



Tishaura O. Jones
MAYOR

City of Saint Louis
DEPARTMENT OF PUBLIC UTILITIES
--WATER DIVISION--

Office of the Water Commissioner
1640 So. Kingshighway Blvd.
Saint Louis, Missouri 63110



CURTIS B. SKOUBY, P.E.
WATER COMMISSIONER

PHONE (314) 633-9000
FAX (314) 664-6786

QUESTIONS AND ANSWERS #2 FOR 24RFP027 WATER UTILITY RELIEF PROGRAM
QUESTIONS RECEIVED 7/8/24 VIA EMAIL, RESPONSE PUBLISHED 7/9/24

1) RFP - “Administer a one-time payment up to \$500 for residents of the City of St. Louis who has an overdue water utility bill related to a COVID-19 hardship”.

● Q1: You indicated there will be a one-time payment of up to \$500 for residents. Will this benefit be directly received by the Water Division to adjust the residents’ delinquent accounts, or will the residents receive the benefit directly once a qualified application is received and approved?

Answer: Payments will be made directly to the Collector of Revenue’s Office.

2) ● Q2: Could you please share how long the Water Division intends to run this relief program? Is there an estimated timeline for the disbursement to be completed, such as a deadline when this program would expire? Given that there are about 19,000 delinquent accounts, it would help to understand the duration of the program.

Answer: We anticipate a high demand for this program, and this program will run as long as the allocated funds are available. Since this is Federal Funding there are some treasury guidelines that we must adhere to which are subject to change, but all funds should be spent by 2026 according to the Federal government.

3) ● For “Assist the Water Services Division as it resumes collection on delinquent water accounts”

○ Q3: Could you please explain the expectations from the vendor partner on this matter? Is the Water Division expecting the vendor partner to help execute the collections process, or is it only looking for a seamless handoff by marking accounts for collections if they were not brought current during the program or not enrolled in a payment plan?

Answer: The second half is correct. We want the vendor to indicate who they have serviced so we can cross-reference with the Collector of Revenue’s Office.

When would an account be turned over to collections?

Answer: At a later date as determined by the Water Division.



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4) • Q4- Could you please confirm if the Water Division wanted to outsource this program to the vendor partner with this project? Including systems and personale to provide the desired outcome?

Answer: We are not sure we understand the question. The purpose of this RFP is to outsource the implementation of this program.

5) Page 4:

• RFP: Provide notification to eligible households that they will receive the assistance and the dollar amount that will be paid towards their total delinquent water amount.

• Q1: Does the Water Division handle the disbursement of program benefits once an applicant is determined eligible?

Answer: This will be figured out during the program development process once a vendor is selected.

How is the benefit disbursed once a qualified application is received and approved?

Answer: The funds will go directly to the Collector of Revenue's Office.

6) Page 5:

• Under BACKGROUND INFORMATION "the Water Utility Relief Program will offer residents with overdue amounts the opportunity to enroll into a repayment plan so they can successfully pay their water debt."

• Q1: As we understand, there will be two actions taken on the accounts. First, verify and disburse the program benefits. If this does not bring the account current, then assist with enrolling the account into a repayment plan. If neither action resolves the delinquency, flag these accounts as possible collection accounts after a certain period.

Answer: That is correct.

• Q2: Is there any system currently in place to process the enrollment into a repayment plan? Or are you expecting that to be part of this process/rfp?

Answer: The Collector of Revenue has an existing repayment plan process, but we may need to modify it to meet the needs of this program. This will be determined when a vendor is selected.



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7) Page 7:

- RFP: Fee Proposal

- Q1: What is the length/Tenure of the Project to be supported by the Vendor partner.

Answer: The length/tenure will be decided during the contract negotiation process once a vendor is selected.

- Q2: What is the budget allocated for this Project?

Answer: One million dollars has been allocated to this project with no more than 10% to be spent on administrative fees.

8) How long after award are we expected to start performing work?

Answer: This will be decided during the contract negotiation process once a vendor is selected. This program is a top priority for the city so we would like to get things started as soon as possible - the program will need to be developed and approved by the Water Services Division before any work starts.

9) How soon after award can we get information on the delinquent accounts?

Answer: Information will be shared once the contract negotiations are complete.

10) What info will we receive on the delinquent accounts (name, address, email address, phone number, water bill account #)?

Answer: Yes, all of the above.

11) If an applicant is deemed eligible, does the money go to them or the water department directly?

Answer: The funds will go to the Collector of Revenue's Office; this is typical for all water bills.

12) What is the end of the period of performance? (ARPA funds spend deadlines)

Answer: December 2026, however, the City of St. Louis reserves the right to institute internal deadlines that may be before the federal deadline. These deadlines will be communicated to the selected vendor.

13) Are payments per person if more than one name is listed on the bill or per household?

Answer: The payments are limited to one per primary household.