REQUEST FOR PROPOSALS

FOR

GRAPHIC DESIGN AND PRINTING SERVICES
(RFP 17/18-12)

Date of Issuance:	October 10, 2017
Pre-Proposal Meeting, if applicable:	October 17, 2017 at 10:30 a.m.
Questions & Requests for Clarifications Due no later than:	October 24, 2017 by 4:00 p.m.
Answers & Clarifications Provided no later than:	October 31, 2017
Proposal Due:	November 9, 2017 by 2:00 p.m.

Submit Proposals to:
Jillian Ragia, Buyer II
Procurement & Contracts Division
Alameda County Water District
43885 South Grimmer Boulevard
Fremont, CA 94538
Tel.: (510) 668-4292

Please go to acwd.org to register in the District's vendor data base if you have not already done so. Future solicitation announcements will be sent via email to those vendors who have registered.

Vendor: Affix this label to your sealed envelope to identify it as a SEALED PROPOSAL. Be sure to include the name and location of the company submitting the proposal where requested on the label.

SEALED PROPOSAL – DO NOT OPEN

Solicitation No.: **RFP 17/18-12**

Title: **GRAPHIC DESIGN AND PRINTING SERVICES**

Due Date/Time: **NOVEMBER 9, 2017 @ 2:00 PM**

Submitted By: _____

(Company Name)

_____

(City/State)

DELIVER TO: **Jillian Ragia, Buyer II**
Procurement & Contracts Division
Alameda County Water District
43885 South Grimmer Boulevard
Fremont, CA 94538

PROCUREMENT AND CONTRACTS DIVISION

REQUEST FOR PROPOSALS

PART I

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1. INVITATION

The Alameda County Water District (District) invites qualified firms to submit proposals to provide graphic design and printing services (Services). The goal of the District is to select one or more Proposer(s) who can assist us with providing consistent appearance and quality for all communication materials in a timely manner. This Request for Proposal (RFP) has been divided into two (2) Task Groups, including:

A. Printing Services (e.g. letterhead, envelopes, forms)

B. Graphic Design Services (e.g. bills inserts, newsletters, reports, postcards)

Some of the required Services are routine, used in the normal course of District operations, and some are to be produced on a periodic or as-needed basis. Firms may propose to provide one or more of these Service Groups. Each Task Group will be evaluated and awarded individually. It is anticipated that at least one firm will be selected for each Task Group. However, the same firm may be selected to provide more than one service group under the same agreement. This request does not include providing mailing services.

2. PERIOD OF PERFORMANCE

It is the intent of the District to award one or more Service Agreements to the highest ranked Proposer(s), in accordance with the evaluation criteria set forth herein. The performance period will commence upon issuance of a Notice to Proceed anticipated to start in January 2018. The base term of the Agreement shall be for one (1) year with four (4) one-year options to renew, at the District's sole discretion, under the same terms and conditions. The District annually spends between the range of $20,000 and $25,000 for graphic design services and $10,000 to $15,000 for printing services described in this solicitation.

3. BACKGROUND

The District is a California Special District located in the San Francisco Bay Area. The District supplies water to the cities of Fremont, Newark, and Union City in southern Alameda County. The first water district formed in California under the County Water District Act of 1913, the District today has a staff of approximately 230 employees and supplies drinking water to more than 351,000 people. The District covers approximately 100 square miles and provides water service through over 83,000 connections. With diverse water sources that include the State Water Project, water imported from the City and County of San Francisco Water Department, and local groundwater, the District has consistently been able to accomplish its mission of providing a reliable supply of high quality water at a reasonable price to its customers.

4. DEFINITIONS

Whenever the following words occur in this RFP, they shall have the following meanings:

A. COMPETITIVE SEALED PROPOSALS is a transparent procurement method in which Proposals from competing contractors, suppliers, or vendors are invited by openly advertising the scope, specifications, and terms and conditions of the proposed Agreement. Award is typically made to the most qualified Proposer or Proposers whose Proposal(s) provides the best value to the District.

B. CONTRACT ADMINISTRATOR shall mean the District's Contract Administrator who will be identified after Solicitation award. Any reference to the Contract Administrator in the Agreement shall mean the Contract Administrator or designated representative. The Agreement will be performed under the direction, inspection and supervision of the Contract Administrator.

C. CONTRACTOR or CONSULTANT means any person or firm having a Contract with the District.

D. DISTRICT or ACWD shall mean the Alameda County Water District.

E. PROPOSER means a corporate entity or individual who responds to this Request for Proposals.

F. REQUEST FOR PROPOSALS or RFP means all documents, whether attached or incorporated by reference, utilized for soliciting Proposals. Also referred to as "Solicitation."

G. SERVICES shall mean the requested services, goods, supplies or equipment.

5. SOLICITATION PROCESS AND PROPOSAL EVALUATION

A. Solicitation Timeline

The District intends to adhere to the following timeline which is subject to change at the discretion of the District:

Activity	**Date**
RFP Issued	October 10, 2017
Pre-Proposal Meeting	October 17, 2017 at 10:30 a.m.
Questions / Requests for Clarifications due	October 24, 2017 by 4:00 p.m.
District's Responses to Questions	October 31, 2017
Proposal Due Date	November 9, 2017 by 2:00 p.m.
Interviews (tentative)	week of November 27, 2017
Anticipated Board Approval	January 11, 2018

B. Proposer's Minimum Qualifications and Experience

1) Qualifications and Experience of Firm

In order to be considered for award, each Proposer must meet the following requirements:

Requirements Specific to Graphic Design Services

- At least three (3) years' (preferably public sector)experience providing the proposed services in this RFP;
- Demonstrate the ability to work effectively, often under tight deadlines, with all staff levels.
- Demonstrate a solid understanding of the scope and nature of the work, as well as outstanding technical expertise and excellence in customer service;

Requirements Specific to Printing Services

- At least three (3) years' (preferably public sector)experience providing the proposed services in this RFP;
- Adequate personnel, such as project manager(s) and creative staff, who can service this contract.
- Demonstrate experience with a variety of printing processes and techniques.
- Experience with a wide variety of print stock and production.
- Ability to provide reliable pickup or delivery services within two (2) business days of completion.
- Proposer mistakes at no cost to the District.

In addition to the minimum requirements described above, Proposer shall provide information about its company so the District can evaluate the firm's ability to provide the services set forth in response to this RFP. The District, at its discretion, may require a Proposer to provide additional information and/or clarify requested information.

2) Qualifications and Experience of Account Representatives

Account Representatives shall have provided similar services as those sought herein. Each Proposer shall submit a list of account representatives who will be assigned to the District's account including resumes/bios, experience working with other clients, professional affiliations, licensures, and certifications. This information shall indicate sufficient evidence satisfactory to the District that the proposed staff have the qualifications and experience necessary to successfully complete the Scope of Services.

3) Subcontractor

A Proposer intending to use any subcontractors must identify them on the Subcontractors form in Appendix A and include it with its proposal. Work that subcontractors will perform, if any, should be indicated on a task basis. Use of any and all subcontractors must be approved in writing by the District's authorized representative.

6. EXAMINATION OF RFP DOCUMENTS

A. The selected Proposer will be required to execute an Agreement for Services, refer to sample located in Appendix B, with the District, describing the Scope of Services to be performed, compensation and other pertinent provisions.

B. Before submitting its Proposal, each Proposer must (a) examine the RFP documents thoroughly and (b) familiarize itself with any applicable Federal, State and local laws, ordinances, rules and regulations, and standards affecting provision of the Services.

7. PRE-PROPOSAL MEETING

Proposers are invited to attend a Pre-Proposal meeting at the District's Headquarters (43885 South Grimmer Boulevard, Fremont, CA 94538) on **October 17, 2017 at 10:30 a.m.** Attendance is not mandatory, but strongly recommended. Proposers may also have the option of attending the meeting remotely, via WebEx. Instructions to attend the meeting electronically will be provided in response to a written request to jillian.ragia@acwd.com.

The meeting shall consist of a review of the solicitation process, requested services and required proposal submittals. Information given at the meeting by the District will be furnished to all prospective Proposers on the District's website with the responses to questions and requests for clarification referenced in Section 9. The meeting is anticipated to take up to one (1) hour. If attending ***please RSVP, no later than October 16, 2017 by 5:00 p.m.,*** by emailing Jillian Ragia, at jillian.ragia@acwd.com.

8. QUESTIONS AND REQUESTS FOR CLARIFICATIONS

Prospective Proposers must carefully examine the Solicitation documents, including terms and conditions of the Agreement. In the event of doubt of anything contained in the Solicitation, all questions or requests for clarification about the meaning or intent, discrepancies or omissions of the RFP documents may be submitted to **Jillian Ragia, Buyer II,** Procurement & Contracts Division, Alameda County Water District, 43885 South Grimmer Blvd., Fremont, CA 94538 via mail or email jillian.ragia@acwd.com until **October 24, 2017 by 4:00 p.m.** Responses to questions and requests for clarification will be posted to the District's website, http://acwd.org/Bids.aspx?CatID=18 no later than **October 31, 2017**. Only questions answered by formal written addenda will be binding.

Oral and other interpretations or clarifications will be without legal effect. Any information given to a prospective Proposer by the District will be furnished to all prospective Proposers, if that information is necessary in submitting Proposals, or if the lack of such information would be prejudicial to other prospective Proposers.

9. ACKNOWLEDGEMENT OF ADDENDUM / ADDENDA TO THE SOLICITATION

Each Proposer shall acknowledge receipt of any addendum / addenda to this Solicitation. Proposers are required to submit the signature page of each addendum, if any, with their Proposal.

10. BASIS OF AWARD

It is the intent of the District to award an Agreement for Services (Contract) to the highest ranked Proposer(s), in accordance with the evaluation criteria set forth herein. Contract award, if any, shall be made to the highest ranked Proposer(s), as determined by the Technical Evaluation Team, based on the factors described below in Part I, Section 12.D "Evaluation Criteria". The District reserves the right to award the Service(s) listed on this solicitation "individually", by "task group", "all or none", or by any other method as deemed in the best interest of the District.

In the event a mutually satisfactory Contract cannot be negotiated with the highest ranked Proposer, negotiations may be terminated by the District and commenced with the next highest ranked Proposer.

11. JOB ORDERS/QUOTES

During the term of the Agreement, each graphic design service, ad-hoc printing service or updates outside of the existing scope of services for printing services shall be completed pursuant to this RFP and assigned by written Job Order by the District to the Contractor. The issuance of Job Orders is ongoing and multiple Job Orders may be assigned. The District will only issue Job Orders in writing via email to the Contractor.

After a task to be performed under this contract is identified by the District, the District will email the Job Order to the Contractor for review. Contractor must respond within five (5) calendar days along with a written Quote of the hours required and corresponding cost for each task. Costs for each service shall be based on the following:

- For graphic design services, costs shall be based on the fixed hourly rates established in the Cost Proposal (Appendix A, Form 16), as accepted by the District.
- For ad-hoc printing services or updates outside of the existing scope of services, costs may be Quoted and based on time and materials for each printing service, as accepted by the District.

All stock image purchases shall be included as a separate line item in Quote with the ability for unlimited reuse by the District e.g. Royalty-Free. The Quote shall include all labor, materials, taxes, profit, overhead, insurance, travel, subcontractor costs, and all other costs and expenses incurred by the Contractor.

After agreement has been reached on the negotiable items and total cost, the finalized Quote will be acknowledged in writing, via email, by both the District and the Contractor. The District must approve each Quote in writing before the Contractor initiates work on the Job Order. Deliverables must be accepted by a District representative before payment for such work is approved.

12. EVALUATION OF PROPOSALS

Proposals will be screened to ensure responsiveness to the requirements of the RFP. The District may reject any proposal as non-responsive that does not provide evidence of the required minimum experience and qualifications or include the documents requested herein and referenced in Part III, Section 3, “Submittal Check List”. The District reserves the right to request additional information and clarifications during the evaluation and selection process from any or all Proposers regarding their proposals.

A. Technical Evaluation Team

A Technical Evaluation Team (TET), which is composed of District staff, or other qualified persons, will review and screen the proposals submitted according to the weighted criteria and process indicated below. While price is one basic determinant for award, it is not the sole consideration. Additional general factors that will be considered are the proposing firm’s understanding of the District’s requirements as specified in this RFP, and the qualifications, experience, and organization of the firm and its personnel. The TET's composite scores for all steps of the evaluation process will comprise of the official record for the proposal evaluation process; individual evaluation records will not be available for public inspection at any point during or after the evaluation process.

B. Interviews and Presentations

1) Following the initial review and evaluation of proposals, some Proposers may be invited to participate in the next step of the proposal selection process. This may include the submission of additional information, as described below, and/or participation in an oral interview. If the District conducts interviews, they will do so only with those Proposers initially found to be within the "competitive range". If a further step of the evaluation is required, in the form on an oral interview, the same weighted evaluation criteria used to evaluate the written responses shall be used.

   The final single score on each Proposer in the "competitive range" will be comprised of all aspects of the response review, both written and oral. Interviews, if held, are tentatively scheduled for the week of **November 27, 2017** and will be held at the District's Headquarters, located at 43885 South Grimmer Blvd., Fremont, CA 94538. This date is subject to change. <u>For printing service Proposers, the District reserves the right to request a tour of the Proposers' facility.</u>

2) The District reserves the right to further reduce the "competitive range" at any time during this step of the evaluation and selection process and the District may hold simultaneous discussions with those Proposers that remain in the "competitive range". Proposers who are no longer in the "competitive range" will be notified as soon as it is practicable and will thereafter not continue in the selection and evaluation process.

C. References

Proposers are required to submit references of three (3) current clients (preferably public sector clients) for similar services during a consecutive three (3) year period. For graphic design services' references, water utility experience is preferred. For each client submitted as a reference, Proposers shall supply a brief description of the services provided, the timeframe services were provided and client contact information. All references will be contacted by a District Designee via e-mail or telephone call to obtain answers to questions, as applicable, before an evaluation decision is made. The District may request contact information for any of the client references provided.

D. Evaluation Criteria

The maximum possible total combined score for a proposal is 100 points.

Evaluation Criteria		**Maximum Points Available per Task Group**	
		A. Printing Services	**B. Graphic Design**
Approach to Scope of Services	The Proposer's overall methodology to successfully provide the Services will be assessed for its feasibility, responsiveness to the Scope of Services, effectiveness and thoroughness. Proposals will be evaluated on, but not limited to: a) Services approach and demonstrated understanding of the requirements. a) Turn-around times are prompt and acceptable to the District. b) The firm demonstrates a high level of customer service and project deadlines are consistently met. c) Samples provided are of high-quality and show experience in producing materials like those needed by the District.	**0-35**	**0-40**
Qualifications and Experience of Firm & Account Representatives	The capabilities of each Proposer will be assessed on: a) Firm and account representative's qualifications and experience in providing the specified services for similar operations and/or entities. b) The firm's staffing levels and organizational structure ensure that District projects would receive satisfactory attention.	**0-35**	**0-40**
Cost Proposal	This portion of the proposal will be evaluated on, but not limited to: a) Reasonableness of the proposed costs in accordance with what is considered to be standard and customary for the services in the Bay Area. b) Basis on which prices are quoted.	**0-30**	**0-20**

E. District's Rights

1) The District reserves the right to cancel this Solicitation in whole or in part, at its sole discretion, at any time before the Agreement is fully executed. This RFP does not commit the District to award an Agreement, to pay any costs incurred by Proposers in the preparation of their proposals submitted in response to this RFP, or to procure or contract for services.

The District reserves the right to modify or cancel in whole or in part this RFP, to reject any and all proposals, to accept the proposal it considers most favorable to the District's interest at its sole discretion, and to waive irregularities or informalities in any proposal or in the proposal procedures. The District further reserves the right to reject all proposals and seek new proposals when the District considers such a procedure to be in its best interest. If there is any evidence indicating that two or more Proposers are in collusion to restrict competition or are otherwise engaged in anti-competitive practices, the proposals of all such Proposers shall be rejected, and such evidence may be a cause for disqualification of the participants in any future solicitations issued by the District.

2) The District reserves the right to hold discussions and/or negotiations with any individual or qualified firm, to interview or not, to request additional information or revised proposals or to request best and final offers (BAFO) if it is in the best interest of the District to do so. However, the District may make an award without conducting any interviews or negotiations; therefore, Proposers are encouraged to submit their best proposal at the outset.

13. SUBMISSION OF PROPOSALS

The Proposer shall assume full responsibility for timely delivery at the location designated for receipt of Proposals. If the Proposal is submitted by mail, **affix the provided label to your sealed envelope**, as provided on Pg. 2 of this RFP, and include the Company name and City/State. Mailed Proposals and Proposals delivered by commercial carriers or messenger services shall be received by the District's Procurement & Contracts Division where upon delivery each Proposal shall be stamped with the time and date received; but shall not be opened. The only acceptable evidence to establish the time of receipt is the time/date stamp on the envelope or other documentary evidence of receipt maintained by the Procurement & Contracts Division. Any Proposal received after the deadline for receipt will not be considered for award and will be returned to the Proposer unopened. However, an exception may be made when a late Proposal would have been timely but for the action or inaction of District personnel.

14. PERIOD FOR ACCEPTANCE OF PROPOSALS

A. In order to allow for adequate evaluation, the District requires a response to this Solicitation to be valid and irrevocable for 120 calendar days after submittal date and time.

B. No Proposer may withdraw a Proposal within 120 days after the Proposal Due Date. Mistake on the part of the Proposer in preparing the Proposal confers no right for the withdrawal of the Proposal after it has been opened. Should there be valid reasons why the Agreement cannot be awarded within the specific period; the time may be extended by mutual agreement between the District and the Proposer.

15. MODIFICATION, WITHDRAWAL, MISTAKES, AND MINOR INFORMALITIES

A. Modification or Withdrawal

Proposals may be modified or withdrawn prior to the established due date via email or mail request. Please refer to Section 8, "Questions and Requests for Clarifications" for contact information.

B. Mistakes in Proposals (Discovered Before Due Date)

A Proposer may correct mistakes in a Proposal prior to the time and date set for due date by submitting a replacement Proposal clearly indicating it supersedes the original submittal.

16. EX-PARTE COMMUNICATIONS

There shall be no communication with any officer, director, employee, or agent of the District, except as may be reasonably necessary to carry out the procedures specified in this RFP. Proposers and Proposers' representatives may not communicate with the District's Board members except in writing and if the communication is made public. Proposers and Proposers' representatives must communicate in the manner set forth in this RFP. Nothing herein prohibits Proposers and their representatives from making oral statements or presentations in public to one or more representatives of the District during a public meeting.

17. CONFIDENTIALITY

A. All responses to this RFP become property of the District and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act (Cal. Govt. Code Sections 6250 et seq). Therefore, unless the information is exempt from disclosure by law, the content of any proposal, request for explanation, exception, or substitution, response to these specifications, protest, or any other written communication between the District and any Proposer regarding the procurement, shall be available to the public.

B. If Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that the District withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. By submitting a proposal with portions marked "confidential," a Proposer represents it has determined such portions qualify for exemption from disclosure under the California Public Records Act. A Proposer may not designate its entire Proposal as confidential nor may a Proposer designate its Cost Proposal as confidential. The District will not honor such designations and will disclose submittals so designated to the public.

C. If Proposer requests that the District withhold from disclosure information identified as confidential, and the District complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless the District from and against all damages (including but not limited to attorneys' fees that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against the District or its directors, officers, employees, or agents concerning the withholding from disclosure of Proposer information.

D. If Proposer does not request that the District withhold from disclosure information identified as confidential, the District shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to the District.

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

PART II

SCOPE OF SERVICES

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1. PURPOSE

The Alameda County Water District (District) is seeking qualified firms to submit proposals to provide graphic design and printing services (Services), for various departments throughout the District. Graphic design services are responsible for creating a positive and professional image for District materials including the creation of publicity materials for special events, informational handouts in addition to maintaining and updating internal paper materials for the day to day administrative needs of the District. Printing services shall be used in a wide range of uses throughout the year. Both services help to reinforce the District's message and ensure that a professional image is reflected in all forms of correspondence.

Although there is no guarantee of the number of Services the District will purchase during the term of the contract, the specifications are based upon orders made during the last two (2) years. Orders shall be placed when needed. The District's goal is to select one or more providers for each Task Group who can assist us with providing consistent appearance and quality for all materials in a timely manner as-needed, while coordinating these efforts under the guidance of District staff.

2. SCOPE OF SERVICES

This Request for Proposal (RFP) has been divided into two (2) Task Groups. Under the guidance and in collaboration with District staff, the provider(s) will provide professional printing or graphic design services that include proofing, corrections and conformation to agency standards and guidelines. A sample list of anticipated materials required by task group is referenced in Appendix D, 'Product Samples'.

Consultants may propose to provide one or more of these Task Groups:

A. Printing Services

The Printing Program includes various printed materials which may be produced on a periodic or as-needed basis. The District does not does maintain an in-house printing facility and it is expected that Proposers will offer services based on providing services at their own facility.

Services shall include the following:

- Business Cards
- Letterhead
- Envelopes
- Door Hangers
- Forms

1) Pickup/Delivery Services

Supplier shall offer pickup or delivery service to end users, including overnight delivery of all proofs and finished products, within two (2) business days of completion, requiring it for free or for a fixed delivery fee.

2) Mistakes and Corrections

The Proposer shall have a "last chance" opportunity to ensure materials are consistent and correct therefore the printer used must have graphic design capabilities to correct or enhance materials before printing. Should Proposer make a mistake, it will be at no cost to the District.

3) Cost Increase

The District understands that the paper market could be volatile. A reasonable increase in paper costs could be taken into consideration if brought to the District's attention, in writing, and if the increase can be shown to be industry wide. Any adjustments for uncontrollable increases in cost during the term of the contract would be made at the sole discretion of the District and must be supported by letters from the paper manufacturers.

4) Modifications/Changes

If the District chooses to modify the layout or design of a specific print job or list of jobs provided in Appendix A, then the price for the job(s) shall be renegotiated between the District and the Contractor. If additional copies are needed, the Contractor shall be required to provide at least the same minimum per unit cost (1 Box) for additional copies provided the District notifies the Contractor of the quantity change prior to initial printing. The Contractor shall allow the District to reduce the quantity by 5% and still maintain the same per unit cost. The Systems shall pay for no more than 2% overage on any printing job. The Systems reserves the right to modify or to not print any of the items listed in Attachment A.

5) Service Standards

Standard turn-around time is dependent on the size and scope of each particular request with a mutually agreed upon delivery date provided for each project, (1) business day or less for simple revisions, with options for four (4) hour, and expedited services when required.

All work developed by the Proposer must be approved by the District before printing. The design colors that are originally approved must be representative of what the artwork displays.

6) Customer Service

The successful Proposer is required to provide the District with the highest degree of customer service. This will include, but not be limited to, communication directly with representatives for each publication at the District's request and providing full color proofs prior to job completion.

B. Graphic Design

The successful Proposer will be responsible for a range of original graphic design layouts and creative design services. Some examples of projects that the District's current Graphic Designers produce, maintain, update or revise on an ongoing basis include, but are not limited to, the following:

- Water Quality Report (annual)
- The ACWD Aqueduct Newsletter (3 times/year)
- Brochures, Booklets, Programs and Flyers (annual)
- Various Post Cards (annual)

1) Electronic Submission of Jobs

The designs must be submitted electronically. The District primarily utilizes Windows based programs and would like the successful Proposer to be able to receive, edit and enhance graphic design requests from District employees. Proposer is required to own and use up to date graphic design software.

2) Service Standards

Standard turn-around time is dependent on the size and scope of each particular request with a mutually agreed upon delivery date provided for each project, one (1) business day or less for simple revisions, with options for four (4) hour, and while-you-wait expedited services when required.

The successful Proposer will be required to comply with the District representative on production schedules for the development, design, printing specifications of publications, and all projects as required within. All projects are subject to the final approval of the District staff member designated to that particular project. The successful Proposer will provide the District staff member with PDF files of each project upon completion.

3) Ownership of Designs

The District has final print ready examples of past work however the District's goal is to have a library of viable images available for design. Therefore, upon completion of each job the awarded Proposer shall submit, via email, the final work and any royalty-free stock image, at no cost to the District.

In addition, the District shall own all designs, photographs and any other product which is part of the design, artwork, electronic or otherwise, produced by the graphic design firms. If purchasing stock graphics/photos, awarded Proposer must pass on the purchasing rights, without additional cost, to the District for reuse. All District documents stored at or reproduced by the awarded Proposer shall remain the property of the District, and shall be returned to the District with each job's invoice or upon conclusion of the contract term.

3. AD-HOC PRINTING SERVICES

The District may need to adjust the work or deliverable to accommodate an unanticipated need or requirement. Although the scope and objectives of each task remains valid, there may be unavoidable requirements to adjust the work or deliverables to accommodate a need not originally defined.

If additional requirements are made by the District for ad-hoc printing services or for updates outside of the existing scope of services, Quotes, as accepted by the District, shall be used for pricing the cost of additional services.

4. CONTRACTOR RESPONSIBILITIES

A. Damages / Responsibility for Work

The Contractor shall ensure that materials will be delivered in undamaged condition to District locations. In the event damage occurs, the materials shall be immediately returned to the Contractor at no cost to the District.

5. DISTRICT RESPONSIBILITIES

The District shall be responsible for the following:

A. Incoming Quality Inspection

A District approved official will inspect all printed products upon delivery. After delivery, the District will notify awarded Proposer within three (3) business days if corrections are needed. Awarded Proposer's errors will be corrected at the firm's expense. If delivery is by an outside delivery service, it will be at the firm's expense to retrieve items that are incorrect and coordinate delivery of corrected product(s).

C. Service Performance

The District representative shall immediately notify the Contractor of any service deficiencies including, but not limited to:

- Failure to perform services within agreed upon time frame.
- Materials delivered in damaged condition.
- Color misalignment.

6. POST AWARD

Account Manager and Escalation Matrix

Contractor shall assign an Account Manager to the District's account who is able to maintain open and timely communication with District staff at all times and who can be reached during normal business hours. The Account Manager will be solely responsible and accountable for the quality of work. The Account Manager must be directly reachable by telephone or email. The escalation matrix shall be used in the event the Account Manager is not available. If changes are made, a revised matrix must be submitted to the District's Contract Administrator with the most current contact information.

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

PART III

PROPOSAL CONTENT AND SUBMITTAL

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1. PROPOSAL CONTENT

The intent of this RFP is to encourage responses that clearly communicate the Proposer's understanding of the requirements of this RFP and the Agreement for Services and its implementation. Submission of a proposal indicates acceptance by a firm of the conditions contained in this RFP, unless otherwise indicated in the proposal.

In order to facilitate the Proposer's preparation of its proposal and the District's review of the same; complete proposals shall be limited to twenty (20) pages, not including the Letter of Introduction, samples, table of contents, single page resumes of personnel selected for the project, certifications and other required forms (Appendix A). Proposals should be prepared on recycled content paper, where possible. Proposers are required, if able, to submit double-sided proposals. Proposals should provide the requested information in a concise, well-organized manner and should follow the format outlined below.

A. Letter of Introduction

A signed Letter of Introduction, on company letterhead, introducing the firm and summarizing the firm's qualifications. It should clearly state the firm's understanding of the requirements under this RFP and highlight any unique qualifications.

B. Table of Contents

Include a Table of Contents displaying the organization of the proposal being submitted.

C. Proposer's Minimum Qualifications and Experience

The following information should be included in the proposal:

1) Qualifications and Experience of Firm

Describe the firm, its size and organization, the number and location of offices, and general operational structure, as well as its management and technical personnel. Identify services the firm has provided to other entities. Describe those aspects of the firm that pertain to the ability to provide superior service for the scope of services described under this RFP. Evidence of certification and licenses, if applicable, must be submitted.

Additionally, provide contact information for up to a maximum of three (3) client references for which the Proposer has provided similar services for similar operations and/or entities within the past three (3) years. For each client submitted as a reference, Proposer shall supply a brief description of the work performed, including names of contact persons, addresses, telephone numbers and email addresses. The references should be no longer than one (1) page each and will not count towards the twenty (20) page limit.

Provide evidence that the firm meets minimum requirements set forth in Part I, Section 5.B.

2) Qualifications and Experience of Account Representatives

Provide the names of individuals who would be directly engaged in the performance of the scope of services. Identify the Account Representatives and outline the Proposer team's capacity to successfully perform the desired services. The Proposer's individuals who will be assigned to perform services will be an important factor considered by the Evaluation Committee. For each of these individuals, please submit:

a) The number of years of experience providing the desired services.

b) A summary of their experience providing similar services.

c) Provide resumes for proposed Account Representatives. Resumes shall not count towards the twenty (20) page proposal.

D. Approach to Scope of Services

The proposal should set forth a comprehensive description of the approach to providing the Services required in Part II, Section 2 "Scope of Services" and should clearly demonstrate an understanding of the District's requirements.

Provide a detailed work plan and preliminary schedule identifying the major tasks and activities to be performed, personnel to be assigned and brief information on the Proposer's equipment and facilities.

E. Samples

The proposal should include samples of similar jobs related to the requested Scope of Services in this RFP.

F. Cost Proposal

For printing services, Proposers must submit cost proposals for the complete scope of work necessary to accomplish the stated scope of services, as set forth in Appendix A, Forms 6-15, "Forms". The fully loaded prices should include, by task, all possible costs (direct and indirect), any required materials, forms, catalogs, plates, negatives, packaging, software, sub-contractors used, consumables expended, overhead and any other related cost not specifically mentioned herein. For ad-hoc printing services, or services outside of the existing scope of services, Proposers must provide a Quote based on time and materials, set forth in Appendix A, Form 5. Proposer must clearly state the rates and description for each service.

For graphic design services, Proposers must provide firm fixed hourly rates, as set forth in Appendix A, Form 16, "Forms". The hourly rates shall be firm for the base term of the contract effective January 2018 – December 31, 2019. Proposer must clearly state the hourly rates and title for each individual. The hourly rates will apply to all graphic design service needs. For all graphic design services and ad-hoc printing services, a Job Order/Quote shall be assigned by written Quote, in accordance with Part I, Section 11, "Job Orders/Quotes".

The District reserves the right to add or remove services over the contract term, in accordance with Part II, Section 4, "Ad-Hoc Printing Services".

G. Exceptions to RFP Documents

Submittal of a proposal shall be deemed as acceptance of all the terms set forth in this RFP and the Services Agreement; unless the Proposer includes with its proposal, in writing, any exceptions or modifications. Such exceptions and modifications shall be set forth in the Exceptions to Solicitation Documents form located in Appendix A. The District will not consider any exceptions received after the proposal due date.

H. All Required Forms

Submit all the required forms provided in this solicitation, as set forth in Appendix A "Forms", and all required submittals set forth in Part III, Section 3, Submittal Checklist.

2. PROPOSAL SUBMITTAL

A. Submission of Proposals

Proposals shall be submitted in a sealed envelope or package, clearly identified with RFP-17-18-12 – "Graphic Design and Printing Services" and addressed to:

Jillian Ragia, Buyer II
Procurement & Contracts Division
Alameda County Water District
43885 South Grimmer Boulevard
Fremont, CA 94538

Proposals must be received in the Procurement & Contracts Division before **November 9, 2017 by 2:00 p.m.** Proposals received after this time will not be considered and will be returned unopened.

1) Hard Copies

Proposers must submit **one (1) original and three (3) hard copies** of their proposal.

2) Electronic Media

Proposers shall also submit one (1) USB Flash Drive or one (1) CD-ROM in Microsoft Word and searchable PDF format of the complete Proposal.

B. Cost of Proposal Development

This solicitation does not commit the District to enter into an Agreement, nor to acquire or contract for any services, nor to pay any costs which the Proposer incurred in the preparation or presentation of a proposal.

C. Validity of Proposals

Submission of a proposal shall constitute a firm offer to the District for 120 calendar days from the proposal due date.

D. Withdrawal of Proposal

A Proposer may withdraw its proposal any time before the date and time of the proposal due date, without prejudice, by submitting a written request for its withdrawal to the District's Procurement and Contracts Division. The withdrawal of a proposal does not prejudice the right of a Proposer to submit another proposal within the time set for receipt of proposals.

After the proposal due date, a proposal may be withdrawn only if the District fails to award an Agreement within the proposal validity period prescribed above in Section 2.C, "Validity of Proposals," or any agreed-upon extension thereof.

3. SUBMITTAL CHECK LIST

In order for firms to be considered responsive to the requirements of the District, as set forth in this RFP, the following minimum submittals are to be included with its response:

- ❑ Proposal including Table of Contents and Letter of Introduction including a brief profile of the firm, its principals, key personnel, equipment and facilities.
- ❑ Proposer Qualification Form 1, Appendix A
- ❑ Exceptions to Solicitation Documents, Form 2, Appendix A
- ❑ References Form 3, Appendix A, Minimum of three (3) covering a three (3) year period
  NOTE: For graphic design services' references, water utility experience is preferred, but not required.
- ❑ Subconsultants Form 4, Appendix A
- ❑ Cost Proposal Forms 6-17, Appendix A
- ❑ Approach to the Scope of Services including turn-around times, proposed staff, equipment/software used, production techniques, processes and general customer service, etc.
- ❑ Samples of Similar Jobs Related to this RFP
- ❑ List of Account Representatives including resumes/bios, professional affiliations, licensures, and certifications
- ❑ Account Manager and Escalation Matrix per Part II, "Scope of Services", Section 6
- ❑ Acknowledgement of Addenda, if applicable

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

APPENDIX A

FORMS

PROPOSER QUALIFICATION FORM

This Statement is to accompany the proposal submitted in response to Request for Proposals No. RFP 17/18-12 'Graphic Design and Printing Services'.

I certify that the following information submitted is true and correct:

The Firm is engaged in performing similar services to those required under this Solicitation within the United States and can meet the applicable Minimum Qualifications as identified in Part I, Section 5-B, Proposer's Minimum Qualifications and Experience, of this RFP.

1. NAME OF PROPOSER: _____
2. BUSINESS ADDRESS: _____

   _____
3. TELEPHONE NO.: _____
4. EMAIL: _____
5. OFFICIAL REP. & TITLE: _____
6. SIGNATURE: _____
7. DATE: _____

EXCEPTIONS TO SOLICITATION DOCUMENTS

Submittal of a proposal shall be deemed acceptance of all the requirements and terms set forth in this RFP and the sample Agreement, respectively, unless the Proposer includes with its proposal, in writing, any exceptions or modifications requested by the Proposer to this RFP or the sample Agreement. Please select one of the two options below.

- ❑ I, _____, an authorized representative of _____, have read, understand and confirm my acceptance of all the requirements of the District's RFP and the terms of its sample Agreement <u>without any exceptions</u>.

- ❑ I, _____, an authorized representative of _____, have read the requirements of the District's RFP and the terms of its sample Agreement and hereby stipulate the following exceptions:

REFERENCES FORM

If Proposer has not done business with the District within the previous three (3) years, please provide three (3) references for contracts of similar scope and size for a consecutive three (3) year period. These customers may be contacted by the District. Responses will be considered by the District during the proposal evaluation process.

NOTE: For graphic design services' references, water utility experience is preferred.

1. Name: _____

   Address: _____

   City, State, Zip: _____

   Telephone /Email: _____

   Contact Person: _____ Duration of Contract: _____

2. Name: _____

   Address: _____

   City, State, Zip: _____

   Telephone /Email: _____

   Contact Person: _____ Duration of Contract: _____

3. Name: _____

   Address: _____

   City, State, Zip: _____

   Telephone /Email: _____

   Contact Person: _____ Duration of Contract: _____

SUBCONSULTANTS FORM

All Proposers shall complete and submit this form with their proposal, identifying all the subconsultants who will participate on this contract.

List any and all subconsultants that may be used during the duration of this agreement:

Firm Name, Address, City, State, Zip	**Phone, E-mail**	**Contact, Title**	**Description of Portion of Services to be Performed**
Name			
Address	*Phone*		
City, State, Zip	*E-mail*		
Name			
Address	*Phone*		
City, State, Zip	*E-mail*		
Name			
Address	*Phone*		
City, State, Zip	*E-mail*		
Name			
Address	*Phone*		
City, State, Zip	*E-mail*		

PRINTING SERVICES
COST PROPOSAL

Printing Services: Please provide the total pricing and price breakdown to design, print and deliver each project. The pricing shall be firm for the base term of the contract effective January 2018 – December 31, 2019 and shall include all of the District's text and design changes until the District gives final approval to print. Pricing shall be fully burdened and include all labor, taxes, profit, G&A, and overhead incurred by the Contractor. Future annual price increases after the base term of the Agreement period, if any, will be capped at 3.5%, to be determined by the U.S. Bureau of Labor Statistics, Employment Cost Index, in accordance with Appendix B, Section 10, "Sample Agreement".

Proposer may submit pricing for paper stock of equivalent quality to what is listed, but paper of at least 30% post-consumer content is preferred. Prices shall include hard-copy proof(s) for color and size and assumption of bleeds. The District reserves the right to award the Service(s) listed on this solicitation "individually", by "task groups", "all or none", or by any other method as deemed in the best interest of the District.

The District reserves the right to add or remove services over the contract term, in accordance with Part II, Section 3, "Ad-Hoc Printing Services". Each ad-hoc printing service or updates outside of the existing scope of services for printing services shall be assigned by written Job Order/Quote, in accordance with Part I, Section 11, "Job Orders/Quotes".

See samples in Appendix D 'Product Samples'.

1) BUSINESS CARDS: Business cards are to be produced on a periodic or as-needed basis with no minimum or maximum guaranteed or implied. All business cards shall be per ACWD Logo specification per Appendix C 'ACWD Logo Standards'.

   a) **Business Card Masters (Logo Only):**
   Generic/Blank Cards with Logo
   Finished Size: 3.5" x 2" One (1) side on recycled
   Color: White Brand: Classic Linen Weight: 80lb cover.
   Brand Equivalent, if applicable: _____ Recycled Content: _____

   b) **Imprinted Business Cards:**
   Text: Name, Title, Address, Phone Number, Fax Number, Cell Phone Number, Web Address, Email Address
   Ink Color: Blue (293) Finished Size: 3.5" x 2" One (1) side on recycled
   Brand Equivalent, if applicable: _____ Recycled Content: _____
   Color: Bright White Brand: Classic Linen Weight: 80lb cover.

Price Breakdown (List all materials and services that go into the Total price)	**Price / Box of 250 Business Card Masters (Logo Only)**	**Price / Box of 250 Imprinted Business Cards**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / 250 cards**	**$ _____ / 250 cards**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 500 cards**	**$ _____ / 500 cards**
Total Cost for Four (4) Boxes	**$ _____ / 1,000 cards**	**$ _____ / 1,000 cards**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

2) LETTERHEAD: Letterhead is to be produced on a periodic or as-needed basis with no minimum or maximum guaranteed or implied. All letterhead shall be per ACWD Logo specification per Appendix C 'ACWD Logo Standards'.

a) Letterhead with Directors and Management:
Text: Directors First, Middle Initial, Last Name (5 total), Address, Phone Number, Fax Number, Web Address, Management First, Last, Department (5 total)
One (1) side. Classic Crest Writing 24 lbs., Recycled Brand: Avon Brilliant White
Brand Equivalent, if applicable: _____ Recycled Content: _____
Ink Color: Blue (293), Blue (312) Finished Size: 8.5" x 11"

b) Letterhead (Logo & Address Only):
One (1) side. Classic Crest Writing 24 lbs., Recycled Brand: Avon Brilliant White
Brand Equivalent, if applicable: _____ Recycled Content: _____
Ink Color: Blue (293), Blue (312) Finished Size: 8.5" x 11"

Price Breakdown (List all materials and services that go into the Total price)	**Price / Box of 5,000 Letterhead with Directors & Management**	**Price / Box of 5,000 Letterhead (Logo & Address Only)**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 5,000**	**$ _____ / box of 5,000**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 10,000**	**$ _____ / 10,000**
Total Cost for Three (3) Boxes	**$ _____ / 15,000**	**$ _____ / 15,000**
Total Cost for Four (4) Boxes	**$ _____ / 20,000**	**$ _____ / 20,000**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3) ENVELOPES: Envelopes are to be produced on a periodic or as-needed basis with no minimum or maximum guaranteed or implied. All business reply envelopes shall have mailer bar code information.

a) Commercial Business Reply Envelopes (White or Pastel Blue):
#9 (3-7/8" x 8-7/8") Paper Weight: 60 lbs., Recycled
Brand: _____ Recycled Content: _____
Color: Pastel Blue Ink Color: Black Envelope Closure: Gummed
Seam: Diagonal Flap Style: Standard Commercial
Text (White): Department name, district name, address & return address lines
Text (Blue): Department name, district name, address & confidential, 'Place stamp here' in upper right & mailer bar code information.

b) Commercial Business Reply Envelopes with Prepaid Postage (White or Yellow):
#9 (3-7/8" x 8-7/8") Paper Weight: 60 lbs., Recycled
Brand: _____ Recycled Content: _____
Color: White or Pastel Yellow Ink Color: Black Envelope Closure: Gummed
Seam: Diagonal Flap Style: Standard Commercial
Text: Department name, district name, address, prepaid postage information & mailer bar code information.

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 Commercial Business Reply Envelopes (White or Pastel Blue)**	**Price / box of 500 Commercial Business Reply Envelopes with Prepaid Postage (White or Yellow)**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3. ENVELOPES: (Continued…)

c) Standard Business Envelope, First Class:
#9 (3-7/8" x 8-7/8")
Paper Weight: 60 lbs. Brand: _____
Recycled Content: _____ Color: White
Ink Color: Blue (293), Blue (312) Envelope Closure: Gummed
Seam: Diagonal Flap Style: Standard Commercial
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

d) *Security* Business Envelope, First Class:
#9 (3-7/8" x 8-7/8")
Paper Weight: 60 lbs. Brand: _____
Recycled Content: _____ Color: White
Ink Color: Blue (293), Blue (312) Envelope Closure: Gummed
Seam: Diagonal Flap Style: Standard Commercial
Security blue inside tint
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 Standard Business Envelope, First Class**	**Price / box of 500 *Security* Business Envelope, First Class**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3. ENVELOPES: (Continued…)

e) *Security* Single Window Business Envelope, First Class:
#9 (3-7/8" x 8-7/8")
Paper Weight: 60 lbs.
Recycled Content: _____
Ink Color: Blue (293), Blue (312)
Seam: Diagonal
Security blue inside tint
Brand: _____
Color: White
Envelope Closure: Gummed
Flap Style: Standard Commercial
Window: Single
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

f) Business Single Window Envelope, First Class:
#9 (3-7/8" x 8-7/8")
Paper Weight: 60 lbs.
Recycled Content: _____
Ink Color: Blue (293), Blue (312)
Seam: Diagonal
Window: Single
Brand: _____
Color: White
Envelope Closure: Gummed
Flap Style: Standard Commercial
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 *Security* Single Window Business Envelope, First Class**	**Price / box of 500 Business Single Window Envelope, First Class**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3. ENVELOPES: (Continued…)

g) Open End Catalog Envelope:
(8-3/4" x 11-3/4")
Paper Weight: 24 lbs. Bright White
Brand: _____
Recycled Content: _____
Color: White
Ink Color: Blue (293), Blue (312)
Envelope Closure: Gummed
Seam: Center
Flap Style: Flap Down
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

h) Open End Catalog Single Window Envelope:
9 ¾ (8-3/4" x 11-1/4")
Paper Weight: 24 lbs. Bright White
Brand: _____
Recycled Content: _____
Color: White
Ink Color: Blue (293), Blue (312)
Envelope Closure: Gummed
Seam: Center
Flap Style: Flap Down
Window: Single
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 Open End Catalog Envelope**	**Price / box of 500 Open End Catalog Single Window Envelope**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3. ENVELOPES: (Continued…)

i) Regular Clasp Envelope:
9-1/4" x 12-1/4"
Paper Weight: 28 lbs. Brand: _____
Recycled Content: _____ Color: Brown Kraft
Ink Color: Blue (293), Blue (312) Envelope Closure: Gummed & Clasp
Seam: Center Flap Style: Flap Down
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

j) Oversized Clasp Envelope:
11-3/4" x 15-1/4"
Paper Weight: 28 lbs. Brand: _____
Recycled Content: _____ Color: Brown Kraft
Ink Color: Blue (293), Blue (312) Envelope Closure: Gummed & Clasp
Seam: Center Flap Style: Flap Down
Text: Imprinted with return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 Regular Clasp Envelope**	**Price / box of 500 Oversized Clasp Envelope**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

3. ENVELOPES: (Continued…)

k) Small Clasp Envelope:
8-7/8" x 5-7/8"
Paper Weight: 28 lbs. Brand: _____
Recycled Content: _____ Color: Brown Kraft
Envelope Closure: Gummed and Clasp
Seam: Center Flap Style: Flap Down
Text: Imprinted with 'First Class', return address and ACWD logo
Per ACWD Logo specification per Appendix C 'ACWD Logo Standards'

l) Oversize Catalog Envelope (Blank):
(10-3/4" x 16-1/4")
Paper Weight: 28 lbs. Brand: _____
Recycled Content: _____ Color: Bright White
Envelope Closure: Gummed Seam: Center
Flap Style: Flap Down

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 500 Small Clasp Envelope**	**Price / box of 500 Oversize Catalog Envelope (Blank)**
_____	$ _____	$ _____
_____	$ _____	$ _____
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 500**	**$ _____ / box of 500**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 1,000**	**$ _____ / 1,000**
Total Cost for Three (3) Boxes	**$ _____ / 1,500**	**$ _____ / 1,500**
Total Cost for Four (4) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

4. DOOR HANGERS:

a) Delinquent Bill Door Hanger (Pink)
(9" x 4") two (2) holes per sheet
Ink (sides 1 & 2): Black Paper Weight: 110 lbs. Brand: _____
Recycled Content: _____ Color: Cherry
Printing: Print two (2) sides; Duplex Top/Top
Fold: Perforated fold in center for confidentiality
Text: See Appendix D 'Product Samples'

b) Call District Door Hanger (Blue)
(8.5" x 4") one (1) hole per sheet
Print two (2) sides Ink (sides 1 & 2): Black
Paper Weight: 110 lbs. Brand: _____
Recycled Content: _____ Color: Blue
Printing: Duplex Top/Top
Text: See Appendix D 'Product Samples'

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 1,000 Delinquent Bill Door Hanger (Pink)**	**Price / box of 1,000 Call District Door Hanger (Blue)**	**Price / box of 1,000 Unable to Read Meter Door Hanger (Green)**
_____	$ _____	$ _____	$ _____
_____	$ _____	$ _____	$ _____
_____	$ _____	$ _____	$ _____
Delivery:	$ _____	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 1,000**	**$ _____ / box of 1,000**	**$ _____ / box of 1,000**

Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Total Cost for Five (5) Boxes	**$ _____ / 5,000**	**$ _____ / 5,000**
Total Cost for Ten (10) Boxes	**$ _____ / 10,000**	**$ _____ / 10,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Average Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

5. FORMS:

a) Carbonless Forms (NCR)
(8.5" x 11") 3-Part Form
Print one (1) side
Paper Weight: 24 lbs.
Recycled Content: _____
Text: See Appendix D 'Product Samples'

Ink: Black
Brand: _____
Color: White, canary, and pink sheet

b) Blank Laser Check Paper
(8.5" x 11")
Paper Weight: 24 lbs.
Recycled Content: _____
Text: See Appendix D 'Product Samples'

Brand: _____
Color: White, blue

Price Breakdown (List all materials and services that go into the Total price)	**Price / box of 1,000 Carbonless Forms (NCR)**	**Price / box of 1,000 Blank Laser Check Paper**
_____	$ _____	$ _____
Delivery:	$ _____	$ _____
Total Cost for One (1) Box	**$ _____ / box of 1,000**	

c) Volume Discounts:

Total Cost for Two (2) Boxes	**$ _____ / 2,000**	**$ _____ / 2,000**
Total Cost for Five (5) Boxes	**$ _____ / 5,000**	**$ _____ / 5,000**
Total Cost for Ten (10) Boxes	**$ _____ / 10,000**	**$ _____ / 10,000**
Other _____	**$ _____ / _____**	**$ _____ / _____**

Average Turn-Around Time: _____ / bus. days to print _____ / bus. days to delivery

GRAPHIC DESIGN SERVICES
COST PROPOSAL

Please state the firm fixed hourly rates and list the position title for each project team member. The hourly rates shall be firm for the base term of the contract effective January 2018 – December 31, 2019. Rates shall be fully burdened and include all labor, taxes, profit, G&A, overhead, and insurance incurred by the Contractor. **The below rates will apply to all graphic design services.** Future annual price increases after the base term of the Agreement period, if any, will be capped at 3.5%, to be determined by the U.S. Bureau of Labor Statistics, Employment Cost Index, in accordance with Appendix B, Section 10, "Sample Agreement".

Each graphic design service shall be assigned by written Job Order/Quote, in accordance with Part I, Section 11, "Job Orders/Quotes".

See samples in Appendix D 'Product Samples'.

Position Title	**Fixed Hourly Rate Year 1 1/2018 – 12/31/2018**	**Fixed Hourly Rate Year 2 1/1/2019 – 12/31/2019**
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____
	$ _____	$ _____

Company: _____

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

APPENDIX B

SAMPLE AGREEMENT FOR SERVICES

AGREEMENT FOR SERVICES

THIS AGREEMENT is made by and between the ALAMEDA COUNTY WATER DISTRICT ("DISTRICT") located at 43885 South Grimmer Boulevard, Fremont, CA 94538 and XXXXXX ("CONTRACTOR"), located at XXXXXXXXXXXX ("PARTIES").

WHEREAS, the DISTRICT desires to obtain [graphic design and or printing services] (Services) and issued a Request for Proposals RFP 17/18-12 "Graphic Design and Printing Services", a copy of which is attached and incorporated as Attachment 1.

WHEREAS, the CONTRACTOR is ready, willing and able to furnish such services and has submitted a proposal dated, a copy of which is attached and incorporated as Attachment 2.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. RENDITION OF SERVICES

The CONTRACTOR agrees to provide professional services to the DISTRICT in accordance with the terms and conditions of this Agreement. CONTRACTOR represents that it will exercise the same degree of professional care, skill, efficiency, and judgment ordinarily used by contractors providing similar professional services. CONTRACTOR at all times will comply with all federal, state, and local laws, regulations and policies applicable to the services performed pursuant to this Agreement.

2. SCOPE OF SERVICES

The scope of the CONTRACTOR's services is set forth in Attachment 1, as supplemented by Attachment 2. However, to the extent that Attachment 2 is inconsistent with Attachment 1, Attachment 1 will govern over Attachment 2.

3. TERM OF AGREEMENT

The base term of this Agreement will be for a one (1) year base term commencing upon the DISTRICT's issuance of a written Notice to Proceed (NTP). The DISTRICT reserves the right, at its sole discretion, to exercise up to four (4) additional one-year option(s) to extend the Agreement, at current prices plus "Economic Price Adjustment" adjustments, if any, pursuant to Section 10. If the DISTRICT determines to exercise the first and/or subsequent option terms, the DISTRICT will give the CONTRACTOR at least 60 days written notice of its determination.

It is further understood that the base term of the Agreement or any option terms granted thereto are subject to the DISTRICT's right to terminate the Agreement in accordance with Section 15 of this Agreement.

SAMPLE

4. OWNERSHIP OF WORK

All reports, designs, drawings, plans, specifications, and other materials prepared, or in the process of being prepared, by CONTRACTOR, its employees, subcontractors, or agents under this Agreement ("Work Product") shall be and are the property of the DISTRICT. The DISTRICT shall be entitled to access and to copy the Work Product during the progress of the work. If requested by DISTRICT, CONTRACTOR shall deliver one copy of the Work Product remaining in the hands of the CONTRACTOR, or in the hands of any subcontractor, upon completion or termination of the work.

CONTRACTOR assigns to DISTRICT all right, title, and interest in and to the Work Product, including ownership of copyright in the Work Product. The DISTRICT may utilize any material prepared or work performed by CONTRACTOR pursuant to this Agreement, including computer software, in any manner which the DISTRICT deems proper without additional compensation to CONTRACTOR. CONTRACTOR shall have no responsibility or liability for any revisions, changes, or corrections to the Work Product made by the DISTRICT, nor for any use or reuse of the Work Product for any purpose other than the Work unless CONTRACTOR accepts such responsibility in writing. The CONTRACTOR shall not disclose Work related data or information without the prior written consent of the DISTRICT.

5. USE OF SUBCONTRACTORS

CONTRACTOR shall not subcontract any Services to be performed under this Agreement without the prior written approval of the DISTRICT. CONTRACTOR may subcontract with service firms engaged in drawing, reproduction, typing and printing without the prior written consent of the DISTRICT. CONTRACTOR shall be solely responsible for reimbursing any subcontractor and the DISTRICT shall have no obligation to them.

6. CHANGES

The DISTRICT may, at any time, by written order, make changes within the scope of work and services described in this Agreement. If such changes cause an increase or decrease in the budgeted cost of or the time required for performance of the agreed upon work, an equitable adjustment as mutually agreed shall be made in the limit on compensation as set forth in Section 9 or in the term of the Agreement as set forth in Section 3, or both. In the event that CONTRACTOR encounters any unanticipated conditions or contingencies that may affect the scope of work or services and result in an adjustment in the amount of compensation specified herein, CONTRACTOR shall so advise the DISTRICT immediately upon notice of such condition or contingency. The written notice shall explain the circumstances giving rise to the unforeseen condition or contingency and shall set forth the proposed adjustment in compensation. This notice shall be given to the DISTRICT prior to the time that CONTRACTOR performs work or services related to the proposed adjustment in compensation.

SAMPLE

The pertinent changes shall be expressed in a written supplement to this Agreement prior to implementation of such changes.

7. RESPONSIBILITY; INDEMNIFICATION

To the fullest extent permitted by law, CONTRACTOR shall indemnify, keep and save harmless the DISTRICT, and its board members, officers, agents, and employees against any and all suits, claims, actions, damages, liabilities, costs, and expenses (collectively, "Liabilities") for any personal injury (including death, bodily injury, emotional or mental distress, and loss of consortium), property damage, intellectual property infringement, or financial or economic loss that arises out of, pertains to, or relates to the negligence, recklessness, or the willful misconduct of the CONTRACTOR, its employees, subcontractors, or agents to the extent that such Liabilities arise out of the performance (or non-performance) of this Agreement. This duty to indemnify includes any proceedings, actions, damages, or penalties due to the violation of any governmental law or regulation, the compliance with which is the responsibility of the CONTRACTOR, its employees, subcontractors, or agents. CONTRACTOR further agrees to defend any and all such actions, suits, or claims, and pay all charges of attorneys and all other incurred costs and expenses relating to the investigation, defense, negotiation, or settlement of any action, suit, or claim, and to reimburse the DISTRICT for any and all legal and other costs and expenses incurred by the DISTRICT in connection with the defense of such actions, suits, or claims. If any judgment is rendered against the DISTRICT or any of the other individuals enumerated above in any such action, CONTRACTOR shall, at its expense, satisfy and discharge the same to the extent that the judgment is based on the CONTRACTOR's agreement to indemnify as set forth in this section. This indemnification obligation will survive the termination or expiration of this Agreement. CONTRACTOR shall require its subcontractors to similarly indemnify, defend, and keep and save harmless, the DISTRICT.

8. INSURANCE

N/A

9. COMPENSATION

The CONTRACTOR agrees to perform all of the work set forth in Attachment 1 further supplemented by Attachment 2, at the prices set forth in Attachment 2. Total compensation, over the one (1) year base term, with four (4) one-year options shall not to exceed ($XXXXXXX). The amount shall include all labor, materials, taxes, profit, overhead, insurance, travel, subcontractor costs, and all other costs and expenses incurred by the CONTRACTOR.

SAMPLE

10. ECONOMIC PRICE ADJUSTMENT

All prices will remain firm for the base term of the Agreement period. Any de-escalation/escalation in prices may be approved on an annual basis thereafter at the sole discretion of the DISTRICT. Requests for price adjustments must be made by the CONTRACTOR in writing at least 60 days in advance of the expiration of the base term and any subsequent option terms, if exercised. The baseline for determining price adjustments will be based upon the effective date of the Agreement. All requests for price increase or decrease are subject to review and approval by the DISTRICT. The maximum increase will have a ceiling of 3.5% annually and a net decrease of 3.5% annually. Changes in prices shall be based on the U.S. Bureau of Labor Statistics, Employment Cost Index, Table 13, average increase or decrease for the most recent 12 months, (see http://www.bls.gov/news.release/eci.t13.htm).

11. MANNER OF PAYMENT

Payment shall be made upon approval of invoices, no more than once a month. All invoices shall reference the Agreement number. The DISTRICT shall make payments to the CONTRACTOR for satisfactory Services performed and the costs of such services within thirty (30) calendar days from the date the DISTRICT receives the CONTRACTOR's invoice. All invoices and supporting documentation, clearly identifying the Agreement number, showing sufficient detail to verify unit costs are in accordance with contract prices, shall be submitted by email, addressed to Accounts Payable, at accounting@acwd.com. Upon mutual agreement, invoices may be consolidated into monthly department billings and/or paid by credit card.

12. CONTRACTOR'S STATUS

Neither the CONTRACTOR nor any party contracting with the CONTRACTOR shall be deemed to be an agent or employee of the DISTRICT. The CONTRACTOR is and shall be an independent contractor, and the legal relationship of any person performing services for the CONTRACTOR shall be one solely between that person and the CONTRACTOR.

13. ASSIGNMENT

CONTRACTOR shall not assign any of its rights nor transfer any of its obligations under this Agreement without the prior written consent of DISTRICT.

14. DISTRICT WARRANTIES

The DISTRICT makes no warranties, representations or agreements, either expressed or implied, beyond such as are explicitly stated in this Agreement.

SAMPLE

15. DISTRICT REPRESENTATIVES

Except when approval or other action is required to be given or taken by the Board of Directors of the DISTRICT, the General Manager of the DISTRICT, or such person or persons as the General Manager shall designate in writing from time to time, shall represent and act for the DISTRICT on the day to day activities under this Agreement. For strictly contractual matters relating to this Agreement, an authorized representative of the Procurement and Contracts Division, shall represent and act for the DISTRICT.

16. TERMINATION

The DISTRICT shall have the right to terminate this Agreement at any time for cause or convenience by giving written notice to the CONTRACTOR. Upon receipt of notice of termination for convenience, the CONTRACTOR shall not commit itself to any further expenditure of time or resources. Upon receipt of notice of default, CONTRACTOR shall be afforded thirty (30) days to correct the identified deficiency(ies). If said deficiency(ies) are not corrected to the DISTRICT's satisfaction, the Agreement will be terminated immediately.

If the Agreement is terminated for any reason other than a default by CONTRACTOR, the DISTRICT shall pay to CONTRACTOR in accordance with the provisions of Sections 9 and 10 all sums actually due and owing from DISTRICT for all services satisfactorily performed up to the day written notice of termination is given, plus any costs reasonably and necessarily incurred by CONTRACTOR to effect such suspension or termination. If the Agreement is terminated for default, the DISTRICT shall remit final payment to CONTRACTOR in an amount to cover only those services performed in full accordance with the terms and conditions of this Agreement up to the effective date of termination.

17. MAINTENANCE, AUDIT, AND INSPECTION OF RECORDS

The CONTRACTOR shall permit the authorized representatives of the DISTRICT to inspect, audit, make copies and transcriptions of books and all data and records of the CONTRACTOR relating to its performance under the Agreement, if requested.

18. RELEASE OF INFORMATION

CONTRACTOR shall not release any reports or other information prepared in connection with this Agreement without the approval of the General Manager.

19. KEY PERSONNEL

_____ shall serve as the primary staff person of CONTRACTOR to oversee all of the services under this Agreement. The other principal participants shall be individuals identified by position title in Attachment 2.

SAMPLE

20. NOTICES

All communications relating to the day to day activities of the project shall be exchanged between the DISTRICT's Contract Administrator and the CONTRACTOR's Account Manager.

All other notices and communications deemed by either party to be necessary or desirable to be given to the other party shall be in writing and may be given by personal delivery to a representative of the parties or by mailing the same postage prepaid, addressed as follows:

If to the DISTRICT:	Alameda County Water District 43885 South Grimmer Blvd Fremont, California 94538 Attention: Procurement & Contracts Division
If to the CONTRACTOR:	XXXXXXX XXXXXXX XXXXXXX Attention: XXXXXXX

The address to which mailings may be made may be changed from time to time by mailed notice as described above. Any notice given by mail shall be deemed given on the day after that on which it is deposited in the United States Mail as provided above.

21. ATTORNEYS' FEES

If any legal proceeding should be instituted by either of the parties to enforce the terms of this Agreement or to determine the rights of the parties under this Agreement, the prevailing party in said proceeding shall recover, in addition to all court costs, reasonable attorneys' fees.

22. APPLICABLE LAW

This Agreement, its interpretation and all work performed under it shall be governed by the laws of the State of California, venue the courts of the County of Alameda.

23. BINDING ON SUCCESSORS

All of the terms, provisions and conditions of this Agreement shall be binding upon and inure to the benefit of the parties and their respective successors, assigns and legal representatives.

SAMPLE

24. <u>SEVERABILITY</u>

Should any provision, or portion of a provision, herein be found or deemed to be invalid, this Agreement shall be construed as not containing such provision, or portion of such provision, and all other provisions which are otherwise lawful shall remain in full force and effect, and to this end the provisions of this Agreement are declared to be severable.

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SAMPLE

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers as of the last signature date set forth below.

ALAMEDA COUNTY WATER DISTRICT

By:_____

Name:_____

Title:_____

Date:_____

CONTRACTOR*

By_____

Name:_____

Title:_____

Date:_____

By:_____

Name:_____

Title:_____

Date:_____

ATTEST:

_____
District Secretary

*If Contractor is a corporation, the Contract must be executed by two corporate officers, one from each of the following categories 1) the President, the Vice President or the Chair of the Board, and 2) the Secretary, Assistant Secretary, Chief Financial Officer, or Assistant Treasurer.

SAMPLE

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

APPENDIX C

ACWD LOGO STANDARDS

ALAMEDA COUNTY WATER DISTRICT
IDENTIFICATION STANDARDS

The following specifications have been prepared to serve as a guide to all those responsible for the ongoing integrity of the ACWD logotype and its application. This logotype was established in 1989 as a tool to project a new and strong identity within the community and the geographic areas serviced by Alameda County Water District.

These specifications are for the implementation of the logotype with an emphasis on consistent application. A master logotype board, color swatches, and copies are herein provided for that purpose.

LAYOUT

The logotype ACWD, which can include the name Alameda County Water District, should be reproduced in the following manner:

The format has been established so that when the name Alameda County Water District is included, along with the initials ACWD, that it appear the same length as the initials. The initials and name have been designed to print in a 62 degree angle to a horizontal plane. A new and unique style has been designed for both the name and initials and should not be modified to comply with any similar typefaces. The colors in the above example (two color printing) of our logo may not appear exactly as specified below.

COLORS

Two adaptations are suggested:

A. One color printing
   1. The first “flow” to be a 25% screen.
   2. The second “flow” to be a 45% screen.
   3. The initials ACWD and the name to be in full color.
B. Two color printing – example in Layout above
   1. The first “flow” to print using Pantone 312 blue.
   2. The second “flow” to print using Pantone 312 blue as a base and overprinting with a 40% screen of Pantone 293 blue.
   3. The initials ACWD and the name to print in 100% of Pantone 293 blue.

The movement of positioning of the logotype is at the discretion of ACWD and those involved in maintaining its implementation and adaptation. Emphasis should be placed on the consistency and integrity throughout the lifespan of the logotype.

PROCUREMENT & CONTRACTS DIVISION

REQUEST FOR PROPOSALS

APPENDIX D

PRODUCT SAMPLES

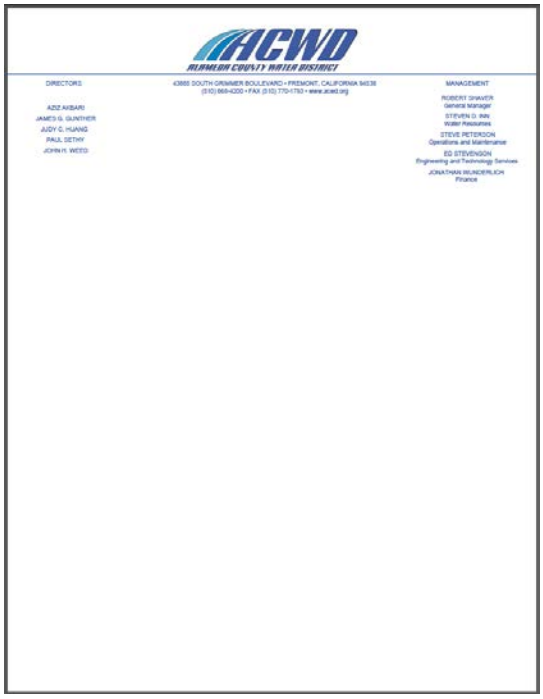
1. BUSINESS CARDS:

a) Business Card Masters (Logo Only):

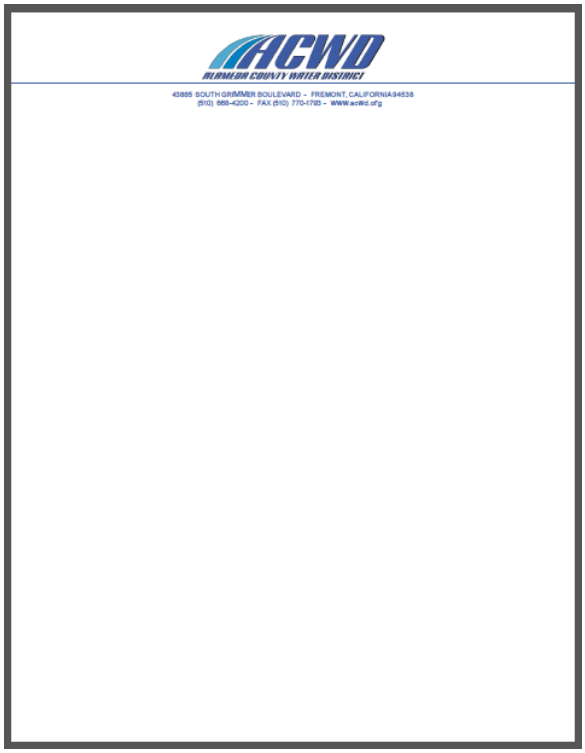
b) Imprinted Business Cards:

2. LETTERHEAD:

a) Letterhead with Logo, Address, Directors and Management:

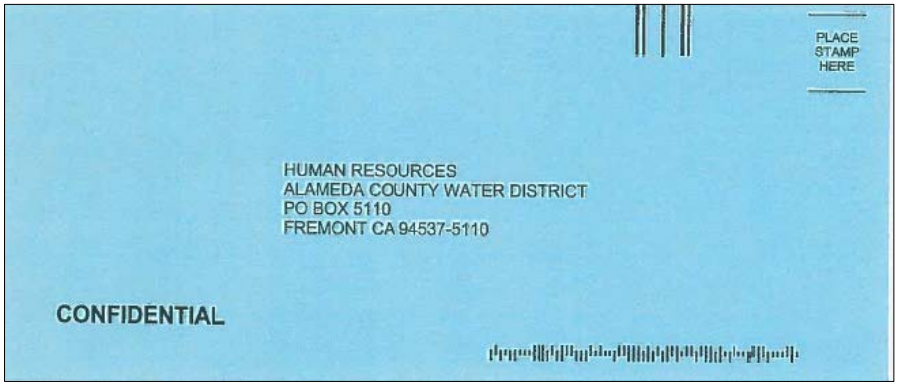


b) Letterhead (Logo & Address Only):



3. ENVELOPES:

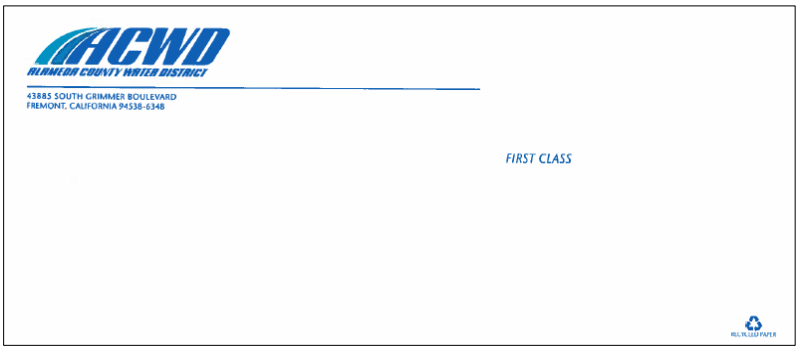
a) Commercial Business Reply Envelopes, White or Pastel Blue



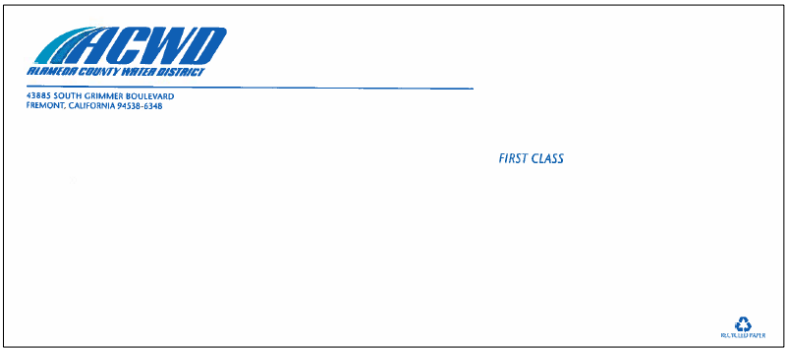
b) Commercial Business & Reply Envelopes with Prepaid Postage, White or Yellow

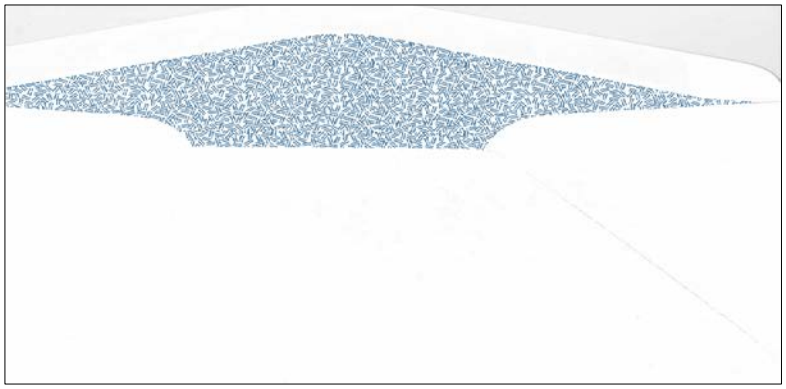
3. ENVELOPES: (Continued)

c) Standard Business Envelope, First Class

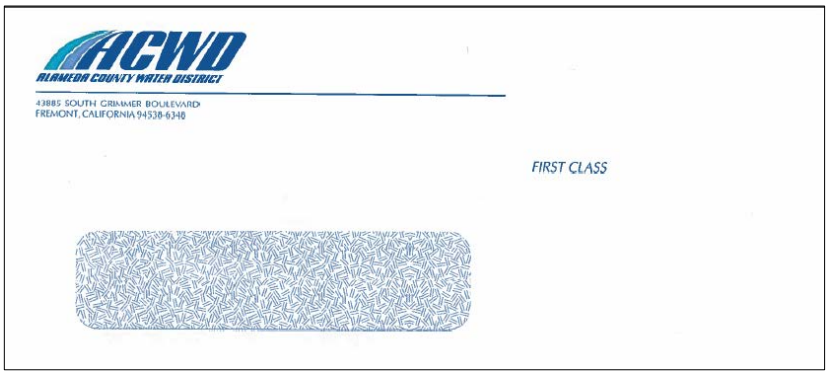


d) Security Business Envelope, First Class





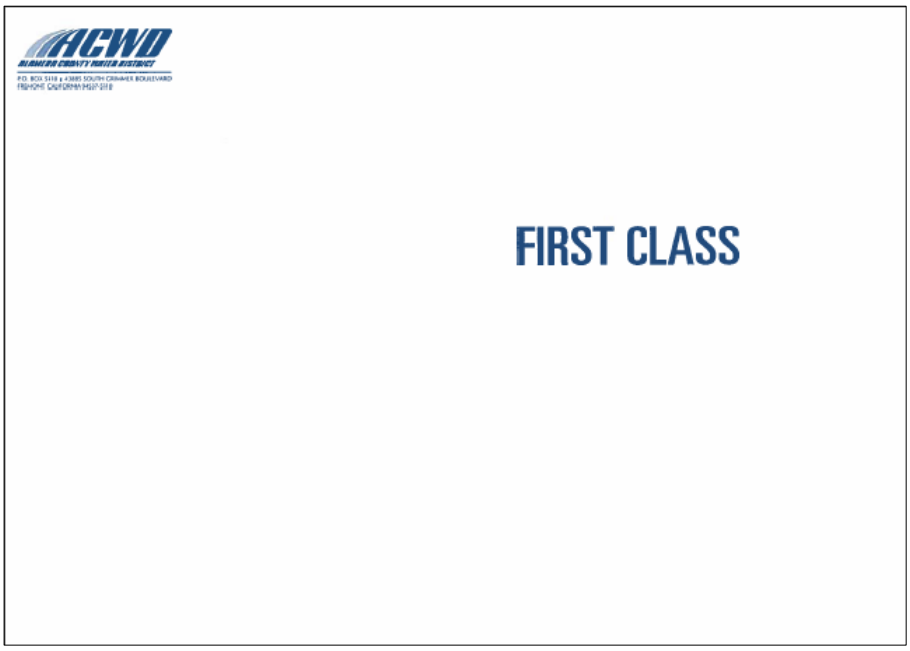
e) Security Business Single Window Envelope, First Class



3. ENVELOPES: (Continued)

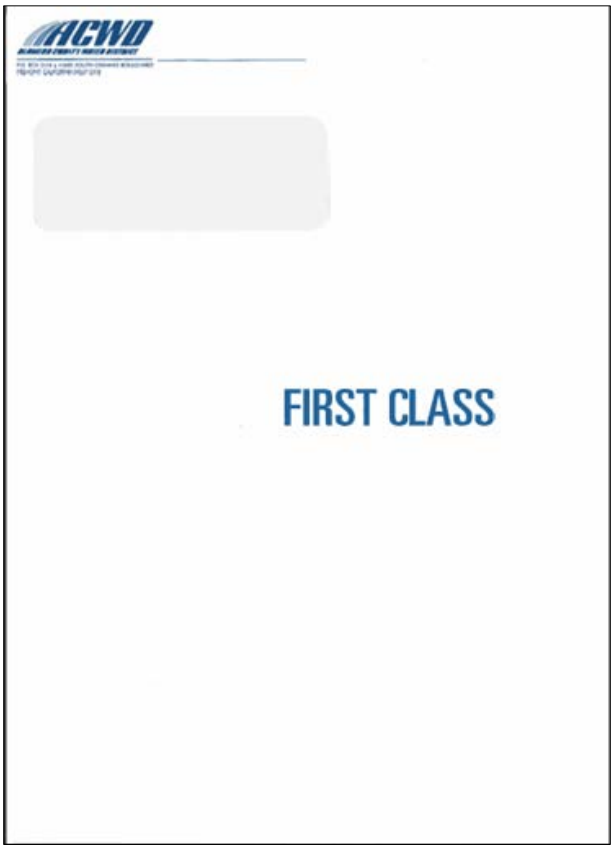
f) Business Single Window Envelope, First Class

g) Open End Catalog Envelope:



3. ENVELOPES: (Continued)

h) Open End Catalog Single Window Envelope:



i) Regular Clasp Envelope:

3. ENVELOPES: (Continued)

j) Oversized Clasp Envelope:

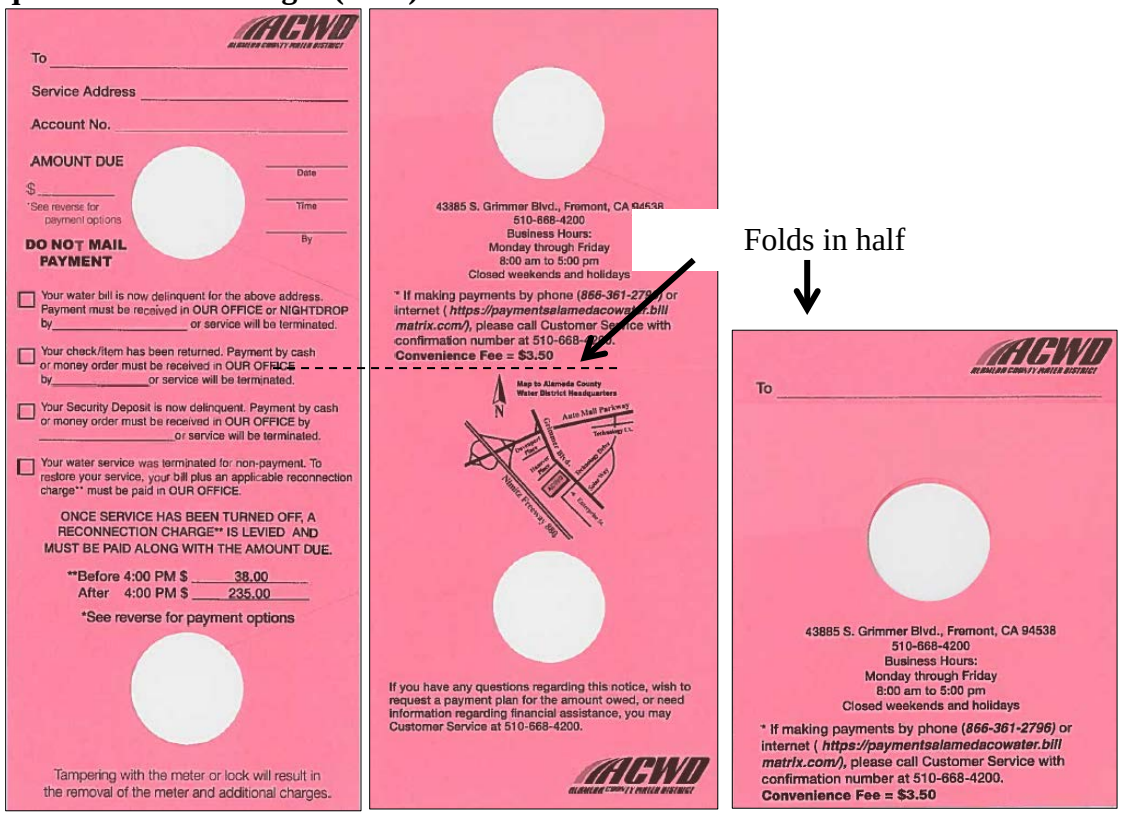
k) Small Clasp Envelope:

3. ENVELOPES: (Continued)

l) Oversize Catalog Envelope (Blank):

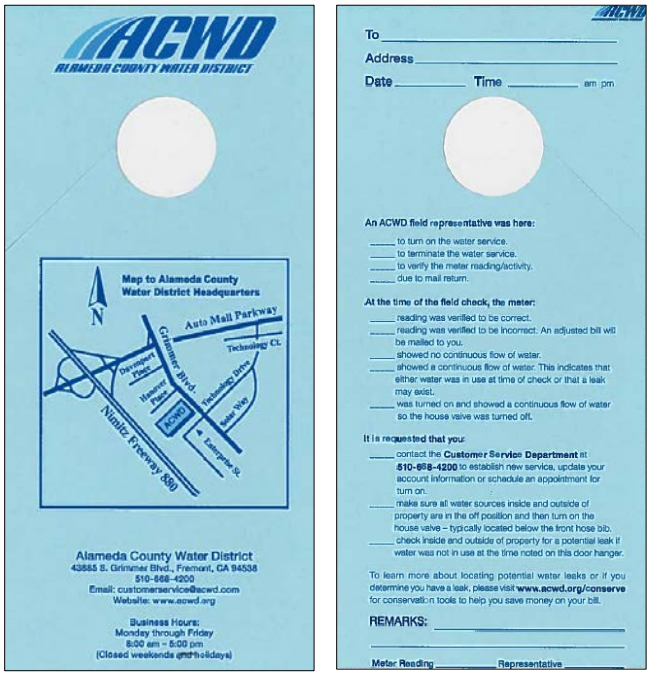
4. DOOR HANGERS:

a) Delinquent Bill Door Hanger (Pink):

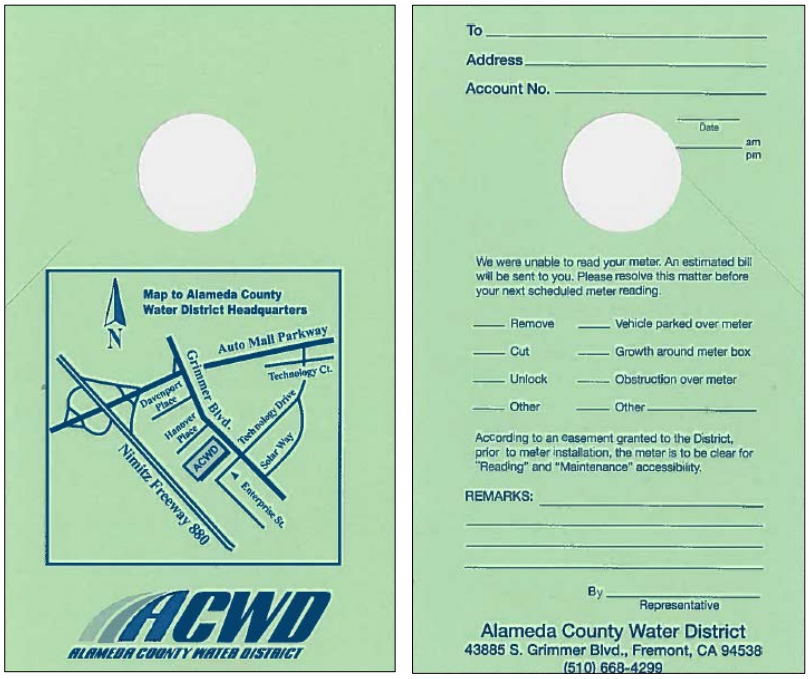


4. DOOR HANGERS (Continued):

b) Call District Door Hanger (Blue)



c) Unable to Read Meter Door Hanger (Green)



5. FORMS:

a) Carbonless Forms (NCR)

ALAMEDA COUNTY WATER DISTRICT
HYDRANT METER ASSEMBLY RECEIPT

Name: _____ Bulk Meter Order: _____

Address: _____ Date Issued: _____

Meter Returned: Mfg No. _____ Read Out: _____ Read In: _____

ACWD No. _____ RP Serial No. _____

HYDRANT METER PARTS

Damaged	Part No.	Description	
BADGER			
		3" Turbo 450 Meter Complete	
	1,2,3, 4b,5,6	Register Box Assembly	
	63010-003	Turbo Prop. Assembly Complete	
	63047-001	Maincase (housing)	
	63129-001	Nacelle	
	63131-001	Screen	
SENSUS/INVENSYS			
Damaged	Part No.	Description	
	Model 125/W	3" Flow Hydrant Meter Complete	
	2,3,4,5,6,13	Register Box Complete	
	1,14	Turbo Prop Assembly Complete	
	8,9,10,11,12	Adjusting Vane Cap Complete	
	33	Lid Locking Hasp	
	39A	Main Case (housing)	
	7	Measuring Chamber Cover	
MISCELLANEOUS			
Damaged	Part No.	Description	
	070PF25SAM500SCREEN	Dollensor 72-5 Female coupling w/screen - swivel joint adapter w/pin lug	
	0790M3500SF200B	Dollensor #79 2" FNPT x 3" MNPT Reducer	
	0790M25HAP200B	Dollensor #79 2 ½" Male FIPT x 2" Female P.E.	
	009	Watts 2" Reduce Pressure Device w/o ball valves	
	887646	Watts Cover Plate	
	1-583	Jones Spanner wrench	

Subtotal _____

Labor Time: _____ Labor _____

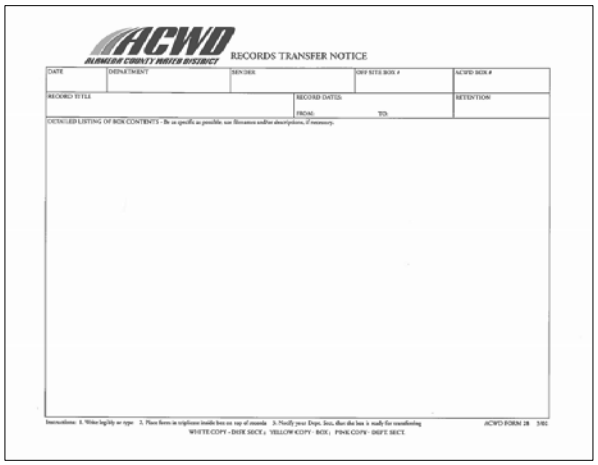
Total _____

Remarks: _____

It is agreed that any damages to the hydrant meter assembly used will be my responsibility. I agree to pay for the damages to the assembly or for any missing parts according to the agreement of the original hydrant meter order. I understand the amount of damages will be deducted from my deposit. Should the amount of damages exceed the amount of the deposit, I agree to pay the difference.

Received by: _____ (Signature) Print _____ (Name) Date: _____

Returned by: _____ (Signature) Print _____ (Name) Date: _____



ACWD
ALAMEDA COUNTY WATER DISTRICT
RECORDS TRANSFER NOTICE

DATE	DEPARTMENT	SENDER	OFF SITE BOX #	ACWD BOX #

RECORD TITLE	RECORD DATES: FROM: TO:	RETENTION

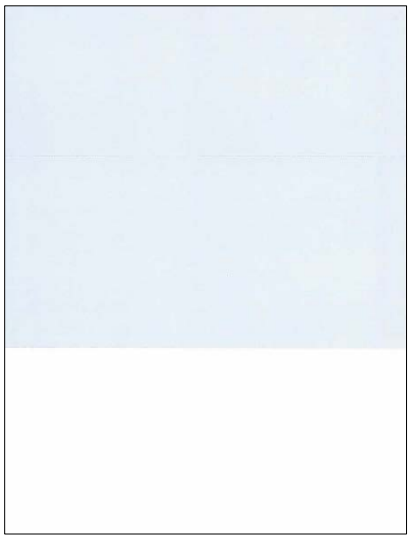
DETAILED LISTING OF BOX CONTENTS - Be as specific as possible: use filenames and/or descriptions, if necessary.

Instructions: 1. Write legibly or type. 2. Place form in triplicate inside box on top of records. 3. Notify your Dept. Sec. that the box is ready for transferring

WHITE COPY - DISTR SECT.; YELLOW COPY - BOX; PINK COPY - DEPT. SECT.

ACWD FORM 28 5/01

b) Blank Laser Check Paper



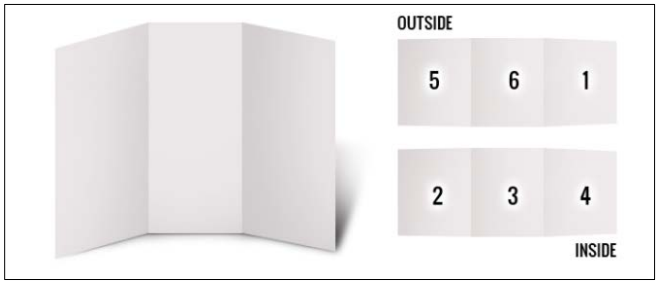
[redacted]

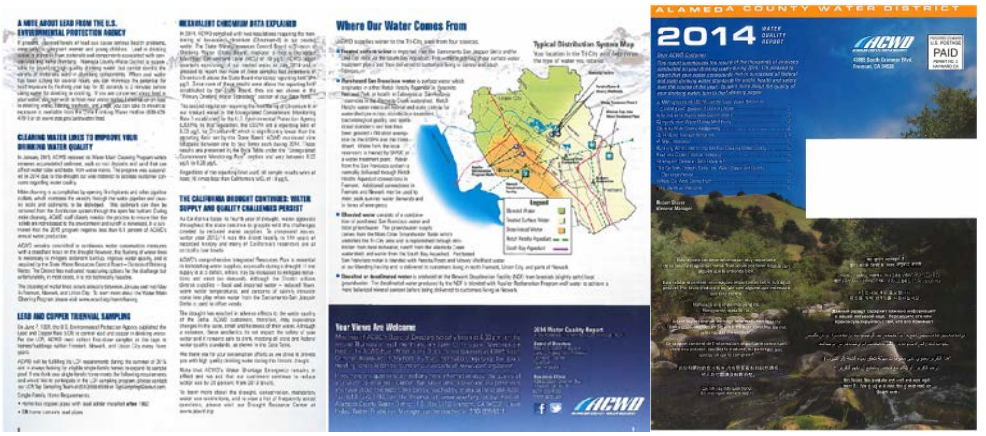
Pay To The [redacted]

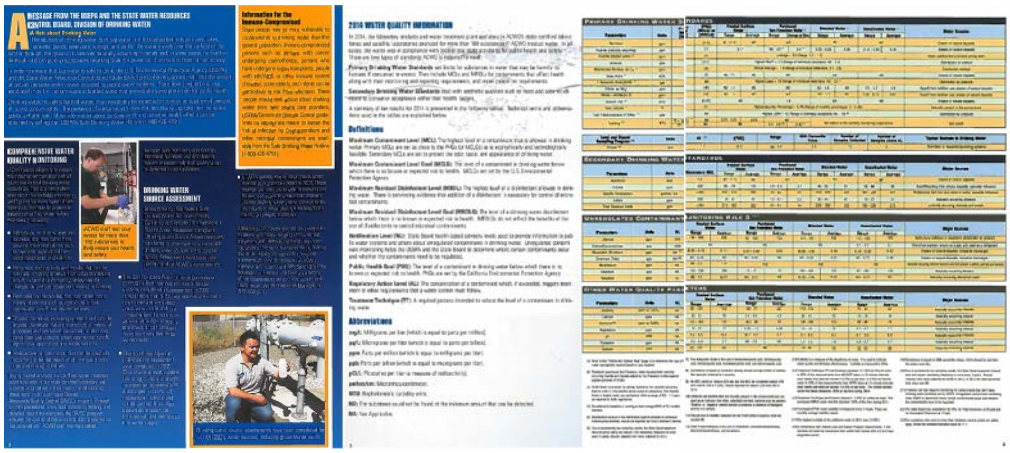
Memo: For photo

7. GRAPHIC DESIGN SERVICES:

a. Water Quality Report:







7. GRAPHIC DESIGN SERVICES: (Continued…)

b. The ACWD Aqueduct

The ACWD Aqueduct

Volume 20, Issue 1

News and Information for the Customers of the Alameda County Water District

Summer/Fall, 2017

A Message From the General Manager

As a local public agency committed to providing top notch water service to Fremont, Newark, and Union City, we strive for excellence in our customer service, the quality of water we provide every day, and the work that we do each day within our organization.

One of the ways we demonstrate this commitment is by providing customers with the information they need to see for themselves what we do, and how we do it. ACWD prides itself on being a transparent organization and we were recently awarded a Transparency Certificate of Excellence by the Special District Leadership Foundation for the second time.

To receive this award, the District has worked hard to ensure our governance policies and procedures are up to date, and that information is readily available to our customers. This includes conducting regular outreach to customers, providing opportunities for the public to participate in meetings and workshops, and making sure our website provides information about the District's mission, location, Board of Directors, finances, water quality, key functions and staff, and much more.

We are proud to receive this honor, but I know we can always do more. To that end, we're pleased to be embarking on a new partnership with the Tri City Voice to provide weekly information in the local newspaper about water-related topics for our customers. We hope to give the community an opportunity to better understand what we do, and we are interested in finding out what water issues our customers want to learn more about! Look for us in the Home and Garden section.

And if you've ever wondered how the District and your local water system runs, come see us at a Board meeting, talk to our staff at a community event, or visit our website and request a speaker or tour for your community group. I think you'll find that our staff and Board members are always excited to share with others about the important work that we do for the community. If you can't make it out to see us, you can find videos of Board meetings on our website, and soon we'll be posting videos of our workshops there, too. We hope you'll take a look!

To view our transparency information, please visit www.acwd.org/transparency.

Robert Shaver
General Manager

David Aranda, Special District Leadership Foundation Board President (left) and Aziz Akbari, ACWD Board Member (right), as ACWD is presented with the Transparency Certificate of Excellence.

Major Projects Coming Down the Pipe

With a water distribution system of nearly 900 miles of water mains, "coming down the pipe" is literal as ACWD focuses efforts and dollars toward large capital projects in the coming years. More than $28 million is allocated to the District's Capital Improvement Program in fiscal year 2017/18 and another $35 million is earmarked for the following year. The 25-year improvement plan outlines ACWD's priority projects and ongoing investments in infrastructure.

Maintaining underground pipes that equal the distance from Fremont to Seattle requires ongoing maintenance, improvements, and, in a seismically vulnerable region like the Bay Area, it requires earthquake retrofits. ACWD's Water Main Renewal Program will invest nearly $20 million in seismic upgrades over the next two years.

The program also brings advanced technology to the control equipment that gathers data from the field. ACWD has begun replacing the computer "brains," or programmable logic controls, at two of our three treatment facilities. With a third upgrade planned, ACWD will replace obsolete computer systems and allow for improved operations of our 24/7 water treatment processes.

To view a complete list of CIP projects and expenditures, please review the adopted budget at www.acwd.org

Water Distribution Facilities

- 13 storage tanks and reservoirs
- 31 regulator and booster stations
- 8,600 fire hydrants
- 12 standby and emergency sources
- 84,000 service connections

CIP projects include improvements to water transmission and distribution mains.

Help on Tap Income Guidelines Increased

Since the program launch in fall 2016, more than 600 residential customers have qualified for the $15 bimonthly bill credit. With increased income guidelines effective July 1, 2017, ACWD is looking to qualify more customers — providing help to those who may have difficulty paying their water bills.

To learn more and see if you qualify for a bill credit, please visit www.acwd.org/HOT or call 510.668.4200.

Cutting Costs with Technology Advancements

How can ACWD fix leaking water mains and reduce costs at the same time? One way is using new technology and techniques that minimize excavation. This reduces costs and the inconvenience to our customers and communities.

When pipe work was needed on the well-traveled Paseo Padre Parkway in Fremont, ACWD had a perfect opportunity to employ trenchless pipeline technology that is more cost-effective compared to its traditional counterpart.

Cured-in-place pipe lining is a process that allows the repair of existing pipes with a structural liner system. Instead of digging up the entire pipe for replacement, a repair crew excavates at just the two ends of the pipe – creating two small holes instead of one massive one. From there, a continuous, resin-filled tube is installed and inflated within the existing pipe to form a hard, impermeable, load-bearing and corrosion-resistant pipe-within-a-pipe.

continued on page 2 ...

The People of ACWD

On any given day on our Tri-City streets, you may spot Ryan Woo stepping out of an ACWD truck. And we say any day, because laboratory technicians like Ryan conduct water sampling Monday through Friday (including holidays) and weekends if needed.

Ryan Woo
Laboratory Technician

With a curious mind and an interest in chemistry, Ryan collects samples throughout the water distribution system to ensure it remains safe to drink.

Describe a typical workday:

The beauty of my job is the variation of tasks — there is field work, desk work and lab work so I get to mix it up, which I like.

When I'm in the field, other technicians and I visit 53 sample points weekly. We take small collections of finished water, water that has already been treated, so that it can be tested at our state-certified lab.

You mentioned your co-workers — tell us about your work relationships:

My co-workers are an extension of my family and I enjoy working with them all. Lab work requires teamwork and I'm proud to be part of a great team – co-workers I consider to be friends. We each lend support to complete whatever task is at hand, and everyone steps up to the plate regardless. Enjoying the people you work with makes a huge difference and I'd say the friendships I've made over the last four years at ACWD are the most rewarding part of my job — it makes it easy to come to work.

Tell us how you help ACWD customers:

I often talk with customers when I'm near sampling stations. I love that people have questions and are truly interested in the work we do— Is the water safe to drink? How do you test the water? The list goes on. One day a customer and his two young daughters approached me and the girls asked, "Can you do the magic trick that makes the water change color?" What they wanted to see was how the water changes to pink during a chlorine test indicating sufficient chlorine has been added to treat the water. Although I know the science behind the test, I did feel like a magician when the girls' faces lit up with excitement as the beaker shifted from clear to pink. Their reaction was the magic.

What does life look like outside of work?

Life is best enjoyed through experiences and exploration. For me, this is travel. I enjoy visiting new countries, experiencing the food, culture, people, and outdoor activities. My favorite vacation destination to date has been Thailand — I love it. As a Bay Area native, I like to escape to warm climates that are best suited for activities I enjoy most – hiking, snorkeling, and riding ATVs. My future plans include visiting Vietnam, Japan, and the Philippines – but in due time; I'm saving up – it's all a balance.

To learn more about Ryan's curious side, we asked what would be his super power of choice:

Teleportation – you can get anywhere in 10 seconds!

And with that, it sounds like Ryan could start checking off his vacation destinations.

Technology Advancements — Continued from page 1

Although this process has been used for decades in the wastewater industry, its use is relatively new in the water industry. Its popularity is growing as benefits are measurable. ACWD is planning future projects following the successful completion of the pilot.

To learn more about the Paseo Padre project and other construction projects, please visit www.acwd.org.

This sample image provided by Aqua-Pipe® shows a before and after look at a trenchless pipe liner used to rehabilitate water mains.

Late Payment Fees Apply September 1

ACWD appreciates customers making timely payments. Customers who pay on time will not be affected by Late Payment Fees. For customers who pay past the bill due date, late bill payment fees will be applied. All bills are due 21 days after they are issued. A Reminder Notice is sent if the bill remains unpaid. The following new Late Bill Payment Fees are effective September 1:

Reminder Notice Mailing $5.00
Field Charge for 48-Hour Door Notice $20.00
Field Charge for Service Shutoff $20.00

The ACWD Aqueduct
A publication of the Alameda County Water District

Board of Directors
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Paul Sethy, *Vice President*
Aziz Akbari
James G. Gunther
Judy C. Huang

Board meetings are open to the public and held in the ACWD Board Room, 43885 South Grimmer Blvd., Fremont. Please visit www.acwd.org/BoardMeetingUpdates for 2017 Board meeting dates.

Robert Shaver, *General Manager*

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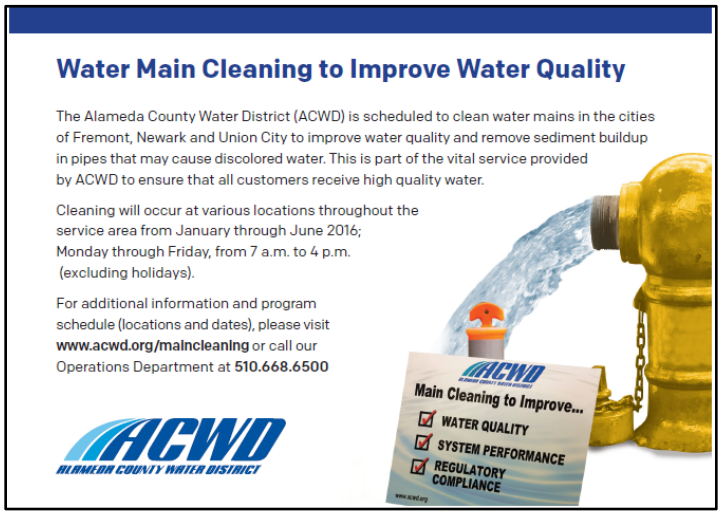
www.acwd.org

C. Various Post Cards



Water Main Cleaning to Improve Water Quality

The Alameda County Water District (ACWD) is scheduled to clean water mains in the cities of Fremont, Newark and Union City to improve water quality and remove sediment buildup in pipes that may cause discolored water. This is part of the vital service provided by ACWD to ensure that all customers receive high quality water.

Cleaning will occur at various locations throughout the service area from January through June 2016; Monday through Friday, from 7 a.m. to 4 p.m. (excluding holidays).

For additional information and program schedule (locations and dates), please visit **www.acwd.org/maincleaning** or call our Operations Department at **510.668.6500**

ACWD
ALAMEDA COUNTY WATER DISTRICT

Main Cleaning to Improve...
WATER QUALITY
SYSTEM PERFORMANCE
REGULATORY COMPLIANCE