

Town of Ware Shoals, South Carolina
Request for Proposals (RFP)
Water and Wastewater Utility Management Services

I. INTRODUCTION

The Town of Ware Shoals, South Carolina, is soliciting sealed proposals from qualified contractors to provide comprehensive Utility Management Services under a turnkey Operations and Maintenance (O&M) agreement. The selected firm ("Operator") will manage the Town's water distribution and wastewater collection and transmission systems, including all appurtenant facilities, preventive and corrective maintenance, and related administrative, financial, and regulatory functions.

This solicitation is open to firms with demonstrated experience in municipal water and wastewater utility operations. The Town seeks a long-term partner committed to reliability, regulatory compliance, and sustainable system management.

II. SCOPE OF SERVICES

The selected Operator will enter into a contract with the Town of Ware Shoals to provide services as described in the draft Utility Management Services Agreement (attached). Responsibilities include, but are not limited to:

1. System Operations and Maintenance

- Operate and maintain all wastewater collection and transmission infrastructure, including lines, manholes, lift stations, and pump stations.
- Operate the septic receiving station.
- Operate and maintain all water distribution infrastructure from the CPW wholesale connection to customer meters, including mains, valves, hydrants, service lines, meters, and water towers.
- Perform preventive maintenance including hydrant flushing, valve exercising, and tower inspections.
- Provide emergency response to water and sewer system failures within one (1) hour of notification.
- Respond to all work orders issued by the Town's designated staff or committee.

2. Technical and Administrative Support

- Prepare annual O&M budgets and Capital Improvement Plans (CIP) including renewal and replacement forecasting.
- Provide assistance with rate setting, financial planning, and cost allocation as requested.
- Provide grant writing and administration for applicable funding programs (SRF, RIA, CPST, USDA, EPA, etc.) at hourly billing rates only (no success fees).
- Assist with procurement and bid preparation for capital projects.
- Maintain and manage a maintenance tracking system (CMMS) or equivalent digital log for all assets, work orders, and preventive maintenance schedules.

3. Regulatory Compliance

- Ensure full compliance with all applicable SCDHEC, EPA, and Town regulations.
- Maintain proper licensing and certifications for all operational personnel.
- Provide support for NPDES Permit compliance and Safe Drinking Water Act requirements.
- Prepare and submit required reports to DHEC and the Town's Water & Sewer Committee.

4. Additional Town Facilities

- Operate and maintain the Town Fountain and the Splash Pad at Pitts Park.
- Perform minor maintenance of other public water features as requested.

5. Reporting and Communication

- Submit monthly written reports summarizing system performance, maintenance activities, regulatory updates, and project status.
- Attend meetings of the Water & Sewer Committee and/or Town Council as requested.

III. MINIMUM QUALIFICATIONS

- Employ or subcontract personnel properly licensed and certified by SCDHEC for water distribution and wastewater collection operations.
- Minimum of five (5) years of experience in municipal or public utility O&M management.
- Demonstrated ability to provide 24/7 emergency response within one hour.
- Proven experience in capital planning, financial forecasting, and grant administration for municipal utilities.
- Ability to furnish all vehicles, equipment, and mobile tools required to perform services.
- Maintain adequate insurance coverage and provide a Performance Bond if contract value exceeds \$250,000.

IV. PROPOSAL SUBMISSION REQUIREMENTS

Each proposal must include the following sections:

1. Cover Letter summarizing the firm's qualifications, interest, and understanding of the Town's needs.
2. Company Profile including ownership, organizational structure, key personnel, and relevant certifications.
3. Detailed Work Plan describing how the firm will fulfill the Scope of Services.
4. Staffing Plan identifying positions and personnel proposed for service to the Town.
5. Rate Schedule (Exhibit A) listing hourly labor rates by classification (Project Manager, Licensed Operators, Technicians, etc.).
6. References from at least three (3) municipal or public utility clients served within the last five years.
7. Proof of Insurance meeting the minimum coverage requirements in the draft Agreement.
8. Optional Materials, such as sample reports, CMMS screenshots, or grant applications demonstrating capability.

V. EVALUATION CRITERIA

Proposals will be evaluated using a weighted scoring system as follows:

Experience & Qualifications – 30%

Work Plan & Approach – 25%

Staffing & Resources – 15%

Grant Writing & Capital Planning Experience – 15%

Cost Proposal – 15%

The Town may request interviews or presentations from top-ranked firms prior to award recommendation.

VI. CONTRACT TERM

The initial term will be one (1) year probationary, followed by a two (2) year base term, with annual automatic renewals thereafter unless terminated by either party with 90 days' notice.

VII. SUBMISSION DETAILS

Deadline: Friday, November 14, 2025, by 5:00 PM

Delivery Address:

Town of Ware Shoals

Attn: Town Administrator

8 Mill Street

Ware Shoals, SC 29692

Format: One (1) original signed copy, two (2) printed copies, and one (1) electronic copy (USB or email).

Sealed Envelope Labeling: "Proposal for Utility Management Services – Town of Ware Shoals."

Questions: All inquiries must be submitted in writing to [Town Contact] by November 4, 2025. Responses will be shared with all known bidders.

VIII. PUBLIC OPENING AND AWARD

Proposal Opening:

Tuesday, December 9, 2025, at 6:00 PM

Ware Shoals Town Hall, 8 Mill Street, Ware Shoals, SC 29692.

Recommendation and Council Vote:

Tuesday, December 16, 2025, at 6:30 PM

Ware Shoals Town Hall.

IX. TOWN RIGHTS

The Town of Ware Shoals reserves the right to:

- Reject any or all proposals.
- Waive informalities or irregularities.
- Negotiate terms, scope, or pricing with the selected bidder.
- Cancel this solicitation at any time.

X. ATTACHMENTS

- Draft Utility Management Services Agreement
- Exhibit A – Labor Rate Schedule (template)
- Exhibit B – KPI & Reporting Template (template)

Issued by:

Town of Ware Shoals, South Carolina

Date: _____