

## **ATTACHMENT B10**

### **SCOPE OF WORK**

#### **FOG SUPPORT 2014**

The Hampton Roads Planning District Commission (HRPDC) and URS Corporation (URS) developed an Internet-based training and certification program to help member jurisdictions minimize sanitary sewer overflows and related problems caused by Fat, Oil, and Grease (FOG) deposits in the sanitary sewer system. The site was implemented and became fully operational in 2012, and was maintained through 2013 under the terms of the original task order for the development of the website. Current maintenance is scheduled to expire for the FOG site on December 31, 2013.

Although the system is running well, there is an ongoing need for contractor maintenance, driven largely by questions from new or infrequent users who are unfamiliar with FOG. Other items, such as general troubleshooting issues, or solving potential problems encountered by users also create the need for ongoing support. Changes in server or software technology are constant, and often need to be addressed to maintain a stable system. This scope of services provides for simple support and maintenance of the FOG system from January 1, 2014 through December 31, 2014 as described below.

This Task Order also provides funding for developing enhancements and modifications to the FOG website, as requested by FOG C0mmittee members.

The A/E will use Virginia Technology Group as a subconsultant on this assignment. URS and Virginia Technology Group have completed related web development and implementation assignments for HRPDC in the past, and enjoy a good working relationship with HRPDC and its member jurisdictions.

#### **Task 1: One-Year Services (Through December 31, 2014)**

The A/E and its sub-consultant (Virginia Technology Group) shall provide monthly system support and maintenance, up to an average of eight (8) labor hours per month of technical and administrative support. Specific work includes time to:

- Ensure that the database and webpages are working properly.
- Monitor the backup process and ensure that redundant backups are successfully maintained.
- Respond to user questions and issues forwarded by HRPDC staff, and assist HRPDC in responding to user inquiries.
- Provide general troubleshooting services, such as monitoring capacity and bandwidth usage on the host server.
- Ensure that system security measures are adequately provided.
- Proactively monitor the database to anticipate and solve problems, such as potential data corruption and storage limitations on the server.

- Work with end users, time permitting and as-directed by HRPDC, to troubleshoot client-side problems, such as over-restrictive spam and anti-virus filters, firewall-related problems, and data formatting errors.

This task also includes hosting the FOG system on a commercial-grade server system (Azure) for a period of twelve (12) months.

## **Task 2: Website Enhancements**

HRPDC has discussed ideas for enhancements and modifications to the FOG website with FOG Committee members. Generally, the committee members have requested the following enhancements and modifications:

- The ability to enter user profiles for people who took a paper test (mainly those who take the Spanish or Chinese version) or for those without computer access.
- The ability to remove or edit company associations from a user record (both haulers and FSEs)
- The ability to remove duplicate or blank listings (for both haulers/FSEs).
- The ability to add records of people (without email address) from locality-maintained databases
- For the backend reports, the committee members would like to be able to see email addresses for certified employees.
- Either provide a unique ID number for tracking user profiles or make email visible – so there is a way to determine the difference between profiles with the same name.
- On the certification card, display the company name along with the employee name.
- Ability to add FSE name to profile during account registration (in order to capture that in the beginning vs. waiting for the person to make the association after completing the test).

HRPDC has shared these requests with URS, but there has not been a meeting to coordinate and clarify them with the committee members present. Coordination is required before significant additions or changes to the website coding are undertaken, because some of these requests will require development of new administrative capabilities and portals, and some of them were specifically precluded (for various reasons) during the original development of the FOG website. Some items can be handled as simple maintenance, at less cost than coding additional administrative capabilities.

Regardless, it is clear the FOG Committee would like to have additional coding completed on the website. This task provides a budget amount to work with HRPDC and the FOG Committee to code enhancements, generally as described above. If the requested changes are greater than the budget will allow, URS will work with HRPDC and the FOG Committee to prioritize and deliver as many of the requests as can be accommodated for the budget. If there is remaining unused budget, URS will credit the remaining balance back to HRPDC at the end of this task order.

This task includes attending a scoping meeting and a progress meeting with HRPDC and the FOG Committee to clarify and prioritize the requests.

**Assumptions and Limitations:**

These are straightforward tasks comprising a continuation of certain services formerly performed by the A/E and Virginia Technology Group for HRPDC. The tasks outlined in this Scope of Work are being priced using the following assumptions and limitations:

- i. The above maintenance services are budgeted assuming that the work can be completed with an average of eight (8) labor hours per month. Some months may require more or less than 8 hours of maintenance labor, but the average shall not exceed 8 hours per month.
- ii. The primary contact for end users shall continue to be a designated representative at HRPDC. FOG users should not contact URS or Virginia Technology Group directly. If HRPDC's designated support representative directs URS or Virginia Technology Group to contact end users, URS or Virginia Technology Group will do so. This check is put in place to prevent end users from consuming the budget without approval from HRPDC.
- iii. Maintenance work for end users that may require several hours of labor, and/or potential work at end-user sites will be performed only when directed by HRPDC. Maintenance work beyond the allotted 8 hours per month will be performed only if directed in writing by HRPDC.
- iv. URS and HRPDC agree to shape this work to allow the deliverables under this scope of services to be reasonably produced for the accompanying fee estimate.
- v. This project will be developed assuming the following design specifications:
  - a. The site will support the current major browsers (IE, Firefox, and Chrome) with a "Current Version minus Two" approach, meaning the current version, plus the previous two versions, (currently 11, 24, 30, respectively).
  - b. Microsoft Azure WebSites and VMs
  - c. Microsoft SQL Azure
  - d. Microsoft Azure Table and Blob Storage
  - e. SendGrid
  - f. ASP.NET 4.0+ MVC 3+ (Server)
- vi. In order to keep development costs down, additional cross-browser compatibility is not part of these design requirements, nor is compatibility with alternate operating systems or database systems. URS will try to avoid design components that are problematic across different browser platforms, but will use the browser specification above for this assignment.
- vii. The web pages will not be designed to any web coding standard, requirement, code, or protocol, such as the Americans with Disabilities Act.
- viii. Because the anticipated changes are straightforward, and because scoping and progress meetings will take place during the course of this assignment, final training is not required.

**Deliverables and Schedule:**

The following deliverables shall be produced under this Task Order:

1. Up to an average of eight (8) hours of system support and maintenance per month, plus monthly system hosting and backup on a commercial server, from January 1, 2014 through December 31, 2014.
2. A scoping meeting and progress meeting as described in Task 2, with minutes provided by

URS.

3. Website enhancements as described in Task 2.

All deliverables will be produced in electronic formats. No paper hardcopy deliverables are anticipated.

A-E FEE PROPOSAL  
10/21/2013

HRPDC STORMWATER IQC

URS CORPORATION

FOG SUPPORT 2014

**FOG SUPPORT 2014**

**BASIC SERVICES**

**COST**

Total  
Cost

TASK 1. One-Year Services (Through December 31, 2014)	\$	15,000.00
TASK 2. Website Enhancements	\$	29,097.85

**TOTAL COST FOR BASIC SERVICES \$ 44,097.85**

**OPTIONAL SERVICES**

**COST**

Total  
Cost

OPTIONAL TASK 1. NOT USED	\$	-
OPTIONAL TASK 2. NOT USED	\$	-
OPTIONAL TASK 3. NOT USED	\$	-
OPTIONAL TASK 4. NOT USED	\$	-

**TOTAL COST FOR OPTIONAL SERVICES \$ -**

A-E FEE PROPOSAL  
10/21/2013

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FOG SUPPORT 2014

**TASK 1. One-Year Services (Through December 31, 2014)**

**(A) LABOR COSTS (Loaded)**

Personnel Category	Contract Rate	Manhours	Total Cost
Project Director/Principal	\$ 187.50	0	\$ -
QA/Principal Engineer	\$ 168.75	20	\$ 3,375.00
Project Manager/Task Manager	\$ 156.25	0	\$ -
Senior Engineer	\$ 133.75	0	\$ -
Mid-Level Engineer	\$ 116.25	0	\$ -
Health and Safety Officer	\$ 108.75	0	\$ -
Field Supervisor	\$ 107.50	0	\$ -
Senior CADD Operator	\$ 85.00	0	\$ -
Junior Engineer	\$ 83.75	0	\$ -
GIS Technician	\$ 75.00	0	\$ -
CADD Operator	\$ 72.50	0	\$ -
Project Administrator	\$ 61.25	6	\$ 367.50
Field Technician	\$ 57.50	0	\$ -

**Total Loaded Labor Cost** \$ 3,742.50  
**Total Labor Hours** 26

**(B) OFFICE COSTS**

Item and Unit of Measure	Unit Cost	Quantity	Total Cost
Blueprints (Ea.)	\$ 1.20	0	\$ -
BW Photocopies , 8-1/2x11 (Ea.)	\$ 0.12	0	\$ -
BW Photocopies , 11x17 (Ea.)	\$ 0.25	0	\$ -
Color Photocopies , 8-1/2x11 (Ea.)	\$ 1.00	0	\$ -
Color Photocopies , 11x17 (Ea.)	\$ 2.00	0	\$ -
3-Ring Binders (Ea.)	\$ 15.00	0	\$ -
GBC Binders (Ea.)	\$ 1.50	0	\$ -
Express Mail, Letter (Ea.)	\$ 10.00	0	\$ -
Express Mail, Small Box (Ea.)	\$ 25.00	0	\$ -
Printing	\$ 107.34	1	\$ 107.34
Hosting Fee (Azure System)	\$ 120.00	12	\$ 1,440.00

**Total Office Costs** \$ 1,547.34

**(C) SUBCONSULTANT COSTS**

Subconsultant	Unit Cost	Quantity	Total Cost
Virginia Technology Group	\$ 8,640.00	1	\$ 8,640.00
Subconsultant 2	\$ -	0	\$ -
Subconsultant 3	\$ -	0	\$ -
Subconsultant 4	\$ -	0	\$ -

**Total Subconsultant Costs** \$ 8,640.00

**(D) TRAVEL COSTS**

Item and Unit of Measure	Unit Cost	Quantity	Total Cost
Mileage (mile)	\$ 0.550	85	\$ 46.75

**Total Travel Costs** \$ 46.75

**(F) SUMMARY**

Item	Total Cost
(A) Labor Costs	\$ 3,742.50
(B) Office Costs	\$ 1,547.34
(C) Subconsultant Costs	\$ 8,640.00
(D) Travel Costs	\$ 46.75
<b>Subtotal</b>	<b>\$ 13,976.59</b>
Markup on ODCs and Subs @ 10 %	\$ 1,023.41
<b>Total Cost and Fee for Task</b>	<b>\$ 15,000.00</b>

**CLARIFICATIONS:**

A-E Fee Proposal dated 21 October 2013.

HRPDC STORMWATER IQC

URS CORPORATION

FOG SUPPORT 2014

**TASK 2. Website Enhancements**

**(A) LABOR COSTS (Loaded)**

Personnel Category	Contract Rate	Manhours	Total Cost
Project Director/Principal	\$ 187.50	0	\$ -
QA/Principal Engineer	\$ 168.75	40	\$ 6,750
Project Manager/Task Manager	\$ 156.25	0	\$ -
Senior Engineer	\$ 133.75	0	\$ -
Mid-Level Engineer	\$ 116.25	0	\$ -
Health and Safety Officer	\$ 108.75	0	\$ -
Field Supervisor	\$ 107.50	0	\$ -
Senior CADD Operator	\$ 85.00	0	\$ -
Junior Engineer	\$ 83.75	0	\$ -
GIS Technician	\$ 75.00	0	\$ -
CADD Operator	\$ 72.50	0	\$ -
Project Administrator	\$ 61.25	4	\$ 245
Field Technician	\$ 57.50	0	\$ -
<b>Total Loaded Labor Cost</b>			<b>\$ 6,995</b>
<b>Total Labor Hours</b>		<b>44</b>	

**(B) OFFICE COSTS**

Item and Unit of Measure	Unit Cost	Quantity	Total Cost
Blueprints (Ea.)	\$ 1.20	0	\$ -
BW Photocopies , 8-1/2x11 (Ea.)	\$ 0.12	0	\$ -
BW Photocopies , 11x17 (Ea.)	\$ 0.25	0	\$ -
Color Photocopies , 8-1/2x11 (Ea.)	\$ 1.00	0	\$ -
Color Photocopies , 11x17 (Ea.)	\$ 2.00	0	\$ -
3-Ring Binders (Ea.)	\$ 15.00	0	\$ -
GBC Binders (Ea.)	\$ 1.50	0	\$ -
Express Mail, Letter (Ea.)	\$ 10.00	0	\$ -
Express Mail, Small Box (Ea.)	\$ 25.00	0	\$ -
Express Mail, Tube (Ea.)	\$ 25.00	0	\$ -
Compact Disks (ea.)	\$ 1.00	0	\$ -
<b>Total Office Costs</b>			<b>\$ -</b>

**(C) SUBCONSULTANT COSTS**

Subconsultant	Unit Cost	Quantity	Total Cost
Virginia Technology Group	\$ 20,000.00	1	\$ 20,000
Subconsultant 2	\$ -	0	\$ -
Subconsultant 3	\$ -	0	\$ -
Subconsultant 4	\$ -	0	\$ -
<b>Total Subconsultant Costs</b>			<b>\$ 20,000</b>

**(D) TRAVEL COSTS**

Item and Unit of Measure	Unit Cost	Quantity	Total Cost
Mileage (mile)	\$ 0.550	170	\$ 94
<b>Total Travel Costs</b>			<b>\$ 94</b>

**(F) SUMMARY**

Item	Total Cost
(A) Labor Costs	\$ 6,995
(B) Office Costs	\$ -
(C) Subconsultant Costs	\$ 20,000
(D) Travel Costs	\$ 94
<b>Subtotal</b>	<b>\$ 27,089</b>
Markup on ODCs and Subs @ 10 %	\$ 2,009
<b>Total Cost and Fee for Task</b>	<b>\$ 29,098</b>

**CLARIFICATIONS:**

A-E Fee Proposal dated 21 October 2013.