

REQUEST FOR PROPOSAL
Certified Water Operator
Mountain Club Domestic Water Improvement District
Prescott, AZ

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A. PROPOSAL SUMMARY

The District is seeking proposals from highly skilled, certified providers (Water Contractors, “Contractors”) to manage and maintain the District’s water delivery system. Candidates should have the qualifications and ability to manage the system according to applicable local, state, and federal statutes and regulations, and according to the operational needs of the District.

B. DISTRICT SUMMARY

The Mountain Club Domestic Water Improvement District (“District”) is a water district in Yavapai County, Arizona. Upon commencement of operations, it will provide water delivery (via existing lines, valves, and meters) to approximately 400 residential customers. It is a “consecutive system,” that is, City of Prescott water goes directly into the system through master meters managed by the City (no wells, storage tanks, pumps or other components).

This system is currently managed by the Mountain Club Community Association, with meter reading and billing performed by the City of Prescott. When the District is ready to begin operations, the system will be legally transferred from the Association to the District, which will take over all functions.

Over the past three (3) years, the Association (with Earth Resources Corporation as its contractor) has repaired 7-8 leaks per year, replaced faulty/old water meters, and started one very small improvement project. Once operational, the District will continue repairing leaks and will replace approximately 40 meters per year over the next few years. The District will also seek funding for major system upgrades and proceed with those when funding is available.

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Location: Yavapai County, AZ (in the greater Prescott area)
 Address of record: 910 W. Clubhouse Dr., Prescott, AZ 86303
 Mailing address: PO Box 3879, Prescott, AZ 86302
 Email address: info@mcdwid.org

C. SUBMITTING A PROPOSAL

Please review and address all of the requirements of this Request for Proposal (RFP).

IMPORTANT: This is one of three RFPs issued by the District at this time (Certified Water Operator, Utility Billing and Customer Service, and Utility Accounting Services). If you are qualified/interested in more than one of these RFPs, please respond to each separately.

Where to send: Please email (or mail) your proposal to the email/ mailing address above to arrive on or before the deadline. For questions, email the address above or call Chris Witham at 805-279-0860.

Deadline: May 1, 2026

D. ORGANIZATION BASICS

Please include the following information about your company:

Submittal date	
Name/title of person submitting proposal	
Company name	
Main address (headquarters)	
Local address, if different	
Certification status (including ADEQ certification number and classification)	
Contact name	
Contact phone number	
Contact email address	
Date company established	

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Organization Basics, <i>continued</i>	
In the last 5 years, has the company or its principal: <ul style="list-style-type: none">• Filed for bankruptcy?• Been In pending litigation?• Been convicted of a criminal offense? If Yes, please explain.	

E. EXPERIENCE

Please outline your water operations and system management experience in Arizona, particularly experience with special districts and consecutive systems. Provide at least three (3) references from Arizona public water systems of comparable size and complexity.

Review the following list of required duties (section F) to ensure that your proposal addresses them all; provide additional information as needed, particularly any exclusions or variations to the stated requirements. Also address pricing and insurance details (sections G and H) and provide any additional information as needed.

F. WATER DELIVERY SYSTEM MANAGEMENT REQUIREMENTS

The Water Contractor must hold current certification(s) required by ADEQ for the operator of a consecutive system that receives water directly from a municipality (City of Prescott). The Contractor must be able to manage the District’s water delivery system and provide the following services. This scope of services may be refined during contract negotiation.

Core requirements:

1. Provide water delivery-system management in compliance with all applicable federal, state, local, and agency laws, statutes, rules, regulations, and ordinances, including without limitation, those governing water quality (such as EPA, ADEQ), operations safety (such as OSHA), wages, hours, and employment (such as equal opportunity, discrimination, and immigration laws).
2. Monitor regulatory deadlines and provide advance written notice to the District of required filings, renewals, corrective actions, or potential compliance issues.
3. Inform the District immediately of any violation, notice of deficiency, or non-compliance event.
4. Water quality:
 - a. Verify the sampling required by ADEQ for a consecutive system.

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- b. Sample the water as required by law for such a system and analyze lab results.
 - c. Provide, or assist the District in developing, a plan for obtaining all needed samples, particularly tap samples from residents' homes.
 - d. Provide basic equipment and materials required for quality testing.
 - e. Arrange courier service for sample deliveries (District to pay courier and lab analysis costs).
 - f. Report water monitoring/quality results as required for consecutive systems to governmental agencies (such as ADEQ, ADWR, EPA) as required by law.
 - g. Communicate the results of each quality test and provide the report(s) to the District by email (or regular mail).
 - h. Should a water quality test indicate a need for action, work with the District to determine a solution.
 - i. Create an annual Consumer Confidence Report and submit it to the District 60 days prior to the distribution date required by law.
5. As needed for any system repair, perform routine Blue Stake requests. If issues arise regarding the accuracy of the District's water map or ability to trace lines, notify the District for approval to use a third-party locating company and assist District in correcting its water map.
6. Assist and advise the District regarding proper backflow prevention policies and procedures in accordance with regulatory agencies.
7. System maintenance and repair:
- a. See also: #3 (notifications), #5 (Blue Staking), and #19 (permitting).
 - b. Manage and maintain the water delivery system in accordance to SDWA regulations as they apply to consecutive systems. This includes water mainlines, valves, and meters in the system.
 - c. Perform and log routine equipment inspections as needed.
 - d. Perform and log all preventive maintenance on equipment per the manufacturer's recommendations.
 - e. Notify the District of all repair requests as received.
 - f. Repair, or coordinate with a licensed subcontractor to repair, any leaks identified in water line, up to and including the meter. Individuals/companies making repairs must be properly licensed by the Arizona Registrar of Contractors for the type of repair being made.

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- g. If a subcontractor is used, supervise the work and provide technical assistance as needed. Subcontractor charges will be processed through the District at cost.
 - h. Ensure worksites are correctly repaired and restored.
 - i. Maintain records of all repairs and maintenance, including leak location, date reported/fixed, company repairing leak, and any other pertinent information. Include photos of leak and repair, and the site before and after work is done.
8. Meter maintenance/repair:
- a. See also: #3 (notifications), #5 (Blue Staking), and #19 (permitting).
 - b. Repair or replace faulty meters or components when issues are reported or found. Meters/components should be the same type as the City of Prescott standard.
 - c. Replace older meters or meter components according to a schedule provided by District.
 - d. When repairing or replacing meters, ensure the meter box is clean of leaves and debris.
 - e. New service: Install water meter and backflow devices at new services within 7 days of request (Monday-Friday) by the District office.
 - f. Maintain records of all meter work.
 - g. Maintain an in-and-out inventory of meter repair/replacement parts and any other parts used in the system.
9. Improvement projects: Work in conjunction with the District's engineering company to ensure water quality is maintained and that water outages are minimized while improvements are made.
10. If any action (leak repair, meter work, or improvement) will require a service outage, inform the District at least one (1) day prior to service interruption so that residents can be notified. Include approximate start and end times for the outage and which residence/area of the District will be affected. In emergency situations, provide information as soon as possible.
11. Meter reading:
- a. Perform monthly meter reads per District policy and record data on District's meter list.
 - b. Submit meter read data to the District and billing service 24 hours after completion.
 - c. Perform meter re-reads, turn-ons, turn-offs and any other actions upon request.
 - d. Monitor master meter data vs. residential usage to identify potential problems with master meters and track potential issues within the delivery system. Report this data to the District quarterly or more often as needed or requested.

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12. Phone support:

- a. Provide customer service during normal business days/hours, such as 9 a.m. to 3 p.m. Monday – Friday, to take calls related to water system operation (leaks, meter requests, etc.).
- b. Emergency service: 24-hour, 365-day per year on-call for after hours or emergency calls.
- c. Maintain a log of all customer requests, complaints, and concerns, and communicate the information to the District.

13. Emergencies:

- a. For any emergency issue, be able to respond within approximately two (2) hours of the call (any day, any time).
- b. Inform the District of system emergencies and potential outages as soon as possible after emergency is identified.
- c. Provide a detailed emergency plan as required by law, particularly relating to a consecutive system.

14. Communicate operation/maintenance issues to the District and attend board meetings as requested or necessary.

15. Submit operations reports to the District by email no later than five (5) business days prior to each regularly scheduled Board meeting (schedule to be supplied by the District).

16. Assist with the annual budget preparation for operating expenses.

17. Perform ordinance reviews relating to consecutive systems.

18. Ensure security of District property, equipment, and inventory.

19. Obtain all necessary Yavapai County or City or Prescott permits for water system projects, such as water line extension permits, renewals and/or modifications.

20. Update and carefully preserve all documents including permits, operation manuals, logs, drawings, reports/filings and records.

G. PRICING ESTIMATE

Please provide all cost information, including:

1. Minimum contract period: Identify the term required for the contract.
2. Contract renewal: Specify the terms of contract renewal.
3. Disputes and Cancellation: The District will notify the Contractor, and ask them to notify the District, of any dispute, for possible resolution. If resolution is not possible, the District may terminate a contract as allowed under ARS 38-511.

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Please specify the terms that would cause the Contractor to cancel the contract. The District requires not less than thirty (30) days' written notice of the Contractor's intention to cancel.

4. **Assignment:** Contractor shall not assign this contract, or any part thereof, without the prior written consent of the District.
5. **Pricing assumptions:** Explain the conventions and rules that are the foundation of your estimate.
6. **Start-up fee:** Is there a one-time fee for initial activities such as, meeting with the District to review the system and establish basic procedures, setting up a meter-read route, etc.? If so, please explain what is covered and the charge.
7. **Base fees:** The basic fee that will cover the services listed in section F.
 - a. Annual fee: If your company charges an annual base fee, identify the billing periods, such as monthly, and the amount due per period.
 - b. Monthly fee: If your company charges a base monthly fee, identify this fee.
 - c. Explain any terms regarding changes to the base fee, such as an annual review, minimum inflation adjustment, etc.
8. **Additional costs:** List any exclusions or limitations to the services listed in section E, and the charges for providing these services, as well as any other routine services/fees that are not included in the base charge.
9. **Pass-through costs:** List the types of charges that will be reimbursed by the District, and clearly state whether such costs are billed at cost or subject to an administrative mark-up.
10. **Invoiced costs:** List the types of charges that will be invoiced directly to the District, such as subcontractor fees, and clearly state whether such costs are billed at cost or subject to an administrative mark-up.
11. **Other costs:** List any other costs that may be commonly charged in addition to the base fee.
12. **District approval:** Approval will not be required for routine expenses. Non-routine expenses exceeding \$1,000.00 (or other Board-approved threshold) shall require prior written approval from the District Chair, Treasurer, or Secretary.
13. **Schedule of fees:** Provide your standard fee schedule for services that may be charged separately. Also include your overtime policy – the hours/days considered outside of normal business hours, any premium or penalty rates (such as for holidays).

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H. INSURANCE AND LIABILITY

The Water Contractor shall function as an independent contractor with the following responsibilities and insurance policies:

1. **Independent Contractor Status:** The Contractor shall function as an independent contractor, assuming all responsibility for their own personnel, tax withholding, and worker's compensation.
2. **Indemnification:** The Contractor shall be a Certified Operator and as such, shall indemnify, defend, and hold harmless the District and its officers, agents, directors, officials, staff volunteers, or employees from all claims, damages, or losses, and expenses, resulting from the Contractor's acts, errors, omissions, mistakes, or malfeasance relating to the performance by the Contractor or any person or entity for whom the Contractor is legally liable, including non-certified personnel.
3. **Penalties and fines:** The Contractor will be responsible for any penalties, fines, or costs resulting from violations of environmental or other regulations caused by their operation.
4. **Minimum insurance coverage limits:** The Contractor shall maintain the following minimum insurance policies to protect against and from all loss by reason of injury to persons or damage to property based upon and arising out of the negligent performance by the Contractor, including Contractor's own workers, all third persons and property of the District and all third parties, including the operation of its subcontractors of any tier.
 - a. Commercial General Liability insurance with a general aggregate limit of \$2,000,000. Shall include bodily injury and property damage liability, Products and Completed Operations coverage with aggregate limit of \$1,000,000 and Personal and Advertising injury limit of \$1,000,000.
 - b. Professional Liability (Errors & Omissions) insurance with a limit of \$1,000,000 to cover claims arising from negligence, testing errors, or faulty professional advice that causes financial loss or illness.
 - c. Business Automobile Liability insurance with a minimum single limit of \$1,000,000 for bodily injury and property damage with respect to Contractor vehicles whether owned, hired or non-owned, assigned to or used in the performance of the work.
 - d. Commercial crime and cybercrime insurance
 - e. Workers Compensation: Contractor shall comply with all applicable Workers compensation and Employer's Liability Acts in Arizona.

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I. CONTRACT TERM AND DISTRICT RESERVATIONS

- **Term:** Anticipated initial term: twelve (12) months, with options for renewal subject to Board approval.
- **Commencement of Services:** Services shall commence only upon written notice from the District.
- **Records Ownership:** All customer account data, billing records, reports, and related documentation prepared or maintained under the contract are the property of the District and shall be made available to the District at all times. Upon termination, all such records shall be delivered promptly in a usable format.
- **Termination:** The final contract is expected to include provisions for termination for convenience and termination for cause. Proposers should specify requested notice periods.
- **District Rights and Reservations:** The District reserves the right to:
 - o Reject any or all proposals;
 - o Waive informalities or minor irregularities;
 - o Request clarifications or additional information;
 - o Conduct interviews and request best and final offers;
 - o Negotiate scope and fees with the selected proposer;
 - o Modify the RFP schedule; and
 - o Select the proposal deemed to be in the best interest of the District.