



PROTECTING INFRASTRUCTURE

February 11, 2021

The City of Texas City
Public Works Department
7800 Emmett F Lowry Expressway
Texas City, TX 77591

Re: RFP # 2021-083 Water and Sewer Line Locating Service

We are very pleased to have the opportunity to provide a proposal of services to the City of Texas City and continue our partnership on your 811 ticket locating. We have prepared and attached a very aggressive proposal for your review.

In making your decision, we request that you consider the following success factors when outsourcing with USIC:

- ♦ As America's leading provider of locating services since 1979, USIC has earned the reputation for superior quality and performance.
- ♦ "Safety first" is one of USIC's most important fundamentals, with a focus on new and better ways to be both safe and productive; and
- ♦ We offer the leading-edge locating technology tools in the industry.
- ♦ We complete more than 1,500 locates annually within in the City of Texas City.
- ♦ There is not another vendor that has the staffing, experience, or familiarity with your city or infrastructure.

We would like to thank you for the opportunity to submit a response to your Request for Proposal. We are confident that your Selection Team will look closely at the value USIC offers while significantly reducing the risk to your plant throughout Texas City.

Should you have any questions regarding our proposal submittal, please do not hesitate to contact me directly at (303) 263-0200, or via email at JackHaake@usicllc.com

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Haake', written in a cursive style.

Jack A. Haake
Regional Account Manager
C: 303-263-0200
www.usicllc.com



Texas City
T E X A S

Request for Proposal

Water and Sewer Line Locating Service

2021-093

Due Date: Tuesday, February 16, 2021
10:00 am CST

Prepared By

USIC Locating Services, LLC



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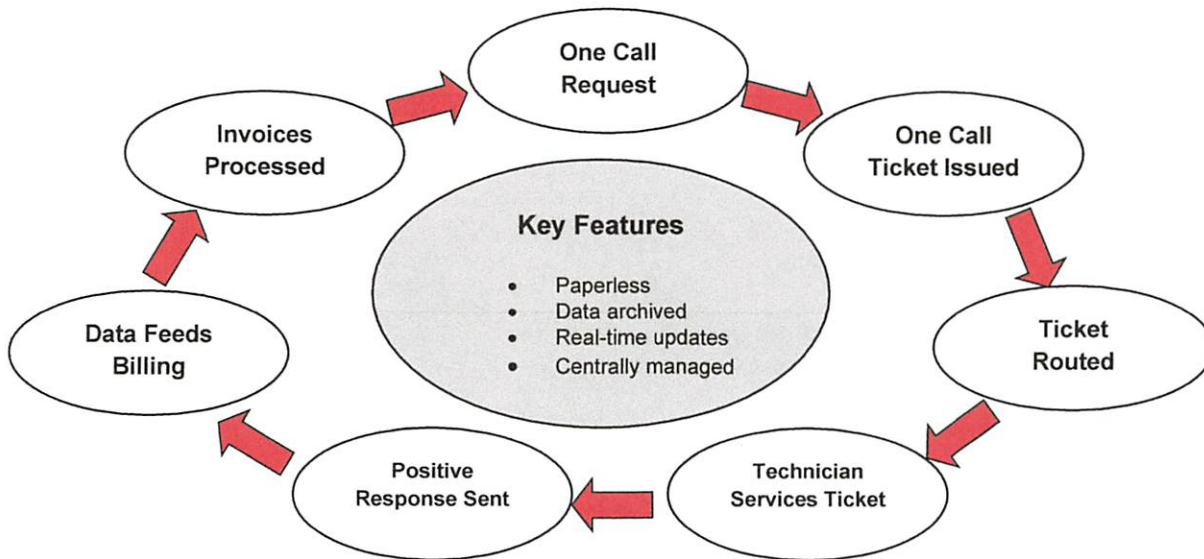


Understanding and Approach

USIC will be available 24x7x365 to receive and respond to 100% of the City’s locate tickets from the Texas 811 one call center.

The management and servicing of a locate request is a fully automated process that provides immediate access to field personnel. This results in timely and accurate locating by designated Technicians. The request is initiated by the Texas One Call (TX811) service. Once a locate request is generated our wireless ticket management system accepts the request and records it for archival purposes. Within seconds of receipt, the locate request is routed automatically to the appropriate field Technician based on the geographic location for the excavation request. Upon receipt, the Technician sees a new request in their ticket list that is set-up with a status of new. The field Technician completes the ticket and updates the tickets status. When all work has been completed, including the uploading of digital photographs, the ticket status is changed to “closed” and any positive response requirements are sent to the One Call web-based database.

This real-time visibility allows for load balancing and staff augmentation to ensure all requests are handled in a timely manner.



Because of the efficient routing and workflow within our wireless ticket management system, time is not lost for the printing and/or distribution of locate requests. Once the work is completed, the back-office billing system is automatically updated, and accurate billing is generated from the work completed.



The purpose of the USIC Locate Process is to standardize the way each technician performs their work in certain areas determined to impact quality, while providing a measure of flexibility. The USIC Locate Process acts as an instruction guide to our employees in the proper routine to perform a locate. The USIC Locate Process Stages cover every aspect of a locate and if practiced consistently, will prevent damage to our customer's facilities due to our error. This process has been validated and fully integrated into the training all new technicians receive. The stages are listed below:

USIC Locate Process

•*Stage 1: Evaluate the Job*

- This stage ensures the technician is at the proper address, understands the ticket scope, refers to proper prints and records and does a thorough visual scan of the job site.

•*Stage 2: Identify High-Profile Facilities*

- Stage 2 specifically addresses the identification of high-profile facilities and directs the technician to use appropriate extra measures.

•*Stage 3: Prepare for the Locate*

- The tasks in stage 3 deal with properly setting up safety equipment, selecting correct tools to eliminate extra steps, and identification of the best access points.

•*Stage 4: Perform the Locate*

- Steps include direct connecting unless that method is not available, grounding, and un-bonding properly, use of lowest power and frequency to produce a detectable signal, proper troubleshooting and applying paint and flags properly.

•*Stage 5: Verify and Document the Locate*

- Stage 5 covers review of prints and ticket scope to verify all facilities in conflict were located, proper billing and notations entered the USIC ticket management system, attaching post locate photographs and restoring the job site to its original condition.

Managing the Fundamentals of Locating Better Than Anyone Else

One way to think about the basics of our business is to imagine a stool with four legs. This is how we look at the four fundamentals of locating. Each 'leg' is as important as the other. If one is missing, then the entire system simply doesn't perform like it should.



Every day, with every locate, we concentrate on making the four fundamentals work together flawlessly. As a result, we're more efficient—and you're better assured of both cost effectiveness *and* superior service. The four fundamentals are:

1. Safety Management:

'Safety First' is one of the most critical fundamentals. Our Locators are continuously trained on new and better ways to be both safe *and* productive. The result: a strong record of safe performance, day in and day out.

2. Quality Assurance and Damage Protection:

What does it take to be a leader in the locating industry? At the center is a commitment to quality and damage protection that is, quite simply, unprecedented. That's why we lead our industry in infrastructure protection, with as few as one damage per 10,000 locates.

3. On-time Performance:

Our goal is to be 100% on-time all day, every day. It is what you would expect from a professional locating company; and it is what we strive for on every locate.

4. Productivity:

Through our density model (multiple customers at one job site mean the lowest total cost of infrastructure protection for you) we spend less time driving and more time locating. That makes everything we do on your behalf more efficient and cost effective.

1. Quality Assurance/Quality Control Plan

- TicketPro (Ticket Management System): After our 2011 acquisition of Consolidated Utility Services (CUS), USIC owned and operated two proprietary ticket management systems that were designed for receiving and managing locating and marking tickets. Based on ease of use for field Technicians that deliver damage prevention services, USIC opted to utilize CUS's Ticket Rx ticket management system as our uniform system going forward. All USIC districts migrated to an enhanced version of Ticket Rx in early 2012. Now named TicketPro, USIC continues to develop our ticket management system and integrate it with other USIC technologies. Our proprietary ticket management system manages more underground utility locates than any other ticket management system in the United States.

- Universal Photo Management (UPM): UPM is a proprietary USIC technology that automatically uploads and catalogs digital photographs after every ticket is serviced. This system makes time-



date stamped photos available near real-time after field services are completed. UPM also monitors technician laptops to ensure that all software is up to date while monitoring for unauthorized software.

This keeps USIC field technicians working in an efficient manner while streamlining the potentially confusing work of organizing hundreds of digital photographs taken daily to document a technician's work.

- **Customer Portal:** USIC's web-based customer portal provides access to ticket data, damage investigation data, and various reports and documents. Customer portal pulls data from TicketPro and makes it available to customers through user friendly ticket search engines. Customer portal also pulls data from USIC's claims management system to provide data on damage investigations completed by USIC. Our "generate report" feature provides selectable portions of damage investigations and the applicable locate ticket that preceded the damage. This report, that directly compares post-locate photos to post-damage photos, is proving to be invaluable to customers in resolving underground utility damage responsibility.
- **GPS Logistics Tool:** USIC monitors all field vehicles via GPS technology. This enables us to know the current location of every technician for safety and dispatching logistics. USIC also developed technology that compares GPS travel points to TicketPro data to validate that technicians operated in an efficient manner. Exception reporting enables USIC management to quickly identify rare cases of logistical and fleet abuse keeping our operations efficient and cost effective. USIC also monitors idling via our GPS technology. In 2010, USIC was able to reduce fuel consumption by 16%, a level that we have since maintained, through GPS monitoring and management. This was a significant environment and cost benefit. The next phase of USIC's GPS system is dynamic ticket routing, which is in final developmental phases.
- **Print Update Management Process (PUMP):** PUMP is USIC's unique technology used to send customer print, record, or mapping information to multiple technicians seamlessly via air card access. We can accept one digital update record at our central office and then identify the applicable technicians in the appropriate service area that required the customer's information. PUMP compares the customer files stored on every applicable laptop to the new record. Every file that is new or change is updated, and every change is tracked and auditable. We have the ability to push out updates quickly, which is a clear damage prevention benefit. The automated distribution avoids time spent manually updating laptops which is a significant operational efficiency.
- **Future Technology:** Beyond the base technologies noted that are fully deployed, USIC is testing and developing a variety of future damage prevention technologies. More information is available if additional interest remains.



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Relevant Experience

USIC provides locating services for a good number of municipalities across Texas. We believe the best evidence of our relevant experience is the work we have done over the past 4 years for the City of Texas City, TX itself. Below are a few of our other similarly situated customers.

Schertz Seguin Local Government Corporation

Trino Pedraza

Operations Manager

108 W. Mountain Street

Seguin, TX 78155

(830) 401-2409

Water Locating

City of Princeton, TX

Tommy Mapp

Director of Public Works

123 W. Princeton Drive

Princeton, TX 75407

(214) 960-5942

Water and Sewer Locating

City of Kilgore, TX

Clay Evers

Director of Public Works and City Engineer

815 N. Kilgore Street

Kilgore, TX 75662

(903) 988-4118

Water and Sanitary Sewer Locating



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Staff

Jeremy Moore

Regional Director
Texas/New Mexico

Jeremy has been with USIC over 20 years. He started as a Field Technician in 1999 and quickly moved into management. He has held numerous roles for USIC – Supervisor, Quality Assurance Manager, Claims and Training Manager, District Manager, Regional Manager and is currently the Regional Director of the South Region. Jeremy has developed excellent customer relationships through impeccable service and strong performance that have allowed significant customer growth in Texas and New Mexico.

Jeremy has managed operations that have serviced clients in Gas, Telecommunications, Water, Storm Sewer, Sanitary Sewer, and Electric.

Current Responsibilities – Regional Director

- Responsible for overseeing operations with P&L responsibility for Texas and New Mexico. 1000+ employees.
- Strategic planning and Key Account management for region.
- Budgeting, business analysis, plus staff development too.



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Gabriel Thisius

District Manager

South Houston District TX

Gabriel has been with USIC for 3 years. He started in the industry as a Field Technician in 1999 for Underground Technology CA Bay Area. He has held numerous roles and worked in several markets throughout his career. His prior roles include Supervisor, Ops Manager, Safety Manager, and is currently the District Manager for the South Houston District. Gabriel has developed a reputation for excellent customer relationships through impeccable service and strong performance.

Gabriel has managed operations that have serviced clients in Gas, Telecommunications, Water, Storm Sewer, Sanitary Sewer, and Electric.

Current Responsibilities – District Manager

- Responsible for overseeing operations with P&L responsibility for South Houston District. 200+ employees.
- Strategic planning and Key Account management for district.
- Budgeting, business analysis, plus staff development too.



Derrick Dibble

Field Manager

South Houston District TX

Derrick has been with USIC since 2011. He started in the industry as a Field Technician in 1999 for Utiliquest LLC in Houston TX. He has held numerous roles and worked in several markets throughout his career. His prior roles include Supervisor, Ops Manager, and is currently a Field Manager for the South Houston District. Derrick has worked closely with customers and excavators and has earned a great reputation in the industry.

Derrick has managed operations that have serviced clients in Gas, Telecommunications, Water, Storm Sewer, Sanitary Sewer, and Electric.

Current Responsibilities – Field Manager

- Responsible for overseeing field operations for five supervisor teams in South Houston District
- Day to day field management
- Customer/Client Relations



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Alexander Miller

Field Supervisor

South Houston District TX

Alex has been with USIC since 2018. He started in the industry as a Field Technician in 2016 for Consolidated Infrastructure Group, Houston TX. He has held roles such as Damage Investigator, Trouble locator, Mentor/trainer, and Safety Committee Chair throughout his career; and is currently the Field Supervisor for The Galveston and Southeast Houston Group in the South Houston District. Alex has developed a reputation for excellent customer relationships through impeccable service and strong performance.

Alex has managed crews responsible for locating facilities including, Gas, Telecommunications, Water, Storm Sewer, Sanitary Sewer, and Electric.

Current Responsibilities – Field Supervisor

- **Alex is Responsible for overseeing a team of 19 Technicians, in a force to load, performance-based industry. Managing damage claims, Safety and Quality focused messaging, team logistics, and team development.**



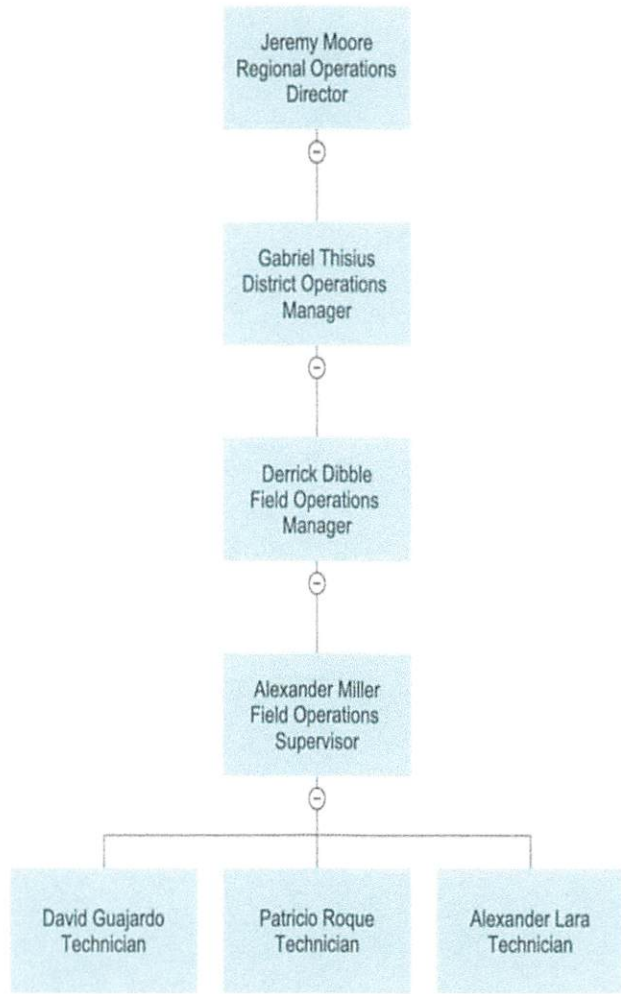
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Field Techs:

David Guajardo - 7 Years USIC

Patricio Roque – 6 Years Locating, 2 with USIC

Alexander Lara – 1 Year USIC





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Availability

USIC has the staffing in place now, in Texas City to absorb your locates. We would not need to hire or train any additional staff and to continue locating your water and sewer facilities.

We have hundreds of employees (locators) located and officed here in Texas. Those locators are equipped with individual vehicles (Chevrolet Colorado, Ford Ranger, or similar). During times of high volume or special projects we have the ability to access our vast resource of employees in Texas. These individuals can be made available as needed as well as our locators from surrounding territories and states.

The typical technician is equipped with the following equipment:

- Cellular Phones
- Pin Finders / Metal Detector
- Ground Rod
- Measuring wheel
- Stop Box Wrench
- Hard Hat
- ANSI II fluorescent reflective safety vest
- Traffic cones
- Digital camera
- Manhole aeration, gas testers, and confined space entry equipment
- Damage investigation kit (employees certified to investigate only)

On average, throughout the United States we complete more than 25,000 locates an hour of which 99.97% of locates result in no locate-related damage. USIC has a national presence with an 80% market share in the outsourced locating services market.

Throughout our 46-state service territory USIC has 1,132 agencies under maintenance and support.



Cost

Standard Water and Sewer Ticket	\$17.00
Project Rate	\$15.00 Per ¼ Hour
After Hour Emergency Water and Sewer Ticket	\$40.00 Flat Fee
Normal Hours Emergency Water and Sewer Ticket	\$30.00 Flat Fee

Above pricing will be subject to a 3.5% annual escalator through the term of the agreement.

Pricing Definitions

Per One Call Ticket – All tickets received from State One Call. Each ticket granted 30 minutes of locating time.

Project Rate – If locating the utility exceeds sixty minutes, the ticket will then be billed the proposed per ¼ hour Project Rate starting after the first thirty minutes of locating time.

After Hour Emergencies – This service will be for After Hour Emergency Tickets that are called in between the hours 5:00 P.M - 7:00 A.M, Monday - Friday and all-day Saturday & Sunday including Holidays. The fee is a flat fee and total billed for this type of ticket will only be After Hour Emergencies fee identified above. NOTE: We **do not** charge for travel time.

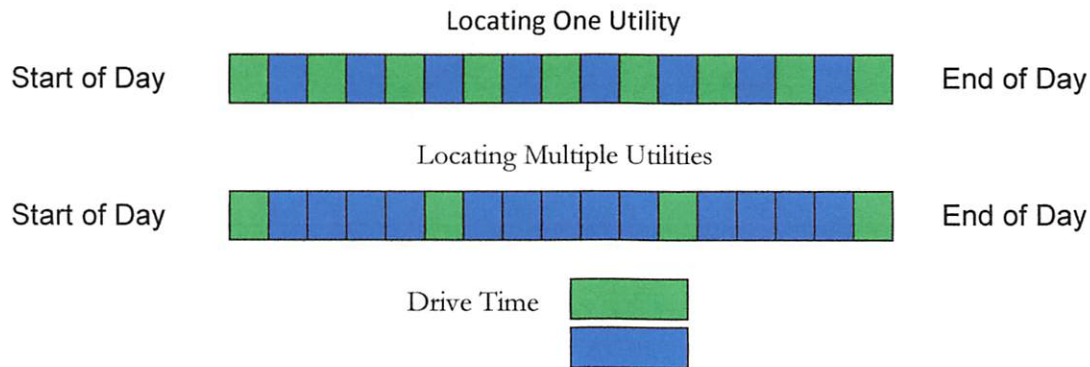
In addition to saving money on locating expense, the City of Texas City will experience the added value of using our Professional Damage Prevention Services.

OUR VALUE PROPOSITION INCLUDES:

- Basic Economic Value Summary
- Risk Management Summary
- Advanced Technology Summary
- Professional Services Summary

BASIC ECONOMIC VALUE

USIC currently visits every job site already for other utility clients creating *economies of scale that cannot be matched* internally or by any other vendor.



RISK MANAGEMENT

USIC *investigates every damage occurrence. Reports Upon Request*

USIC uses a CDI (Certified Damage Investigator) to investigate and prepare reports. Each report includes pre and post dig photos and all pertinent documentation.

All reports are prepared electronically and uploaded through wireless technology.

All damage reports made available for use in claims recovery efforts

Damage reports enables you to recover all damage expense from either the locate vendor or from the excavator.

ADVANCED TECHNOLOGY

USIC utilizes an in-house proprietary 'real time' ticket management system (TicketPro) that reflects 30 plus years of locating experience. The depth of TicketPro cannot be matched by any 'off the shelf' ticket management system.

USIC technicians work their ticket load in a real time, paperless environment (creating even more labor related efficiencies).

The City of Texas City District will have direct, real time access to our ticket management system (***Customer Portal***). Texas City will have ability to:

- View tickets as they come in from the State One Call service "Real-Time"
- Quickly identify when ticket is due and if completed, time it was completed and what was located.
- Query any ticket by ticket number
- View all post locate photo's attributed to that located
- Additional information package available upon request.



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PROFESSIONAL SERVICES

Texas City increases labor support.

Texas City increases labor management in terms of Supervisors, District Managers, Senior Directors and VP of Operations.

Technician support also includes a Claims Manager, a Quality Manager, a HR Specialist and a Key Accounts Manager

Accurate and timely locates to include pre-dig photographs to assist in damage recovery.

USIC uses the latest technology and works 'real time' in a paperless environment to ensure data integrity.

USIC encourages regular performance meetings with the City of Texas City, TX.

USIC is engaged nationally in the prominent industry association and legislation (to include the Common Ground Alliance (CGA) and National

Utility Locating Contractors Association (NULCA). We also track and invest in the latest locating technology.

USIC provides all labor and materials to include all after hours emergencies, weekends and holidays.

USIC provides the City of Texas City all data and tools necessary to professionally manage their damage prevention program.

City of Texas City

In partnership with

USIC Locating Services, LLC