

SECTION VIII: CONTRACTOR SERVICE POLICY
Greenferry Water and Sewer District

A. PURPOSE

1. The purpose of this policy is to provide general and specific guidelines to assist the Greenferry Water and Sewer District, hereinafter referred to as the “District”, its Board, hereinafter referred to as the “Directors” and District Staff, hereinafter referred to as “Staff” in the performance of their duties and business relations with contract service providers hereinafter referred to as “Contractors”.
2. The intent of this policy is to ensure the District receives quality services from qualified contractors. It is also the intent of this policy to reduce or eliminate any liability exposure to the District, Property Owners, Directors and Staff.

B. POLICY

1. It is the policy of the District, at the direction of its Board that all business relations with Contractors shall be in accordance with all current laws, ordinances, policies, standards of professional practices and certifications including but not limited to Federal and State Codes, Post Falls Highway District Policies and Greenferry Water and Sewer District Policies as it relates to the contract services to be provided.
2. it shall be the policy of the District that all contract services shall be approved by the Directors before any work begins. The Directors may delegate approval responsibility to a designated Staff if the integrity of a project would be compromised by delay in obtaining Directors approval.

C. PROCEDURE

Within the course and scope of the District’s responsibility to provide for and manage a water distribution system it becomes necessary to engage in contract services for a variety of planned and unplanned events.

1. Planned events are primarily those that the District Board and Staff are aware of that are currently underway or events with start and finish dates. The following are examples of Planned events:
 - a. Additional support staff
 - b. Upgrade services
 - c. Project development
 - d. Non-emergency repairs
2. Unplanned events are those that occur when it’s least expected and warrant an emergency response. The impact that unplanned events create can be mitigated through prior planning. Prior planning will reduce the costs associated with an emergency response by a contractor. The following are examples of unplanned events:
 - a. District water line breaks

- b. Vital staffing issues in emergencies
 - c. Earthquakes
 - d. Fires
3. Contract services would be typically identified through the event and emergency preparedness planning process. Once the services are identified and approved by the Board a request for proposal (RFP) process should be initiated to generate responses from qualified interested Contractors.
 4. As Contractors respond to the RFPs the Directors will confirm the Contractor's credentials and receive assurance from the Contractor that compliance with all District quality assurance requirements are acknowledged and agreed upon before a contract proposal is accepted.
 5. Quality Assurance Requirements (QARS) are those actions or procedures to be taken by the Directors, Staff and any Contractor providing services for the District that may be in addition to standard operating procedures. QARS are designed to keep District property owners and any other persons who may be affected by services informed. Keeping District property owners informed serves to promote positive community relations, builds confidence in the District and assures quality service and workmanship. The following are examples of QARS:
 - a. The Directors must notify District property owners in writing when a project is being considered for approval that will involve or impact their property. The notification must include but not limited to the reason for the project, a description of the work to be done, the anticipated start and finish dates and assurance they will be notified when the Contractor is selected with the name of the Contractor. The notification must also include District contact information and encourage contact with the District with questions, comments and any complaints.
 - b. The Engineer of Record or approved/qualified designee shall serve as Project Inspector for all project inspections, including materials testing and quality control. Copies of daily reports, test results, project certification and as-built drawings shall be submitted to the District throughout the course of construction in a timely manner as appropriate with phasing of the project and prior to final acceptance.
 - c. The Project Inspector must photograph all project work sites before, at important times during and when a project is finished. Private property and Public Right of ways affected or disrupted by the project should be considered priority photos for the project file.
 - d. Contractors must make contact with District property owners impacted by a project at least 48 hours before construction begins to discuss or mitigate any conflicts.
 - e. Contractors and Project Inspector must support the District's intention to return a work site to its condition before construction whenever reasonably possible.
 - f. Contractors and Project Inspector must ensure that an approved complete set of project construction drawings and specifications are kept on the project site.

- g. Contractors and Project Inspector shall ensure that streets, sidewalks, and all other right-of-ways in the project site or sphere of influence are maintained in a clean, safe and useable condition during construction and upon completion of the project.
- h. Contractors must take precautions to protect property corners or survey monuments during construction. Damaged or obliterated corners or monuments must be re-established by professional surveyors licensed to work in the State of Idaho prior to final acceptance.
- i. The District, Staff and Contractors must adhere to the Post Falls Highway District policies and guidelines in all activities involving the use of or encroachment onto public right-of-ways.