

# CITY OF SANTA FE

# ITB # '20/21/B

# **On Call Utility Locating Services**

April 30, 2020

Rachel Fuller Vice President, General Manager

> 1150 Crews Road, Suite "I" Matthews, North Carolina 28105

> > Tel.: 318-801-8013 Fax: 704-846-9133 rfuller@olameter.com



April 30, 2020

City of Santa Fe Purchasing Division

Via email to: fadunaway@santafenm.gov and jjchavez@santafenm.gov

Thank you for the opportunity to submit our proposal to provide On Call Utility Locating Services to the City of Santa Fe. As Olameter currently provides locating services for Windstream in New Mexico, our services comply with all New Mexico Excavation Law(s) as required by New Mexico Public Regulation Commission, the Pipeline Safety Bureau and New Mexico 811.

Olameter DPG has been providing damage prevention and asset management services since 2005 (formerly as UNIBAR DPG) and currently provides these services to municipalities and utility companies across North America. The implementation and operation procedures used today have been extensively tested and refined through infield experience, technology updates, and client input.

We are committed to quality and continuous improvement and utilize ISO 9001:2015 globally recognized quality management standard as the basis for our approach. To maintain our ISO compliance certification, Olameter undergoes annual external audits by Bureau Veritas, a global leader in Testing, Inspection and Certification.

I appreciate your time and consideration and would be happy to provide any additional information upon request.

Regards,

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Rachel Fuller Vice President, General Manager Olameter DPG

Tel.: 318-801-8013 Email: rfuller@olameter.com Fax: 704-846-9133 Website: www.olameter.com



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#### **BID FORM**

#### CITY OF SANTA FE BID FORM ITB #20/21/B

#### EXCEPTIONS TO SPECIFICATIONS

Bidder is required to submit an <u>electronic copy</u> of these specifications, completely furnishing all information requested. All requested information, data, literature, drawings, etc. must be included with the bid submitted.

Bidder must check one of the following:

- a. (X) All specifications, terms and conditions are met.
- b. () Exceptions have been taken and noted on attached sheet (s).

All variations and/or exceptions to the specifications must be documented, referencing applicable paragraph (s) and explained in detail. Attach as many pages as necessary. If no exceptions are taken, it will be assumed that the bid meets all specifications and terms and conditions as stated in this complete bid package. Failure to list exceptions may disqualify bid. Delivery of non-conforming goods is at the expense of the bidder and/or other penalties.

All other specifications not detailed herein shall be as listed in the manufacturer's printed literature for the current standard model. Manufacturer's printed literature and specifications sheets shall be submitted with the bid.

Exceptions will not necessarily eliminate the bid. City staff shall determine acceptance or nonacceptance of exceptions. Unless otherwise noted and approved, it is assumed that delivery of the unit shall be as stated.

Signed submission of this bid represents that the bidder has accepted all terms, conditions and requirements of the bid unless a written exception is made and, if awarded, the bid will represent the agreement between the parties. Additionally, by signing this bid, the bidder warrants that there was no collusion of any kind in submission of this bid.

#### WARRANTIES

Warranty required for material and workmanship for minimum of one year unless otherwise stated in the bid. Warranties shall begin when the City accepts satisfactory delivery of equipment from the bidder. The warranty contract shall be solely with the bidder and the bidder shall be responsible for ensuring all warranty work is satisfactorily completed on any component of the unit. All details of warranties shall be included with the bid.

State name, address and phone number of nearest authorized maintenance representative:

#### **DELIVERY**

Bids shall include all costs of delivery and Plant Pick up to the and by the City of Santa Fe, the specific location to be as designated by City staff. Unit shall be completely operational and ready for use.

Bidder SHALL INCLUDE descriptive material such as plans, drawings, photographs, diagrams, illustrations, written descriptions and manufacturer's literature with specifications with the bid. Additional information or details may be required after the bid opening. Bids may be disqualified if such information is not adequate to make a reasonably informed decision as to qualify, design, capabilities, etc.

	Year 1	Year 2	Year 3	Year 4
Price Per One Call Ticket	\$ 49.85	\$ 50.85	\$ 51.87	\$ 52.91
Price Per After Hour	\$127.12	\$129.66	\$132.25	\$134.90
Emergencies		<b>*</b> · <b>_</b> · <b>_</b> · · <b>_</b> · · · · · · · · · · · · · · · · · · ·	•••	• · • · • •
Standard Hour Emergencies	\$ 66.47	\$67.80	\$69.16	\$70.54
Project Per 1/4 Hour	\$ 16.62	\$16.95	\$17.29	\$17.64
Damage Investigation Flat Fee	\$ 199.40	\$203.39	\$207.46	\$211.61

Bidder SHALL INCLUDE descriptive material such as plans, drawings, photographs, diagrams, illustrations, written descriptions and manufacturer's literature with specifications with the bid. Additional information or details may be required after the bid opening. Bids may be disqualified if such information is not adequate to make a reasonably informed decision as to qualify, design, capabilities, etc.

The City reserves the right to alter quantities based on availability of budget. If this will alter the bid amount, the bidder must note the percent increase for lesser quantities.

#### BIDDER'S:

Olameter DPG, LLC

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 1150 Crews Road, Suite I, Matthews, NC 28105

 Address
 Address

 Authorized Signature

 Rachel Fuller

 Print Name

 Vice President, General Manager

 Position

 318-801-8013

 Phone Number

 April 30, 2020



DATE April 30, 2020

N.M. RESIDENT PREFERENCE NUMBER (if applicable):

COMPLETE ELECTRONIC COPY OF THE BID SUBMITTAL IS REQUIRED

#### CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to NMSA 1978, § 13-1-191.1 (2006), any person seeking to enter into a contract with any state agency or local public body for professional services, a design and build project delivery system, or the design and installation of measures the primary purpose of which is to conserve natural resources must file this form with that state agency or local public body. This form must be filed even if the contract qualifies as a small purchase or a sole source contract. The prospective contractor must disclose whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official of the state or a local public body during the two years prior to the date on which the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor, a family member or a representative of the prospective contractor to the public official exceeds two hundred and fifty dollars (\$250) over the two years period.

Furthermore, the state agency or local public body shall void an executed contract or cancel a solicitation or proposed award for a proposed contract if: 1) a prospective contractor, a family member of the prospective contractor, or a representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process or 2) a prospective contractor fails to submit a fully completed disclosure statement pursuant to the law.

THIS FORM MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

"Applicable public official" means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

"Campaign Contribution" means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official's behalf for the purpose of electing the official to either statewide or local office. "Campaign Contribution" includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

"Family member" means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.

"Pendency of the procurement process" means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

"Person" means any corporation, partnership, individual, joint venture, association or any other private legal entity.

"Prospective contractor" means a person who is subject to the competitive sealed proposal process set forth in the Procurement Code or is not required to submit a competitive sealed proposal because that person qualifies for a sole source or a small purchase contract.

"Representative of a prospective contractor" means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

DISCLOSURE OF CONTRIBUTIONS:

Contribution Made by:		
Relation to Prospective Contractor:		
Name of Applicable Public Official:		
Date Contribution(s) Made:		
Amount(s) of Contribution(s)		
Nature of Contribution(s)		
Purpose of Contribution(s)		
(Attach extra pages if necessary)		
Signature	Date	
Title (position)		

--OR—

**NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS** (\$250) WERE MADE to an applicable public official by me, a family member or representative.

Fuller Fachel

April 30, 2020 Date

Signature

Vice President, General Manager

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## **OVERVIEW AND EXPERIENCE**

Company Name:	Olameter DPG, LLC
Address:	1150 Crews Road, Suite I, Matthews, NC 28105
Website:	www.olameter.com
Contact:	Rachel Fuller will be Olameter's primary point of contact. Rachel has worked in the utility industry for over 25 years and is responsible for overseeing the City of Santa Fe's project service territory. Over the years Rachel has led the deployment of many locating service start-ups in new territories and leverages this experience along with proven best practices. Rachel works hard to build relationships with customers based on trust.
	Rachel Fuller, Vice President, General Manager
	Tel.: 318-801-8013 Fax: 704-846-9133 Email: rfuller@olameter.com Website: www.olameter.com

## **Company History**

Olameter Corporation is a leading provider of outsourced utility solutions with a staff of over 2,000 technical, administrative and field service professionals, serving more than 250 clients across North America.

Olameter's five product lines consists of a variety of complementary utility-focused services. We also offer customized turnkey solutions tailored to the needs of utilities of all sizes. Olameter's utility service offerings include:

- 1. Asset Management
  - asset maintenance
  - leak detection
  - pole audits (joint use and strength testing)
  - underground locating, damage investigations
- 2. Field Services
  - mass meter installations
  - meter reading
  - meter servicing, collection, disconnection and reconnections
- 3. IT / OT Services
  - data center operations (servers and adjunct devices, software applications
  - distributed energy resource management
  - communications network management (wired and wireless networks and adjunct devices)
  - spatial data infrastructure
  - workforce management

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- 4. Administrative Services
  - Billing solutions
  - Call center operations
  - Document fulfillment
- 5. Meter Data Management
  - Residential
  - C&I data, meter aggregation, web presentment

Olameter strives to deliver continuous service quality through rigorous adherence to ISO 9001:2015 standards and procedures.

For the purposes of this project, Olameter will draw from the extensive experience and expertise of our Damage Prevention Group (DPG) division.

Olameter DPG has provided damage prevention and asset management services to major utility companies and municipalities since 2005 (formerly UNIBAR DPG) and currently provides as underground locating services to 23 clients across the U.S. and Canada. Services include underground locating (electric, gas, water, sewer, telephone, cable, optical fiber), damage investigation, invoicing and collection, pole inspection and auditing, gas leak detection, radio frequency ("RF") leakage detection, marker placement, valve maintenance utilitv cleanout and rehabilitation, utility asset mapping, plan and profile, system route patrol.



Olameter operates a Smart Center in Golden, CO,

where our experienced Smart Center staff will screen, prioritize and dispatch a locator to visit the excavation site if necessary. After hours calls are transferred to our 24/7 answering service, who will notify the locator on call in appropriate service area.

Olameter supplies all paint, markers and flags used to mark utilities and, in an effort to utilize diverse firms, Olameter currently purchases all paint, flags and supplies from S.I.S. Paint, an MBE business certified in the State of Missouri.

Olameter's current list of U.S. damage prevention customers are provided below.

<b>Castle Rock, Town of</b>	Guadalupe Valley Telephone
Contract: Jan. 2019	Cooperative
Services: Underground Electric and Signal	Contract Acquired: 2006
Fiber Locating	Services: Telephone and CATV Locating
<b>CenterPoint Energy</b> Contract Acquired: 2009 Services: Natural Gas and Electric/Power Locating	Lafourche Parish Government Contract Acquired: 2010 Services: Streetlight Locating



<b>CenturyLink Communications</b> Contract Acquired: 2010 Services: Telecommunications Locating	New Orleans Expressway Contract Acquired: 2010 Services: Fiber-Optics Locating
Charlotte (City of) / Mecklenburg County Contract Acquired: 2013 Services: Water Leak Detection	<b>Pensacola, City of, FL</b> Contract Acquired: Feb. 2016 Services: Natural Gas Distribution System Locating
<b>Clearwater, City of, FL</b> Contract Acquired: April 2019 Services: Natural Gas Distribution Main and Service Line Locating Services	<b>St. Tammany Parish Public Schools</b> Contract Acquired: 2010 Services: Fiber-Optics Locating
CLECO Contract Acquired: 2010 Services: Electric/Power Locating	WE Energies Contract Acquired: Dec. 2009 Services: Natural Gas and Electric/Power Locating
East Baton Rouge Department of Public Works Contract Acquired: 2010 Services: Sewer (Forced Main and Storm) Locating	Windstream, CO, LA, NM Contract Acquired: Aug. 2014 Services: Utility Locating Services
Lafayette Utilities System Contract Acquired: 2007 Services: Sewer, Water, Fiber-Optics, and Streetlight Locating	<b>Xcel Energy, CO</b> Contract Acquired: Feb. 2018 Services: Natural Gas and Electric Underground Locating Services
Entergy Contract Acquired: 2007 Services: Electric/Power Locating, Streetlight Patrol and Mapping	Zachary Community Schools Contract Acquired: 2010 Services: Fiber-Optics Locating
Franciscan Missionaries of Our Lady Health System Contract Acquired: 2013 Services: Fiber-Optics Locating and Mapping	

## Proposed Project Team

Olameter will structure the project team such that contract management will be the responsibility of our on-site Manager, monitored by a Regional Manager reporting to the Vice President - General Manager, with other management staff available and aware of issues to ensure resolution and open lines of communications both internally and between Olameter and the City of Santa Fe. Olameter believes collaboration and communication are the keys to success so we will ensure the City of Santa Fe is informed every step of the way.

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**Rachel Fuller, Vice President, General Manager,** Rachel Fuller, is responsible for the City's service are and will leverage her more than 25 years of experience with past deployments to implement project start-up using proven best practices. Rachel is authorized to negotiate Contract terms and render binding decisions on Contract matters. She will oversee the contract and be available for any required consultations or issues.

**Justin McCloud, Regional Manager** will be assigned to this contract and will be responsible for all operations activities within the City's service area. Justin will maintain appropriate staffing levels and coordinate recruiting, hiring and training for this project. Justin will also maintain regular contact with the City and provide all appropriate documentation in a timely fashion.

**Tony Bencomo, Manager,** has been providing utility locate services throughout New Mexico since 1999 and has extensive knowledge of the NM utilities infrastructure. Tony began managing locating crews in 2004 and has supervised Olameter's contract with Windstream since 2014. Tony has extensive experience performing damage investigations and providing damage reports and before and after pictures to support claims recovery efforts with the at fault party liable for the damage.

Olameter's service model is built to afford well trained, competent resources and capable management, to ensure all underground facilities have been marked and a positive response has been provided meeting ticket response times as required by the Pipeline Safety Bureau and New Mexico 811. The initial staff compliment is based on historic volumes and will be monitored closely and modified as required.

In-Field Service Audits are performed at least twice per year per employee or if there is a reason for concern, if deficiencies are observed management will implement immediate appropriate corrective action.

## Damage Investigations

Anytime a damage occurs, Olameter will perform a proper investigation to determine not only the responsible party but also the root cause of the damage. The information gathered from damage investigations is shared with our entire locating team to educate and help preventing future damages.

When Olameter becomes aware of any damage to City of Santa Fe facilities, we will notify the City as soon as possible. A root cause damage investigation will be performed after any damage occurs where Olameter performed a locate. An electronic report and digital photographs (before and after) for all root cause damage investigation services will be provided to the City within seventy-two hours. The report and digital photographs will be of a quality and scope to assess the accuracy of the service performed and determine fault.

Olameter's investigator and report will be available for use in claims recovery efforts with at fault party liable for the damage. Olameter will be responsible for paying the City of Santa Fe's restoration costs where the investigation determines we are at fault.

# Safety Policy and Procedures

Olameter holds a stringent commitment to health and safety at all levels of the organization and is resolutely pursuing not only a path to a "zero incident" rate through improved lagging indicators (frequency and severity rates), but also implementing and managing a health and safety program (the leading indicators) that involves all stakeholders. Our program includes:

• A health and safety assessment system that conforms to OHSAS 18001:2007 international standards.

- A health and safety policy is in place, committing all employees to be responsible for health and safety.
- Active Joint Health and Safety Committees throughout our service territories, committing members to maintain and improve health and safety through strengthened worker / management relationships.
- In-Field Service Audits, performed at least twice per year prompting, if deficiencies are observed, immediate appropriate corrective action.
- Our early and safe return to work program to ensure prompt incident reporting and safe return to work.
- Extensive hazard identification training, assessment, reporting and control.
- Active health and safety programs such as the production of monthly health and safety bulletins and payroll inserts, keep employees aware of safe work practices.
- Emphasis is placed on proper use and care of Personal Protective Equipment. Olameter complies with federal, state, and local regulations for all PPE on the job.
- Annual hazardous materials, slips and falls, and dog training provided to all workers.

Each field representative is provided with a written safety program. Olameter provides information and training to its employees concerning workplace safety and health issues. This information and training are provided through regular internal communication channels such as Manager-Employee meetings, the reviewing of safety videos, memos, e-mails, Health and Safety Bulletins or other written communications, and on-site practice. Olameter's commitment to its employees' safety training is an on-going process.

### Damage Prevention Training

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All Olameter field service employees go through a rigorous screening process including the submission of a driver's abstract and a mandatory criminal background check. Employees that perform work for gas and pipeline companies are enrolled in the DOT drug testing program that is administered by a third party to ensure compliance with DOT regulations.

Olameter DPG's locator training program is National Utility Locating Contractors Association (NULCA) Accredited. Our training materials, processes, and programs have been independently audited by NULCA's partner NSF International Strategic Registrations (NSF-ISR), to verify the requirements set forth in the NULCA Competence Standard have been met or exceeded.

Olameter DPG's Field Service Representatives (FSRs) undergo comprehensive locator training as well as health and safety training prior to entering the field. Olameter DPG utilizes an electronic recruiting and training platform called Vidcruiter. This online training makes it easy to onboard new hires and train them with pre-made training videos and software tools. People learn in different ways and at different speeds and with Vidcruiter, new hires can learn at their own pace, making sure they know the materials completely. After completing each training module, FSRs are required to score 100% on a review quiz. Where 100% is not achieved, the FSR is required to review the module again until they score 100% on the quiz. Training information is tracked, and email reminders are issued to the FSRs and their Supervisors for annual refresher and updated training.

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Vidcruiter allows us to customize and update the training modules easily and provides real-time reporting so we know when our new employees have completed their training, how long it took, and what scores they achieved.

The table below outlines the key topics covered in Olameter DPG's standard FSR Training and Safety Program.

- Olameter / Olameter DPG policies and procedures
- Health and safety policy and procedures
- Slips, trips and fall hazards
- Animal / Canine behavior
- Identifying and reporting potential dangers
- OSHA Hazard Communication Standard (HCS) Training
- Recognizing and reacting to potentially hazardous situations
- Proper use and care of PPE
- Procedures to deal with potentially irate or dangerous customers
- Driving and Vehicle safety, policies and procedures
- Underground locating methodology, policies and procedures
- Proper use and care of any applicable locating and workforce management equipment
- Client / contract / project specific training (as required)

Upon completion of the training detailed above, FSRs move to the classroom for two weeks of locating training. Topics covered during this week of classroom training include the following.

- Damage Prevention Technician Training Program Overview
- Technician Job Duties
- Competencies Required for Success
- Key Indicators of Success
- Job Expectations and Performance Tips
- What Does "Efficiency" Mean for the Technician Job?
- What Does Good Customer Service Mean?
- Decision Making
- The 10 Deadly Sins Regarding Safety
- Personal Protective Equipment
- The Damage Prevention Triangle
- Locating Theory
- Forms of Locating
- Olameter DPG Locate Check List
- Process of a Locate Ticket
- The Five Stages of the Utility Locate Process
  - Stage 1: Evaluate the Job
  - Stage 2: Identify High-Profile Facilities
  - Stage 3: Prepare for the Locate
  - Stage 4: Perform the Locate

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- Stage 5: Verify and Document the Locate
- General Plant Basics
- General Print Reading
- CGA Best Practices for Locating and Marking
  - Electric
  - Gas
  - CATV
  - Telephone

Comprehensive customer service training is emphasized to ensure our FSRs are polite and professional and deliver a consistent message and high-quality customer service. Locators take a series of four aptitude tests throughout the training to ensure that they are comprehending the materials. At the end of the week, each FSR is required to pass a Field Certification test. If necessary FSRs will receive additional training until their test results exceed our pass point.

FSRs move to the field for a week of group locating, followed by four to six weeks riding with an experience locator until the FSR is competent to perform locates on their own. New locators are watched closely and audited for compliance with locating policies and procedures, and the highest possible level of safety in all operations.

Olameter strives to hire staff from the local service area of the utility they will serve. As employees of Olameter, they receive a full benefit package, paid vacation, Health and Safety training, damage prevention training, PPE, uniforms, picture ID, vehicles and any equipment that is required to fulfill the contract we have developed with our client.

# REFERENCES

Xcel Energy, CO				
Start Date:	Feb. 2018	End Date:	Jan. 2021	
Address:	414 Nicollet Mall, 8 <sup>th</sup> Floor Minneapolis, MN 55401			
Contact:	Esther Williams, Senior Operations Manager, Damage Prevention			
Tel.:	303-716-2037 Email: esther.j.williams@xcelenergy.com			
Description:	Olameter provides gas and/or electric underground facilities locating services in the Xcel Energy subsidiary, Public Service Company of Colorado (PSCo) service territory.			

City of Pensacola, FL				
Start Date:	Feb. 2016	End Date:	Jan. 2022	
Address:	222 W. Main Street, Pensacola, FL 32502			
Contact:	Carter Hall, Damage Prevention Manager			
Tel.:	850-324-0093	Email:	chall@cityofpensacola.com	
Description:	In 2016, Olameter was awarded a three-year contract to provide underground utilities locating services for Pensacola Energy's natural gas distribution system. Following the successful completion of that contract, an RFP was issued in Dec. 2018 and we were awarded the contact for another three-year term.			

Lafayette Utility Systems (LUS), LA			
Start Date:	Feb. 2013	End Date:	Sept. 2019
Address:	1314 Walker Road, Lafayette, LA 70506		
Contact:	James Martarona, Operations Supervisor		
Tel.:	337-291-8280 Email: jmartarona@lus.org		
Description:	In 2013, Olameter was awarded a contract to locate LUS's electric, water, wastewater and telecommunications underground facilities. This contract was renewed yearly and renegotiated in 2018.		