in the RFP, is located in Appendix A.

1. Annually, complete commercial/industrial/school/apartment cross-connection control inspections, compliance inspections and re-inspections of facilities within the City using the containment and isolation review approach as supported by the EGLE Drinking Water and Environmental Health division. The number of inspections will be determined by available funding on an annual basis. Unless otherwise specified, all inspections will be of the entire potable water system. Inspectors will survey all exposed piping and/or use the point-of-use inventory method of inspection.
2. Provide up to four (4) ASSE approved hose bibb vacuum breakers per property as needed in order to place the property into immediate compliance at the time of inspection.
3. Generate all backflow prevention assembly test notices for commercial (non-residential) properties.
4. Generate all non-compliance notices and coordinate/monitor backflow prevention assembly testing compliance for all backflow prevention assemblies.
5. Perform administrative functions including answering water user telephone calls, scheduling of inspections, mailing of all notices, verification of backflow prevention assembly tester credentials & proper testing results and general customer service and program education inquiries.
6. Generate and document the required program data for the facilities using the HydroCorp Software Data Management Program.
7. Submit comprehensive management reports on a quarterly basis.
8. Conduct an annual review meeting to discuss overall program status and recommendations.
9. Prepare the annual State of Michigan, EGLE Water Bureau Cross Connection Report.

1.2. Summary of proposed Scope of Work – Residential Facilities Option A

1. Annually, complete cross-connection control inspections, compliance inspections and re-inspections of residential homes within the City using the isolation review approach as supported by the EGLE Drinking Water and Environmental Health division. The number of inspections will be determined by available funding on an annual basis. Unless otherwise specified, all inspections will be of the entire potable water system. Inspectors will survey all exposed piping and/or use the point-of-use inventory method of inspection.
2. Provide up to four (4) ASSE approved hose bibb vacuum breakers per property as needed in order to place the property into immediate compliance at the time of inspection.

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3. Generate all backflow prevention assembly test notices residential properties.
4. Generate all non-compliance notices and coordinate/monitor backflow prevention assembly testing compliance for all backflow prevention assemblies.
5. Perform administrative functions including answering water user telephone calls, scheduling of inspections, mailing of all notices, verification of backflow prevention assembly tester credentials & proper testing results and general customer service and program education inquiries.
6. Provide an online scheduling portal to allow homeowners/occupants to view available time slots and schedule the required inspection. Water customers can also call our toll free number to schedule inspections if they choose. All appointments will be set in a four (4) hour window.
7. Generate and document the required program data for the facilities using the HydroCorp Software Data Management Program.
8. Submit comprehensive management reports on a quarterly basis.
9. Conduct an annual review meeting to discuss overall program status and recommendations.
10. Prepare the annual State of Michigan, EGLE Water Bureau Cross Connection Report.

1.3. Summary of proposed Scope of Work – Residential Facilities Option B

1. Annually, complete cross-connection control inspections, compliance inspections and re-inspections of residential homes within the City using the isolation review approach as supported by the EGLE Drinking Water and Environmental Health division. The number of inspections will be determined by available funding on an annual basis. Inspections will consist of reviewing all water uses at the exterior of the property in order to identify lawn irrigation systems, outside hose connections, pools, spas, and other miscellaneous outside water uses.
2. Provide up to four (4) ASSE approved hose bibb vacuum breakers per property as needed in order to place the property into immediate compliance at the time of inspection.
3. Generate all backflow prevention assembly test notices residential properties.
4. Generate all non-compliance notices and coordinate/monitor backflow prevention assembly testing compliance for all backflow prevention assemblies.
5. Perform administrative functions including answering water user telephone calls, scheduling of inspections, mailing of all notices, verification of backflow prevention assembly tester credentials & proper testing results and general customer service and program education inquiries.
6. Generate and document the required program data for the facilities using the HydroCorp Software Data Management Program.
7. Submit comprehensive management reports on a quarterly basis.
8. Conduct an annual review meeting to discuss overall program status and recommendations.
9. Prepare the annual State of Michigan, EGLE Water Bureau Cross Connection Report.



2. QUALIFICATIONS

2.1. HydroCorp, The Safe Water Authority

- Founded in 1983 and incorporated in 1988. The firm has grown from two employees to a staff of over 100 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, South Carolina, and Minnesota. We still have our first customer!
- HydroCorp Conducts over 90,000 on site, Cross-Connection Control Inspections **annually**.
- Our highly trained staff works in an efficient manner to achieve maximum productivity and keep program costs affordable. We have a detailed **system** and **process** that each of our field inspectors follow in order 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/call center can answer most technical calls related to the cross-connection control program and have attended basic cross-connection control training classes.
- HydroCorp staff and company are active members in many water industry associations including:
 - American Water Works Association (AWWA)
 - National Rural Water Association (NRWA)
 - American Public Works Association (APWA)
- HydroCorp is not a Plumbing Company and does not utilize existing staff to perform backflow prevention assembly testing, repair or plumbing related services.
- HydroCorp has provided significant input/expertise in the revision of 3rd and 4th Edition of the Michigan Department of Environment, Great Lakes and Energy (EGLE) Cross-Connection Rules Manual.

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2.2. References

- a. **City of Royal Oak, MI**, 1600 N. Campbell Road, Royal Oak, MI 48067 | Aaron Filipski, Director of Public Works, AaronF@romi.org , 248-246-3313
HydroCorp Municipal Client since 2015
- b. **City of Clawson, MI**, 425 Main Street, Clawson, MI 48017 | Trevor Zablocki, Public Works Superintendent, Tzablocki@cityofclawson.com , 248-288-3222
-HydroCorp Municipal Contract Client since 2004
- c. **City of Birmingham**, 151 Martin Street, Birmingham, MI 48009 | Scott Zielinski, Director of Public Services, zielinski@bhamgov.org , 248-530-1702
-HydroCorp Municipal since 2013
- d. **City of Livonia**, 12973 Farmington Road, Livonia, MI 48150 | Don Rohraff, Director of Public Works, drohraff@livonia.gov , 734-466-2607
-HydroCorp Municipal Contract Client since 2006

2.3. 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, a virtually unmatched level of customer satisfaction. Entering its fourth decade, HydroCorp is fully committed to the principles and practices that made it a success: Expertise, commitment, knowledge, and service.

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3. STAFF BIOS



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.



Paul Patterson, Senior Vice President. Mr. Patterson joined HydroCorp, Inc. in 2004, and is responsible for the development and implementation of HydroCorp's sales and growth strategies in the municipal and industrial markets. Before joining HydroCorp, Mr. Patterson was a member of the U.S. Air Force, where he served as a Utility Systems Specialist and was responsible for operating and maintaining potable water systems and wastewater collection systems both at home and abroad. Mr. Patterson is an American Society of Sanitary Engineers certified instructor and regularly presents at national and regional water industry association conferences.



Dave Cardinal, Vice President, Municipal Division. Dave has over twenty years' experience as a water professional and has a successful record of accomplishments in the cross-connection control industry. 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.

Dave is responsible for establishing business practices, field operation procedures, and administrative functions related to cross connection control program management. 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.



Ryan Hensley, Administrative Account Manager – Municipal Division. As an Administrative Account Manager Ryan Hensley 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, in addition to providing highest level of customer service to our municipal clients. Ryan has been a member of the HydroCorp team for over 10 years and is an ASSE 5150 certified Backflow Prevention Program Administrator.

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He is an advanced user of the HydroSoft data management program & responsible for providing day to day tech support to the entire staff and external clients. Ryan also assists in the planning, testing & training of HydroSoft for clients and end users.

Field Inspectors/Surveyors/Technicians

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





ASSE Series 5000 Certification Listings for HydroCorp Employees

<http://asse-plumbing.org/certified.asp>

Last Name	First Name	Certification #	Certification Type	Expiration Date
Adamus	Glenn	18179	5150-BP Administrator	10/31/2025
Adamus	Glenn	20618	5110-Tester	10/31/2025
Adamus	Glenn	20618	5120-Surveyor	10/31/2025
Aittama	Bill	25237	5110-Tester	12/31/2023
Aittama	Bill	25237	5120-Surveyor	12/31/2023
Auferoth	Edward	18180	5120-Surveyor	3/31/2024
Ayers	Jerry	18181	5120-Surveyor	1/31/2025
Ayers	Jerry	18181	5150-BP Administrator	1/31/2025
Cardinal	Dave	26905	5110-Tester	1/31/2025
Cardinal	Dave	26905	5120-Surveyor	1/31/2025
Cable	John	25241	5110-Tester	1/31/2025
Cable	John	25241	5150-BP Administrator	1/31/2025
Derozier	Danny	30566	5120-Surveyor	1/31/2025
Duberg	Chris	47770	5120-Surveyor	3/31/2024
Hensley	Ryan	18184	5120-Surveyor	1/31/2025
Hensley	Ryan	18184	5150-BP Administrator	1/31/2025
Hensley	Jodi	42080	5150-BP Administrator	2/28/2025
Hetrick	Matt	34289	5120-Surveyor	3/31/2024
Hoffman	Jerome	34970	5110-Tester	5/31/2023
Hoffman	Jerome	34970	5120-Surveyor	5/31/2023
John	Moe	34291	5120-Surveyor	5/31/2024
Kim	Pritchard	42082	5150-BP Administrator	2/28/2025
Koehler	Cody	47772	5110-Tester	1/31/2025
Koehler	Cody	47772	5120-Surveyor	1/31/2025
McLaren	Gary	18186	5120-Surveyor	1/31/2025
McLaren	Gary	18186	5150-BP Administrator	1/31/2025
Nick	Oliver	34292	5120-Surveyor	3/31/2024
Patel	Jigar	20555	5110-Tester	7/31/2027
Patel	Jigar	20555	5120-Surveyor	6/30/2027
Patel	Jigar	20555	5130-Repairer	7/31/2027
Patterson	Paul	9199	5120-Surveyor	10/31/2026
Patterson	Paul	9199	5110-Tester	10/31/2026
Patterson	Paul	9199	5130-Repairer	10/31/2026
Patterson	Paul	9199	5150-BP Administrator	10/31/2026
Patterson	Bethany	18187	5150-BP Administrator	1/31/2025
Scott	Price	26477	5120-Surveyor	10/31/2026
Scott	Price	26477	5110-Tester	10/31/2026
Rick	Kinney	30567	5120-Surveyor	1/31/2025
Rockafellow	Tristen	47774	5110-Tester	6/30/2024
Rockafellow	Tristen	47774	5120-Surveyor	6/30/2024
Rugg	Gerald	27375	5120-Surveyor	1/31/2025
Sandra	Redlin	42084	5150-BP Administrator	1/31/2025
Scott	Mitchell	30569	5120-Surveyor	1/31/2025
Stein	Jerold	47775	5120-Surveyor	6/30/2024
Stein	Jerold	47775	5110-Tester	6/30/2024
Wade	Kubina	30568	5120-Surveyor	1/31/2025
Wolf	Craig	34294	5120-Surveyor	3/31/2024

Cross-Connection Control Certifications:

- 5110 – Backflow Prevention Assembly Tester
- 5120 – Cross-Connection Control Surveyor
- 5130 – Backflow Prevention Assembly Repairer
- 5140 – Fire Sprinkler Cross-Connection Control Tester
- 5150 – Backflow Prevention Program Administrator

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4. CROSS-CONNECTION PROGRAM WORK PLAN

4.1. Development of Written Cross-Connection Control Program Plan

HydroCorp will work closely with the CITY to develop and implement a program to meet the specific timeline guidelines established by the CITY and the Michigan Department of Environment, Great Lakes, and Energy (EGLE). Further, HydroCorp will conduct the necessary detailed research of current State of Michigan Administrative Code related to Cross-Connection Control and Backflow Prevention associated with public water system requirements.

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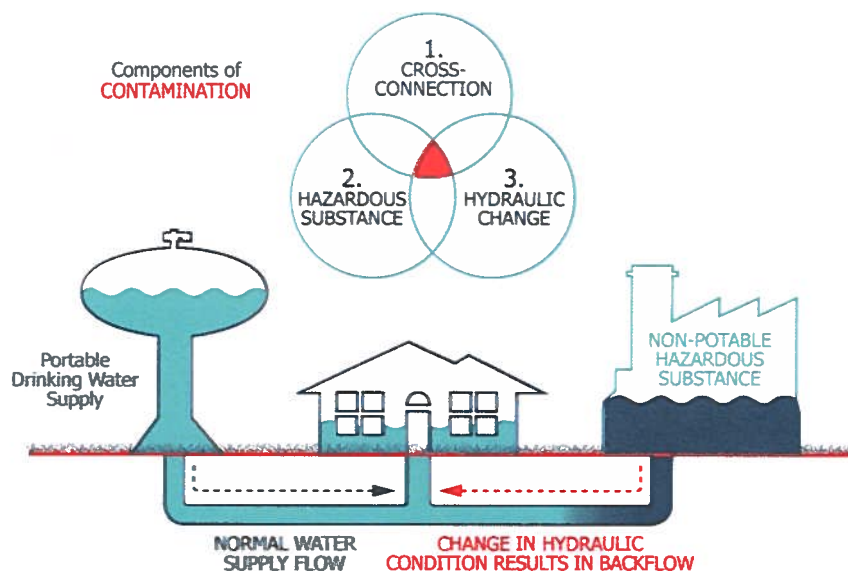
4.2. Purpose of the Cross-Connection Control Program

- Protect the water supply/public health and safety from backflow.
- Comply with state and local regulations.
- Minimize risk and liability.
- Eliminate hazardous cross-connections to the drinking water supply.

A cross-connection is defined as a connection or arrangement of piping or appurtenances through which a backflow could occur. Backflow is defined as the undesirable reversal of flow of water of questionable quality, wastes or other contaminants into a public water supply.

4.3. Examples of common Cross-Connection Hazards:

- Garden Hose connections lacking backflow prevention devices.
- Water Softener discharge lines directly connected to drain piping.
- Boilers with missing or inappropriate backflow preventers
- Backflow Prevention Assemblies improperly installed or missing test documentation
- Toilets with faulty or unapproved anti-siphon valves
- Lawn Irrigation systems with missing or inappropriate backflow preventers
- Restaurant equipment with missing or inappropriate backflow preventers
- Dental office equipment with missing or inappropriate backflow preventers
- Fire Sprinkler systems with missing or inappropriate backflow preventers
- Chemical mixing systems in janitorial closets with missing or inappropriate backflow preventers
- Unprotected water supply bypasses
- Improper type of backflow prevention assembly for the degree of hazard



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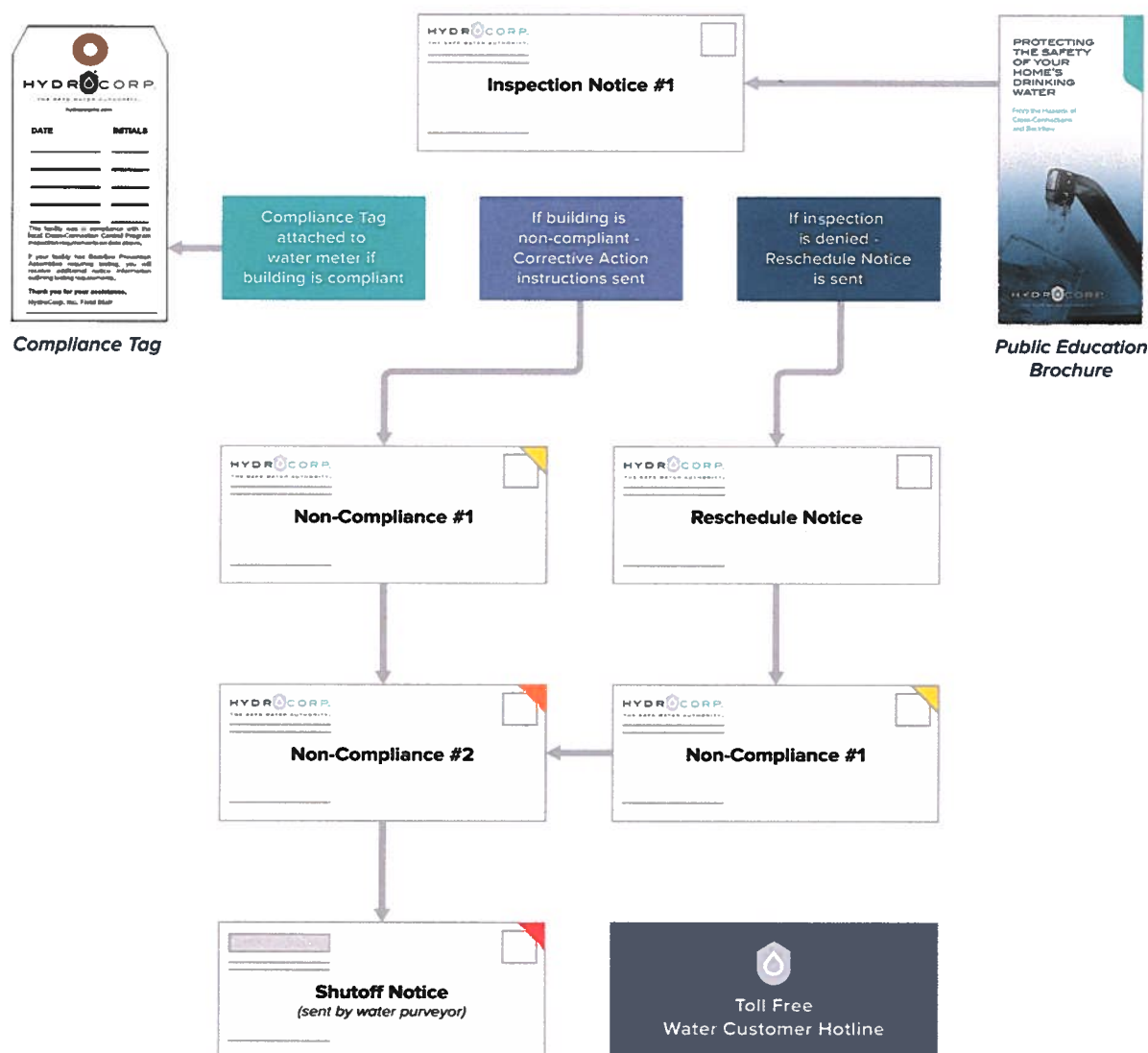
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5. CROSS-CONNECTION INSPECTION PROCESS

5.1. Postal Notification Process

POSTAL NOTIFICATION PROCESS - INSPECTIONS



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5.2. Inspections/Surveys

Inspections shall consist of entering a facility from the point where water service enters the facility (usually the meter) and tracing the piping to each end point of use. Using standardized inspection forms, the inspector shall identify and note the location and nature of any direct and potential cross connections, location and details of backflow prevention devices, methods & assemblies, and other pertinent program information. If the inspector is refused proper access or if customer plumbing is untraceable, the City will assume a cross-connection is present and take the necessary action to ensure the public water supply is protected.

The highest priority for inspections shall be placed on facilities that pose a high degree of hazard, that have a high probability that backflow will occur, or are known/suspected to have cross-connections. Once initial inspections are complete, a re-inspection frequency shall be determined for each account based on the degree of hazard/risk and potential for backflow in accordance with the requirements of the Utility/City Cross-Connection Control Plan. The Plan will include detailed inspection frequency information and be submitted to the EGLE for final approval.

Definitions:

- *Initial Inspection* – the first time a HydroCorp representative inspects a facility for cross-connections. Degree of Hazard is assigned and/or verified during this facility visit. The Degree of Hazard will dictate future re-inspection frequency/schedule of facility, (facility will be either compliant or non-compliant after this inspection).
- *Compliance Inspection* – subsequent visit by a HydroCorp representative to a facility that was non-compliant during the *Initial Inspection* to verify that corrective action was completed and meets the program requirements.
- *Re-Inspection* – Revisit by a HydroCorp representative to a facility that was previously inspected. The re-inspection frequency/schedule is based on the degree of hazard assigned to the facility during the initial inspection (Re-Inspection cycle/frequency to be determined when Plan is developed).
- *Containment* - “Containment” is the installation of a backflow prevention device between the facility and public distribution systems. Containment minimizes the chance for water of questionable quality to leave a facility and to enter the public distribution system.



5.3. Containment Policy

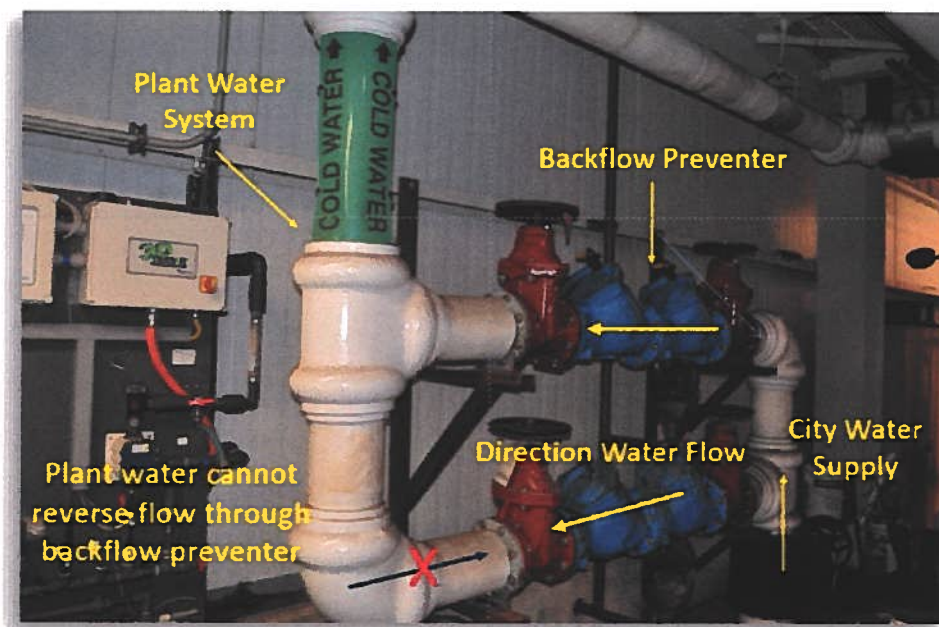
Containment at Service Connection: While a facility may be contained, the Authority may still require an inspection downstream of the containment assembly(s). It is the responsibility of the facility to provide potable water at all times to its employees and/or public. Failure on the facility's part to take corrective action would constitute a violation thus exposing the facility to possible legal ramifications.

A Containment Notice will be issued for any one of the following:

- Facility determined to be high hazard.
- Refusal to comply with the normal steps for non-compliance.
- Facility does not allow free and unlimited access to areas requiring inspection/survey.
- Piping not differentiable or determined to be complex.
- Piping is not readily accessible (i.e., concealed piping)
- Multiple piping systems
- Inadequate piping identification
- Facility changes their plumbing configurations on a regular frequency.
- Secondary/auxiliary water sources
- Manufacturing/use of industrial fluids in piping systems or facility operations
- Refusal of entry
- No current as built/engineering drawings of the potable water system.

*Containment device(s) does not negate the facility's responsibility to ensure the internal water system is protected utilizing appropriate backflow prevention methods.

Containment Example:





5.4. Annual Backflow Prevention Assembly Testing Record Tracking and Notification

- Water Customers who have Testable Assembly Type Backflow Prevention Assemblies are notified via postal notice with instructions to submit annual test record data from a Certified Tester. Certified Testers are required to register (no fee) via a designated secure website provided by HydroCorp during the duration of the contract period.
- HydroCorp monitors backflow prevention assembly tester credentials and qualifications in order 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 utilizes a two-step approach/review process when sending out program notices to ensure accuracy and improve compliance results and customer service.
- HydroCorp continually monitors program database information and reviews this with the City Contact in order to improve compliance results and customer service.

Example Screen for Online Backflow Preventer Test Record Portal

HYDROCORP
THE SAFE WATER AUTHORITY.

HELP PROTECT YOUR DRINKING WATER

Select Your Backflow Tester Today.

Congratulations, you're taking the first step in complying with your local water purveyor's mandate to safeguard the drinking water system. To ensure your system is protected against the hazards of backflow, you'll need to have your backflow prevention assembly tested. Simply enter the Customer Reference Number you were provided.

If you do not have your Number, select your state and county from the drop down. Either method will provide you contact information for Certified Testers that work in your area. Contact any Certified Tester to schedule your test. Thank you for your cooperation.

Enter your Customer Reference Number

or

Enter your State and County

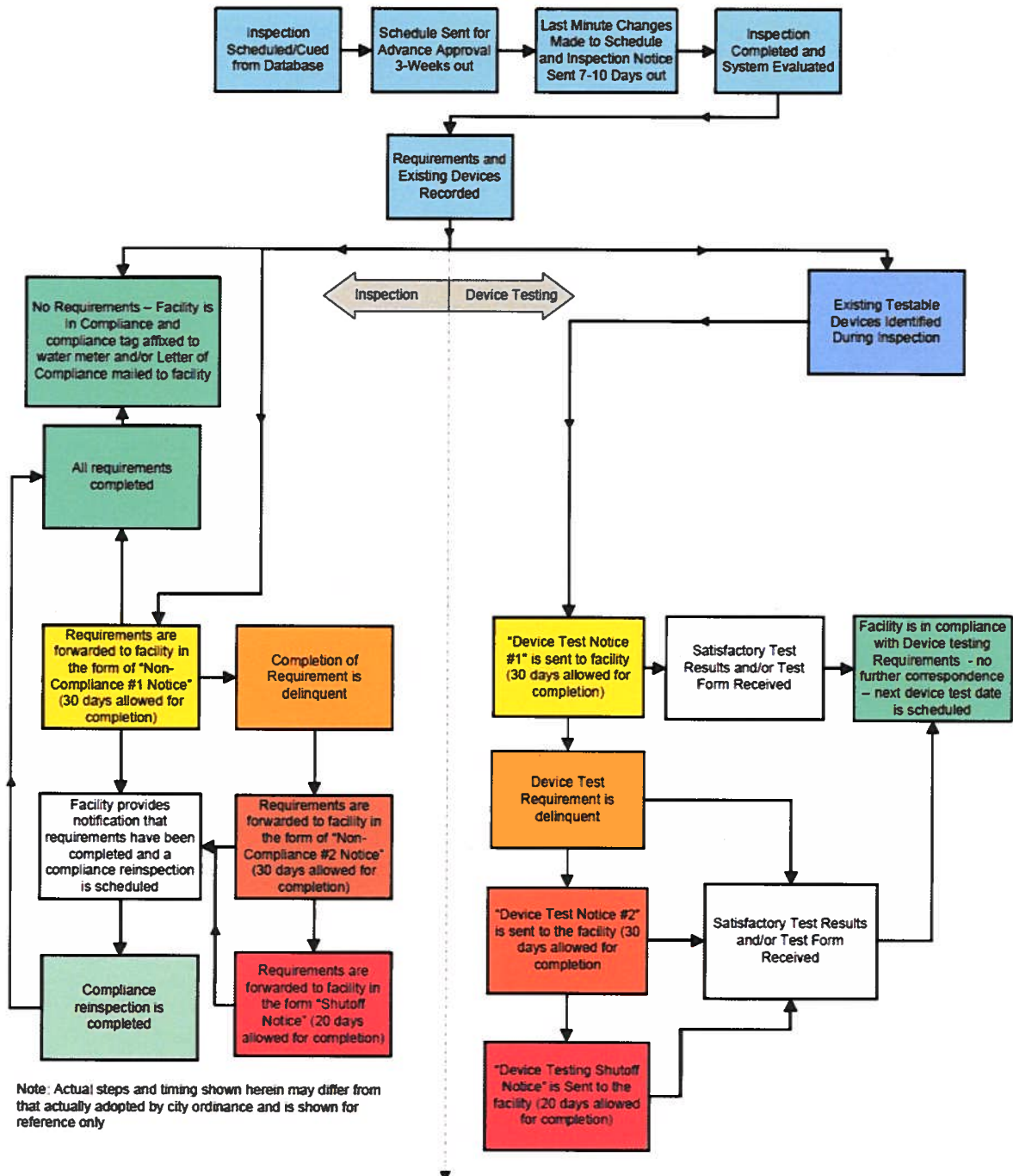
Select your state

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Inspection and Annual Backflow Test Record Compliance Process:





6. SECURE DATA AND WATER CUSTOMER CARE PROCESS

6.1. 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 and also result in field survey inefficiencies. HydroCorp will coordinate with the CITY to obtain accurate account listing/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 the Utility/City. The Utility/City can access program data, information and reports on-line via a web browser. All of our Client Data is secured on our Application Server, which is behind both a Hardware and a Software Firewall.

Standard reports include the following:

- Inspections scheduled, completed, overdue and compliance status
- Custom queries, data exports and reports as needed
- EGLE Annual Report

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 person responsible for new client start up and database implementation in order to insure we have the most accurate information possible at any given point in time. We have continually invested in both hardware infrastructure (Network Servers, Client Workstations, Firewalls and Tablet P.C's for Field Inspectors) and software in order to leverage technology in the workplace and to improve customer service and assist in lowering our 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.


Program Data and Backup:

Client Data is secured on our Application Server, which is behind both a Hardware and a Software Firewall. The Application Server is backed up twice a day. 5 copies of the backup are then created and stored at 3 separate locations. 3 of the 5 backup copies are stored locally. One is on the application server itself, one is on our File server, and one is backed up to a Network Attached Storage (NAS) device. Having 3 local backup copies stored on the different machines means that in the unlikely event of a hardware malfunction, we can recover the data very quickly. Additionally, we employ a secure on-line backup service that stores 2 copies of our backup at two independent locations.



6.2. Live Program Data Access

Main Dashboard Example



SAMPLE - Main Dashboard
Cross-Connection Control Software
Program Management System

HydroSoft Support: 1-800-690-6651

John Hudak

Dashboard Facility Organization Network Scheduling Inspections Maintenance Reports User Account
Logout

Hydro Dashboard

Hydrosoft Details

Last Round of Inspections

Facility Name	Service Address	Status	Inspection Date
Ashley Mastri	4340 BLOWING POINT PL	Scheduled	01/03/2015
Sample Facility 07	700 Main St	Scheduled	01/03/2015
Westford Court	720 CELESTIAL WAY	Scheduled	01/03/2015
Sample Facility 02	2 Main St	Scheduled	10/28/2014
Perfecville Aerodrome LTD	2201 CAPTAIN'S WAY	In Process	09/09/2014
CARTERBURY TAIL S	719 MULLIGAN PL	In Process	09/09/2014
BERNETT AUTO SUPPLY	219 INDIANTOWN DR	In Process	09/09/2014
BLUFFS MARINA # 22	7201 MARINA ISLE WAY	In Process	02/11/2014
CARTERBURY TAIL S	719 MULLIGAN PL	Complete	08/06/2014
Sample Facility 06	600 Main St	In Process	08/06/2014
Kenny Tape	216 SPYGLASS LANE	Scheduled	11/11/2013
KCO LURE	7221 VL INDIANTOWN RD	In Process	10/06/2013
Rod Cohen	2204 CAPTAIN'S WAY	In Process	08/20/2013

Non-Compliance #2

Facility Name	Service Address	Status	Inspection Date
Global Product Development	4324 BABY ST	In Process	08/06/2014
Chris Greathouse	227 Main St	In Process	06/07/2014

Final Non-Compliance

Testing #1

Facility Name	Service Address	Serial Number	Status	Sent Date
Albert, MORRIS	1234 Main St	H017831	Passed	10/08/2014
ECO LURE	2221 VL INDIANTOWN RD	54321	Passed	05/08/2014
ECO LURE	2221 VL INDIANTOWN RD	A009285	Passed	05/08/2014
ECO LURE	7771 VL INDIANTOWN RD	123456	Passed	05/08/2014
BLUE WINTER DOCTORS	7151 CAPTAIN'S WAY	90120	Not Tested	05/08/2014
Ashley Mastri	4340 BLOWING POINT PL	12345	Passed	03/28/2014
ADMIRAL'S COVE	220 EAGLE DR	111222333	Not Tested	03/21/2014
ADMIRAL'S COVE	220 EAGLE DR	SAMPLE001	Not Tested	03/21/2014
AMERIC AUTO SALES IN	217 VENUS STREET	A005348	Not Tested	02/12/2014
Sample Facility 04	4 Main St		Passed	02/10/2014
Sample Facility 03	1234 Main St	SAMPLE03	Passed	02/10/2014


Testing #2

Facility Name	Service Address	Serial Number	Status	Sent Date
Sample Facility 07	2 Main St	SAMP02.2	Failed	09/21/2014
Sample Facility 02	2 Main St	SAMP02.2	Failed	09/20/2014
Albert, MORRIS	1234 Main St	H017531	Passed	02/14/2014
Sample Facility 02	2 Main St	SAMP02.2	Failed	02/13/2014

Final Testing

Facility Name	Service Address	Serial Number	Status	Sent Date
BOWENSTEIN, MICHELLE	222 SONATA DR	sample1	Failed	05/08/2014

Client



City of
SampleVille

Replace with future Client Logo

Commercial	
Accounts:	27
Accounts Inspected:	3
Secondary Source Total:	8
Reclaim:	7
Surface:	6
Well:	7
Testable Assemblies Total:	34
RPBP:	14
RPDA:	0
DCV:	8
DDCV:	0
PVB:	10
SVB:	2
Assemblies Tested (YTD):	0
DuCV:	6
AFHBVB:	2
HBVB:	4

Residential	
Accounts:	1
Accounts Inspected:	0
Secondary Source Total:	1
Reclaim:	1
Surface:	1
Well:	1
Testable Assemblies Total:	2
RPBP:	0
RPDA:	0
DCV:	0
DDCV:	0
PVB:	2
SVB:	0
Assemblies Tested (YTD):	0
DuCV:	1
AFHBVB:	0
HBVB:	0

Inspections Completed (YTD):	1
Facilities Inspected (YTD):	1

HydroCorp Headquarters

5700 Crooks Rd Suite 100 Troy, MI 48098 844.793.7646 www.hydrocorpinc.com



6.3. Customer Service

HydroCorp has an extensive customer service call center to answer incoming telephone calls from water users. The call center is staffed from the hours of 8:00AM – 5:00PM MON-FRI. Most program calls and questions can be answered by one of our ASSE Backflow Prevention Program Certified representatives. Our field staff also carry tablet pc's and smartphones and can respond in a timely manner to any customer related issues.

Frequently asked questions, program brochures and other general Cross-Connection Control information can be found on our website. <http://www.hydrocorpinc.com/resources/faq/>

Public Education is a key component of a successful Cross-Connection Control Program. Some of the ways HydroCorp has assisted communities in their public education efforts include, but are not limited to:

- Providing a specific website with basic cross-connection control information and FAQ's, example: <http://www.hydrocorpinc.com/resources/faq/>
- Newspaper/press releases regarding cross-connection control and preparing/developing information that could be dispersed through social media.
- Direct mailing of informational brochures
- Speaking at town hall, council meetings, working groups, and at homeowner's association meetings
- Creation of Public Education Videos



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APPENDIX A – COMPLETE SCOPE OF SERVICES

In addition to the items listed in the Executive Summary of this proposal, HydroCorp will provide the following services throughout the term of the contract as stipulated in the City of Madison Heights RFP:

Scope of Work:

- (1) Provide complete cross-connection control inspections, program, and data management including:
 - a. Annually, complete commercial/industrial/school/apartment cross-connection control inspections, compliance inspections and re-inspections of facilities within the City using the containment and isolation review approach as supported by the EGLE Drinking Water and Environmental Health division. The number of inspections will be determined by available funding on an annual basis. Unless otherwise specified, all inspections will be of the entire potable water system. Inspectors will survey all exposed piping and/or use the point-of-use inventory method of inspection.
 - b. Annually, complete residential cross-connection control inspections, compliance inspections and re- inspections of facilities within the City using the containment and isolation review approach as supported by the EGLE Drinking Water and Environmental Health division. The number of inspections will be determined by available funding on an annual basis. Unless otherwise specified, all inspections will be of the entire potable water system. Inspectors will survey all exposed piping and/or use the point- of-use inventory method of inspection.
 - c. Coordinate and notify customers of cross-connection control inspections and/or re-inspections in writing.
 - d. All testable & non-testable backflow prevention devices, program requirements and relevant code violations will be documented during an on-site inspection.
 - e. All existing backflow prevention devices, (i.e. testable & non-testable) must be inspected, inventoried and documented.
 - f. Generate all program notifications for users failing initial inspections and/or re-inspections informing them of installation requirements and/or testing requirements.
 - g. Perform re-inspection for each non-compliant location upon notification of completion of compliance requirements. All compliance inspections will be scheduled and completed as required. Provide full- time phone support for customer service

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questions by an ASSE-Series 5000 (or equivalent) trained individual. Phone will be staffed during normal business hours Monday through Friday. An automatic message service will be provided for after hour calls.

- h.** Coordinate and manage the testing of all backflow prevention assemblies in accordance with EGLE requirements. Services to include testing notification, requirements, receipt of executed test report, and maintenance of all testing data. All testing results will be maintained for a period of 7 years.
- i.** Submit comprehensive management reports to the City on a secure website. Status reports will be available on-line and include the number of inspections completed, notices sent, tests overdue, inspections overdue, a listing of inspections and re-inspections scheduled for the upcoming period, upcoming notifications, a list of facilities in, or not in, compliance.
- j.** Provide a comprehensive, bound annual report that includes a program summary, copy of the annual EGLE report, a detailed listing of all inspection locations, and individual listing of those facilities in, or not in, compliance, inspections completed, sites never inspected, and notifications sent.
- k.** Provide progress review meetings with the City's designated representative to discuss program status and specific recommendations as requested.
- l.** Provide a minimum of one (1) onsite EGLE Approved Operator Training class annually providing continuing education credits for licensed water operators employed by the City.
- m.** The inspector will check-in/out with the City contact person on a daily basis or as requested during the inspection period. The check in will include a list of inspections scheduled for the day. The check-out will include a verbal summary and the number of inspections completed for the day.
- n.** All expenses related to "time and travel" for completion of job scope is to be included in request for proposal.
- o.** Contractor will help to coordinate and provide a minimum of one (1) Public Informational Meeting and one Backflow Prevention Assembly Tester Meeting on an annual basis to explain the City Cross connection Control Program and provide procedures/certification requirements to Testers.
- p.** Contractor to produce and deliver up to 1,000 educational cross connection control brochures annually. Brochure shall be approved by the City prior to distribution and must be delivered within the first three (3) months of the contract award.



- q. Contractor will assist the City with a community wide public relations/education program including local press releases, public access television announcements and customized web site cross connection control program overview content and resources.
- (2) Provide and/or Review a Cross-Connection Control Plan specific to the City as required by EGLE. The plan must include code adaptation, references, program intent, standard operational procedures, all program and notice documentation, reporting procedures (including daily, monthly & annually), backflow prevention devices including detailed installation schematics, piping identification, and preference standards.

The plan must include a detailed re-inspection schedule for all facilities. The frequency for re-inspection of each facility will be influenced by the degree of hazard existing within the facility. The re-inspection frequency of each facility will be based on a 1 to 5 year time period. Contractor must work with the City and EGLE to get the plan approved. Contractor must submit plan to EGLE for approval.

- (3) The Contractor must use a cross-connection control software package for program management.
 - a. The software package must be approved by the City and able to produce at a minimum the following reports and notices:
 - a) Standard notices and reports to include, inspection, re-inspection, testing, non-compliance and compliance notices.
 - b) Produce management reports for notices, inventory of devices, device tests, inspection schedules, device test schedules, overdue inspections, and device test forms.
 - c) Schedule cross-connection control survey inspections and backflow prevention assembly testing notices from internal records, standard procedures, and timing as required by EGLE & approved City CCC Plan.
 - d) Track testable and non-testable devices & backflow prevention assemblies and compliance requirements.
 - e) Automatically access all data relevant to a particular facility or period of time.
 - f) Generate the Annual EGLE Water Supply Cross Connection Control Report and supporting documents.
 - g) On-line access for City to monitor and download reports and individual facility information. Reports shall be in a format which allows the City to easily sort and organize data.



City Responsibilities:

(1) Project Coordination:

- a. The City shall provide a single point of contact for any necessary project coordination.

(2) Provision of Letterhead:

- a. The City shall provide an electronic version of letterhead and logo to the Contractor for use on written correspondence.

(3) Provision of Records:

- a. The City shall provide the Contractor with a commercial, industrial, and institutional water account listing for their reference.



APPENDIX B – PRICING

HydroCorp will complete all services included in Appendix A (Scope of Work) according to the following fee schedule:

Non-Residential and Multi-Family Residential Accounts: ***\$135.00 per completed initial inspection, compliance inspection and/or re-inspection.***

Single Family Residential Accounts – **Option A**: ***\$95.00 per completed initial inspection, compliance inspection and/or re-inspection. Services included are defined in Section 1.2 of the proposal.***

Single Family Residential Accounts – **Option B**: ***\$55.00 per completed initial inspection, compliance inspection and/or re-inspection. Services included are defined in Section 1.3 of the proposal.***

Initial inspection shall be defined as the first visit to a facility that has not previously been inspected.

Re-inspection shall be defined as any visit to a facility that has been previously inspected and placed in compliance with the local Cross Connection Control Program. Typically, high hazard facilities are required to be re-inspected annually and all other facilities are placed on a five –(5) year re-inspection schedule for non-residential and multi-family residential, and 10 – (10) year re-inspection schedule for single family residential.

Compliance inspections shall be defined as any visit found to be in non-compliance during the initial and/or re-inspection. Compliance inspections will be scheduled upon notification that corrective actions have been completed. There is no additional fee/charge to the City for compliance inspections.

Total number of initial and/or re-inspections scheduled annually will be dependent upon the annual budget the City has set aside for the program. HydroCorp will invoice the City in 12 equal monthly payments based on the number of initial and/or re-inspections the City requests each year.

The pricing above will be honored for two consecutive years of services from the contract execution date. If this contract is extended beyond two years, annual price increases will be 4% annually or the cumulative consumers price index at the time of extension, whichever is greater.



APPENDIX C – REQUIRED CITY PROVIDED DOCUMENTS

COMPANY INFORMATION:

Company Name HydroCorp, LLC

Printed Name/Title of Person Signing Bid Paul M. Patterson

Signature 

Address 5700 Crooks Road, Suite 100, Troy, MI 48098

Phone: 248-250-5022

Fax: N/A

Email Address: ppatterson@hydrocorpinc.com Date: 5/16/2024

****SUBMIT ORIGINAL PROPOSAL ALONG WITH THREE COPIES IN A SEALED ENVELOPE MARKED ACCORDING TO SUBMITTAL GUIDELINES ALONG WITH QUALIFICATIONS QUESTIONNAIRE AND NON-COLLUSION AFFIDAVIT TO THE CITY OF MADISON HEIGHTS CLERK'S OFFICE BEFORE THE DEADLINE 11:00 A.M. ON May 17, 2024. ALL OTHER ITEMS – CONTRACT, LABOR & MATERIALS BOND (IF NECESSARY) – WILL BE SUBMITTED AFTER APPROVAL OF THE CONTRACT.****

VI. Additional Extension Option - MITN:

The City of Madison Heights is a member of the Michigan Intergovernmental Trade Network (MITN) Purchasing Cooperative. If your company is awarded an item or a completed contract, the cooperative entities may wish to use this contract and will use a purchase order or contract for any or all of the item(s) awarded following minimum order/contract requirements set forth in the bid documents. Each entity will provide its own purchase order or contract and must be invoiced separately to the address on the purchase order/contract.

Currently, there are more than 100 agencies participating in the MITN Cooperative.

() If an award is made to _____
(Company Name)

it is agreed that the contract will be extended to members of MITN Purchasing Cooperative under the same prices, terms, and conditions.

Signature of Company Representative

~OR~

(X) Our company HydroCorp, LLC is NOT interested in extending this contract.
(Company Name)



Signature of Company Representative

******(For more information on the MITN cooperative, including a list of participating agencies, please go to www.MITN.info.)******

VII. CITY OF MADISON HEIGHTS
QUALIFICATION QUESTIONNAIRE

Failure to completely fill out this form or failure to supply adequate information could result in disqualification of bidder.

Name of Bidder: HydroCorp, LLC

Address of Bidder: 5700 Crooks Road, Suite 100, Troy, MI 48098

Type of Business Entity: Corporation
(Example: Corporation, Partnership, etc.)

How Long Established: 41 Years

Names and Addresses of
All Principals of Bidder: HydroCorp, LLC, 5700 Crooks Road, Suite 100, Troy, MI 48098

1. List all other Corporations, Partnerships, Assumed Names, and/or Businesses in which the above listed principals have an interest in any way, including but not limited to, ownership stockholder, employment, principal, officer or other business relationship.

The Riverside Company, 127 Public Square, Suite 5700 Cleveland, OH 44114

2. List 3 current references from municipalities or public agencies familiar with the work performed by the Bidder and list the name, addresses and telephone number of a contact person.

City of Clawson, MI - Trevor Zablocki, Superintendent of Public Works, 635 W. Elmwood, Clawson, MI 48017, 248-288-3222

City of Royal Oak, MI - Aaron Filipski, Director of Public Services, 1600 N. Campbell, Royal Oak, MI 48067, 248-246-3313

City of Southfield, MI, A.J. Jensen, Water & Sewer Supervisor, 25501 Clara Lane, Southfield, MI 48034, 248-796-4852

3. List 3 current references from private or non-public sources familiar with the work performed by the Bidder and list the name, address and telephone number of a contact person.

Apogee Engineers | Architects, Kyle Genther, Project Manager, 1151 Kildaire Farm Road, Cary, NC, 27511, 919-848-7420

Prein & Nehof, Daniel Sorek, P.E., 3355 Evergreen Drive NE, Grand Rapids, MI, 49525, 616-432-6705

Nick Queensland, Luminus Health, Director of Facilities, 2001 Medical Pkwy, Annapolis, MD 21401, 507-273-6348

4. List the names and address of all subcontractors the Bidder proposes to use on the project.

N/A

The undersigned verifies that the information contained herein is truthful and accurate and acknowledge that they are owners or agents of the Bidder.



**Bidder's or Authorized
Representative's Signature**

Senior Vice President

Title of Signatory

Paul M. Patterson

Bidder's Printed Name

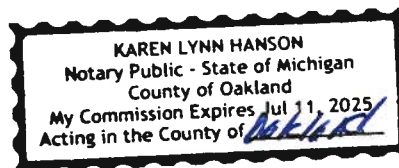
Dated: May 16, 2024

Subscribed and sworn to before me on
This 16th day of May, 2024.

Karen Lynn Hanson

Notary Public

Oakland County, Michigan



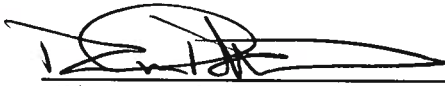
NON-COLLUSION AFFIDAVIT

Return this completed form with your sealed bid.

Paul M. Patterson _____ being duly sworn deposes and says:

That he/she is Senior Vice President of HydroCorp
(state official capacity in firm)

The party making the foregoing proposal or bid, that such bid is genuine and not collusion or sham; that said bidder has not colluded, conspired, connived, or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to fix any overhead, profit, or cost element of said bid price or that of any other bidder, or to secure the advantage against the City of Madison Heights or any person interested in the proposed contract; and that all statements contained in said proposal or bid are true.



(Signature of person submitting bid)

Subscribed and sworn this 16th **day of** May, 2021 **before me, a Notary Public in and for**
said County.

Karen Lynn Hanson

Notary Public

My Commission Expires:

7-11-25

KAREN LYNN HANSON
Notary Public - State of Michigan
County of Oakland
My Commission Expires Jul 11, 2025
Acting in the County of Oakland