Responses to Questions Received on the Request for Qualifications (RFQ) On-Call Technical and Professional Services

(RFQ ENG. 2026-01)

Addendum #1, May 18, 2026

**** Proposers should acknowledge receipt of Addendum #1 in their cover letter ****

Q1. Can consultants submit qualifications for select subsections within an Area of Focus, and if so, how will those submissions be evaluated relative to firms submitting for the broader Area of Focus*?*

A1. Yes, as stated in the RFQ Section 2, "Consultants may submit a SOQ for one or any number of areas of focus and one or any number of topics within each area of focus. Qualified consultants may be selected for one or multiple areas of focus." SOQ's received will be evaluated for each focus area identified by the submitting firm. Each area of focus will be evaluated independently. A firm that submits in 3 areas is treated the same as a firm that submits in only 1 area.

Q2. Does MWDOC anticipate selecting multiple firms per focus area and/or topic area?

A2. MWDOC may select none, one, or more firms per focus area, depending on the qualifications of the consultants we receive. Each focus area identified in the RFQ represents a potential recurring or periodic need for MWDOC.

Q3. Does MWDOC anticipate a general range or frequency of task orders within each focus area during the initial contract term?

A3. Task orders will align with the MWDOC adopted budget for FY 2026-27 and 2027-28. The adopted budget is available on the District website at https://www.mwdoc.com/about-us/government-transparency/finance/

Q4. Will the resulting on-call contracts be structured to allow MWDOC member agencies and/or WEROC participating agencies to directly utilize the contracts and issue task orders to selected consultants, or will all task authorizations and contracting actions be managed exclusively through MWDOC?

A4. The projects under the On-Call contracts will be managed exclusively through MWDOC. Some of these projects may be under the MWDOC Shared Services Program, which will involve participating agencies. Participating agencies may

choose to contract directly with the consultant **for additional work beyond the scope of work under the Shared Services Program**.

Q5. For purposes of evaluating experience, qualifications, record of performance, and public agency references under Sections 4.B and 4.C of the RFQ, will MWDOC consider the directly relevant municipal utility and public-sector experience of proposed key personnel and subject matter experts obtained while serving with previous organizations, in addition to experience performed under the proposing firm entity?

A5. Yes, MWDOC will consider the full professional experience of proposed key personnel and subject matter experts.

Q6. May consultants include MWDOC member agencies and/or WEROC participating agencies as references if they are familiar with the qualifications, experience, and past performance of the proposed team members?

A6. Yes.

Q7. Approximately how many agencies may participate in future LCRI Shared Services efforts?

A7. We are awaiting survey results on interest in the LCRI scope. For reference, the LCRR Shared Services Program had 13 participating agencies.

Q8. Does MWDOC maintain existing ArcGIS Enterprise and/or Portal infrastructure for WEROC operations?

A8. No.

Q9. Are there preferred platforms, enterprise environments, or technology standards that MWDOC would like consultants to utilize or align with for dashboard development, GIS integration, data management, reporting, workflow automation, or regional data-sharing solutions?

A9. MWDOC will soon begin the next phase of its GIS implementation, which will identify the preferred platform and related details.

Q10. What are the anticipated response-time expectations for emergency activation support, GIS support services, or other time-sensitive operational assistance?

A10. If the requested capability can be performed remotely, response should be immediate. If on-site support is requested at the Emergency Operations Center (EOC), response time should not exceed four (4) hours.

Q11. May selected consultants be requested to support active EOC operations or incident coordination activities during emergency events?

A11. Only for GIS and Environmental Technical Specialist positions as identified in the RFQ. Consultants wishing to include these capabilities as additional services within their qualifications may do so; however, they are not part of the scope of services requested.

Q12. For the systems referenced in Section 3.3.1, does MWDOC currently maintain centralized data repositories, APIs, data warehouse, or other existing integration frameworks that consultants would be expected to utilize or support?

A12. MWDOC does not maintain a formal enterprise data warehouse or centralized integration framework for the systems referenced in Section 3.3.1. MWDOC does maintain an Azure SQL Database that houses data imported from various external sources. Some systems, such as the rebate processing platform, include API integration capabilities, though these are not currently in use.

Q13. Are there existing cybersecurity, data governance, cloud hosting, or access control requirements that consultants should anticipate for solutions involving operational dashboards, workflow automation, or multi-system data integration?

A13. Consultants should expect to follow MWDOC's existing cybersecurity, data governance, and access-control requirements, which align with standard public-sector practices. All solutions must operate within MWDOC's Microsoft cloud environment and consultants will be provided individual, role-based access as needed. For third-party systems, MWDOC may facilitate access on a case-by-case basis. Additional requirements may apply depending on the systems involved and MWDOC will provide guidance during project initiation.

Q14. Beyond reporting and workflow automation, does MWDOC anticipate future needs related to predictive analytics, forecasting, statistical modeling, or advanced operational performance analysis within the Water Use Efficiency program area?

A14. There are currently no future anticipated needs within the Water Use Efficiency program area related to predictive analytics, forecasting, statistical modeling, or advanced operational performance analysis.

Q15. Could MWDOC please clarify whether the requested scope for "Data Analysis and Statistics" is intended to include advanced causal or predictive modeling (e.g., isolating program impacts from external factors such as weather or economic conditions), or whether the expectation is limited to descriptive and inferential analyses delivered through reporting and dashboard tools?

A15. The scope is intended to include advanced causal or predictive modeling (e.g. isolating program impacts from external factors such as weather or economic conditions).

Q16. Could MWDOC kindly provide additional information regarding the existing and sought data architecture supporting the Water Use Efficiency Database, including whether current integrations include Azure-based services, Microsoft Fabric, SQL environments, or other analytical platforms beyond the Power Platform?

A16. MWDOC's Water Use Efficiency Database is primarily supported by an Azure SQL environment with data accessed and managed through Power Apps, Power BI, and Power Automate. MWDOC does not currently use Microsoft Fabric or other Azure services beyond Azure SQL, and these platforms are not part of the existing architecture. MWDOC is open to expanding Azure-based capabilities, where appropriate.

Q17. Could MWDOC please confirm if firms are allowed to propose additional personnel at a Scope of Work level once more specific services have been requested?

A17. Yes, firms may propose additional personnel as the scope of work becomes more specific.

Q18. Could MWDOC please clarify if firms are allowed to replace their proposed candidates/personnel at a Scope of Work response level for an equally or better qualified candidate if the proposed ones become unavailable?

A18. Yes, with the approval of MWDOC.

Q19. Are firms allowed to provide commercial references?

A19. Yes, if those references are relevant.

Q20. Could MWDOC please clarify where firms are required to provide the Technical Approach required in the evaluation criteria, considering that there is currently no available place for addressing it as per the required SOQ Content section?

A20. The Technical Approach component we are looking for includes the following, as described in Section 5, Table 1.

- Understanding of the nature and implementation of On-call Professional Services Contracts required by MWDOC;
- Approach to addressing and completing tasks assigned on an as-needed basis;
- Project Management capability and understanding of as-needed Contract Administration; and
- Demonstrated ability to work with MWDOC as a team; including other hired consultants.

While the RFQ does not ask for a standalone Technical Approach, relevant information can be summarized in the Cover Letter or described and demonstrated through specific project examples in the Experience and Qualifications, and the Record of Performance sections. It can also be included in the resumes.

Q21. In the evaluation criteria, the following is stated: "Demonstrated ability to work with MWDOC as a team; including other hired consultants." Could MWDOC please clarify what "other hired consultants" mean in this context?

A21. There may be situations in which the work of one consultant overlaps with another's. Example 1: GIS consultant and water quality consultant. Example 2: Multiple consultants may be involved in a workshop series, e.g., a technical consultant and a facilitator. Example 3: MWDOC's GIS strategy may be determined in coordination with one consulting firm, while a second consultant may be brought in to develop various GIS implementation projects that must conform to the defined strategy.

Q22. Could MWDOC please clarify what the expected availability of the assigned staff is?

A22. A very high-level estimate of the average percent availability or hours per week per assigned staff for the next year. For example, 8 hours per week (20% available). MWDOC requests this information solely to gauge general consultant availability and capacity; inclusion on the on-call slate does not guarantee any minimum level of work.

Q23. Could MWDOC please clarify whether bill rates are required for all candidates whose resumes are being submitted as part of the proposal?

A23. Yes, as stated in Section 4. D., please include the billing rate sheet(s) for **all staff levels** through June 30, 2029. You may submit the billing rates for the current year and indicate escalation rates or submit billing rates by year through June 30, 2029.

Q24. What is the not-to-exceed (NTE) budget for this contract?

A24. The not-to-exceed budget will be specific to each project and will align with the MWDOC adopted budget for FY2026-27 and FY 2027-28. The adopted budget is available on the District website at https://www.mwdoc.com/about-us/government-transparency/finance/

Q25. Are firms allowed to subcontract?

A25. Yes, as stated in the RFQ Section 4. B., please disclose any proposed subcontract arrangements that would be utilized during this project.

Q26. In the event firms are subcontracting, could MWDOC please clarify if firms are allowed to demonstrate experience from the subcontractor in order to meet the two public agencies' references requirement?

A26. Yes, relevant experience of both the prime and the subcontractor will be evaluated. MWDOC has successfully worked with On-Call consulting teams in which subcontractor expertise in a specific area is highly valuable.

Q27. Firms are required to provide two public agencies' references per focus area. Could MWDOC please clarify if firms can repeat references in the event the reference scope is aligned enough to several focus areas?

A27. Yes, firms may use the same references in one or more focus areas.

Q28. Is MWDOC looking for firms to source, vet, screen, and recruit the requested positions from the market or for firms to provide their inhouse personnel to perform the services?

A28. In-house personnel is preferred. Team proposals are also valued.

Q29. Are the resumes requested sample resumes or actual resumes?

A29. You may provide a shorter synopsis of key personnel's experience (i.e. a biography) to accompany the organizational chart and include two-page actual resumes as attachments.

Q30. Could MWDOC kindly clarify if firms are allowed to present Hourly bill rate ranges for their cost?

A30. Yes, as stated in Section 4. D of the RFQ, please include the hourly billing rates for all staff levels through June 30, 2029.

Q31. Is there any preferred format for providing the cost?

A31. MWDOC requests hourly billing rates, by staff level, for all staff levels through June 30, 2029 as stated in Section 4. D of the RFQ.

Q32. In the event that firms are subcontracting, could MWDOC please confirm if the subcontractor can bid as a prime vendor, too?

A32. Yes, subcontractors may also bid as a prime vendor, but not for the same area of focus.

Q33. In the event that firms are subcontracting, could MWDOC please confirm if the subcontractor can subcontract with several primes, too?

A33. Yes, a subcontractor can subcontract with one, or more, primes.

Q34. Can firms add subcontractors at a Scope of Work response level?

A34.

The prime consultant and any subcontractors proposed in the SOQ must demonstrate sufficient qualifications to be selected for a focus area. MWDOC expects that the specific expertise and experience presented during the qualifications evaluation phase will be reflected in the actual project team. Substituting key team members or replacing proposed expertise with subcontractors after selection is not permitted unless prior written approval from MWDOC is obtained. On an exception basis only, and subject to MWDOC approval,

subcontractors may be added if the detailed Scope of Work identifies specialized needs that are best fulfilled by additional subcontractor(s). The prime consultant remains fully responsible for the performance of all subcontractors.

Q35. Are personnel required to work onsite?

A35. On-call personnel are not generally required to work onsite. Depending on the scope of work, some tasks may require on-site meetings, as needed. The exception is the work described in Section 3.4 of the RFQ, Construction Project Management. Personnel will be required to be at the MWDOC Office for specific tasks and meetings.

Q36. Are assigned staff allowed to work remotely?

A36. Yes, as long as the personnel are responsive, provide quality work that meets our expectations, and do not have time zone limitations when scheduling meetings or responding to emails or messages. MWDOC's business hours are 8:00 am – 5:00 pm Pacific Time. Meetings will be held at these times, and timely responses are expected during business hours.

Q37. Are offshore resources allowed?

A37. Local firms and teams are preferred. Non-local resources may be used for project support provided they remain fully responsive despite time zone differences, possess sufficient local knowledge to meet project needs, are able to meet project deadlines, and consistently deliver work that meets our quality expectations.

Q38. Can firms provide references from former clients, or are they required to provide references exclusively from current clients?

A38. References from former and current clients are both acceptable, as long as the projects and highlighted teams are relevant and pertain to key personnel proposed in the SOQ. MWDOC's preference is for projects completed within the past couple of years wherein proposed key personnel were involved.

Q39. Are electronic signatures allowed?

A39. Yes, electronic signatures are permitted.

Q40. Is the certificate of Insurance required with the response?

A40. No. But certificates of insurance are required prior to the commencement of any services.

Q41. Could MWDOC please grant an extension on the due date?

A41. Unfortunately, due to internal scheduling and time-sensitive project needs, we are unable to extend the submittal due date for this solicitation.

Q42. In case firms are submitting confidential information in the response, is it required to provide a redacted version?

A42. While proposers are not required to provide a redacted version of their Statement of Qualifications, firms may choose to do so. If a redacted version is not provided, firms should clearly mark any confidential/proprietary information they believe should be exempt from disclosure under the California Public Records Act (Government Code Section 6250 et seq.) and state the reason for the exemption. Proposals will be held in confidence to the extent permitted by law.

Q43. Section 4 of the RFQ, Pages 11-12, lists the SOQ requirements as: A) Cover Letter, B) Experience and Qualifications, C) Record of Performance, D) Billing Rates, and E) Attachments. Section 5 then lists the SOQ evaluation criteria, which include "Technical Approach", "Team Experience and Qualifications/Record of Performance", "Assigned Project Staff", "Organization", and "Willingness to Accept Standard Terms and Conditions". Section 4 does not include a "Technical Approach", which is consistent with an SOQ (i.e., a technical approach would be reserved for on-call tasks with a specific scope of work). Please confirm that the SOQ requirements listed in Section 4, pages 11-12, are accurate and that a technical approach is not required. If the technical approach is not required, please provide updated evaluation criteria to reflect the change.

A43. While the RFQ does not ask for a standalone Technical Approach, relevant information from which MWDOC can glean your firm's technical approach can be summarized in the Cover Letter or described and demonstrated through specific project examples in the Experience and Qualifications and the Record of Performance sections. It can also be included in the resumes. The existing evaluation criteria apply.

Q44. Due to the variety of services being requested, please confirm you would like to see the proposal illustrate which proposed personnel supported previous projects, including firm name, as well as a commitment from these same personnel to support feature projects?

A44. Yes. There has been tremendous movement of personnel throughout the industry over the past few years. MWDOC is seeking clarity on the teams that will be relied upon to provide effective solutions for ratepayers at a fair value.

Q45. Section 4 of the RFQ, page 12, C(b) states to "Provide at least two public agency references per area of focus for which the consultant is submitting the SOQ that may be contacted by MWDOC, including name, title/role, phone number, and email." Please clarify if an area of interest is limited to the "first level" (i.e., Section 3.1, 3.2, 3.3, etc.) or sub-sections (i.e., Section 3.1.1, 3.1.2, etc.).

A45. Yes, please provide at least two public agency references per area of focus first level.

Q46. On page 12 of the RFQ, Section C. Record of Performance, item b., it is requested that proposers include at least two public agency references per focus area. Can you please confirm the focus areas are the following: 3.1 Reliability Planning and Engineering, 3.2 Emergency Management, 3.3 Water Use Efficiency, and 3.4 Construction Project Management. Please confirm that we do not need to provide at least two references for the subcategories (.1, .2, .3, .4) as well.

A46. It is confirmed that firms are not required to provide two references for the subcategories under each area of focus. Please be clear about specifying which area or areas of focus your SOQ is responding to. Each area of focus will be evaluated independently. A firm that submits in 3 areas is treated the same as a firm that submits in only 1 area.

Q47. Regarding 3.1.4. Lead and Copper Rule Improvements Assistance, can MWDOC please clarify,

1) Is the role of the consultant to:
   - Provide program-level management and coordination, or
   - Perform field verification and/or subcontractor management (e.g. field crews performing visual, or meter box inspections)?
2) To what extent should the consultant plan to build on existing LCRR Initial Inventory datasets versus re-validating or enhancing prior work?

3) Will the consultant be responsible for designing the sampling program, or implementing a predefined approach?

A47. The scope of work and the consultant's role will reflect the needs of MWDOC's retail member agencies. The requirements will be driven by the Primacy Agency's (Division of Drinking Water) requirements. MWDOC is looking for a consultant(s) who will provide expert guidance on the LCRI. The MWDOC Shared Services Program aims to assist retail agencies in completing their baseline inventory while leveraging both economies of scale and a collaborative learning experience. The scope of work may include assistance with non-lead validation. MWDOC does not anticipate being involved in assisting retail agencies with their water quality sampling programs.

Q48. Section 3.3.1 identifies potential integration with MWDOC's internal rebate processing platform, Metropolitan's rebate processing platform, MWDOC's Accounting ERP system, and the Water Use Efficiency Database. Can MWDOC clarify the anticipated data access methods for these systems, such as API access, scheduled exports, direct database connections, secure file transfer, or other file-based exchange?

A48. MWDOC is still evaluating the most appropriate data access methods for each system. The specific integration approach will be determined during project scoping in coordination with the selected consultant(s).

Q49. Section 3.3.1 emphasizes data solutions within the Microsoft environment, including Power Apps, Power BI, and Power Automate. Should consultants assume future solutions will be developed within MWDOC's Microsoft tenant, within the consultant's environment, or determined on a task-order basis?

A49. MWDOC would prefer that future solutions leverage MWDOC's existing Microsoft stack. However, alternative approaches may be considered on a task-order basis if they provide clear benefits and align with MWDOC's operational and security requirements.

Q50. Section 3.3.1 references the potential loading and maintenance of the Water Use Efficiency Database. Can MWDOC clarify whether this database currently exists as a production system, is under development, or is anticipated to be developed through future task orders?

A50. The Water Use Efficiency Database currently exists as a production system supported by MWDOC's Azure SQL environment. While the core database is operational, additional loading, maintenance, and enhancement needs may be addressed through future task orders.

Q51. For Water Use Efficiency program evaluation and water savings analysis, can MWDOC clarify what water consumption data may be made available to consultants, including anticipated time period, temporal resolution, customer classification, geographic detail, and whether weather, economic, parcel, or demographic datasets are already available?

A51. Water consumption datasets will typically be sourced from MWDOC's member agencies and could cover residential, commercial, or industrial sectors. Temporal resolution will be dictated by the availability of individual retailers' data. Additional details are not currently available.

Q52. The RFQ states that selected consultants will be placed on an on-call slate and will still be required to submit a Scope of Work for MWDOC approval before beginning work. Once the on-call slate is approved, how does MWDOC anticipate assigning Area 3.3.1 task orders: direct selection from the slate, requests for scopes from multiple slate consultants, or another process?

A52. MWDOC will determine the most appropriate assignment method based on the qualifications of the consultants selected for the on-call slate and the needs of each project. Once a Scope of Work is developed, MWDOC reserves the right to invite one or more on--call consultants to submit a detailed scope and proposal. Depending on the nature of the task, MWDOC may conduct a direct selection from the slate-, request scopes from multiple consultants, or use another selection approach that best aligns with project requirements.