**AGENDA NOTE – HRPDC QUARTERLY COMMISSION MEETING**

**ITEM #10-I: CONSULTANT SERVICES CONTRACT TASK ORDER – FOG ONLINE CERTIFICATION WEBSITE**

**SUBJECT:**
Authorize issuance of a task order under the existing URS Corporation Continuing Services Contract for maintenance of and enhancements to the FOG Online Certification website.

**BACKGROUND:**
The FOG Certification website was developed in 2012 to help localities inform and train individuals working in the food service industry on proper maintenance of grease control devices and the harmful effects of fats, oils and grease (FOG) on the region's sanitary sewer systems. Certification is required by FOG ordinances in some Hampton Roads localities and the site offers two programs at no cost: one for food service establishment employees and another for individuals hauling grease from food service establishments. In addition to the free certification programs, the website also provides training materials and resources from detailed presentations and step-by-step instructional guides, as well as, posters and educational brochures that can be downloaded and printed.

This project is funded by the localities through the Regional Wastewater Program.

Contract Amount: Up to $30,274.

Period of Performance: January 1, 2015 through June 30, 2015

General Scope of Work: URS shall provide the following:

Maintenance:

- Ensure that the database and webpages are working properly.
- Monitor the backup process to 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.
- Ensure that system security measures are adequately provided.
- Monitor the database to anticipate and solve problems.

Enhancements:

- Provide enhanced backend user access to create, delete, or modify information for user profiles and company associations.

Attachment 10-I

**RECOMMENDED ACTION:**
Authorize the Interim Executive Director to issue a task order to maintain and perform site enhancements to the FOG Online Certification website under the Continuing Services Contract with URS Corporation.

Attachment B14

# SCOPE OF WORK

## HRFOG SUPPORT FY15 & ENHANCEMENTS

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 HRFOG site became fully operational in 2012 and was enhanced in 2014 to add capabilities requested by local HRFOG Committee members and HRPDC administrative users. Current maintenance is scheduled to expire for the HRFOG site on December 31, 2014.

The system is running well and is gaining widespread use throughout Hampton Roads—as of November 2014 there are over 3,500 registered HRFOG users. There is an ongoing need for contractor maintenance, driven in part by questions from new or infrequent users who are unfamiliar with HRFOG. 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 hosting the HRFOG on a commercial server, and support and maintenance of the HRFOG system from January 1, 2015 through June 30, 2015.

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

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

**Task 1: Services (January 1, 2015 through June 30, 2015)**
URS and its sub-consultant shall provide monthly system support and maintenance, up to an average of fourteen (14) labor hours per month of technical 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.

This scope of work also includes hosting the HRFOG system on a commercial-grade server system (Azure) for a period of six (6) months.

**Task 2: Enhance Capabilities for HRPDC Administrative Users**

HRPDC has requested URS to create additional administrative capabilities that would allow (only) HRPDC users to perform additional edits on records created by end users. HPRDC administrative users already have a dedicated and isolated landing page that provides the ability to:

- Add the results of paper tests (for both grease hauler and FSE worker tests);
- Add or remove FSEs associated with users (including adding new FSEs); and
- Edit associated company data for grease haulers.

URS will add the following record-editing capabilities:

- **For Grease Hauler records**, the ability to edit: First Name, Last Name, Email, Company Name, Address, City, and Zip Code.
- **For Food Service Establishment records**, the ability to edit: Locality, Food Establishment Name, and Address.
- **For Individual User records**: the ability to edit First Name, Last Name, Email, Job Title, Hauler Company or Associated FSEs. (Note that FSE records that originate from the VDH database system will not be affected by these edits, as they will be overwritten with the next VDH database import.)
- The ability to delete any Grease Hauler, FSE Worker, or FSE establishment entered by end users. (Note that FSE records that originate from the VDH database system will not be affected by these edits, as they will be overwritten with the next VDH database import.)

HRFOG currently produces complete lists of all records in the form of spreadsheets, which can be used to filter and sort records that need to be corrected or otherwise revised. With the new capabilities, HRPDC staff will be able to make edits to the HRFOG database directly on the website, without having to request URS to edit the records in the underlying HRFOG database.

**Assumptions and Limitations:**

This is a simple and straightforward task and a continuation of certain services formerly performed by URS and Virginia Technology Group for HRPDC. The tasks described in this Scope of Work are being priced using the following assumptions and limitations:

i. The above services are budgeted assuming that the maintenance work can be completed within an average of fourteen (14) labor hours per month. Some months may require more or less than 14 hours of labor for maintenance, but the average shall not exceed 14 hours per month.

ii. The primary contact for end users shall continue to be a designated representative at HRPDC. HRFOG 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. 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.

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. 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:**

URS will provide up to an average of fourteen (14) hours of system support and maintenance per month, plus monthly system hosting on a commercial server, from January 1, 2015 through June 30, 2015. URS will produce a user's guide in the form of a PowerPoint help file for HRPDC administrative users. The enhancements will be substantially completed within **four (4) months** of Notice to Proceed.

ATTACHMENT B

**TIME AND MATERIALS TASK ORDER NO. 14**

In accordance with the Agreement for Consulting and Professional Services between the Hampton Roads Planning District Commission (Commission) and URS Corporation (Consultant), dated April 2, 2010 and amended effective July 1, 2014, this Task Order describes the Services, Schedule, and Payment Conditions for Consultant's Services on the Project known as:

FOG Online Certification Website Maintenance & Enhancements

| | |
|---|---|
| **Commission Authorized Representative:** | Randy Keaton |
| **Address:** | 723 Woodlake Drive<br>Chesapeake, VA 23320 |
| **Telephone No.:** | (757) 420-8300 |

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|---|---|
| **Consultant Authorized Representative:** | Bill Cashman |
| **Address:** | 277 Bendix Road, Suite 500<br>Virginia Beach, VA 23452 |
| **Telephone No.:** | (757) 499-4224 |

**SERVICES.** The Services shall be described in Attachment B14 to this Task Order.

**SCHEDULE.** The Estimated Schedule shall be set forth in Attachment B14 to this Task Order. Because of the uncertainties inherent in the Services, Schedules are estimated and are subject to revision unless otherwise specifically described herein.

**PAYMENT.** Consultant charges shall be on a "time and materials" basis and shall be in accordance with the Consultant's fee proposal for this Task Order as set forth in Attachment B14.

**TERMS AND CONDITIONS.** The terms and conditions of the Agreement referenced above shall apply to this Task Order, except as expressly modified herein.

**ACCEPTANCE** of the terms of this Work Authorization is acknowledged by the following signatures of the Authorized Representatives.

| COMMISSION | CONSULTANT |
|---|---|
| Signature | Signature |
| Randy Keaton<br>Interim Executive Director/Secretary | |
| Typed Name/Title | Typed Name/Title |
| Date of Signature | Date of Signature |